

THE WORLD JUSTICE PROJECT: GENERAL POPULATION 2014 - OPINION POLL

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 30 minutes to complete. Your answers will be kept confidential. Your address will not be recorded. We will not ask for your name and nobody will ever be able to learn how you responded. Your answers will be put together with 1,000 other people we are talking to 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 interviews at any time. There is no penalty for refusing to participate.

Do you wish to participate? ___Yes ___ No [if “NO” study terminates]

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 represent your views.

1. 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.

- a. **q1a.** How likely are these homeowners to be fairly compensated by the government?

Very likely 1
 Likely 2
 Unlikely 3
 Very unlikely 4
 DNK 9 **DON'T READ**
 DNA 0

- b. 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?

	Very likely	Likely	Unlikely	Very Unlikely	DNK	DNA
q1b_1. Homeowners would sue the government in court	1	2	3	4	9	0
q1b_2. Homeowners would revolt, barricade the roads and seek a solution by force	1	2	3	4	9	0
q1b_3. Homeowners would do nothing and resign themselves to losing the money	1	2	3	4	9	0

c. **q1c.** Finally, if the homeowners sue the government, how likely is it that they obtain fair compensation in court?

- Very likely 1
- Likely 2
- Unlikely 3
- Very unlikely 4
- DNK 9 **DON'T READ**
- DNA 0

2. **q2.** Please assume that one day the electricity-service-provider charges you a rate that exceeds the amount established in your contract. After complaining to the company, a company representative tells you that there had been a mistake, but assures you that the issue has been resolved. Still, in order to avoid disconnection, the representative advises you to pay the “wrong” amount and get a reimbursement of the overcharge, which you do. The next month, you receive another bill with the wrong higher rate, and no reimbursement for the previous overcharge. You file a complaint with the National Consumer Protection Agency. Which of the following outcomes is most likely? **(SINGLE ANSWER) [READ OUT OPTIONS]**

- The company complies with the law, establishes your original rate, and refunds you the overpaid amount 1
- The company establishes your original rate, but you don't receive any refund 2
- Absolutely nothing happens 3
- DNK 9 **DON'T READ**
- DNA 0

3. **q3.** 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: **(SINGLE ANSWER)[READ OUT OPTIONS]**

- 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 violation 2
- Absolutely nothing happens 3
- DNK 9 **DON'T READ**
- DNA 0

4. **q4.** 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: **(SINGLE ANSWER) [READ OUT OPTIONS]**

- 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
- DNK 9 **DON'T READ**
- DNA 0

5. **q5.** 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? **(SINGLE ANSWER)[READ OUT OPTIONS]**

- The accusation is completely ignored by the authorities 1
- An investigation is opened, but it never reaches any conclusions 2
- The local government officer is prosecuted and punished (through fines, or time in prison) 3
- DNK 9 **DON'T READ**
- DNA 0

6. **q6.** 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? **(SINGLE ANSWER) [READ OUT OPTIONS]**

- The accusation is completely ignored by the authorities 1
- An investigation is opened, but it never reaches any conclusions 2
- The high-ranking government officer is prosecuted and punished (through fines, or time in prison) 3
- DNK 9 **DON'T READ**
- DNA 0

7. **q7.** 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) [READ OUT OPTIONS]**

- The criminal gets beaten by the neighbors 1
- The criminal is turned over to the authorities without harm 2
- DNK 9 **DON'T READ**
- DNA 0

8. **q8.** In your opinion, most judges decide cases according to: **(SINGLE ANSWER) [READ OUT OPTIONS]**

- What the government tells them to do 1
- What powerful private interests tell them to do 2
- What the law says 3
- DNK 9 **DON'T READ**
- DNA 0

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

9. Please assume that one day the President¹ decides to adopt a policy that is clearly against the [COUNTRY] Constitution:

a. **q9a.** 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
DNK	9 DON'T READ
DNA	0

b. **q9b.** 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
DNK	9 DON'T READ
DNA	0

c. **q9c.** 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
DNK	9 DON'T READ
DNA	0

d. **q9d.** Do you think that such a violation of the [COUNTRY] Constitution should always be considered a major offense? Or do you think it depends on what the President is trying to accomplish? (**WAIT FOR ANSWER AND TICK ONLY ONE**)

Should always be considered a major offense	1
It depends on what the President is trying to accomplish	2
DNK	9 DON'T READ
DNA	0

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

10. Assume that a government officer makes a decision that is clearly illegal and unfair, and people complain against this decision before the judges.

a. **q10a.** In practice, how likely is that the judges are able to stop the illegal decision?

- Very likely 1
- Likely 2
- Unlikely 3
- Very unlikely 4
- DNK 9 **DON'T READ**
- DNA 0

b. **q10b.** If the people complain against the same decision before a chief or traditional ruler, how likely is that, in practice, this leader is able to stop the government officer from implementing the illegal decision?

- Very likely 1
- Likely 2
- Unlikely 3
- Very unlikely 4
- DNK 9 **DON'T READ**
- DNA 0

11. **q11.** Assume that someone in this neighborhood has a dispute with another resident. How likely is it that one or both parties resort to violence in the process of settling the dispute (for example, to intimidate one of the parties or to ask for a payment)?

- Very likely 1
- Likely 2
- Unlikely 3
- Very unlikely 4
- DNK 9 **DON'T READ**
- DNA 0

12. Please answer:

	Very likely	Likely	Unlikely	Very Unlikely	DNK	DNA
q12a. If someone commits a homicide in your neighborhood, how likely is that the criminal is prosecuted and convicted?	1	2	3	4	9	0
q12b. If a government officer is found unlawfully issuing a government license for personal benefit, how likely is this officer to lose his job?	1	2	3	4	9	0
q12c. 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?	1	2	3	4	9	0

13. 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:

	Very likely	Likely	Unlikely	Very Unlikely	DNK	DNA
q13a. Engage in the business operation without the required documentation	1	2	3	4	9	0
q13b. Do not register to pay taxes when they should	1	2	3	4	9	0

Please answer:

14. **q14.** How safe do you feel walking in your neighborhood at night?

- Very safe 1
- Safe 2
- Unsafe 3
- Very unsafe 4
- DNK 9 **DON'T READ**
- DNA 0

15. 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?

	Very well	Fairly well	Fairly badly	Very badly	DNK	DNA
q15a. Providing citizens information about the government expenditures	1	2	3	4	9	0
q15b. Consulting traditional, civil, and community leaders before making decisions	1	2	3	4	9	0
q15c. Providing information in plain language about people's legal rights, so that everybody can understand them	1	2	3	4	9	0
q15d. Providing effective ways to make complaints about public services	1	2	3	4	9	0
q15e. Providing effective ways to handle complaints against local government officials	1	2	3	4	9	0
q15f. Responding to people's concerns about community matters	1	2	3	4	9	0

16. **q16.** We would like to ask about the quality of complaint processes of various public services providers. In particular, think about the quality of services provided to YOU at the public health system facilities, the public schools, and the civil registries. Since July 2013, did you have any reason to complain about the quality of the services rendered to YOU at these facilities?

Yes 1
 No 2 GO TO q17
 DNK 9 **DON'T READ**
 DNA 0

a. **q16a.** Did you file a formal complaint about this incident?

Yes 1
 No 2 GO TO q17
 DNK 9 **DON'T READ**
 DNA 0

b. **q16b.** [Ask q16b to those who answer 'YES' at q16a] How effective was the complaint in terms of getting your problem resolved?

Very effective 1 GO TO q17
 Somewhat effective 2 GO TO q17
 Not very effective 3 GO TO q17
 Not effective at all 4 GO TO q17
 DNK 9 **DON'T READ** GO TO q17
 DNA 0 GO TO q17

17. 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 of people, groups of people, and institutions?

	A lot	Some	A little	No trust	DNK	DNA
q17a. People living in this country	1	2	3	4	9	0
q17b. Officers working in the local government	1	2	3	4	9	0
q17c. Officers working in the national government	1	2	3	4	9	0
q17d. The police	1	2	3	4	9	0
q17e. The courts	1	2	3	4	9	0

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

	None	Some of them	Most of them	All of them	DNK	DNA
q18a. Officers working in the national government	1	2	3	4	9	0
q18b. Officers working in the local government	1	2	3	4	9	0
q18c. Members of Parliament/Congress	1	2	3	4	9	0
q18d. Judges and Magistrates	1	2	3	4	9	0
q18e. The police	1	2	3	4	9	0

19. 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: [CHECK ALL THAT APPLY]

	Yes	No	DNK	DNA
q19a. A poor person	1	2	9	0
q19b. A female	1	2	9	0
q19c. A person from an ethnic group or tribe other than that of the police officer involved	1	2	9	0
q19d. A person from a religion other than that of the police officer involved	1	2	9	0
q19e. A foreigner (immigrant)	1	2	9	0
q19f. A homosexual	1	2	9	0

20. **q20.** Have you made a request in any way, including oral requests and written requests, for information held by a government agency (such as government ministries, municipalities, law enforcement agencies, public firms, etc.) since July 2013?

(NOTE: *information held* refers to information that is not reasonably accessible to the public by other means, such as public notices or information published online)

Yes	1
No	2 GO TO q20j
DNK	9 DON'T READ
DNA	0

Think about the last time you requested information:

a. **q20a.** Did you request information: [READ OUT OPTIONS] [CHECK ALL THAT APPLY]

	Yes	No	DNK	DNA
q20a_1. About yourself	1	2	9	0
q20a_2. Associated with the conduct of a local business	1	2	9	0
q20a_3. As a member of the media	1	2	9	0
q20a_4. As a member of a NGO or special interest group	1	2	9	0
q20a_5. For political purposes	1	2	9	0
q20a_6. To lobby or pursue an issue	1	2	9	0
q20a_7. For educational or research purposes	1	2	9	0
q20a_8. As a legal representative	1	2	9	0
q20a_9. Other	1	2	9	0
q20a_9a. [If YES to Other] Please specify	Open Response		9	0

b. **q20b.** What kind of information did you request? [READ OUT OPTIONS] [CHECK ALL THAT APPLY]

	Yes	No	DNK	DNA
q20b_1. Personal records information	1	2	9	0
q20b_2. Government records (contracts, budgets, personnel records, etc.)	1	2	9	0
q20b_3. Official statistics	1	2	9	0
q20b_4. Other	1	2	9	0
q20b_4a. [If YES to Other] Please specify	Open Response		9	0

c. **q20c.** Did you receive the information from the official or government agency from which you requested it?

Yes	1 GO TO q20e
No	2
DNK	9 DON'T READ
DNA	0

d. **q20d.** Were you satisfied with the reasons given for not granting the information that you requested?

Yes	1 GO TO q20i
No	2 GO TO q20i
DNK	9 DON'T READ
DNA	0

e. **q20e.** Approximately how long did it take to obtain 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
DNK	9 DON'T READ
DNA	0

f. **q20f.** In terms of the specifics of the information you requested, how would you describe the information that was supplied to you:

Pertinent and complete	1
Incomplete	2
Vague/unclear	3
Evasive/doubtful	4
DNK	9 DON'T READ
DNA	0

g. **q20g.** If you had to pay a fee to the official to obtain the information, what was the amount of that fee?

I did not have to pay any fee	1
Amount	Open Response
DNK	9 DON'T READ
DNA	0

h. **q20h.** Did you have to pay a bribe (or money above that required by law) in order to obtain the information?

Yes	1
No	2
DNK	9 DON'T READ
DNA	0

i. **q20i.** [Ask q20i to those who answer YES at q20] How satisfied were you with the process of requesting the information?

Very Satisfied	1 GO TO q21
Satisfied	2 GO TO q21
Dissatisfied	3 GO TO q21
Very dissatisfied	4 GO TO q21
DNK	9 DON'T READ GO TO q21
DNA	0 GO TO q21

j. **q20j.** What are the reasons why you have not requested information from a government agency?

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
If I request information, I don't think the government will give it to me	3
I don't trust the government as a source for this type of information	4
DNK	9 DON'T READ
DNA	0

21. **q21.** Are you aware of any laws that are intended to provide individuals with the right to access information held by government agencies?

Yes	1
No	2
DNK	9 DON'T READ
DNA	0

22. **q22.** If you could request to have access to information held by a government agency, how likely do you think it is that the agency will grant it, assuming the information is both public and properly requested?

Very likely	1
Likely	2
Unlikely	3
Very unlikely	4
DNK	9 DON'T READ
DNA	0

23. **q23.** Since July 2013, have you looked for any information published by the government in print or on the web?

Yes	1
No	2
DNK	9 DON'T READ
DNA	0

24. Using a scale of 1 to 4, where 1 means “Very good” and 4 means “Very bad”, how would you rate the information published by the government in print or on the web in terms of:

	1-Very good	2-Good	3-Bad	4- Very bad	DNK	DNA
q24a. Quality of the information	1	2	3	4	9	0
q24b. Quantity of the information	1	2	3	4	9	0
q24c. Accessibility of the information	1	2	3	4	9	0
q24d. Reliability of the information	1	2	3	4	9	0
q24e. Format of the information	1	2	3	4	9	0

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

25. q25. Have you used any PUBLIC health services during the past three years?

- Yes 1
- No 2 GO TO q26
- DNK 9 DON'T READ
- DNA 0

a. q25a. 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
- DNK 9 DON'T READ
- DNA 0

b. q25b. Did you feel discriminated against by people working at any PUBLIC hospital or clinic? (By discrimination I mean when somebody is treated less favorably than others because of a specific personal feature, such as age, gender, or minority background)

- Yes 1
- No 2
- DNK 9 DON'T READ
- DNA 0

26. q26. 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 q27
- DNK 9 DON'T READ
- DNA 0

a. q26a. 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

- | | |
|-----|---------------------|
| DNK | 9 DON'T READ |
| DNA | 0 |
- b. **q26b.** Did you feel discriminated against by the police? (By discrimination I mean when somebody is treated less favorably than others because of a specific personal feature, such as age, gender, or minority background)
- | | |
|-----|---------------------|
| Yes | 1 |
| No | 2 |
| DNK | 9 DON'T READ |
| DNA | 0 |
27. **q27.** 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 q28 |
| DNK | 9 DON'T READ |
| DNA | 0 |
- a. **q27a.** Thinking about the most recent incident, did you (or the person living in your household) have to pay a bribe (or money above that required by law)?
- | | |
|-----|---------------------|
| Yes | 1 |
| No | 2 |
| DNK | 9 DON'T READ |
| DNA | 0 |
28. **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 |
| DNK | 9 DON'T READ |
| DNA | 0 |
- a. **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 |
| DNK | 9 DON'T READ |
| DNA | 0 |
29. **q29.** Thinking about the last **12 months**, have you felt discriminated against in [COUNTRY] when looking for a job, or when you're at work?
- | | |
|-----|---------------------|
| Yes | 1 |
| No | 2 |
| DNK | 9 DON'T READ |
| DNA | 0 |

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

30. **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
DNK	9 DON'T READ
DNA	0

a. **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
DNK	9 DON'T READ
DNA	0

b. **q30b.** Was the perpetrator caught?

Yes	1
No	2 GO TO q31
DNK	9 DON'T READ
DNA	0

c. **q30c.** Was the perpetrator prosecuted, and punished?

Yes	1
No	2
DNK	9 DON'T READ
DNA	0

31. **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
DNK	9 DON'T READ
DNA	0

a. **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
DNK	9 DON'T READ
DNA	0

- b. **q31b.** Was the perpetrator caught?
- | | |
|-----|---------------------|
| Yes | 1 |
| No | 2 GO TO q32 |
| DNK | 9 DON'T READ |
| DNA | 0 |
- c. **q31c.** Was the perpetrator prosecuted, and punished?
- | | |
|-----|---------------------|
| Yes | 1 |
| No | 2 |
| DNK | 9 DON'T READ |
| DNA | 0 |
32. **q32.** 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 |
| DNK | 9 DON'T READ |
| DNA | 0 |
- a. **q32a.** Thinking about the most recent incident, did you or anyone else report the crime to the police?
- | | |
|-----|---------------------|
| Yes | 1 |
| No | 2 GO TO q33 |
| DNK | 9 DON'T READ |
| DNA | 0 |
- b. **q32b.** Was the perpetrator caught?
- | | |
|-----|---------------------|
| Yes | 1 |
| No | 2 GO TO q33 |
| DNK | 9 DON'T READ |
| DNA | 0 |
- c. **q32c.** Was the perpetrator prosecuted, and punished?
- | | |
|-----|---------------------|
| Yes | 1 |
| No | 2 |
| DNK | 9 DON'T READ |
| DNA | 0 |
33. **q33.** 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 |
| DNK | 9 DON'T READ |
| DNA | 0 |
- a. **q33a.** Did you or anyone else report the crime to the police?
- | | |
|-----|---------------------|
| Yes | 1 |
| No | 2 GO TO q34 |
| DNK | 9 DON'T READ |

- DNA 0
- b. **q33b.** Was the perpetrator caught?
 Yes 1
 No 2 GO TO q34
 DNK 9 **DON'T READ**
 DNA 0
- c. **q33c.** Was the perpetrator prosecuted, and punished?
 Yes 1
 No 2
 DNK 9 **DON'T READ**
 DNA 0

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

	Strongly agree	Agree	Disagree	Strongly disagree	DNK	DNA
q34a. In [COUNTRY], people can freely join together with others to draw attention to an issue or sign a petition	1	2	3	4	9	0
q34b. In practice, workers in [COUNTRY] can freely form labor unions and bargain for their rights with their employers	1	2	3	4	9	0
q34c. In [COUNTRY], people can freely express opinions against the government	1	2	3	4	9	0
q34d. In [COUNTRY], people can freely attend community meetings	1	2	3	4	9	0
q34e. In [COUNTRY], the media ² (TV, radio, newspapers) can freely expose cases of corruption by high-ranking government officers without fear of retaliation	1	2	3	4	9	0
q34f. In [COUNTRY], civil society organizations can freely express opinions against government policies and actions without fear of retaliation	1	2	3	4	9	0
q34g. In [COUNTRY], political parties can freely express opinions against government policies and actions without fear of retaliation	1	2	3	4	9	0
q34h. In this [COUNTRY], religious minorities can freely and publicly observe their holy days and events	1	2	3	4	9	0
q34i. The [COUNTRY] Constitution is a document that makes a difference in people's lives	1	2	3	4	9	0
q34j. The [COUNTRY] Constitution is a document that accurately represents the country's contemporary values	1	2	3	4	9	0

²Please adapt to local usage: Newspapers, TV news, etc., as applicable.

Please answer:

35. **q35.** During the past three years, have you or someone in your household had a conflict with someone who refused to fulfill a contract or pay a debt?
- | | |
|-----|-------------------------------|
| Yes | 1 |
| No | 2 GO TO q36 |
| DNK | 9 DON'T READ GO TO q36 |
| DNA | 0 GO TO q36 |

[The following options apply only to those who answer YES to q35]

- a. **q35a.** Which one of the following mechanisms was used to solve the conflict? **(SINGLE ANSWER)**
- | | |
|--|--------------|
| A. Filed a lawsuit in court | 1 |
| B. Used a small-claims court or procedure | 2 |
| C. Used a commercial arbitration procedure | 3 |
| D. Sought help from a chief or traditional ruler ³ | 4 |
| E. Renegotiated the contract or debt directly with the other party | 5 GO TO q35g |
| F. No action was taken | 6 GO TO q35g |
| G. Other (DON'T READ) | 7 GO TO q36 |
| H. DK / DNA (DON'T READ) | 9 GO TO q36 |
- b. **q35b.** In your opinion, was the process objective and unbiased?
- | | |
|-----|---------------------|
| Yes | 1 |
| No | 2 |
| DNK | 9 DON'T READ |
| DNA | 0 |
- c. **q35c.** How long did the case take to resolve (starting from the moment the case was filed to the moment a decision or agreement was reached)?**[SINGLE ANSWER]**
- | | |
|---|---|
| A. Less than one month | 1 |
| B. Between one month and one year | 2 |
| C. Between one and three years | 3 |
| D. More than three years | 4 |
| E. Not yet resolved [Go to q35e] | 5 |
| F. DK / DNA [DON'T READ] | 9 |
- d. **q35d.** After the decision or agreement was reached, how long did it take for the winning party to get his/her payment or compensation (enforce the contract)?**[SINGLE ANSWER]**
- | | |
|-----------------------------------|---|
| A. Less than one month | 1 |
| B. Between one month and one year | 2 |
| C. Between one and three years | 3 |
| D. More than three years | 4 |
| E. It was never enforced | 5 |
| F. DK / DNA [DON'T READ] | 9 |

³ Please adapt to local usage: Traditional rulers, chiefs, tribal chiefs, tribal leaders, or community leaders, as applicable.

- e. **q35e.** Regardless of the outcome, please tell us how you feel about the way the process was handled?

	Yes	No	DNK	DNA
q35e_1 Was the process fair?	1	2	9	0
q35e_2 Was the process slow?	1	2	9	0
q35e_3 Was the process too expensive?	1	2	9	0

- f. **q35f.** At any stage of the judicial process, did the following officers ask you, or expect you, to pay a bribe or other inducement for his / her services?

	Yes	No	DNK	DNA
q35f_1 Court staff	1	2	9	0
q35f_2 Police	1	2	9	0
q35f_3 Judges and magistrates	1	2	9	0

- g. **q35g.** Did you or your household member *receive* legal assistance during the process?

Yes	1
No [Go to q35j]	2 GO TO q35j
DNK	9 DON'T READ
DNA	0

- h. **q35h.** If yes, from whom? **[MARK ALL THAT APPLY]**

	Yes	No	DNK	DNA
q35h_1. A government legal assistance office	1	2	9	0
q35h_2. A private lawyer or attorney	1	2	9	0
q35h_3. A paralegal, NGO, or other support organization	1	2	9	0
q35h_4. Other [DON'T READ]	1	2	9	0

- i. **q35i.** In your opinion, how expensive were the attorney's fees?

It was free of charge	1 GO TO q36
It was reasonably priced	2 GO TO q36
It was somewhat/moderately expensive	3 GO TO q36
It was very expensive	4 GO TO q36
DNK	9 DON'T READ GO TO q36
DNA	0 GO TO q36

- j. **q35j.** If not, why not? **[MARK ALL THAT APPLY]**

	Yes	No	DNK	DNA
q35j_1. I did not think I needed a lawyer	1	2	9	0
q35j_2. I did not know who to call	1	2	9	0
q35j_3. I could not afford a lawyer	1	2	9	0
q35j_4. Language or cultural problems	1	2	9	0
q35j_5. Other [DON'T READ]	1	2	9	0

Now let me ask you a few more general questions

36. Do people in your neighborhood have to pay a bribe or other inducements for the following procedures or actions?

	Yes	No	DNK	DNA
q36a. To register their ownership title in a piece of land or house?	1	2	9	0
q36b. To obtain a driver's license?	1	2	9	0
q36c. To be admitted to a public school?	1	2	9	0
q36d. To be treated in a public hospital?	1	2	9	0
q36e. To receive the services of the police?	1	2	9	0

37. 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** would you say that:

	Always	Often	Rarely	Never	DNK	DNA
q37a. The police in [COUNTRY] act according to the law	1	2	3	4	9	0
q37b. In [COUNTRY], the basic rights of suspects are respected by the police	1	2	3	4	9	0
q37c. The courts in [COUNTRY] guarantee everyone a fair trial	1	2	3	4	9	0
q37d. In [COUNTRY], the courts are more concerned about procedures than they are with providing justice	1	2	3	4	9	0
q37e. In [COUNTRY], if members of the police violate the law, they are punished for these violations	1	2	3	4	9	0
q37f. In [COUNTRY], traditional rulers are impartial and fair	1	2	3	4	9	0
q37g. In [COUNTRY], religious judges are impartial and fair	1	2	3	4	9	0

38. To what extent do you agree with the following statements:

	Strongly agree	Agree	Disagree	Strongly disagree	DNK	DNA
q38a. In practice, the basic laws of [COUNTRY] are explained in plain language, so that people can understand them	1	2	3	4	9	0
q38b. In practice, the basic laws of [COUNTRY] are available in all official languages	1	2	3	4	9	0
q38c. In [COUNTRY], the media (TV, radio, newspapers) can freely express opinions against government policies and actions without fear of retaliation	1	2	3	4	9	0
q38d. In practice, in [COUNTRY], local government officials are elected through a clean process	1	2	3	4	9	0
q38e. In practice, in [COUNTRY], people can vote freely without feeling harassed or pressured	1	2	3	4	9	0
q38f. In [COUNTRY], people can freely join any (unforbidden) political organization they want	1	2	3	4	9	0

q38g. In practice, people in this neighborhood can get together with others and present their concerns to members of Congress	1	2	3	4	9	0
q38h. In practice, people in this neighborhood can get together with others and present their concerns to local government officials	1	2	3	4	9	0
q38i. The Chiefs and Traditional rulers generally respect the fundamental rights of all people	1	2	3	4	9	0
q38j. People in this city can refuse to be judged by tribal, religious, or community rulers	1	2	3	4	9	0

39. 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?

	Yes	No	DNK	DNA
q39a. Attend a community meeting	1	2	9	0
q39b. Attend a legal demonstration or protest march	1	2	9	0
q39c. Carry out acts of civil disobedience	1	2	9	0
q39d. Participate in an organization or group to solve community problems	1	2	9	0
q39e. Contact a public official to raise an issue	1	2	9	0

Treatment group: Questions 41 to 44 will be administered to the 50 percent of respondents, chosen randomly

40. q40 [TO BE FILLED OUT BY THE INTERVIEWER]: What type of questionnaire are you administering to the respondent, control or treatment?

- Control 1
- Treatment 2

Finally, I am going to read you a list of things that some people have done and some people have not. Please listen carefully and tell me HOW MANY of them have you done in the LAST 3 YEARS –that is since September 2011. Do not tell me which you have and have not done. Just tell me **HOW MANY**. Please provide honest answers. Ready?

41. q41. HOW MANY of the following things have you done in the LAST 3 YEARS? [READ OPTIONS LOUD]

- Request a loan from a bank or a microfinance institution
- Request an identity document (such as a birth certificate, driver’s license, or passport)
- Pay a bribe to a police officer
- Volunteer time to an organization

Number (between 0 and 4)
DNK/DNA

99 **DON'T READ**

42. **q42.** HOW MANY of the following things have you done in the LAST 3 YEARS? [READ OPTIONS LOUD]

- Lend money to a friend or family member
- Report a crime at a police station
- Pay a bribe to get a permit or document in a local government office
- Contact a local official or community leader

Number (between 0 and 4)

DNK/DNA

99 DON'T READ

43. **q43.** HOW MANY of the following things have you done in the LAST 3 YEARS? [READ OPTIONS LOUD]

- **Attend a funeral**
- Appear in court as part of a case you were involved in as a defendant or a plaintiff
- Do something that is formally illegal
- Apply for a job

Number (between 0 and 4)

DNK/DNA

99 DON'T READ

44. **q44.** HOW MANY of the following things have you experienced in the LAST 3 YEARS? [READ OPTIONS LOUD]

- Be involved in a traffic accident
- Have money or property stolen from you
- Be subject to physical abuse by the police or the military
- Be hospitalized or taken to the emergency room

Number (between 0 and 4)

DNK/DNA

99 DON'T READ

Demographics

1. **gend.** Sex of interviewee

Male	1
Female	2

2. **age.** What is your age as of today? [ENTER NUMBER]

3. **relig.** What is your religious preference? Are you... [PLEASE ADAPT BY COUNTRY. LIST ONLY THE ONES THAT ARE RELEVANT IN [COUNTRY]]

4. **ethni.** What is your racial-ethnic background? Are you... [PLEASE ADAPT BY COUNTRY. LIST ONLY THE ONES THAT ARE RELEVANT IN [COUNTRY]]

5. **nation.** What is your current nationality? Are you... [PLEASE ADAPT IF NECESSARY]

National [Citizen]	1
Foreigner	2

- 6. **city.** (City where the respondent lives)[**LIST OF CITIES IN WHICH THE INTERVIEWS TAKE PLACE**] [This information may be filled directly by the interviewer]
- 7. **zone.** Locality or neighborhood [This information may be filled directly by the interviewer]
- 8. **houmem.** How many people live in your household?
- 9. **sleep.** How many bedrooms does your household occupy?

10. **wealth1.** Does this house or apartment have: [**MARK ALL THAT APPLY**]

	Yes	No
wealth1_1. Dirt, earth principal floor in dwelling	1	2
wealth1_2. Cement principal floor	1	2
wealth1_3. Electricity	1	2
wealth1_4. Refrigerator	1	2
wealth1_5. Piped drinking water in residence	1	2
wealth1_6. Modern flush toilet	1	2
wealth1_7. Microwave oven	1	2
wealth1_8. Bathroom with shower	1	2
wealth1_9. A telephone	1	2
wealth1_10. Internet service at home	1	2

11. **wealth2.** Do you or any member of your household living in this house have:[**MARK ALL THAT APPLY**]

	Yes	No
wealth2_1. Radio	1	2
wealth2_2. Color television	1	2
wealth2_3. Bicycle	1	2
wealth2_4. Car	1	2
wealth2_5. A second car	1	2
wealth2_6. Cable TV	1	2
wealth2_7. Personal computer	1	2
wealth2_8. Credit card	1	2
wealth2_9. Mobile phone	1	2
wealth2_10. Own home	1	2
wealth2_11. A second or holiday home	1	2
wealth2_12. Bank account	1	2
wealth2_13. A domestic worker not related to the head of household	1	2

12. **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. [Use the part of the card that you know best: Weekly, monthly, or annual income]

J	1
R	2
C	3
M	4
F	5
Prefer not to answer	8
DK	9

NOTE ON FRAMING DECILE INCOME QUESTION, CATEGORIES AND CARD

An income showcard should be devised with approximate weekly, monthly and annual amounts. You should 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 (Category C). The figures should not appear to be too exact. Minor rounding can be employed to achieve this if necessary. Please note that a showcard must always be used at this question. The five rows on the showcard should display the income ranges selected and be preceded by the five letters used above which helps to ensure respondent confidentiality. Each country can choose whether to include weekly, monthly or annual amounts on the showcard or include more than one of these as appropriate.

13. **sec.** Imagine a staircase with 10 steps, in which on the first step are located the poorest and on the 10th step, the richest. Where would you put yourself on this staircase?

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

14. **edu.** What is the highest degree you received?

- | | |
|-----------------------------------|---|
| None | 1 |
| Elementary school diploma | 2 |
| Middle school diploma | 3 |
| High school diploma or equivalent | 4 |
| Bachelor's degree | 5 |
| Graduate degree (Masters, Ph.D.) | 6 |
| DK | 9 |
| DNA | 0 |

15. **occup.** What is your current employment situation?

- | | |
|--|---|
| Independent professional (doctor, lawyer, architect, etc.) | 1 |
| Business owner | 2 |
| Salaried employee | 3 |
| Self-employed informal | 4 |
| Temporarily out of work | 5 |
| Retired / pensioner | 6 |
| Doesn't work / responsible for shopping and housework | 7 |
| Student | 8 |
| DK/DNA | 9 |

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

POST INTERVIEW INFORMATION

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

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

- Yes 1
- No 2

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)