

**THE WORLD JUSTICE PROJECT: GENERAL POPULATION 2016 - 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 [COUNTRY] about people’s experiences with the law. The study is being carried out by the World Justice Project.

You have been randomly selected to participate in this survey. This survey is completely voluntary and it will take about 40 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 wrong or right answers, our researchers value your opinions and want to know what you really think and feel about the topic being discussed. You can leave any questions unanswered, and you may stop the interview at any time. There is no penalty for refusing to participate.

Do you wish to participate? \_\_\_Yes \_\_\_ No [if “NO” study terminates]

**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.

<b>q1a</b>	Please assume that the government decides to build a major public works project in your neighborhood (such as a railway station or a highway), and assume the construction of this public works project requires the demolition of private homes in your community/neighborhood. How likely are these homeowners to be fairly compensated by the government?	Very likely.....1 Likely.....2 Unlikely.....3 Very unlikely.....4 <b>(DON'T READ)</b> Don't know/No answer.....99
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Now, assume that the monetary compensation offered by the government for the demolition of the houses is clearly unfair and inadequate. How likely are the following outcomes?

<b>q1b_1</b>	Homeowners would sue the government in court	Very likely.....1 Likely.....2 Unlikely.....3 Very unlikely.....4 <b>(DON'T READ)</b> Don't know/No answer.....99
<b>q1b_2</b>	Homeowners would revolt, barricade the roads and seek a solution by force	Very likely.....1 Likely.....2 Unlikely.....3 Very unlikely.....4 <b>(DON'T READ)</b> Don't know/No answer.....99
<b>q1b_3</b>	Homeowners would do nothing and resign themselves to losing the money	Very likely.....1 Likely.....2 Unlikely.....3 Very unlikely.....4 <b>(DON'T READ)</b> Don't know/No answer.....99
<b>q1c</b>	Finally, if the homeowners did sue the government, how likely is it that they obtain fair compensation in court?	Very likely.....1 Likely.....2 Unlikely.....3 Very unlikely.....4 <b>(DON'T READ)</b> Don't know/No answer.....99

<b>q2</b>	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	The company complies with the law (either voluntarily or through court orders, fines, and other sanctions).....1 The company bribes or influences the authorities to ignore the
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	following outcomes is most likely? Choose one single answer: <b>(SINGLE ANSWER)[READ OUT OPTIONS]</b>	violation.....2 Absolutely nothing happens.....3 <b>(DON'T READ)</b> Don't know/No answer.....99
<b>q3</b>	Assume that a company fires a worker because he is promoting the creation of a labor union in a factory, and assume that the worker complains before the relevant authority. Which of the following outcomes is most likely? Choose one single answer: <b>(SINGLE ANSWER) [READ OUT OPTIONS]</b>	The worker's complaint is completely ignored by the authorities.....1 An investigation is opened but it never reaches any conclusions.....2 The authorities require the company to compensate the worker or reinstate him/her to his/her job.....3 The company bribes or influences the authorities to ignore the violation.....4 <b>(DON'T READ)</b> Don't know/No answer.....99
<b>q4</b>	Assume that, as a result of an audit, a LOCAL government officer is found to be unlawfully issuing a government license for personal benefit, for example, to a construction company owned by a family member. Which one of the following outcomes is most likely? <b>(SINGLE ANSWER)[READ OUT OPTIONS]</b>	The accusation is completely ignored by the authorities.....1 An investigation is opened, but it never reaches any conclusions.....2 The local government officer is prosecuted and punished (through fines, or time in prison).....3 <b>(DON'T READ)</b> Don't know/No answer.....99
<b>q5</b>	Assume that a high-ranking government officer is taking government money for personal benefit. Also 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? <b>(SINGLE ANSWER) [READ OUT OPTIONS]</b>	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 <b>(DON'T READ)</b> Don't know/No answer.....99
<b>q6</b>	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? <b>(SINGLE ANSWER) [READ OUT OPTIONS]</b>	The criminal gets beaten by the neighbors.....1 The criminal is turned over to the authorities without harm.....2 <b>(DON'T READ)</b> Don't know/No answer.....99
<b>q7</b>	In your opinion, most judges decide cases according to: <b>(SINGLE ANSWER) [READ OUT OPTIONS]</b>	What the government tells them to do.....1 What powerful private interests tell them to do.....2 What the law says.....3 <b>(DON'T READ)</b> Don't know/No answer.....99

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

Please assume that one day the President <sup>1</sup> decides to adopt a policy that is clearly against [COUNTRY'S] Constitution:		
<b>q8a</b>	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 <b>(DON'T READ)</b> Don't know/No answer.....99
<b>q8b</b>	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 <b>(DON'T READ)</b> Don't know/No answer.....99
<b>q8c</b>	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

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

		(DON'T READ) Don't know/No answer.....99
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<b>q9</b>	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
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<b>q10a</b>	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/Refused.....99
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<b>q10b</b>	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
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<b>q10c</b>	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
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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:

<b>q11a</b>	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
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<b>q11b</b>	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
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When talking to people about their local government, we often find important differences in how well local authorities perform their duties. Could you please tell us how well or badly you think your local government (Metropolitan, Municipal, or District administration) is performing in the following procedures?

<b>q12a</b>	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
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<b>q12b</b>	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
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<b>q12c</b>	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
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<b>q12d</b>	Consulting traditional, civil, and community leaders before	Very well.....1
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	making decisions that directly impact the community	Fairly well.....2 Fairly badly.....3 Very badly.....4 <b>(DON'T READ)</b> Don't know/No answer.....99
<b>q12e</b>	Providing effective ways to make complaints about public services	Very well.....1 Fairly well.....2 Fairly badly.....3 Very badly.....4 <b>(DON'T READ)</b> Don't know/No answer.....99
<b>q12f</b>	Providing effective ways to handle complaints against local government officials	Very well.....1 Fairly well.....2 Fairly badly.....3 Very badly.....4 <b>(DON'T READ)</b> Don't know/No answer.....99
<b>q12g</b>	Responding to people's concerns about community matters	Very well.....1 Fairly well.....2 Fairly badly.....3 Very badly.....4 <b>(DON'T READ)</b> Don't know/No answer.....99

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?

<b>q13a</b>	People living in this country	A lot.....1 Some.....2 A little.....3 No trust.....4 <b>(DON'T READ)</b> Don't know/No answer.....99
<b>q13b</b>	Officers working in the local government	A lot.....1 Some.....2 A little.....3 No trust.....4 <b>(DON'T READ)</b> Don't know/No answer.....99
<b>q13c</b>	Officers working in the national government	A lot.....1 Some.....2 A little.....3 No trust.....4 <b>(DON'T READ)</b> Don't know/No answer.....99
<b>q13d</b>	The police	A lot.....1 Some.....2 A little.....3 No trust.....4 <b>(DON'T READ)</b> Don't know/No answer.....99
<b>q13e</b>	The courts	A lot.....1 Some.....2 A little.....3 No trust.....4 <b>(DON'T READ)</b> Don't know/No answer.....99

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?

<b>q14a</b>	Officers working in the national government	None.....1 Some of them.....2 Most of them.....3 All of them.....4 <b>(DON'T READ)</b> Don't know/No answer.....99
<b>q14b</b>	Officers working in the local government	None.....1

		Some of them.....2 Most of them.....3 All of them.....4 <b>(DON'T READ)</b> Don't know/No answer.....99
q14c	Members of Parliament/Congress	None.....1 Some of them.....2 Most of them.....3 All of them.....4 <b>(DON'T READ)</b> Don't know/No answer.....99
q14d	Judges and Magistrates	None.....1 Some of them.....2 Most of them.....3 All of them.....4 <b>(DON'T READ)</b> Don't know/No answer.....99
q14e	The police	None.....1 Some of them.....2 Most of them.....3 All of them.....4 <b>(DON'T READ)</b> Don't know/No answer.....99

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:

q15a	A poor person	Yes.....1 No.....2 <b>(DON'T READ)</b> Don't know/No answer.....99
q15b	A female	Yes.....1 No.....2 <b>(DON'T READ)</b> Don't know/No answer.....99
q15c	A person from an ethnic group or tribe other than that of the police officer involved	Yes.....1 No.....2 <b>(DON'T READ)</b> Don't know/No answer.....99
q15d	A person from a religion other than that of the police officer involved	Yes.....1 No.....2 <b>(DON'T READ)</b> Don't know/No answer.....99
q15e	A foreigner (immigrant)	Yes.....1 No.....2 <b>(DON'T READ)</b> Don't know/No answer.....99
q15f	A homosexual	Yes.....1 No.....2 <b>(DON'T READ)</b> Don't know/No answer.....99

**READ:** Now I am going to ask about information that some government agencies publish about their activities and services, for example, performance data on schools, budget records for a government agency, census data, or procedures for accessing social security programs.

q16	During the last <u>12 months</u> , that is between <b>[today's month 2015]</b> and now, did you look for information published by a government agency <b>on the web</b> ?	Yes .....1 No.....2 GO TO q18 <b>(DON'T READ)</b> Don't know/No answer.....99 GO TO q18
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**READ:** Thinking about the last time you looked for this information:

q17a	What kind of information did you look for?  <b>[SURVEYOR: DO NOT READ OUT OPTIONS. ALLOW RESPONDENT TO ANSWER FREELY. MARK A <u>SINGLE</u> ANSWER]</b>	INFORMATION ABOUT: Emergency services.....1 Public works/community projects.....2 Government grants and contracting opportunities.....3 Housing benefits/services.....4 Health benefits/services.....5 Educational benefits/services.....6
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		Employment benefits or retirement benefits.....7 Budgets and performances of government agencies.....8  CONTACT INFORMATION Hours and location of government offices.....9 Contact information of government officials.....10  GOVERNMENT REPORTS Policy documents and annual reports.....11 Environmental reports.....12  GOVERNMENT RECORDS Police or court records.....13 Property records (transfers, interest, ownership, etc.).....14 Statistical or geographic information.....15 Emails and appointments of government officials.....16  LAWS, GOVERNMENT CONTRACTS, OFFICIAL COMPLAINTS Laws and regulations.....17 Government contracts and procurement.....18 Complaints or fines against companies/individuals .....19 Procedures for obtaining government documents or for making payments.....20  Other (SPECIFY).....21 <table border="1" style="width: 100%;"> <tr> <td style="width: 15%;"><b>q17a_other</b> If "Other" is selected, specify in this box</td> <td style="width: 85%;"></td> </tr> </table> Don't know/No answer.....99	<b>q17a_other</b> If "Other" is selected, specify in this box	
<b>q17a_other</b> If "Other" is selected, specify in this box				
<b>q17b</b>	How satisfied were you with the information that you found?	Very satisfied.....1 GO TO q18 Satisfied.....2 GO TO q18 Unsatisfied.....3 Very unsatisfied.....4 <b>(DON'T READ)</b> Don't know/No answer.....99 GO TO q18		
<b>q17c</b>	What is the main reason why you were unsatisfied?  <b>[SURVEYOR: DO NOT READ OUT OPTIONS. ALLOW RESPONDENT TO ANSWER FREELY. MARK A SINGLE ANSWER]</b>	The information on the web page is insufficient, inaccurate, or incomplete .....1 It is difficult to find the information online .....2 The web page crashed.....3 The information on the web page is not up to date.....4 The information on the web page is in a format that makes it difficult to use.....5 Other (Specify).....6 <table border="1" style="width: 100%;"> <tr> <td style="width: 15%;"><b>q17c_other</b> If "Other" is selected, specify in this box</td> <td style="width: 85%;"></td> </tr> </table> Don't know/No answer.....99	<b>q17c_other</b> If "Other" is selected, specify in this box	
<b>q17c_other</b> If "Other" is selected, specify in this box				

**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 2015]** 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 publically available.

<b>q18</b>	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 q19k <b>(DON'T READ)</b> Don't know/No answer.....99 GO TO q20a
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**READ:** Thinking about the last time you requested information:

<b>q19a</b>	What kind of information did you request?	INFORMATION ABOUT: Emergency services.....1 Public works/community projects.....2
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	<p><b>[SURVEYOR: DO NOT READ OUT OPTIONS. ALLOW RESPONDENT TO ANSWER FREELY. MARK A SINGLE ANSWER]</b></p>	<p>Government grants and contracting opportunities.....3                  Housing benefits/services.....4                  Health benefits/services.....5                  Educational benefits/services.....6                  Employment benefits or retirement benefits.....7                  Budgets and performances of government agencies.....8</p> <p>CONTACT INFORMATION                  Hours and location of government offices.....9                  Contact information of government officials.....10</p> <p>GOVERNMENT REPORTS                  Policy documents and annual reports.....11                  Environmental reports.....12</p> <p>GOVERNMENT RECORDS                  Police or court records.....13                  Property records (transfers, interest, ownership, etc.).....14                  Statistical or geographic information.....15                  Emails and appointments of government officials.....16</p> <p>LAWS, GOVERNMENT CONTRACTS, OFFICIAL COMPLAINTS                  Laws and regulations.....17                  Government contracts and procurement.....18                  Complaints or fines against companies/individuals .....19                  Procedures for obtaining government documents or for making payments.....20</p> <p>Other (SPECIFY).....21</p> <table border="1" data-bbox="743 871 1511 1003"> <tr> <td data-bbox="743 871 868 1003"> <p><b>q19a_other</b>                      If "Other" is selected, specify in this box</p> </td> <td data-bbox="868 871 1511 1003"></td> </tr> </table> <p>Don't know/No answer.....99</p>	<p><b>q19a_other</b>                      If "Other" is selected, specify in this box</p>	
<p><b>q19a_other</b>                      If "Other" is selected, specify in this box</p>				
<p><b>q19b</b></p>	<p>How did you request the information?</p> <p><b>[SURVEYOR: DO NOT READ OUT OPTIONS. ALLOW RESPONDENT TO ANSWER FREELY. MARK A SINGLE ANSWER]</b></p>	<p>Online via website.....1                  By phone .....2                  In person.....3                  By mail.....4                  By e-mail.....5                  Don't know/No answer.....99</p>		
<p><b>q19c</b></p>	<p>Did you receive the information that you requested?</p>	<p>Yes .....1 GO TO q19f                  No.....2 GO TO q19d  <b>(DON'T READ)</b> Don't know/No answer.....99 GO TO q20a</p>		
<p><b>q19d</b></p>	<p>Did the government official or agency from which you requested the information give you a reason for not granting it?</p>	<p>Yes .....1                  No.....2 GO TO q20a  <b>(DON'T READ)</b> Don't know/No answer.....99 GO TO q20a</p>		
<p><b>q19e</b></p>	<p>What was the main reason the government official or agency gave you for not granting the information?</p> <p><b>[SURVEYOR: DO NOT READ OUT OPTIONS. ALLOW RESPONDENT TO ANSWER FREELY. MARK A SINGLE ANSWER]</b></p> <p><b>[SURVEYOR: GO TO q20a]</b></p>	<p>The information is prohibited from disclosure by law.....1                  The information is classified or involves personal records.....2                  The information is not available.....3                  The information does not exist.....4                  The information is held by another agency.....5                  The process to collect the information would be too expensive or difficult.....6                  It is necessary to consult with another agency or official before releasing the information.....7                  Additional time is needed to prepare the information.....8                  The information was not properly requested.....9                  Other (Specify).....10</p> <table border="1" data-bbox="743 1644 1511 1776"> <tr> <td data-bbox="743 1644 868 1776"> <p><b>q19e_other</b>                      If "Other" is selected, specify in this box</p> </td> <td data-bbox="868 1644 1511 1776"></td> </tr> </table> <p><b>(DON'T READ)</b> Don't know/No answer.....99</p> <p><b>[SURVEYOR: GO TO q20a]</b></p>	<p><b>q19e_other</b>                      If "Other" is selected, specify in this box</p>	
<p><b>q19e_other</b>                      If "Other" is selected, specify in this box</p>				
<p><b>q19f</b></p>	<p>Approximately how long did it take to receive the information that you requested?</p>	<p>Less than a week.....1                  Between one week and one month.....2</p>		

		Between one month and three months.....3 Between three months and six months.....4 More than six months.....5 <b>(DON'T READ)</b> Don't know/No answer.....99		
<b>q19g</b>	If you had to pay a fee to the official to obtain the information, what was the amount of that fee? <b>[Surveyor: If nothing, write "0"]</b>	Amount.....[Numeric Values Only] <b>(DON'T READ)</b> Don't know/No answer.....99		
<b>q19h</b>	Did you have to pay a bribe (or money above that required by law) in order to obtain the information?	Yes .....1 No.....2 <b>(DON'T READ)</b> Don't know/No answer.....99		
<b>q19i</b>	How satisfied were you with the information you received?	Very satisfied.....1 GO TO q20a Satisfied.....2 GO TO q20a Unsatisfied.....3 Very unsatisfied.....4 <b>(DON'T READ)</b> Don't know/No answer.....99 GO TO q20a		
<b>q19j</b>	What is the main reason why you were unsatisfied with the response to your information request? <b>[SURVEYOR: DO NOT READ OUT OPTIONS. ALLOW RESPONDENT TO ANSWER FREELY. MARK A SINGLE ANSWER]</b>	The information I received was wrong or incomplete.....1 GO TO q20a Excessive administrative and paperwork requirements.....2 GO TO q20a Delayed response.....3 GO TO q20a Bad customer service.....4 GO TO q20a Other (Specify).....5 GO TO q19j_other <table border="1" data-bbox="755 772 1502 909"> <tr> <td><b>q19j_other</b> If "Other" is selected, specify in this box</td> <td></td> </tr> </table> <b>(DON'T READ)</b> Don't know/No answer.....99 GO TO q20a	<b>q19j_other</b> If "Other" is selected, specify in this box	
<b>q19j_other</b> If "Other" is selected, specify in this box				
<b>q19k</b>	What are the reasons why you have not requested information from a government agency? <b>[SURVEYOR: DO NOT READ OUT OPTIONS. ALLOW RESPONDENT TO ANSWER FREELY. MARK ALL MENTIONED ANSWERS]</b>	I have not been in a situation where I needed such information.....1 I did not know I could ask the government for information.....2 I have not been interested in requesting information.....3 It is difficult to request information from a government agency.....4 If I request information, I don't think the government will give it to me.....5 I don't trust the government as a source for this type of information.....6 I don't know how to request information.....7		

**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?

<b>q20a</b>	Detailed budget figures of government agencies	Very likely.....1 Likely.....2 Unlikely.....3 Very unlikely.....4 <b>(DON'T READ)</b> Don't know/No answer.....99
<b>q20b</b>	Copies of government contracts	Very likely.....1 Likely.....2 Unlikely.....3 Very unlikely.....4 <b>(DON'T READ)</b> Don't know/No answer.....99
<b>q20c</b>	Disclosure records of senior government officials (such as tax records or property holdings)	Very likely.....1 Likely.....2 Unlikely.....3 Very unlikely.....4 <b>(DON'T READ)</b> Don't know/No answer.....99

How important do you believe it is to make publicly available the following information? Would you say that it is very important, moderately important, or not important?

<b>q21a</b>	Detailed budget figures of government agencies	Very important.....1
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		Moderately important.....2 Not important.....3 <b>(DON'T READ)</b> Don't know/No answer.....99
q21b	Copies of government contracts	Very important.....1 Moderately important.....2 Not important.....3 <b>(DON'T READ)</b> Don't know/No answer.....99
q21c	Disclosure records of senior government officials (such as tax records or property holdings)	Very important.....1 Moderately important.....2 Not important.....3 <b>(DON'T READ)</b> Don't know/No answer.....99

**READ:** Please think about information concerning environmental issues that is published or broadcast in places such as news reports or government documents and websites.

In your opinion, how easy is it to find:		
q22a	The level of air pollution in your city	Very easy.....1 Easy.....2 Hard.....3 Very hard.....4 <b>(DON'T READ)</b> Don't know/No answer.....99
q22b	Information about the quality of your city's drinking water (for example, levels of chemicals or pollutants or the pH of the water)	Very easy.....1 Easy.....2 Hard.....3 Very hard.....4 <b>(DON'T READ)</b> Don't know/No answer.....99
q22c	Government reports about environmental issues in your country	Very easy.....1 Easy.....2 Hard.....3 Very hard.....4 <b>(DON'T READ)</b> Don't know/No answer.....99

Now let me ask you about situations that you or your household may have experienced. Let me remind you that your answers to all questions in this survey will remain completely confidential.

q23	Have you used any PUBLIC health services during the past three years?	Yes.....1 No.....2 GO TO q24 <b>(DON'T READ)</b> Don't know/No answer.....99 GO TO q24
q23a	Did you have to pay a bribe (or money above that required by law) in order to receive medical attention at any PUBLIC hospital or clinic?	Yes.....1 No.....2 <b>(DON'T READ)</b> Don't know/No answer.....99
q24	During the past three years, have you or anyone living in your household been stopped or detained by the police?	Yes.....1 No.....2 GO TO q25 <b>(DON'T READ)</b> Don't know/No answer.....99 GO TO q25
q24a	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 <b>(DON'T READ)</b> Don't know/No answer.....99
q25	During the past three years, did you or anyone living in your household request a government permit, or process any kind of document (like a license, building permit, etc.) in a local government office?	Yes.....1 No.....2 GO TO q26 <b>(DON'T READ)</b> Don't know/No answer.....99 GO TO q26
q25a	Thinking about the most recent incident, did you (or the person living in your household) have to pay a bribe (or	Yes.....1 No.....2

	money above that required by law)?	(DON'T READ)Don't know/No answer.....99
q26	During the past three years, did an electricity provider establish or repair an electrical connection to your home or check the reading of your electricity meter?	Yes.....1 No.....2 GO TO q27 (DON'T READ)Don't know/No answer.....99 GO TO q27
q26a	Thinking about the most recent incident, did your provider offer to alter your electricity meter or record your electricity usage at a lower level for a fee?	Yes.....1 No.....2 (DON'T READ)Don't know/No answer.....99
q27	Do you or anyone in your household own a motor vehicle such as a car, motorcycle, or moped?	Yes.....1 No.....2 GO TO q28 (DON'T READ)Don't know/No answer.....99 GO TO q28
q27a	[If YES] During the past three years, have you or anyone in your household taken any of these vehicles through an emissions inspection?	Yes.....1 No.....2 GO TO q28 (DON'T READ)Don't know/No answer.....99 GO TO q28
q27b	[If YES] Thinking about the most recent inspection, did you or anyone in your household have to pay a bribe to pass the test?	Yes.....1 No.....2 (DON'T READ)Don't know/No answer.....99
q28	Please answer the following questions to the best of your knowledge: In the last 3 years, have you or someone in your household been subjected to physical abuse by the police or the military?	Yes.....1 No.....2 GO TO q29 (DON'T READ)Don't know/No answer.....99 GO TO q29
q28a	Thinking about the most recent incident, did you or anyone else report the incident to the police or other authority?	Yes.....1 No.....2 (DON'T READ)Don't know/No answer.....99
q29	Thinking about the last <b>12 months</b> , have you felt discriminated against in [COUNTRY] when looking for a job, or when you were at work?	Yes.....1 No.....2 (DON'T READ)Don't know/No answer.....99
<p>I now want to ask you about <b>crimes</b> 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.</p>		
q30	In the past 3 YEARS, did anyone actually BREAK into your home/residence without permission, and steal or try to steal something?	Yes.....1 No.....2 GO TO q31 (DON'T READ)Don't know/No answer.....99 GO TO q31
q30a	Thinking about the most recent incident, did you or anyone else report the crime to the police?	Yes.....1 No.....2 GO TO q31 (DON'T READ)Don't know/No answer.....99 GO TO q31
q30b	Was the perpetrator caught?	Yes.....1 No.....2 GO TO q31 (DON'T READ)Don't know/No answer.....99 GO TO q31
q30c	Was the perpetrator prosecuted and punished?	Yes.....1 No.....2 (DON'T READ)Don't know/No answer.....99
q31	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 No.....2 GO TO q32 (DON'T READ)Don't know/No answer.....99 GO TO q32
q31a	Thinking about the most recent incident, did you or anyone else report the crime to the police?	Yes.....1 No.....2 GO TO q32 (DON'T READ)Don't know/No answer.....99 GO TO q32
q31b	Was the perpetrator caught?	Yes.....1 No.....2 GO TO q32 (DON'T READ)Don't know/No answer.....99 GO TO q32

<b>q31c</b>	Was the perpetrator prosecuted and punished?	Yes.....1 No.....2 <b>(DON'T READ)</b> Don't know/No answer.....99
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<b>q32</b>	Over the past 3 years, have you or anyone living in your household been a victim of blackmail or EXTORTION?	Yes.....1 No.....2 GO TO q33 <b>(DON'T READ)</b> Don't know/No answer.....99 GO TO q33
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<b>q32a</b>	Thinking about the most recent incident, did you or anyone else report the crime to the police?	Yes.....1 No.....2 GO TO q33 <b>(DON'T READ)</b> Don't know/No answer.....99 GO TO q33
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<b>q32b</b>	Was the perpetrator caught?	Yes.....1 No.....2 GO TO q33 <b>(DON'T READ)</b> Don't know/No answer.....99 GO TO q33
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<b>q32c</b>	Was the perpetrator prosecuted and punished?	Yes.....1 No.....2 <b>(DON'T READ)</b> Don't know/No answer.....99
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<b>q33</b>	Has any relative or person that lived with you in your house been MURDERED in the past 3 years?	Yes.....1 No.....2 GO TO q34 <b>(DON'T READ)</b> Don't know/No answer.....99 GO TO q34
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<b>q33a</b>	Did you or anyone else report the crime to the police?	Yes.....1 No.....2 GO TO q34 <b>(DON'T READ)</b> Don't know/No answer.....99 GO TO q34
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<b>q33b</b>	Was the perpetrator caught?	Yes.....1 No.....2 GO TO q34 <b>(DON'T READ)</b> Don't know/No answer.....99 GO TO q34
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<b>q33c</b>	Was the perpetrator prosecuted and punished?	Yes.....1 No.....2 <b>(DON'T READ)</b> Don't know/No answer.....99
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<b>q34</b>	How safe do you feel walking in your neighborhood at night?	Very safe.....1 Safe.....2 Unsafe.....3 Very unsafe.....4 <b>(DON'T READ)</b> Don't know/No answer.....99
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Please indicate whether you <b>strongly agree, agree, disagree, or strongly disagree</b> with the following statements:		
<b>q35a</b>	In [COUNTRY], people can freely join together with others to draw attention to an issue or sign a petition	Strongly Agree.....1 Agree.....2 Disagree.....3 Strongly Disagree.....4 <b>(DON'T READ)</b> Don't know/No answer.....99
<b>q35b</b>	In practice, workers in [COUNTRY] can freely form labor unions and bargain for their rights with their employers	Strongly Agree.....1 Agree.....2 Disagree.....3 Strongly Disagree.....4 <b>(DON'T READ)</b> Don't know/No answer.....99
<b>q35c</b>	In [COUNTRY], people can freely express opinions against the government	Strongly Agree.....1 Agree.....2 Disagree.....3 Strongly Disagree.....4 <b>(DON'T READ)</b> Don't know/No answer.....99
<b>q35d</b>	In [COUNTRY], people can freely attend community meetings	Strongly Agree.....1 Agree.....2 Disagree.....3 Strongly Disagree.....4

		(DON'T READ) Don't know/No answer.....99
q35e	In [COUNTRY], the media <sup>2</sup> (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
q35f	In [COUNTRY], civil society organizations can freely express opinions against government policies and actions without fear of retaliation	Strongly Agree.....1 Agree.....2 Disagree.....3 Strongly Disagree.....4 (DON'T READ) Don't know/No answer.....99
q35g	In [COUNTRY], political parties can freely express opinions against government policies and actions without fear of retaliation	Strongly Agree.....1 Agree.....2 Disagree.....3 Strongly Disagree.....4 (DON'T READ) Don't know/No answer.....99
q35h	In this [COUNTRY], religious minorities can freely and publicly observe their holy days and events	Strongly Agree.....1 Agree.....2 Disagree.....3 Strongly Disagree.....4 (DON'T READ) Don't know/No answer.....99

**Read:** I am going to read a list of types of disputes that a household may have with others, including family, individuals, other households, or the government. For this section we are only interested in serious problems that you or your household were not able to resolve quickly and that occurred during the last 12 months: (between [today's month 2015] and now). Some of these disputes may be hard to talk about, so we appreciate your courage and honesty.

In the past 12 months, has your household experienced any of the following disputes or problems?

	Dispute Type Code		
q36a	A	Land disputes (disputes over land title, land grabbing, disputes related to selling or buying property, expropriation, etc.)	Yes.....1 No.....2 (DON'T READ) Don't know/No answer....99
q36b	B	Problems obtaining ID cards or birth certificates	Yes.....1 No.....2 (DON'T READ) Don't know/No answer....99
q36c	C	Problems obtaining marriage or divorce certificates	Yes.....1 No.....2 (DON'T READ) Don't know/No answer....99
q36d	D	Problems obtaining land or property titles	Yes.....1 No.....2 (DON'T READ) Don't know/No answer....99
q36e	E	Problems obtaining public benefits (for example, social security and medical treatment)	Yes.....1 No.....2 (DON'T READ) Don't know/No answer....99
q36f	F	Divorce or separation	Yes.....1 No.....2 (DON'T READ) Don't know/No answer....99

<sup>2</sup>Please adapt to local usage: Newspapers, TV news, etc., as applicable.

q36g	G	Child custody or child support	Yes.....1 No.....2 (DON'T READ) Don't know/No answer....99
q36h	H	Domestic violence	Yes.....1 No.....2 (DON'T READ) Don't know/No answer....99
q36i	I	Dispute involving inheritance of land or property	Yes.....1 No.....2 (DON'T READ) Don't know/No answer....99
q36j	J	Neighbor disputes (disputes over boundaries, shared wall, property, etc.)	Yes.....1 No.....2 (DON'T READ) Don't know/No answer....99
q36k	K	Landlord / Tenant disputes	Yes.....1 No.....2 (DON'T READ) Don't know/No answer....99
q36l	L	Workplace disputes (i.e. unpaid wages, harassment, injury at work, wrongful firing)	Yes.....1 No.....2 (DON'T READ) Don't know/No answer....99
q36m	M	Disputes over a business agreement	Yes.....1 No.....2 (DON'T READ) Don't know/No answer....99
q36n	N	Disputes over an unpaid debt	Yes.....1 No.....2 (DON'T READ) Don't know/No answer....99
q36o	O	Disputes over undelivered or incomplete goods or services	Yes.....1 No.....2 (DON'T READ) Don't know/No answer....99
q36p	P	Physical assault / fighting / beating	Yes.....1 No.....2 (DON'T READ) Don't know/No answer....99
q36q	Q	Theft (burglary/looting, pick-pocketing, motor vehicle theft, livestock stolen, etc.)	Yes.....1 No.....2 (DON'T READ) Don't know/No answer....99
q36r	R	Traffic disputes	Yes.....1 No.....2 (DON'T READ) Don't know/No answer....99
q36s	S	Arrest or detention without any justifiable reason	Yes.....1 No.....2 (DON'T READ) Don't know/No answer....99
q36t	T	Harassment by the police	Yes.....1 No.....2 (DON'T READ) Don't know/No answer....99
q36u	U	Corruption, extortion, or bribery	Yes.....1 No.....2 (DON'T READ) Don't know/No answer....99

q36v	V	Other: In the past 12 months, has your household had any other disputes with other people or with government officials?	Open Response [Text]
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q37	Of those disputes that you or your household experienced, can you please tell me the one <u>MOST IMPORTANT</u> to you or your household?	Most important: _____ [Enter letter code of dispute type (A-V)] <b>(DON'T READ)</b> Don't know/No answer.....99 (GO TO q47a)
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q38	Who was the dispute with? <b>[SURVEYOR: DO NOT READ OUT OPTIONS. ALLOW RESPONDENT TO ANSWER FREELY. MARK A SINGLE ANSWER]</b>	1=Your family 2=Another family 3=An individual 4=A group of people or an organization 5=A company 6=The police 7=The local government 8=The national government 9=Other 99=Don't know/No answer
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q39	During the dispute resolution process, did you or anyone in your household <u>receive</u> legal advice or legal help from another person or group, for example, a local leader, an attorney, or a paralegal?	Yes.....1 No.....2 (GO TO q41) <b>(DON'T READ)</b> Don't know/No answer.....99 (GO TO q42)
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q40	From whom did you receive it? <b>[SURVEYOR: DO NOT READ OUT OPTIONS. ALLOW RESPONDENT TO ANSWER FREELY. MARK ALL MENTIONED ANSWERS]</b>  <b>[SURVEYOR: GO TO q42]</b>	1=A family member or a friend 2=A local religious leader 3=A local community leader 4=A private attorney or law firm 5=A government legal aid office 6=A paralegal 7=A civil society organization 8=Other organization  <b>[SURVEYOR: GO TO q42]</b>
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q41	Why didn't you attempt to get legal advice or legal help? <b>[SURVEYOR: DO NOT READ OUT OPTIONS. ALLOW RESPONDENT TO ANSWER FREELY. MARK ALL MENTIONED ANSWERS]</b>	1=I did not think I needed advice or legal help 2=I did not know who to call 3=I did not think that I could afford a legal assistant or a lawyer 4=I do not trust legal assistants or lawyers 5=Lawyers and legal aid offices are ineffective 6=Other (specify) <table border="1" data-bbox="836 1402 1518 1533"> <tr> <td data-bbox="836 1402 982 1533">q41_other If "Other" is selected, specify in this box</td> <td data-bbox="982 1402 1518 1533"></td> </tr> </table> <b>(DON'T READ)</b> Don't know/No Answer.....99	q41_other If "Other" is selected, specify in this box	
q41_other If "Other" is selected, specify in this box				

q42	Did any of the parties resort to threats or physical violence during the dispute or in the process of settling the dispute?	Yes.....1 No.....2 <b>(DON'T READ)</b> Don't Know/No answer.....99
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**Read:** Now, I am going to ask you some questions about how you or other members of your household resolved the dispute that you indicated as the most important one.

q43	Did you (or the person in your household) or the other party go to a person, group, or institution to look for a resolution to	Yes.....1 (GO TO q45a) No.....2 <b>(DON'T READ)</b> Don't know/No answer.....99 (GO TO q47a)
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	your problem or dispute?			
<b>q44</b>	<p>Why did you or other members of your household not go to another person, group, or institution to look for a resolution to your problem or dispute?</p> <p><b>[SURVEYOR: DO NOT READ OUT OPTIONS. ALLOW RESPONDENT TO ANSWER FREELY. MARK ALL MENTIONED ANSWERS]</b></p> <p><b>[SURVEYOR: GO TO q47a]</b></p>	<p>1=A peaceful resolution was reached by the two parties                  2=I caused the problem/I thought the other person was right                  3= Not important enough/No material loss or damage took place</p> <p>4=It would only waste time/ It would be useless anyway (sense of powerlessness)                  5=Did not have evidence</p> <p>6=Did not know what to do or where to go                  7=The person who could assist was too far                  8=It would cost too much                  9=The courts are too lengthy</p> <p>10=Afraid it would result in violence                  11=The other party is much more powerful than we are/No chance of winning</p> <p>12=It would create problems for my family                  13=It would damage the relationship with the other party                  14=It was a private family matter</p> <p>15=The courts are not impartial/The courts are incompetent</p> <p>16=Other [SPECIFY]</p> <table border="1" style="width: 100%;"> <tr> <td style="width: 20%;"><b>q44_other</b> If "Other" is selected, specify in this box</td> <td></td> </tr> </table> <p><b>[SURVEYOR: GO TO q47a]</b></p>	<b>q44_other</b> If "Other" is selected, specify in this box	
<b>q44_other</b> If "Other" is selected, specify in this box				

	<b>q45</b>	<b>q46 (If applicable)</b>
a. Where was the dispute taken?	1=To a court or small-claims court 2=To commercial arbitration 3=To a chief or traditional ruler 4=To the police 5=To a government office 6=To a civil society organization or a non-profit 7=To a third-party (family, friend, local leader) for mediation or negotiation 8=Other 99=Don't know/No answer	1=To a court or small-claims court 2=To commercial arbitration 3=To a chief or traditional ruler 4=To the police 5=To a government office 6=To a civil society organization or a non-profit 7=To a third-party (family, friend, local leader) for mediation or negotiation 8=Other 99=Don't know/No answer
b. Who chose to take the dispute to this person, group, or institution?	1=You or your household 2= The other party (GO TO q45d) 3= Both 99= <b>(Don't Read)</b> Don't know/No answer	1=You or your household 2= The other party (GO TO q46d) 3= Both 99= <b>(Don't Read)</b> Don't know/No answer
c. What was the main reason why you or someone in your household decided to go to this particular person, group, or institution instead of going somewhere else?  <b>[SURVEYOR: DO NOT READ OUT OPTIONS. ALLOW RESPONDENT TO ANSWER FREELY. MARK A SINGLE ANSWER]</b>	1=Cost 2=Person/group/institution has community respect 3= Person/group/institution has skills/knowledge 4= Person/group/institution is impartial 5= Person/group/institution is very prompt 6=Would cause least disruption to life 7= Person/group/institution is familiar to me 8=Everybody goes to this person/group/institution 9=They have responsibility/authority 10=I am most comfortable with this person/group/institution 99= <b>(Don't Read)</b> Don't know/No answer	1=Cost 2=Person/group/institution has community respect 3= Person/group/institution has skills/knowledge 4= Person/group/institution is impartial 5= Person/group/institution is very prompt 6=Would cause least disruption to life 7= Person/group/institution is familiar to me 8=Everybody goes to this person/group/institution 9=They have responsibility/authority 10=I am most comfortable with this person/group/institution 99= <b>(Don't Read)</b> Don't know/No answer
d. What was the <u>one</u> main outcome that you hoped to achieve from this person, group, or institution?	1=A fair application of the law to my dispute/grievance 2=Revenge	1=A fair application of the law to my dispute/grievance 2=Revenge

<p><b>[SURVEYOR: DO NOT READ OUT OPTIONS. ALLOW RESPONDENT TO ANSWER FREELY. MARK A SINGLE ANSWER]</b></p>	<p>3=Apology 4=Monetary compensation 5=Other 99=Don't know/No answer</p>	<p>3=Apology 4=Monetary compensation 5=Other 99=Don't know/No answer</p>
<p>e. Was the dispute resolution process conducted in your preferred language?</p>	<p>Yes.....1 (GO TO q45g) No.....2 <b>(DON'T READ)</b> Don't know/No answer....99</p>	<p>Yes.....1 (GO TO q46g) No.....2 <b>(DON'T READ)</b> Don't know/No answer....99</p>
<p>f. Did you have access to an interpreter?</p>	<p>Yes.....1 No.....2 <b>(DON'T READ)</b> Don't know/No answer....99</p>	<p>Yes.....1 No.....2 <b>(DON'T READ)</b> Don't know/No answer....99</p>
<p>g. Did this institution come to a resolution for the dispute?</p>	<p>Yes.....1 No.....2 (GO TO q45r) <b>(DON'T READ)</b> Don't know/No answer....99 (GO TO q45r)</p>	<p>Yes.....1 No.....2 (GO TO q47a) <b>(DON'T READ)</b> Don't know/No answer....99 (GO TO q47a)</p>
<p>h. How long did it take between taking the dispute to this person, group, or institution and finding a resolution?</p>	<p>Less than one month.....1 Between one month and one year.....2 Between one and three years.....3 More than three years.....4 <b>(DON'T READ)</b> Don't know/No answer....99</p>	<p>Less than one month.....1 Between one month and one year.....2 Between one and three years.....3 More than three years.....4 <b>(DON'T READ)</b> Don't know/No answer....99</p>
<p>i. Did you comply with this resolution?</p>	<p>Yes.....1 No.....2 <b>(DON'T READ)</b> Don't know/No answer....99</p>	<p>Yes.....1 No.....2 <b>(DON'T READ)</b> Don't know/No answer....99</p>
<p>j. Did the other party comply with this resolution?</p>	<p>Yes.....1 No.....2 <b>(DON'T READ)</b> Don't know/No answer....99</p>	<p>Yes.....1 No.....2 <b>(DON'T READ)</b> Don't know/No answer....99</p>
<p>k. Do you think that this resolution was fair?</p>	<p>Yes.....1 No.....2 <b>(DON'T READ)</b> Don't know/No answer....99</p>	<p>Yes.....1 No.....2 <b>(DON'T READ)</b> Don't know/No answer....99</p>
<p>l. After the resolution was reached, did you have another dispute or conflict with the same party?</p>	<p>Yes.....1 No.....2 <b>(DON'T READ)</b> Don't know/No answer....99</p>	<p>Yes.....1 No.....2 <b>(DON'T READ)</b> Don't know/No answer....99</p>
<p>m. During the process were you asked to pay a bribe?</p>	<p>Yes.....1 No.....2 <b>(DON'T READ)</b> Don't know/No answer....99</p>	<p>Yes.....1 No.....2 <b>(DON'T READ)</b> Don't know/No answer....99</p>
<p>n. In total, how much money (if anything) did your household spend trying to solve the dispute through this person, group, or institution (for example, on lawyers, court fees, bribes, etc.)?</p>	<p>[ ] LOCAL CURRENCY <b>[Surveyor: If nothing, write "0"]</b></p>	<p>[ ] LOCAL CURRENCY <b>[Surveyor: If nothing, write "0"]</b></p>
<p>o. Regardless of the outcome, do you think that the <u>process</u> was fair?</p>	<p>Yes.....1 No.....2 <b>(DON'T READ)</b> Don't know/No answer....99</p>	<p>Yes.....1 No.....2 <b>(DON'T READ)</b> Don't know/No answer....99</p>
<p>p. Do you think that the <u>process</u> was slow?</p>	<p>Yes.....1 No.....2 <b>(DON'T READ)</b> Don't know/No answer....99</p>	<p>Yes.....1 No.....2 <b>(DON'T READ)</b> Don't know/No answer....99</p>



q. Do you think that the <u>process</u> was expensive?	Yes.....1 No.....2 <b>(DON'T READ)</b> Don't know/No answer....99	Yes.....1 No.....2 <b>(DON'T READ)</b> Don't know/No answer....99
r. In addition to this person, group, or institution, did someone in your household, or the other party, take the dispute somewhere else? For example, to look for a different outcome, appeal the decision, or find a faster solution?	Yes.....1 (GO TO q46a) No.....2 (GO TO q47a) <b>(DON'T READ)</b> Don't know/No answer....99 (GO TO q47a)	Not Applicable

**Read:** Now let me ask you a few more general questions.

Do people in your neighborhood have to pay a bribe or other inducements for the following procedures or actions?		
<b>q47a</b>	To register their ownership title in a piece of land or house?	Yes.....1 No.....2 <b>(DON'T READ)</b> Don't know/No answer....99
<b>q47b</b>	To obtain a driver's license?	Yes.....1 No.....2 <b>(DON'T READ)</b> Don't know/No answer....99
<b>q47c</b>	To be admitted to a public school?	Yes.....1 No.....2 <b>(DON'T READ)</b> Don't know/No answer....99
<b>q47d</b>	To be treated in a public hospital?	Yes.....1 No.....2 <b>(DON'T READ)</b> Don't know/No answer....99
<b>q47e</b>	To receive the services of the police?	Yes.....1 No.....2 <b>(DON'T READ)</b> Don't know/No answer....99
<b>q47f</b>	To connect a home to a water supply?	Yes.....1 No.....2 <b>(DON'T READ)</b> Don't know/No answer....99
<b>q47g</b>	To connect or repair a home's connection to electricity?	Yes.....1 No.....2 <b>(DON'T READ)</b> Don't know/No answer....99

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 <b>how often</b> would you say that:		
<b>q48a</b>	The police in [COUNTRY] act according to the law	Always.....1 Often.....2 Rarely.....3 Never.....4 <b>(DON'T READ)</b> Don't know/No answer.....99
<b>q48b</b>	In [COUNTRY], the basic rights of suspects are respected by the police	Always.....1 Often.....2 Rarely.....3 Never.....4 <b>(DON'T READ)</b> Don't know/No answer.....99
<b>q48c</b>	The courts in [COUNTRY] guarantee everyone a fair trial	Always.....1 Often.....2 Rarely.....3 Never.....4 <b>(DON'T READ)</b> Don't know/No answer.....99
<b>q48d</b>	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
q48e	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

To what extent do you agree with the following statements:		
q49a	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
q49b	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
q49c	In [COUNTRY], the media (TV, radio, newspapers) 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
q49d	In practice, the government encourages public discussion of public policy (e.g. organizes town hall meetings, requests feedback on legislation)	Strongly Agree.....1 Agree.....2 Disagree.....3 Strongly Disagree.....4 (DON'T READ) Don't know/No answer.....99
q49e	In practice, the government collaborates with civil society organizations in designing public policy	Strongly Agree.....1 Agree.....2 Disagree.....3 Strongly Disagree.....4 (DON'T READ) Don't know/No answer.....99
q49f	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
q49g	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
q49h	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
q49i	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
q49j	In practice, people in this neighborhood can get together with others and present their concerns to	Strongly Agree.....1 Agree.....2

	local government officials	Disagree.....3 Strongly Disagree.....4 (DON'T READ) Don't know/No answer.....99
q49k	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

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?

q50a	Attended a community meeting	Yes.....1 No.....2 (DON'T READ) Don't know/No answer.....99
q50b	Attended a legal demonstration or protest march	Yes.....1 No.....2 (DON'T READ) Don't know/No answer.....99
q50c	Participated in an organization or group to solve community problems	Yes.....1 No.....2 (DON'T READ) Don't know/No answer.....99
q50d	Reported an issue that affected the community (e.g. a crime, a hole in the street, an act of corruption)	Yes.....1 No.....2 (DON'T READ) Don't know/No answer.....99

Would you say that this country is getting better, getting worse, or staying the same in:

q51a	Reducing corruption	Getting better.....1 Getting worse.....2 Staying the same.....3 (DON'T READ) Don't know/No answer.....99
q51b	Punishing government officials who break the law	Getting better.....1 Getting worse.....2 Staying the same.....3 (DON'T READ) Don't know/No answer.....99
q51c	Reducing/preventing crime	Getting better.....1 Getting worse.....2 Staying the same.....3 (DON'T READ) Don't know/No answer.....99
q51d	Limiting the power of the chief executive	Getting better.....1 Getting worse.....2 Staying the same.....3 (DON'T READ) Don't know/No answer.....99
q51e	Promoting government transparency	Getting better.....1 Getting worse.....2 Staying the same.....3 (DON'T READ) Don't know/No answer.....99
q51f	Protecting human rights	Getting better.....1 Getting worse.....2 Staying the same.....3 (DON'T READ) Don't know/No answer.....99
q51g	Giving people say in important government decisions	Getting better.....1 Getting worse.....2 Staying the same.....3 (DON'T READ) Don't know/No answer.....99

q52	People sometimes talk about what the aims of this country should be for next ten years. On this card are listed some of the goals which different	Reducing/preventing corruption.....1 Reducing/preventing crime.....2
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	people give top priority. Would you please say which one of these you, yourself, consider the most important?	Protecting human rights.....	3
		Reducing poverty.....	4
		Improving health care.....	5
		Creating jobs/fostering economic growth.....	6
		Protecting the environment.....	7
		Holding free and fair elections.....	8
		Improving education.....	9
		Giving people more say in important government decisions.....	10
		(DON'T READ) Don't know/No answer.....	99

**Demographics**

<b>gend</b>	Sex of respondent	Male.....1 Female.....2
<b>age</b>	What is your age as of today?	Open Response [Numeric]
<b>relig</b>	What is your religious preference? Are you...	ADAPT BY COUNTRY
<b>ethni</b>	What is your racial-ethnic background? Are you...	ADAPT BY COUNTRY
<b>nation</b>	What is your current nationality? Are you...	National [Citizen].....1 Foreigner.....2
<b>city</b>	City where the respondent lives	[LIST OF CITIES IN WHICH THE INTERVIEWS TAKE PLACE] This information may be filled directly by the interviewer
<b>houmem</b>	How many people live in your household?	Open Response [Numeric]
<b>sleep</b>	How many bedrooms does your household have?	Open Response [Numeric]

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

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

<b>sec</b>	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
<b>fin</b>	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 <b>(DON'T READ)</b> Don't know/No answer.....99
<b>edu</b>	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 <b>(DON'T READ)</b> Don't know/No answer.....99
<b>occup</b>	What is your current employment situation?	Independent professional (doctor, lawyer, architect, etc.).....1 Business owner.....2 Salaried employee or hourly wage employee.....3 Self-employee informal.....4 Temporarily out of work.....5 Retired/ pensioner.....6 Doesn't work/responsible for shopping and housework.....7 Student.....8 <b>(DON'T READ)</b> Don't know/No answer.....99

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

**POST INTERVIEW INFORMATION**  
[This part should be filled out by the surveyor after the interview]

<b>location_address</b>	Address of interview location	Open response [Text]
<b>location_gps</b>	GPS coordinates of interview location <b>[FOR SURVEYS USING ELECTRONIC DEVICES]</b>	Open response [Numeric]

**qpi1.** Did you feel threatened during the interview?

Yes.....1  
No.....2

**qpi2.** What was the respondent's attitude toward you during the interview?

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