



English

1. Identificação do município e o CRAS

NAME OF THE RESEARCHER APPLYING THE QUESTIONNAIRE

[IDENTIFY THE MUNICIPALITY AND THE SARC]

MUNICIPALITY

SARC

MUNICIPALITY CODE

SCHOOL CODE

[IF YOU HAVE ANY TROUBLE IDENTIFYING THE SARC USING THE FIELDS ABOVE, ENTER HERE THE NAME OF THE SARC AND IF POSSIBLE THE SARC CODE USED BY THE MINISTRY]

[HOW MANY TIMES DID YOU HAVE TO VISIT THIS UNIT IN ORDER TO TALK WITH THE MANAGER?]

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2. Consentimento informado

[HAND OUT INFORMATION SHEET]

Hi, my name is [ENUMERATOR NAME] and I am doing an academic survey for the Massachusetts Institute of Technology (MIT), in the United States. This is my identification [SHOW YOUR ID BADGE]. The goal of this university survey is to understand the challenges for managing schools, basic healthcare units, and social assistance centers in the municipalities in Rio Grande do Norte. Your participation is voluntary. If you decide to participate, it will take approximately between 20 and 30 minutes to complete the questionnaire. You can choose to end your participation at any moment. Your responses will be completely confidential, and stored in secure files. Under no circumstance will any information that could identify you be published. The results of the survey will be published in academic articles and/or books. In the sheet I handed you you can see this information, as well as the contact details of the principal investigator and the ethics committee that authorized the survey. Once again, I would like to emphasize that the survey is purely academic, it is financed by a university, and we are not linked to any government or political party. Do you wish to participate in the survey?

[IF THE MANAGER SAYS NO, TRY TO UNDERSTAND WHY AND REMIND THEM THAT THE SURVEY IS PURELY ACADEMIC AND CONFIDENTIAL, AND WILL TAKE ONLY ABOUT 20 MINUTES.]

- ☐ YES, they wish to participate in the survey
- ☐ NO, they do not wish to participate in the survey

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[WHAT REASONS DO YOU THINK MADE THE MANAGER REFUSE TO PARTICIPATE IN THE SURVEY?]

Lack of time

☐

Other (specify):

☐

Mistrust (indicate what type)

☐

Thank you for your participation. If at any time during the survey anything is not clear, please do not doubt to point it out for me to repeat or clarify.

3. Experiência na assistência social e no CRAS

First I will ask you some basic questions about your experience in the social assistance sector and in this SARC.

What is your position in this SARC?

- ☐ Coordinator
- ☐ Director
- ☐ Manager
- ☐ Vice-coordinator / Adjunct coordinator
- ☐ Principal social assistant
- ☐ Other:

In total, how many years of experience do you have in that position in this SARC?

In total, how many years of experience do you have as coordinator in this or other SARCs?

In total, how many years of experience do you have as a social assistance professional, in this or other centers?

Are you by any chance the Secretary of social assistance in this municipality? [DO NOT READ OPTIONS]

- ☐ Yes
- ☐ No
- ☐ Does not want to report

How did you reach the coordination of this SARC? [DO NOT READ OPTIONS, MARK ALL THOSE THE RESPONDENT MENTIONS]

☐ Public civil service exam

Election

☐

☐ Appointment

☐ Selection process

Other

☐

☐ Does not want to report

[CASO O PESQUISADOR QUISER CLARIFICAR ALGUMA COISA SOBRE A NOMEAÇÃO DO GESTOR, INDIQUE AQUI:]

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How many years ago did you pass the civil service exam for coordinator?

Who appointed you? [DO NOT READ OPTIONS, MARK ALL THOSE MENTIONED BY THE RESPONDENT]

☐ Mayor

☐ Secretary of social assistance

☐ City councilor

☐ Technicians from the mayor's office

☐ Technicians from the Secretariat of social assistance

Other actors:

How many years ago were you appointed last?

What was approximately your percent vote share in the coordinator election? [IF THE PERSON DOES NOT KNOW A PERCENT, ASK FOR AN APPROXIMATE ESTIMATE]

Who was allowed to vote in the election? [DO NOT READ OPTIONS, MARK THOSE THE MANAGER MENTIONS]

☐ social assistance professionals

☐ SARC workers

social assistance users

Others:

☐☐

Of those actors who were allowed to vote, which one do you think had the largest influence on the election result?

Professionals

☐

Users

☐

Workers

☐

Others

☐

How many candidates were there in the election in which you were elected?

How many years ago were you elected last?

How many hours a week do you work as coordinator of this SARC?

Do you have any other jobs in social assistance, outside this SARC? [DO NOT READ OPTIONS]

- | | |
|---|---|
| <input type="checkbox"/> Does not have other jobs outside this SARC | <input type="checkbox"/> social assistance professional at a state center |
| <input type="checkbox"/> Management of another municipal CRAS | <input type="checkbox"/> social assistance professional at a private center |
| <input type="checkbox"/> Manager of a state social assistance center | <input type="checkbox"/> College professor |
| <input type="checkbox"/> social assistance professional at another municipal center | <input type="checkbox"/> Other type of job: |
| | <input type="text"/> |

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4. Caraterísticas pessoais

Do you live in this municipality?

☐ Yes

☐ No

What is your schooling level? [DO NOT READ OPTIONS, MARK THE HIGHEST SCHOOLING LEVEL ACHIEVED BY THE MANAGER]

- | | |
|--|--|
| <input type="radio"/> None | <input type="radio"/> Complete community college |
| <input type="radio"/> Incomplete basic education | <input type="radio"/> Incomplete bachelors degree |
| <input type="radio"/> Complete basic education | <input type="radio"/> Complete bachelors degree |
| <input type="radio"/> Incomplete high school | <input type="radio"/> Graduate - Specialization [complete or incomplete] |
| <input type="radio"/> Complete high school | <input type="radio"/> Graduate - Masters [complete or incomplete] |
| <input type="radio"/> Incomplete community college | <input type="radio"/> Graduate - PhD [complete or incomplete] |

What is your area of training? [DO NOT READ OPTIONS]

☐ social assistance

Psychology

☐☐ Law☐ Administration

Other (specify):

☐

How old are you?

[SEX OF THE MANAGER] -- Do not ask

- ☐ Man
- ☐ Woman

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5. Eficácia

[HAND OUT SHEET WITH OPTIONS "NOT AT ALL - A LITTLE - QUITE - A LOT"]

In this sheet you can see four response options: not at all, a little, quite, and a lot. I am going to read a number of stakeholders, and I would like you to tell me how much do you think each of them is responsible for improving social assistance.

	Not at all	A little	Quite	A lot
The State Audit Court	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The Secretary of social assistance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The mayor	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Citizens	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Municipal employees	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The City Councilors	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Not at all

A little

Quite

A lot

The Public Prosecutor's
Office

☐☐☐☐**These page timer metrics will not be displayed to the recipient.**

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[HAND OUT SHEET WITH ACTORS]

How would you rank that same list of stakeholders, according to their responsibility in improving social assistance? Place first the one that has most responsibility, and last the one that has less responsibility, always following your opinion.

The City Councilors

Citizens

Municipal employees

The Mayor

The State Audit Court

The Public Prosecutor's Office

The Secretary of social assistance

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6. Conexões e percepções dos políticos municipais

Thinking about the last 3 months, how many times approximately did you meet with each of these actors? [READ ONE BY ONE]

Number of meetings in the last 3 months

... technicians from the
municipal Secretariat of
social assistance?

... the Mayor?

... social assistance
users?

... a City Councilor?

... the municipal
Secretary of social
assistance?

... professionals at your
CRAS?

... a Prosecutor from the
Public Prosecutors'
Office?

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And again thinking of the last 3 months, how many times approximately were you contacted (e.g. by email, telephone or Whatsapp) by each of the following actors actors? [READ ONE BY ONE]

Number of contacts received in the last 3 months

... the municipal
Secretary of social
assistance?

... a Prosecutor from the
Public Prosecutor's
Office?

... the Mayor?

... a City Councilor?

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[HAND OUT SHEET WITH OPTIONS "NOT AT ALL - A LITTLE - QUITE - A LOT"]

Now I will read a number of statements and I would like you to tell me how much you agree with each of them.

	Not at all	A little	Quite	A lot
"City councilors work to improve social assistance for all"	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
"City councilors know the reality of the SARCs"	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
"The Secretariat of social assistance holds this SARC accountable for its results"	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
"The mayor is concerned with improving the quality of SARCs"	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
"The Public Prosecutor's Office has had a positive influence on municipal social assistance"	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
"I trust the mayor"	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
"The mayor and social assistance professionals have the same priorities for SARCs"	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
"The secretariat of social assistance helps us improve the SARC's performance"	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
"I trust the Secretary of social assistance"	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
"The Secretary of social assistance knows the reality of this SARC"	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
"The state's audit court has had a positive influence on municipal social assistance"	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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How close do you feel to each of the following actors?

	Not at all	A little	Quite	Very
The President of City Council	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The Secretary of social assistance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The Mayor	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The Prosecutor from the Public Prosecutor's Office	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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7. Experimento de conjoint

Now I will show you a series of comparisons of two imaginary profiles of municipal SARC coordinators. Take some time to look at the characteristics of each coordinator for each of the sections. For each comparison of coordinators, I will ask you a number of questions, in which you will have to choose which one of the two coordinators is best. You don't need to tell me why you choose coordinator A or coordinator B, and your choice can vary from one question to the next.

[MAKE SURE THE MANAGER UNDERSTANDS HOW THE CONJOINT WORKS. IN EACH ROUND, REVIEW OUT LOUD WITH THEM THE CHARACTERISTICS OF THE TWO PROFILES BEFORE ASKING THE QUESTIONS. ALLOW THE MANAGER TO OBSERVE THE PROFILES ON THE TABLET WHILE YOU ASK THE QUESTIONS. WRITE DOWN THEIR ANSWERS ON THE CONJOINT SHEET IN ORDER TO COPY THEM ONTO THE TABLET AT THE END OF EACH ROUND.]

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Round 1 of 4

	Coordinator A	Coordinator B
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Coordinator A

Coordinator B

Which one of these directors do you think could keep a better team of teachers in the school?



Coordinator A

Coordinator B

Which one of these directors do you think would obtain a reform for the school?

☐☐

Which one of these directors do you think would achieve better student learning rates?

☐☐

Which one of these directors do you think would have more chances to stay in their post in 2 years?

☐☐

Which of these directors do you think would have more chances of implementing changes requested by the city government?

☐☐

Which of these directors do you think would have a better communication with the Secretariat of education?

☐☐

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Round 2 of 4

Coordinator A**Coordinator B****Vinculos politicos**

Tem vínculos políticos na

Tem vínculos políticos na

Selecao
Formacao
Desempenho nos
indicadores
Experiencia como
coordenador
Relacao com os
profissionais

prefeitura
Indicação política
Graduação
Metas do CRAS foram atingidas
3 anos
Fraca relação com os profissionais

prefeitura
Eleição pela comunidade
Mestrado
Metas do CRAS foram atingidas
3 anos
Boa relação com os profissionais

Coordinator A

Coordinator B

Which one of these directors do you thin could keep a better team of teachers in the school?

☐
☐

Which one of these directors do you think would obtain a reform for the school?

☐
☐

Which one of these directors do you think would achieve better student learning rates?

☐
☐

Which one of these directors do you think would have more chances to stay in their post in 2 years?

☐
☐

Which of these directors do you think would have more chances of implementing changes requested by the city government?

☐
☐

Which of these directors do you think would have a better communication with the Secretariat of education?

☐
☐

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Round 3 of 4

	Coordinator A	Coordinator B
Vinculos politicos	Tem vínculos políticos na prefeitura	Não tem vínculos políticos na prefeitura
Selecao Formacao	Eleição pela comunidade	Eleição pela comunidade
Desempenho nos indicadores	Mestrado	Mestrado
Experiencia como coordenador	Metas do CRAS foram atingidas	Metas do CRAS não foram atingidas
Relacao com os profissionais	3 anos	10 anos
	Boa relação com os profissionais	Fraca relação com os profissionais
	Director A	Director B
Which one of these directors do you thin could keep a better team of teachers in the school?	<input type="radio"/>	<input type="radio"/>
Which one of these directors do you think would obtain a reform for the school?	<input type="radio"/>	<input type="radio"/>
Which one of these directors do you think would achieve better student learning rates?	<input type="radio"/>	<input type="radio"/>

Director A

Director B

Which one of these directors do you think would have more chances to stay in their post in 2 years?



Which of these directors do you think would have more chances of implementing changes requested by the city government?



Which of these directors do you think would have a better communication with the Secretariat of education?



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Round 4 of 4

Vinculos politicos

Selecao

Formacao

Desempenho nos indicadores

Experiencia como coordenador

Coordinator A

Não tem vínculos políticos na prefeitura

Eleição pela comunidade
Graduação

Metas do CRAS não foram atingidas

10 anos

Coordinator B

Não tem vínculos políticos na prefeitura

Eleição pela comunidade
Graduação

Metas do CRAS não foram atingidas

3 anos

**Relacao com os
profissionais****Fraca relação com os
profissionais****Boa relação com os
profissionais**

Coordinator A

Coordinator B

Which one of these
directors do you thin
could keep a better
team of teachers in the
school?

☐☐

Which one of these
directors do you think
would obtain a reform
for the school?

☐☐

Which one of these
directors do you think
would achieve better
student learning rates?

☐☐

Which one of these
directors do you think
would have more
chances to stay in their
post in 2 years?

☐☐

Which of these directors
do you think would have
more chances of
implementing changes
requested by the city
government?

☐☐

Which of these directors
do you think would have
a better communication
with the Secretariat of
education?

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8. Este CRAS

[HAND OUT SHEET WITH OPTIONS "NOT AT ALL - A LITTLE - QUITE - A LOT"]

In general, how much has the team at this SARC changed over the past two years?

	Not at all	A little	Quite	A lot	Not applicable
Support staff	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
... tenured social assistance professionals	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
... contract social assistance professionals	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Can you tell me how many families in this municipality benefit from the Bolsa Família Program?

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9. Atividade política

[HAND OUT SHEET WITH OPTIONS "NOT AT ALL - A LITTLE - QUITE - A LOT"]

In general, do you think political connections influence...

	Not at all	A little	Quite	A lot
... the selection of temporary social assistance professionals?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
... the selection of tenured social assistance professionals?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
... the selection of SARC coordinators?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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Are you a member of a trade union? [DO NOT READ OPTIONS]

- ☐ Yes
- ☐ No
- ☐ I would rather not tell

Are you a member of any political party? [DO NOT READ OPTIONS]

- ☐ Yes
- ☐ No
- ☐ I would rather not tell

Have you ever thought of running for city councilor or mayor?

- ☐ Yes
- ☐ No

Have you ever worked for an electoral campaign in this municipality?

- ☐ Yes
- ☐ No

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What is the name of the party that you are a member of?

10. Integridade e compromisso com o serviço público

[HAND OUT SHEET WITH OPTIONS "NOT AT ALL - A LITTLE - QUITE - A LOT"]

And to finalize, how much do you agree with the following statements?

	Not at all	A little	Quite	A lot
I would like politicians to do what is best for the municipality, even if that went against my own interests	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
It is not a problem to exaggerate one's resumé a little bit	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Serving the well-being of the community is very important for me	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I contribute to this municipality without expecting a personal return	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
A public employee's duty to serve the community must always come before their loyalty to superiors	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
People are not guilty of doing something that is technically wrong if everybody around them does the same thing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I consider service to the community to be my civic duty	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Not at all

A little

Quite

A lot

For me it is difficult to be interested in what happens in this municipality

☐☐☐☐

People should not suffer the consequences for doing something that a superior authority told them to do

☐☐☐☐

Taking an object without the owner's permission is OK if you are going to return it

☐☐☐☐

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11. Conclusão

This is the end of the survey. Thank you so much again for your participation, your responses are confidential. Do you have any questions about the survey?

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12. OBSERVAÇÕES

THE FOLLOWING QUESTIONS ARE *NOT* FOR THE MANAGER TO RESPOND, THEY ARE FOR THE INTERVIEWER TO ASSESS HOW THE INTERVIEW WENT.

[HOW MUCH DO YOU AGREE WITH EACH OF THESE STATEMENTS?]

	NOT AT ALL	A LITTLE	QUITE	A LOT
THE MANAGER WAS NICE DURING THE SURVEY	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
THE MANAGER PAID ATTENTION DURING THE SURVEY	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
THE MANAGER UNDERSTOOD THE CONJOINT	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
THE MANAGER REFLECTED BEFORE GIVING THEIR RESPONSES TO THE CONJOINT	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
THE MANAGER WAS COMFORTABLE DURING THE INTERVIEW	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
O GESTOR INFORMOU O DESEMPENHO DA UNIDADE (IDEB / MORTALIDADE / BENEFICIARIOS BF) SEM DUVIDAR	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

WAS THERE ANYBODY ELSE PRESENT DURING THE INTERVIEW?

- ☐ YES (WHO?)
- ☐ NO

IF THERE WAS ANY PROBLEM OR ANY DYNAMIC DURING THE INTERVIEW THAT YOU BELIEVE IS RELEVANT, PLEASE REPORT IT HERE:

IF YOU OBSERVED ANY OTHER FACT THAT YOU THINK WAS INTERESTING, REPORT IT HERE:

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