



THE WORLD JUSTICE PROJECT: GENERAL POPULATION POLL INSTRUMENT B 2018

READ: Good morning. My name is _____. I am from _____, an independent polling organization. I do not represent the government or any political party. You are being asked to participate in a research study. The goal of the study is to understand the views of citizens in [COUNTRY] about people’s experiences with the law. The study is being carried out by the World Justice Project. Before continuing, I need to decide who to interview from this household.

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

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

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

S1: Selected adult= [Type code]

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

Do you wish to participate? ___ Yes ___ No

Surveyor:

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

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

Gend	Gender (Please fill in the gender of the respondent.)	Male..... 1
		Female..... 2
Age	What is your age as of today?	Open Response (Numeric]
Income	Would you please tell me the bracket that best represents your household's total income from all sources? This should include wages and salaries, net income from businesses, pensions, dividends, remittances, rents, and any	1 st quintile range..... 1
		2 nd quintile range..... 2
		3 rd quintile range..... 3

	other money income received by all members of the household. (Please refer to Supplemental Survey Materials for instructions on how to construct this variable.)	4 th quintile range.....4 5 th quintile range.....5 (DON'T READ) Don't know/No answer99
income_cur	Surveyor: Write the currency used for reporting the household's total income. Please standardize for all respondents.	Open Response (Text)
income_time	Surveyor: Write the time period used for reporting the household's total income. Please standardize for all respondents.	Weekly, Monthly, or Annual Income

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

1. TRUST AND CORRUPTION

READ: I am going to read you a list of categories of people, groups of people, and institutions. Please tell me, how much TRUST do you have in each of the following categories?

q1a	People living in this country	A lot.....1 Some.....2 A little.....3 No trust.....4 (DON'T READ) Don't know/No answer.....99
q1b	Officers working in the local government	A lot.....1 Some.....2 A little.....3 No trust.....4 (DON'T READ) Don't know/No answer.....99
q1c	Officers working in the national government	A lot.....1 Some.....2 A little.....3 No trust.....4 (DON'T READ) Don't know/No answer.....99
q1d	The police	A lot.....1 Some.....2 A little.....3

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

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

q2a	Members of Parliament/Congress	None..... 1 Some of them..... 2 Most of them..... 3 All of them..... 4 (DON'T READ) Don't know/No answer..... 99
q2b	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
q2c	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
q2d	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
q2e	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
q2f	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
q2g	Judges and magistrates	None..... 1

	Some of them.....2
	Most of them.....3
	All of them.....4
	(DON'T READ) Don't know/No answer.....99

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

	q3. In the last three years , did you:	q4. 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 q4a) No.....2 (GO TO q3b) (DON'T READ) DK/NA...99 (GO TO q3b)	Yes.....1 (GO TO q3b) No.....2 (GO TO q3b) (DON'T READ) DK/NA...99 (GO TO q3b)
b. (Did you) Request public benefits or government assistance, such as cash transfers, pensions, or disability benefits?	Yes.....1 (GO TO q4b) No.....2 (GO TO q3c) (DON'T READ) DK/NA...99 (GO TO q3c)	Yes.....1 (GO TO q3c) No.....2 (GO TO q3c) (DON'T READ) DK/NA...99 (GO TO q3c)
c. (Did you) Request a birth certificate for you or your children or a government issued ID card?	Yes.....1 (GO TO q4c) No.....2 (GO TO q3d) (DON'T READ) DK/NA...99 (GO TO q3d)	Yes.....1 (GO TO q3d) No.....2 (GO TO q3d) (DON'T READ) DK/NA...99 (GO TO q3d)
d. (Did you) Request a place at a public school?	Yes.....1 (GO TO q4d) No.....2 (GO TO q3e) (DON'T READ) DK/NA...99 (GO TO q3e)	Yes.....1 (GO TO q3e) No.....2 (GO TO q3e) (DON'T READ) DK/NA...99 (GO TO q3e)
e. (Did you) Use any PUBLIC health services?	Yes.....1 (GO TO q4e) No.....2 (GO TO q5) (DON'T READ) DK/NA...99 (GO TO q5)	Yes.....1 (GO TO q5) No.....2 (GO TO q5) (DON'T READ) DK/NA...99 (GO TO q5)

2. INFORMATION REQUESTS

READ: Now, I am going to ask you a few questions about information requests. These are requests made to government bodies for information about their activities, for example, requests for public records of a governmental agency, procedures for accessing public benefit programs, information about community projects, or statistical data. For this section, we are only interested in information requests that you made during the last 12 months, between **[today's month 2017]** and now. Note that I am not asking about requests that you made about your own personal records (such as your birth certificate or your health records) or for information that is freely and publicly available.

q5	Have you made a request for information held by a government agency (such as government ministries, municipalities, law enforcement agencies, etc.) in the last 12 months?	Yes.....1 No.....2 (GO TO q7)
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		(DON'T READ) Don't know/No answer.....99 (GO TO q7)
q6a	Did you receive the information that you requested?	Yes.....1 No.....2 (GO TO q7) (DON'T READ) Don't know/No answer.....99 (GO TO q7)
q6b	Approximately how long did it take to receive the information that you requested?	Less than a week.....1 Between one week and one month.....2 Between one month and three months.....3 Between three months and six months.....4 More than six months.....5 (DON'T READ) Don't know/No answer.....99
q6c	Did you have to pay a bribe in order to obtain the information?	Yes.....1 No.....2 (DON'T READ) Don't know/No answer.....99

READ: Now, I am going to read a list of information held by government agencies. If you were to request to have access to these documents, how likely do you think it is that the government agency will grant it, assuming the information is properly requested? Would you say that it is very likely, likely, unlikely, or very unlikely?

q7a	Detailed budget figures of government agencies	Very likely.....1 Likely.....2 Unlikely.....3 Very unlikely.....4 (DON'T READ) Don't know/No answer.....99
q7b	Copies of government contracts	Very likely.....1 Likely.....2 Unlikely.....3 Very unlikely.....4 (DON'T READ) Don't know/No answer.....99
q7c	Disclosure records of senior government officials (such as tax records or property holdings)	Very likely.....1 Likely.....2 Unlikely.....3

	Very unlikely..... 4
	(DON'T READ) Don't know/No answer..... 99

3. SECURITY

READ: I now want to ask you about **crimes** you may have experienced during the past 12 months. Please note that I am only interested in offences that you have experienced. I know that sometimes it is difficult to remember such incidents so I will read the questions slowly and I would like you to think carefully about them.

q8a	Have you been a victim of any type of crime in the past 12 months? That is, have you been a victim of robbery, burglary, assault, fraud, blackmail, extortion, violent threats or any other type of crime in the past 12 months?	Yes..... 1 No..... 2 (GO TO q9) (DON'T READ) Don't know/No answer..... 99 (GO TO q9)
q8b	What was the last crime that you suffered? (DON'T READ OPTIONS. MARK ALL THAT APPLY.)	Theft of car..... 1 Theft from car (car parts or something from inside the car was stolen)..... 2 Vandalism or property damage..... 3 Theft of moped, motor scooter, or motorcycle..... 4 Theft of bicycle..... 5 Theft of livestock..... 6 Burglary..... 7 Attempted burglary..... 8 Robbery..... 9 Theft of personal property or pickpocketing..... 10 Extortion (threats, pressure or fraud to demand money or goods)..... 11 Consumer fraud..... 12 Bribery/corruption by public official..... 13 Assaults/threats..... 14 Kidnapping..... 15 Rape or sexual assault..... 16 Hate crime..... 17 Other..... 18 (DON'T READ) Don't know/No answer..... 99

q8c	Did it occur in [COUNTRY]?	Yes.....1 No.....2 (GO TO q9) (DON'T READ) Don't know/No answer.....99 (GO TO q9)
q8d	Thinking about the most recent incident, did you or a member of your household report the crime to the police?	Yes.....1 No.....2 (DON'T READ) Don't know/No answer.....99
q8e	As far as you know, was the perpetrator caught?	Yes.....1 No.....2 (GO TO q9) (DON'T READ) Don't know/No answer.....99 (GO TO q9)
q8f	Was the perpetrator prosecuted and punished for the crime?	Yes.....1 No.....2 (DON'T READ) Don't know/No answer.....99
q9	How safe do you feel walking in your neighborhood at night?	Very safe.....1 Safe.....2 Unsafe.....3 Very unsafe.....4 (DON'T READ) Don't know/No answer.....99

4. CONTACTS WITH THE POLICE

READ: Now I am going to ask you some questions related to the times that you have been in contact with the police. I'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

READ: 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...?

q10a	Report a crime, a shooting or any sort of suspicious activity?	Yes.....1 No.....2 (DON'T READ) DK/NA.....99
q10b	Report a case of domestic violence, an altercation or fight, or another disturbance in your neighborhood?	Yes.....1

		No.....2 (DON'T READ) DK/NA.....99
q10c	Report an accident or a medical emergency?	Yes.....1 No.....2 (DON'T READ) DK/NA.....99
q10d	Request information?	Yes.....1 No.....2 (DON'T READ) DK/NA.....99
q10e	Request any other type of help?	Yes.....1 No.....2 (DON'T READ) DK/NA.....99

SURVEYOR: REVIEW QUESTIONS q10a TO q10e.

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

q10f	Out of the contacts mentioned above, which one was the most recent? [SURVEYOR: IF THE RESPONDENT DOESN'T KNOW OR CAN'T REMEMBER, PROMPT WITH: Which one was the most recent that you remember? [SURVEYOR: IF THE RESPONDENT CAN'T REMEMBER, PROMPT WITH:] Please select any that you remember. [SURVEYOR: IF THE RESPONDENT STILL CANNOT REMEMBER OR DOESN'T ANSWER, MARK “DK/NA”]	q10a. Report a crime, a shooting or any sort of suspicious activity.....1 q10b. Report an altercation or a fight or other disturbances in your neighborhood.....2 q10c. Report an accident or a medical emergency.....3 q10d. Request information.....4 q10e. Request any other type of help.....5 (DON'T READ) DK/NA.....99 (GO TO q12a)
q10g	During this occasion, how did you contact the police? (By phone, in person, etc.) If you used various means, please tell me which you think was the most useful. (DON'T READ OPTIONS. MARK A SINGLE ANSWER. READ OPTIONS IF THE RESPONDENT DOESN'T ANSWER.)	In person, in the street.....1 (GO TO q11e) In person, at a police information station.....2 (GO TO q11e) By phone (includes 911).....3 On their website.....4 Through social media (Facebook, Twitter).....5 By email.....6 By an SMS text message on your phone.....7

		By radio..... 8 Other 9 (DON'T READ) DK/NA 99
q11a	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 q11j) No..... 2 (DON'T READ) DK/NA 99
q11b	Did the police arrive at the location that you indicated?	Yes..... 1 No..... 2 (GO TO q11j) (DON'T READ) DK/NA 99 (GO TO q11j)
q11c	How fast did they get there? Did they arrive ...	In less than 10 minutes? 1 Within 10 to 30 minutes? 2 Within 30 minutes to an hour? 3 Within one to 3 hours? 4 In over 3 hours? 5 (DON'T READ) DK/NA 99
q11d	During this occasion, did you speak directly to any police officer?	Yes..... 1 No..... 2 (GO TO q11j) (DON'T READ) DK/NA 99 (GO TO q11j)
q11e	During this occasion, were the police helpful?	Yes..... 1 No..... 2 (DON'T READ) DK/NA 99
q11f	Did the police control the situation?	Yes..... 1 No..... 2 (DON'T READ) DK/NA 99
q11g	Was the police officer kind and respectful?	Yes..... 1 No..... 2 (DON'T READ) DK/NA 99
q11h	Did any of the officers you approached ask you for any sort of tip, gift, or money?	Yes..... 1 No..... 2 (GO TO q11i2) (DON'T READ) DK/NA 99 (GO TO q11i2)
q11i1	And did you give her/him something (a tip, gift, or money)?	Yes..... 1 (GO TO q11j) No..... 2 (GO TO q11j) (DON'T READ) DK/NA 99 (GO TO q11j)
q11i2	And did you give her/him any sort of tip, gift, or money to thank her/him?	Yes..... 1 No..... 2 (DON'T READ) DK/NA 99

q11j	In general, were you satisfied with the police performance during this occasion?	Yes..... 1
		No..... 2
		(DON'T READ) DK/NA..... 99

INVOLUNTARY CONTACT WITH THE POLICE

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

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

SURVEYOR: WHICH CONTACT DID THE RESPONDENT MENTION?

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

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

STOPPED IN A VEHICLE

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.

q13a	During this occasion, what was the main reason that the police stopped you? (DON'T READ OPTIONS. MARK A SINGLE ANSWER. READ OPTIONS IF THE RESPONDENT DOESN'T ANSWER.)	Traffic violation (speeding, talking on my phone, not wearing a seatbelt, etc.)..... 1
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		Due to a problem with the vehicle that I was driving 2 (GO TO q15a) Traffic accident 3 (GO TO q15a) To check if the driver was drunk 4 Because the vehicle was stolen or it resembled one that the police were looking for 5 As part of a routine check 6 To ask for my cooperation 7 To pressure me into giving them money or to bother or harass me 8 Other 9 (DON'T READ) DK/NA 99
q13b	In your opinion, did the police officer have a legitimate reason to stop you?	Yes 1 No 2 (DON'T READ) DK/NA 99
q13c	Did the police officer inspect the vehicle that you were travelling in, or frisk you or your companion?	Yes 1 No 2 (DON'T READ) DK/NA 99
q13d	Was the police officer kind and respectful?	Yes 1 No 2 (DON'T READ) DK/NA 99
q13e	Did the police officer ask for a bribe or did s/he create the conditions so that you or your companions offered one?	Yes 1 No 2 (GO TO q13g) (DON'T READ) DK/NA 99 (GO TO q13g)
q13f	And at the end, did you or your companions give her/him money (or a gift)?	Yes 1 No 2 (DON'T READ) DK/NA 99
q13g	Did the police officer give you or one of your companions a ticket or a fine?	Yes 1 No 2 (DON'T READ) DK/NA 99
q13h	During this incident, did you or any of your companions threaten, push or act in an arrogant manner towards any of the police officers?	Yes 1 No 2 (DON'T READ) DK/NA 99
q13i	And at any time, did a police officer threaten, push or hit you or any of your companions?	Yes 1 No 2 (DON'T READ) DK/NA 99

q13j	On this occasion, did the police arrest you or any of your companions?	Yes.....1 (GO TO q16) No.....2 (GO TO q16) (DON'T READ) DK/NA.....99 (GO TO q16)
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APPROACHED IN A PUBLIC SPACE OR AT HOME OR WORK

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.

q14a	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.)	They thought I was carrying something or doing something illegal.....1 Because I looked like someone they were looking for.....2 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 for my cooperation.....6 To pressure me into giving them money or to bother or harass 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 q15a) To do a routine check.....11 Other.....12 (DON'T READ) DK/NA.....99
q14b	In your opinion, did the police officer have a legitimate reason to stop you?	Yes.....1 No.....2 (DON'T READ) DK/NA.....99
q14c	Did the police officer frisk you or your companion?	Yes.....1 No.....2 (DON'T READ) DK/NA.....99
q14d	Was the police officer kind and respectful?	Yes.....1

		No.....2 (DON'T READ) DK/NA.....99
q14e	Did the police officer ask for a bribe or did s/he create the conditions so that you or your companions offered one?	Yes.....1 No.....2 (GO TO q14g) (DON'T READ) DK/NA.....99 (GO TO q14g)
q14f	And at the end, did you or your companions give her/him money (or a gift)?	Yes.....1 No.....2 (DON'T READ) DK/NA.....99
q14g	Did the police officer give you or one of your companions a ticket or a fine?	Yes.....1 No.....2 (DON'T READ) DK/NA.....99
q14h	During this incident, did you or any of your companions threaten, push or act in an arrogant manner towards any of the police officers?	Yes.....1 No.....2 (DON'T READ) DK/NA.....99
q14i	And at any time, did a police officer threaten, push or hit you or any of your companions?	Yes.....1 No.....2 (DON'T READ) DK/NA.....99
q14j	On this occasion, did the police arrest you or any of your companions?	Yes.....1 (GO TO q16) No.....2 (GO TO q16) (DON'T READ) DK/NA.....99 (GO TO q16)

ASSISTED IN AN EMERGENCY/ACCIDENT

q15a	During this occasion, were the police helpful?	Yes.....1 No.....2 (DON'T READ) DK/NA.....99
q15b	Did the police control the situation?	Yes.....1 No.....2 (DON'T READ) DK/NA.....99
q15c	Was the police officer kind and respectful?	Yes.....1 No.....2 (DON'T READ) DK/NA.....99
q15d	Did any of the officers you approached ask you for any sort of tip, gift, or money?	Yes.....1 No.....2 (GO TO q15e2)

		(DON'T READ) DK/NA.....99 (GO TO q15e2)
q15e1	And did you give her/him something (a tip, gift, or money)?	Yes..... 1 (GO TO q15f) No..... 2 (GO TO q15f) (DON'T READ) DK/NA.....99 (GO TO q15f)
q15e2	And did you give her/him any sort of tip, gift, or money to thank her/him?	Yes..... 1 No..... 2 (DON'T READ) DK/NA.....99
q15f	In general, were you satisfied with the police performance during this occasion?	Yes..... 1 No..... 2 (DON'T READ) DK/NA.....99

5. DISCRIMINATION

READ: Now, I am going to ask you a few questions about the way you feel people treat you. In your day-to-day life, how often do any of the following things happen to you?

q16a	You are treated with less courtesy or respect than other people	Almost every day..... 1 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
q16b	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
q16c	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
q16d	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
q16e	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 q17 ONLY TO THOSE ANSWERING

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

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

q17	What do you think is the main reason for these experiences? (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
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		A physical or mental disability..... 9
		Your sexual orientation..... 10
		Your education or income level..... 11
		Your nationality or immigration status..... 12
		Your shade of skin color..... 13
		Your tribe..... 14
		Your clothing or your hairstyle (includes tattoos and piercings)..... 15
		Other..... 16
		(DON'T READ) Don't know/No answer..... 99

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

q18a	A poor person	Yes..... 1 No..... 2 (DON'T READ) Don't know/No answer..... 99
q18b	A female	Yes..... 1 No..... 2 (DON'T READ) Don't know/No answer..... 99
q18c	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
q18d	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
q18e	A foreigner (immigrant)	Yes..... 1 No..... 2 (DON'T READ) Don't know/No answer..... 99
q18f	A homosexual	Yes..... 1 No..... 2 (DON'T READ) Don't know/No answer..... 99

6. ACCESS TO JUSTICE

READ: I am going to read you a list of problems and disputes that people commonly experience in everyday life. In each case, please tell me whether or not you have had any such problem during the past two years, by which I mean a problem that started since [today's month 2016] or started before then, but continued afterwards.

In the last two years, have you had ...?

(SURVEYOR: SHOW DISPUTES SHOWCARDS ONE AT A TIME. ASK ONLY FOR THE RESPONDENT TO MARK THE ONES THEY HAVE HAD.)

Problem Type Code	Problem Type Description	q19	q20
A1	Problems related to poor or incomplete professional services (for example, services from a lawyer, builder, mechanic, etc.)	Yes.....1 No.....2	0 1 2 3 4 5 6 7 8 9 10 DK/NA
A2	Problems related to obtaining a refund for faulty or damaged goods	Yes.....1 No.....2	0 1 2 3 4 5 6 7 8 9 10 DK/NA
A3	Major disruptions in the supply of utilities (e.g. water, electricity, phone) or incorrect billing	Yes.....1 No.....2	0 1 2 3 4 5 6 7 8 9 10 DK/NA
B1	Problems obtaining land titles, property titles, or permission for building projects for your own home	Yes.....1 No.....2	0 1 2 3 4 5 6 7 8 9 10 DK/NA
B2	Problems related to squatting and land grabbing	Yes.....1 No.....2	0 1 2 3 4 5 6 7 8 9 10 DK/NA
B3	Problems with your neighbors over boundaries or the right to pass through property, fences, or trees	Yes.....1 No.....2	0 1 2 3 4 5 6 7 8 9 10 DK/NA
B4	Problems with co-owners or community members over selling property	Yes.....1 No.....2	0 1 2 3 4 5 6 7 8 9 10 DK/NA
C1	Problems with a landlord about rental agreements, payments, repairs, deposits, or eviction	Yes.....1 No.....2	0 1 2 3 4 5 6 7 8 9 10 DK/NA
C2	Problems with a tenant about rental agreements or property damage	Yes.....1 No.....2	0 1 2 3 4 5 6 7 8 9 10 DK/NA

C3	Problems with your neighbors over noise, litter, parking spots, or pets	Yes.....1 No.....2	0 1 2 3 4 5 6 7 8 9 10 DK/NA
C4	Becoming homeless	Yes.....1 No.....2	0 1 2 3 4 5 6 7 8 9 10 DK/NA
D1	Divorce or separation	Yes.....1 No.....2	0 1 2 3 4 5 6 7 8 9 10 DK/NA
D2	Difficulties obtaining child support payments	Yes.....1 No.....2	0 1 2 3 4 5 6 7 8 9 10 DK/NA
D3	Difficulties paying child support	Yes.....1 No.....2	0 1 2 3 4 5 6 7 8 9 10 DK/NA
D4	Dispute over child custody or visitation arrangements	Yes.....1 No.....2	0 1 2 3 4 5 6 7 8 9 10 DK/NA
D5	Threats or physical violence from a current partner, ex-partner or other household member	Yes.....1 No.....2	0 1 2 3 4 5 6 7 8 9 10 DK/NA
D6	Disagreement over the content of a will or the division of property after the death of a family member	Yes.....1 No.....2	0 1 2 3 4 5 6 7 8 9 10 DK/NA
E1	Difficulties obtaining a place at a school or other educational institution that you or your children are eligible to attend	Yes.....1 No.....2	0 1 2 3 4 5 6 7 8 9 10 DK/NA
E2	You or your children being bullied or harassed at school or another educational institution	Yes.....1 No.....2	0 1 2 3 4 5 6 7 8 9 10 DK/NA
E3	Problems with gangs, vandalism, or consumption of drugs or alcohol on the streets	Yes.....1 No.....2	0 1 2 3 4 5 6 7 8 9 10 DK/NA
F1	Injuries or health problems sustained as a result of an accident or due to poor working conditions	Yes.....1 No.....2	0 1 2 3 4 5 6 7 8 9 10 DK/NA
F2	Injuries or health problems sustained as a result of negligent or wrong medical or dental treatment	Yes.....1 No.....2	0 1 2 3 4 5 6 7 8 9 10 DK/NA

G1	Being dismissed from a job unfairly	Yes.....1 No.....2	0 1 2 3 4 5 6 7 8 9 10 DK/NA
G2	Difficulties obtaining wages or employment benefits that were agreed on in advance	Yes.....1 No.....2	0 1 2 3 4 5 6 7 8 9 10 DK/NA
G3	Harassment at work	Yes.....1 No.....2	0 1 2 3 4 5 6 7 8 9 10 DK/NA
H1	Difficulties obtaining public benefits or government assistance, such as cash transfers, pensions, or disability benefits.	Yes.....1 No.....2	0 1 2 3 4 5 6 7 8 9 10 DK/NA
H2	Difficulties accessing care in public clinics or hospitals	Yes.....1 No.....2	0 1 2 3 4 5 6 7 8 9 10 DK/NA
H3	Lack of access to water, sanitation, and/or electricity	Yes.....1 No.....2	0 1 2 3 4 5 6 7 8 9 10 DK/NA
I1	Being beaten up or arrested without justification by a member of the police or the military.	Yes.....1 No.....2	0 1 2 3 4 5 6 7 8 9 10 DK/NA
J1	Difficulties obtaining birth certificates for you or your children	Yes.....1 No.....2	0 1 2 3 4 5 6 7 8 9 10 DK/NA
J2	Difficulties obtaining a government-issued ID card	Yes.....1 No.....2	0 1 2 3 4 5 6 7 8 9 10 DK/NA
J3	Problems with you or your children's citizenship, residency, or immigration status	Yes.....1 No.....2	0 1 2 3 4 5 6 7 8 9 10 DK/NA
J4	Tax disputes or disputes with other government bodies	Yes.....1 No.....2	0 1 2 3 4 5 6 7 8 9 10 DK/NA
K1	Being behind on and unable to pay credit cards, utility bills (e.g. water, electricity, gas), or a loan	Yes.....1 No.....2	0 1 2 3 4 5 6 7 8 9 10 DK/NA
K2	Being threatened by debt collectors over unpaid loans or bills	Yes.....1 No.....2	0 1 2 3 4 5 6 7 8 9 10 DK/NA

K3	Being threatened, harassed, or extorted by a mob, a gang or another criminal organization	Yes.....1 No.....2	0 1 2 3 4 5 6 7 8 9 10 DK/NA
L1	Difficulties collecting money owed to you	Yes.....1 No.....2	0 1 2 3 4 5 6 7 8 9 10 DK/NA
L2	Insurance claims being denied	Yes.....1 No.....2	0 1 2 3 4 5 6 7 8 9 10 DK/NA

q20. SURVEYOR INSTRUCTIONS:

- **IF THE RESPONDENT DID NOT ANSWER “YES” TO ANY OF THE QUESTIONS IN q19, GO TO q43.**
- **IF THE RESPONDENT DID ANSWER “YES” TO ANY OF THE QUESTIONS IN q19, SHOW SHOWCARD “A” AND READ:** Thinking about the problems that you have experienced, and looking at this scale, where 0 represents the least serious and 10 represents the most serious problem you could ever face in your lifetime, please mark where on the scale you would place each of the issues or problems you have experienced. For example, a score of 2 might be a problem with a neighbor over a noisy party and a score of 8 might be being made homeless.
- **REVIEW ALL THE PROBLEMS CODED AS “YES” IN q19 AND READ EACH PROBLEM DESCRIPTION AS WORDED, THEN RECORD THE RESPONSE IN q20 ABOVE.**

q21. SURVEYOR INSTRUCTIONS: YOU WILL NOW CHOOSE ONE OF THE PROBLEMS IDENTIFIED IN q20 TO ASK THE RESPONDENT ADDITIONAL QUESTIONS ABOUT IT.

- **USE A RANDOM NUMBER GENERATOR TO PICK AMONG THOSE DISPUTES WITH A DEGREE OF SERIOUSNESS GREATER THAN 3 (4-10).**
- **IF THE RESPONDENT DOES NOT HAVE A DISPUTE WITH A DEGREE OF SERIOUSNESS BETWEEN 4 AND 10, USE A RANDOM NUMBER GENERATOR TO SELECT FROM AMONG ALL DISPUTES THAT WERE MARKED AS “YES” IN q19.**
- **IF IT IS NOT POSSIBLE TO USE A RANDOM NUMBER GENERATOR, PLEASE REFER TO THE SUPPLEMENTAL SURVEY MATERIALS FOR INSTRUCTIONS ON HOW TO SELECT A DISPUTE FOR q21.**

q21	[SURVEYOR: ENTER THE CODE OF THE PROBLEM TYPE SELECTED (A1 – L2)]	Code (A1-L2).....
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READ: You said you had [problem descriptor identified in q21]. I am now going to ask you some questions about how you went about dealing with this particular problem.

q22a	(ASK IF q21 = A1, A2, A3, B1, B2, B3, B4, C1, F1, I1 J4, K1, K2, K3, L1, L2) Was this problem related to your self-employment activity (own business, professional practice, or farm)?	Yes.....1 No.....2 (DON'T READ) DK/NA.....99
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q22b	Did any of the parties resort to physical violence during the dispute or in the process of settling the dispute?	Yes..... 1 No..... 2 (DON'T READ) DK/NA 99
q23	Did you obtain any information from the Internet, a software app, a video, printed material or the media to help you better understand or resolve the problem?	Yes..... 1 No..... 2 (DON'T READ) DK/NA 99
q24	Apart from anything you have told me about already, did you, or someone acting on your behalf, obtain information, advice or representation from any person or organization to help you better understand or resolve the problem? Please exclude any help provided by the other party. (SURVEYOR: IF THE RESPONDENT IS CONFUSED, READ: For example, from family or friends, a lawyer, a court, a religious or community leader, a trusted person or organization, or anybody else.)	Yes..... 1 No..... 2 (GO TO q27) (DON'T READ) DK/NA 99 (GO TO q27)
q25	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 q26.)	A relative, friend, or acquaintance..... 1 A lawyer, professional advisor or advice service 2 (GO TO q28) A government legal aid office..... 3 (GO TO q28) A court, government body, or the police 4 (GO TO q28) A health or welfare professional..... 5 (GO TO q28) A trade union or employer..... 6 (GO TO q28) A religious or community leader or organization 7 (GO TO q28) A civil society organization or charity 8 (GO TO q28) Other organization..... 9 (GO TO q28) (DON'T READ) DK/NA 99 (GO TO q28)
q26	Did any of the family or friends who you contacted go to law school or work in an organization that provides legal advice?	Yes..... 1 (GO TO q28) No..... 2 (GO TO q28) (DON'T READ) DK/NA 99 (GO TO q28)
q27	What was the main reason why you did not consider getting information, advice, or representation from anyone?	I thought the issues was not important or not difficult to resolve..... 1

	<p>(SURVEYOR: DO NOT READ OUT OPTIONS. ALLOW RESPONDENTS TO ANSWER FREELY. MARK ONLY ONE OPTION.)</p>	<p>Thought the other side was right2</p> <p>I did not think I needed advice3</p> <p>I was concerned about the financial cost4</p> <p>I had received help with a problem before and did not find it useful5</p> <p>I did not know who to call or where to get advice6</p> <p>I did not know I could get advice for this problem7</p> <p>Was scared to get advice8</p> <p>Advisers were too far away or it would take too much time9</p> <p>Other10</p> <p>(DON'T READ) DK/NA99</p>
<p>q28</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?</p> <p>(SURVEYOR: IF THE RESPONDENT IS CONFUSED, READ: such as the police, a respected family member, or a community or religious leader.)</p>	<p>Yes1 (GO TO q32)</p> <p>No2</p> <p>(DON'T READ) DK/NA99</p>
<p>q29</p>	<p>Why did you not go to anybody?</p> <p>(SURVEYOR: DO NOT READ OUT OPTIONS. ALLOW RESPONDENT TO ANSWER FREELY. MARK ONE OPTION.)</p>	<p>I thought the problem was not important enough or easy to resolve1</p> <p>I was confident I could resolve it by myself2</p> <p>Resolving the problem would have taken a long time or a lot of bureaucratic procedures3</p> <p>I did not have evidence or a strong case4</p> <p>Scared of the consequences / The other party is much more powerful5</p> <p>I did not know what to do, where to go, or how to do it6</p> <p>Access problems (cost, distance, schedule, etc.)7</p> <p>I did not trust the authorities8</p>

		<p>It would create problems for my family or damage a relationship.....9</p> <p>I caused the problem / It was up to the other party.....10</p> <p>Other.....11</p> <p>(DON'T READ) DK/NA.....99</p>
q30	<p>Is the problem ongoing or done with? By 'done with' I mean that the problem is either completely resolved or that it persists, but you and everybody else have given up all actions to resolve it further.</p>	<p>Ongoing 1 (GO TO q39)</p> <p>Too early to say..... 2 (GO TO q39)</p> <p>Done with, but problem persists..... 3</p> <p>Done with, problem fully resolved..... 4</p> <p>(DON'T READ) Don't know/No answer</p> <p>..... 99 (GO TO q39)</p>
q31	<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 q36a)</p>	<p>Agreement between you and the other party..... 1 (GO TO q36a)</p> <p>The other party independently doing what you wanted..... 2 (GO TO q36a)</p> <p>You independently doing what the other party wanted..... 3 (GO TO q36a)</p> <p>The problem sorting itself out..... 4 (GO TO q36a)</p> <p>You moving away from the problem (e.g. moving homes, changing jobs)..... 5 (GO TO q36a)</p> <p>You and/or all other parties giving up trying to resolve the problem..... 6 (GO TO q36a)</p> <p>None of these..... 7 (GO TO q36a)</p> <p>(DON'T READ) DK/NA..... 99 (GO TO q36a)</p>

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

B	Contact the police (or other prosecution authority)	Yes..... 1 (GO TO q33b) No..... 2 (GO TO q32c) (DON'T READ) DK/NA..... 99 (GO TO q32c)	Myself (or someone on my behalf)..... 1 The other party..... 2 Someone else..... 3 (DON'T READ) DK/NA..... 99
C	Contact a government office or other formal designated authority or agency	Yes..... 1 (GO TO q33c) No..... 2 (GO TO q32d) (DON'T READ) DK/NA..... 99 (GO TO q32d)	Myself (or someone on my behalf)..... 1 The other party..... 2 Someone else..... 3 (DON'T READ) DK/NA..... 99
D	Turn to a religious authority or community leader or organization	Yes..... 1 (GO TO q33d) No..... 2 (GO TO q32e) (DON'T READ) DK/NA..... 99 (GO TO q32e)	Myself (or someone on my behalf)..... 1 The other party..... 2 Someone else..... 3 (DON'T READ) DK/NA..... 99
E	Turn to a third-party to mediate the problem or turn to a formal conciliation or arbitration	Yes..... 1 (GO TO q33e) No..... 2 (GO TO q32f) (DON'T READ) DK/NA..... 99 (GO TO q32f)	Myself (or someone on my behalf)..... 1 The other party..... 2 Someone else..... 3 (DON'T READ) DK/NA..... 99
F	Turn to a formal complaints or appeal process.	Yes..... 1 (GO TO q33f) No..... 2 (GO TO q32g) (DON'T READ) DK/NA..... 99 (GO TO q32g)	Myself (or someone on my behalf)..... 1 The other party..... 2 Someone else..... 3 (DON'T READ) DK/NA..... 99
G	Turn to another institution or actor	Yes..... 1 [SPECIFY] (GO TO q33g) No..... 2 (GO TO q34)	Myself (or someone on my behalf)..... 1 The other party..... 2 Someone else..... 3 (DON'T READ) DK/NA..... 99

q34	Is the problem ongoing or done with? By 'done with' I mean that the problem is either completely resolved or that it persists, but you and everybody else have given up all actions to resolve it further.	Ongoing..... 1 (GO TO q39) Too early to say..... 2 (GO TO q39)
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		Done with, but problem persists.....3 Done with, problem fully resolved.....4 (DON'T READ) Don't know/No answer .99 (GO TO q39)
q35	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.....11 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.....55 You independently doing what the other party wanted.....66 The problem sorting itself out.....7 You moving away from the problem (e.g. moving homes, changing jobs).....88 You and/or all other parties giving up trying to resolve the problem.....99 None of these.....10 (DON'T READ) DK/NA.....99

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

q36a	Fair?	Yes.....1 No.....2 (DON'T READ) DK/NA.....99
q36b	Slow?	Yes.....1 No.....2 (DON'T READ) DK/NA.....99
q36c	Expensive?	Yes.....1 No.....2 (DON'T READ) DK/NA.....99

q37a	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
q37b	How many months did it take to resolve the problem, from the moment you turned to a court, government office, or third-party? (REGISTER NUMBER)	
q37c	Did you, personally, incur costs (other than your time) in order to solve the problem?	Yes 1 No 2 (GO TO q38) (DON'T READ) DK/NA 99 (GO TO q38)
q37d	How difficult was it to find the money to meet these costs?	Very easy 1 Somewhat easy 2 Difficult 3 Nearly impossible 4 (DON'T READ) DK/NA 99
q38	How satisfied or dissatisfied are you with the outcome of the problem?	Very satisfied 1 (GO TO q40) Satisfied 2 (GO TO q40) Dissatisfied 3 (GO TO q40) Very dissatisfied 4 (GO TO q40) (DON'T READ) DK/NA 99 (GO TO q40)
q39	How satisfied or dissatisfied are you with how things are turning out so far with the problem?	Very satisfied 1 Satisfied 2 Dissatisfied 3 Very dissatisfied 4 (DON'T READ) DK/NA 99
q40	Which of the following describe the problem? You can choose more than one option, or none. (ASK EACH OPTION SEPARATELY. MARK ALL THAT APPLY.)	Bad luck / part of life 1 Bureaucratic 2 A family or private matter 3 Legal 4 Political 5

		A social or community matter.....6 Economic.....7
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READ: To what extent do you agree or disagree with the following statements about the problem?

q41a	I understood or came to understand my legal rights and responsibilities.	Strongly Agree.....1 Agree.....2 Disagree.....3 Strongly Disagree.....4 (DON'T READ) Don't know/No answer_99
q41b	I knew where to get good information and advice about resolving the problem.	Strongly Agree.....1 Agree.....2 Disagree.....3 Strongly Disagree.....4 (DON'T READ) Don't know/No answer_99
q41c	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
q41d	I was (am) confident I could (can) achieve a fair outcome.	Strongly Agree.....1 Agree.....2 Disagree.....3 Strongly Disagree.....4 (DON'T READ) Don't know/No answer_99

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

q42a	Stress-related illness, injuries, or physical ill health	Yes.....1 No.....2 (DON'T READ) DK/NA.....99
q42b	Relationship breakdown or damage to a family relationship.	Yes.....1 No.....2

		(DON'T READ) DK/NA 99
q42c	Loss of income, loss of employment, financial strain or need to relocate.	Yes 1 No 2 (DON'T READ) DK/NA 99
q42d	Problems with alcohol or drugs	Yes 1 No 2 (DON'T READ) DK/NA 99

SURVEYOR: REVIEW QUESTIONS q42a TO q42d.

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

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

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

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

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

7. HYPOTHETICAL SITUATIONS

EVEN QUESTIONNAIRES

SURVEYOR: LOOK AT THE LAST DIGIT OF THE QUESTIONNAIRE NUMBER ON THE COVER PAGE. ASK QUESTIONS q43_G1 TO q45e_G1 ONLY IF THE LAST DIGIT OF THE QUESTIONNAIRE IS AN EVEN NUMBER ("0" "2" "4" "6" OR "8").

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

q43_G1	Assume that the environmental protection authority in [COUNTRY] notifies an industrial plant that it is polluting a river beyond the legally permitted levels. Which of the following outcomes is most likely? Choose one single answer.	The company complies with the law (either voluntarily or through court orders, fines, and other sanctions)..... 1 Absolutely nothing happens..... 2 (DON'T READ) Don't know/No answer.....99
q44_G1	Assume that a criminal is apprehended by your neighbors after committing a serious crime. Which of the following two situations is more likely to happen? (SINGLE ANSWER)	The criminal gets beaten by the neighbors.....1 The criminal is turned over to the authorities without harm..... 2 (DON'T READ) Don't know/No answer.....99

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

q45a_G1	Please assume that one day the President ¹ decides to adopt a policy that is clearly against [COUNTRY'S] Constitution: How likely is the National Congress/Parliament to be able to stop the President's illegal actions?	Very likely..... 1 Likely..... 2 Unlikely..... 3 Very unlikely..... 4 (DON'T READ) Don't know/No answer.....99
q45b_G1	How likely are the courts to be able to stop the President's illegal actions?	Very likely..... 1 Likely..... 2 Unlikely..... 3 Very unlikely..... 4 (DON'T READ) Don't know/No answer.....99
q45c_G1	How likely are the citizens to be able to stop the President's illegal actions?	Very likely..... 1 Likely..... 2 Unlikely..... 3 Very unlikely..... 4

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

		(DON'T READ) Don't know/No answer.....99
q45d_G1	Think about business owners engaging in small operations (for example, selling food in a small establishment). How likely do you think it is that these people would be fined if they: Engaged in the business operation without the required documentation?	Very likely.....1 Likely.....2 Unlikely.....3 Very unlikely.....4 (DON'T READ) Don't know/No answer.....99
q45e_G1	Did not register to pay taxes when they should?	Very likely.....1 Likely.....2 Unlikely.....3 Very unlikely.....4 (DON'T READ) Don't know/No answer.....99

8. CIVIC PARTICIPATION

EVEN QUESTIONNAIRES

SURVEYOR: LOOK AT THE LAST DIGIT OF THE QUESTIONNAIRE NUMBER ON THE COVER PAGE. ASK QUESTIONS q46a_G1 TO q47_G1 ONLY IF THE LAST DIGIT OF THE QUESTIONNAIRE IS AN EVEN NUMBER ("0" "2" "4" "6" OR "8").

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

q46a_G1	In practice, the basic laws of [COUNTRY] are explained in plain language, so that people can understand them	Strongly Agree.....1 Agree.....2 Disagree.....3 Strongly Disagree.....4 (DON'T READ) Don't know/No answer.....99
q46b_G1	In practice, the basic laws of [COUNTRY] are available in all official languages	Strongly Agree.....1 Agree.....2 Disagree.....3 Strongly Disagree.....4 (DON'T READ) Don't know/No answer.....99
q46c_G1	In [COUNTRY], the media (TV, radio, newspapers) can freely express opinions against government officials, policies and actions without fear of retaliation	Strongly Agree.....1 Agree.....2 Disagree.....3

		Strongly Disagree..... 4 (DON'T READ) Don't know/No answer..... 99
q46d_G1	In practice, in [COUNTRY], local government officials are elected through a clean process	Strongly Agree..... 1 Agree..... 2 Disagree..... 3 Strongly Disagree..... 4 (DON'T READ) Don't know/No answer..... 99
q46e_G1	In practice, in [COUNTRY], people can vote freely without feeling harassed or pressured	Strongly Agree..... 1 Agree..... 2 Disagree..... 3 Strongly Disagree..... 4 (DON'T READ) Don't know/No answer..... 99
q46f_G1	In practice, in [COUNTRY], people can freely join any (unforbidden) political organization they want	Strongly Agree..... 1 Agree..... 2 Disagree..... 3 Strongly Disagree..... 4 (DON'T READ) Don't know/No answer..... 99
q46g_G1	In practice, people in this neighborhood can get together with others and present their concerns to members of Congress	Strongly Agree..... 1 Agree..... 2 Disagree..... 3 Strongly Disagree..... 4 (DON'T READ) Don't know/No answer..... 99
q46h_G1	In practice, people in this neighborhood can get together with others and present their concerns to local government officials	Strongly Agree..... 1 Agree..... 2 Disagree..... 3 Strongly Disagree..... 4 (DON'T READ) Don't know/No answer..... 99
q46i_G1	In [COUNTRY], the media (TV, radio, newspapers) are free to report the news without government influence or fear of retaliation	Strongly Agree..... 1 Agree..... 2 Disagree..... 3 Strongly Disagree..... 4 (DON'T READ) Don't know/No answer..... 99
q46j_G1	In practice, the government collaborates with civil society	Strongly Agree..... 1

	organizations in designing public policy	Agree.....2 Disagree.....3 Strongly Disagree.....4 (DON'T READ) Don't know/No answer.....99
q46k_G1	In practice, government decisions can be challenged in court	Strongly Agree.....1 Agree.....2 Disagree.....3 Strongly Disagree.....4 (DON'T READ) Don't know/No answer.....99

READ: During the past 12 months, have you:

q47_G1	Attended a legal demonstration or protest march?	Yes.....1 No.....2 (DON'T READ) Don't know/No answer.....99
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9. INSTITUTIONAL PERFORMANCE

EVEN QUESTIONNAIRES

SURVEYOR: LOOK AT THE LAST DIGIT OF THE QUESTIONNAIRE NUMBER ON THE COVER PAGE. ASK QUESTIONS q48a_G1 TO q49e_G1 ONLY IF THE LAST DIGIT OF THE QUESTIONNAIRE IS AN EVEN NUMBER ("0" "2" "4" "6" OR "8").

READ: In talking to people about their local government, we often find important differences in how well the government, police, and the courts perform their jobs. Please tell me **how often** you would say that:

q48a_G1	The police in [COUNTRY] act according to the law	Always.....1 Often.....2 Rarely.....3 Never.....4 (DON'T READ) Don't know/No answer.....99
q48b_G1	Police investigators in [COUNTRY] perform serious and law-abiding investigations to find the perpetrators of a crime.	Always.....1 Often.....2 Rarely.....3 Never.....4 (DON'T READ) Don't know/No answer.....99

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

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

q49a_G1	Is effective in bringing people who commit crimes to justice? Are you...	Very confident 1 Fairly confident 2 Not very confident 3 Not at all confident 4 (DON'T READ) DK/NA 99
q49b_G1	Deals with cases promptly and efficiently?	Very confident 1 Fairly confident 2 Not very confident 3 Not at all confident 4 (DON'T READ) DK/NA 99
q49c_G1	Makes sure everyone has access to the justice system if they need it?	Very confident 1 Fairly confident 2 Not very confident 3 Not at all confident 4 (DON'T READ) DK/NA 99
q49d_G1	Makes sure the system isn't depending on where you live in [COUNTRY]	Very confident 1 Fairly confident 2 Not very confident 3 Not at all confident 4 (DON'T READ) DK/NA 99
q49e_G1	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

10. RULE OF LAW

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

q50	<p>1. It is more important to have a government that can get things done, even if we have no influence over what it does.</p> <p>2. It is more important for citizens to be able to hold government accountable,</p>	<p>Agree very strongly with Statement 1 ___ 1</p> <p>Agree with Statement 1 2</p> <p>Agree with Statement 2 3</p>
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	even if that means it makes decisions more slowly.	Agree very strongly with Statement 2 ... 4 (DON'T READ) Agree with neither 5 (DON'T READ) Don't know/no answer ..99
q51	1. Since the President ² was elected to lead the country, s/he should not be bound by laws or court decisions that s/he thinks are wrong. 2. The President ³ must always obey the laws and the courts, even if s/he thinks they are wrong.	Agree very strongly with Statement 1 ... 1 Agree with Statement 1 2 Agree with Statement 2 3 Agree very strongly with Statement 2 ... 4 (DON'T READ) Agree with neither 5 (DON'T READ) Don't know/no answer ..99
q52	1. It is important to obey the government in power, no matter who you voted for. 2. It is not necessary to obey the laws of a government that you did not vote for.	Agree very strongly with Statement 1 ... 1 Agree with Statement 1 2 Agree with Statement 2 3 Agree very strongly with Statement 2 ... 4 (DON'T READ) Agree with neither 5 (DON'T READ) Don't know/no answer ..99

11. DEMOGRAPHICS

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

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

Fin	Which of the following statements best describes your household's financial situation?	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
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² Please adapt to local usage: Head of State, President, Prime Minister, or government, as applicable.

³ Ibid.

		long-term goods.....3 Can buy long-term goods, but cannot buy expensive goods.....4 Can afford sufficiently expensive goods5 (DON'T READ) Don't know/No answer99
Edu	What is the highest degree you have 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, have you...? (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 tasks5 (GO TO Marital) Were retired.....6 (GO TO Marital) Were permanently incapable of working7 (GO TO Marital) Did not work.....8 (GO TO Marital) (DON'T READ) Don't know/No answer99 (GO TO Marital)

Work	<p>In your work or business last week, were you ...?</p> <p>(READ OPTIONS IN BOLD. IF THE RESPONDENT IS CONFUSED, READ DESCRIPTIONS IN PARENTHESES. MARK ONLY ONE OPTION.)</p>	<p>Government worker (Employee of the federal, state, or city government, or any other level of government)..... 1 (GO TO Marital)</p> <p>Private sector worker (Employee in a private business of any size)..... 2</p> <p>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</p> <p>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</p> <p>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</p> <p>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</p> <p>Entrepreneur or business owner (Owner of a business with paid staff)..... 7</p> <p>Unpaid worker (Person that helps or works in a business or establishment without receiving any pay. This may or may not be a family business or establishment.)..... 8 (GO TO Marital)</p> <p>(DON'T READ) Don't know/No answer_99</p>
wagreement	Were you employed on the basis of ...?	<p>A written agreement..... 1</p> <p>An oral agreement..... 2</p> <p>(DON'T READ) Don't know/No answer_99</p>
Marital	What is your marital status?	<p>Single..... 1 (GO TO Disability)</p> <p>Domestic partnership/living as married</p>

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

A1	How many people live in this home? (RECORD NUMBER)	
A2	Are you the head of the household? (In other words, the person who makes the most important decisions, either because your income covers the greatest amount of costs or because you have the higher authority)	Yes.....1 No.....2 (DON'T READ) Don't know/No answer.....99
A3	Are you a beneficiary of or do you receive money from government programs such as scholarships, assistance for single mothers, seniors, disability benefits, etc.?	Yes.....1 No.....2 (DON'T READ) Don't know/No answer.....99
A4	How frequently do you use the internet? (MARK ONLY ONE OPTION)	Daily.....1 Several times a week.....2 Several times a month.....3 Rarely.....4 Never.....5 (DON'T READ) Don't know/No answer.....99
A5	Do you have a mobile phone?	Yes.....1 No.....2 (DON'T READ) Don't know/No answer.....99

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

A6	Do you have..... (ASK EACH OPTION SEPARATELY. MARK ALL THAT APPLY.)	A birth certificate?.....1 A government issued ID card?.....2
A6b	Does your household have any of the following documents for your current dwelling: a title, deed, certificate of ownership, rental contract, or lease?	Yes.....1 No.....2 (DON'T READ) Don't know/No answer.....99
A7	How many full bathrooms with a shower and toilet are there for the exclusive use of the members of your household?	0.....0 1.....1 2.....2 3.....3

		4 or more 4 (DON'T READ) Don't know/No answer .99
A8	How many cars, excluding taxis, do you own at this home?	0 0 1 1 2 2 3 or more 3 (DON'T READ) Don't know/No answer .99
A9	Does your home have an internet connection?	Yes 1 No 2 (DON'T READ) Don't know/No answer .99
A10	Of all people that live in this house and that are over 15 years old, how many worked during the last month?	0 0 1 1 2 2 3 3 4 or more 4 (DON'T READ) Don't know/No answer .99

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

POST SURVEY INFORMATION

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

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

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

qpi1. Did you feel threatened during the interview?Yes 1
No 2**qpi2.** What was the respondent's attitude toward you during the interview?

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

SUPPLEMENTAL SURVEY MATERIALS

A. Table of Incidents

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

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

http://www.aapor.org/AAPOR_Main/media/publications/Standard-Definitions20169theditionfinal.pdf

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

Read: Good morning. My name is _____. I am from _____, an independent polling organization. I do not represent the government or any political party. You are being asked to participate in a research study. The goal of the study is to understand the views of citizens in [COUNTRY] about people's experiences with the law. The study is being carried out by the World Justice Project. Before continuing, I need to decide who to interview from this household.

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

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

	Can you please give me the first names or initials of all the adults aged 18 and above, including adults that are not immediate family, currently in your household at the moment?	Is [Name] male or female? Female...1 Male.....2	What Is the age of [Name]?	0	1	2	3	4	5	6	7	8	9
1				1	1	1	1	1	1	1	1	1	1
2				2	1	2	1	2	1	2	1	2	1
3				3	1	2	3	1	2	3	1	2	3
4				1	2	4	3	1	2	4	3	1	2
5				5	4	2	3	1	5	4	2	3	1
6				5	4	1	6	3	2	5	4	1	6
7				3	1	7	4	2	5	6	3	1	7
8				7	2	6	3	4	1	8	5	7	2
9				9	8	2	6	5	1	7	3	4	9
10				4	1	2	7	5	8	3	10	6	9

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

S1: Selected adult= [Type code]

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

Do you wish to participate? ___ Yes ___ No

Surveyor:

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

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

Gend	What is your gender?	Male.....1 Female.....2
Age	What is your age as of today?	Open Response (Numeric]
Income	Would you please tell me the bracket that best represents your household's total income from all sources? This should include wages and salaries, net income from businesses, pensions, dividends, remittances, rents, and any other money income received by all members of the household. (Please refer to Supplemental Survey Materials for instructions on how to construct this variable.)	1 st quintile range.....1 2 nd quintile range.....2 3 rd quintile range.....3 4 th quintile range.....4 5 th quintile range.....5 (DON'T READ) Don't know/No answer99
income_cur	Surveyor: Write the currency used for reporting the household's total income. Please standardize for all respondents.	Open Response (Text)
income_time	Surveyor: Write the time period used for reporting the household's total income. Please standardize for all respondents.	Weekly, Monthly, or Annual Income

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

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

- Look at the responses in q20. Check if the respondent reported a problem with a level of seriousness greater than “3.”
- **If “Yes”:**
 1. In table 1 below, list the dispute codes of all the problems identified by the respondent in q20 with a level of seriousness greater than “3”.
 2. Look at the last digit of the questionnaire number on the cover page. This is the column number you should circle in your Kish Grid.
 3. Check the number of problems that you wrote in Table 1 below. This is the row number you should circle on the grid.
 4. Find the box where the circled row and the circled column meet and circle the number that appears in the box. This is the number that you should record in q21.

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

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

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

- Go to your Kish Grid and circle the column number (‘6’).
- If the respondent had three problems in Table 1, go to row 3 and circle the row number (‘3’) in your Kish Grid.
- Draw lines from column 6 and row 3 and find the box where the two meet, and circle the number in it (‘3’). This means you have to select the third problem you wrote in Table 1 and record it in q21.

	0	1	2	3	4	5	6	7	8	9
1	1	1	1	1	1	1	1	1	1	1
2	2	1	2	1	2	1	2	1	2	1
3	3	1	2	3	1	2	3	1	2	3
4	1	2	4	3	1	2	4	3	1	2
5	5	4	2	3	1	5	4	2	3	1
6	5	4	1	6	3	2	5	4	1	6
7	3	1	7	4	2	5	6	3	1	7
8	7	2	6	3	4	1	8	5	7	2
9	9	8	2	6	5	1	7	3	4	9
10	4	1	2	7	5	8	3	10	6	9

- If “No”:

1. In Table 2 below, list the dispute codes of all the problems identified by the respondent in q20.
2. Look at the last digit of the questionnaire number on the cover page. This is the column number you should circle in your Kish Grid.
3. Check the number of problems that you wrote in Table 2 below. This is the row number you should circle on the grid.
4. Find the box where the circled row and the circled column meet and circle the number that appears in the box. This is the number that you should record in q21.

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

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

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

- Go to your Kish Grid and circle the column number (‘6’).
- If the respondent had three problems in table 2, go to row 3 and circle the row number (‘3’) in your Kish Grid.
- Draw lines from column 6 and row 3 and find the box where the two meet, and circle the number in it (‘3’). This means you have to select the third problem you wrote in table 2 and record it in q21.

	0	1	2	3	4	5	6	7	8	9
1	1	1	1	1	1	1	1	1	1	1
2	2	1	2	1	2	1	2	1	2	1
3	3	1	2	3	1	2	3	1	2	3
4	1	2	4	3	1	2	4	3	1	2
5	5	4	2	3	1	5	4	2	3	1
6	5	4	1	6	3	2	5	4	1	6
7	3	1	7	4	2	5	6	3	1	7
8	7	2	6	3	4	1	8	5	7	2
9	9	8	2	6	5	1	7	3	4	9
10	4	1	2	7	5	8	3	10	6	9

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

D. Instructions for constructing the income variable:

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