Annex II: Questionnaire[1]

Global Corruption Barometer – Jordan, Lebanon, Palestine

Administrative Variables

STARTDATE.
[___]   Interview Start Date: DD/MM/YYYY

STARTTIME.
[___]   Interview Start Time: __/__ **[24 Hour Clock]**

ENDDATE.
[___]   Interview End Date: DD/MM/YYYY

ENDTIME.
[___]   Interview End Time: __/__ **[24 Hour Clock]**

INTID.
[___]   Interviewer ID Number: ___

GENDER.
[___]   Gender of Interviewer: Male 1 / Female 2

REG.
[___]   Region **[PRECODED LIST OF ALL REGIONS]**

SSU.
[___]   Administrative area **[PRECODED LIST OF ALL REGIONS]**

AREA.
[___]   Type of Area: Urban 1 / Rural 2

Introduction

Good day. My name is _____. I am from _____, an independent research organisation based in **[INSERT COUNTRY NAME]**. I do not represent the government or any political party. We are studying the views of citizens in **[INSERT COUNTRY NAME]** about how the country is governed and how the economy is managed. We would like to discuss these issues with a member of your household. Every person in the country has an equal chance of being included in this study. All information will be kept confidential. Your household has been chosen by chance. We would like to choose an adult from your household. Would you help us pick one?

NOTE: THE PERSON MUST GIVE HIS OR HER INFORMED CONSENT BY ANSWERING POSITIVELY. IF PARTICIPATION IS REFUSED, WALK AWAY FROM THE HOUSEHOLD AND RECORD THIS IN THE ABOVE TABLE ON "REASONS FOR UNSUCCESSFUL CALLS." SUBSTITUTE THE HOUSEHOLD USING AN INTERVAL OF XXXXX HOUSEHOLDS. IF CONSENT IS SECURED, PROCEED TO RESPONDENT SELECTION.

INTRODUCTION WITH SELECTED RESPONDENT

IF THE SELECTED RESPONDENT IS NOT THE SAME PERSON THAT YOU FIRST MET, REPEAT INTRODUCTION:

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[1] This is an indicative and draft questionnaire.

Good day. My name is _____. I am from _____, an independent research organisation based in **[INSERT COUNTRY NAME]**. I do not represent the government or any political party. We are studying the views of citizens in **[INSERT COUNTRY NAME]** about how the country is governed and how the economy is managed. We would like to discuss these issues with you.

TO ALL RESPONDENTS:

Your answers will be confidential. They will be put together with [**INSERT SAMPLE SIZE FOR GIVEN COUNTRY**] other people we are talking to us, to get an overall picture. It will be impossible to pick you out from what you say, so please feel free to tell us what you think. This interview will take about 30 minutes. There is no penalty for refusing to participate. Do you wish to proceed? **[PROCEED WITH INTERVIEW ONLY IF ANSWER IS POSITIVE. IF PARTICIPATION IS REFUSED, WALK AWAY FROM THE HOUSEHOLD AND RECORD THIS IN THE ABOVE TABLE ON "REASONS FOR UNSUCCESSFUL CALLS."]**

Please note that a supervisor may contact you later to review the work done by our interviewers.

LANG.
[___]   Language of interview: [PRECODED LIST OF ALL LANGUAGES]

GEN.
[___]   Gender of Respondent: Male 1 / Female 2

AGE.
[___]   Age: ____ [WHOLE NUMBERS ONLY ALLOWED]

PROGRAMMER INSTRUCTIONS: IF RESPONDENT IS AGED LESS THAN 18, SHOW THE FOLLOWING TEXT. "THE RESPONDENT IS AGED UNDER 18. STOP INTERVIEW AND USE CARDS TO RANDOMLY DRAW ANOTHER RESPONDENT IN THE SAME HOUSEHOLD."

SECTION A

FILTER: ASK ALL

Q1a.
[___]   Overall, how much trust and confidence do you have in the following to do a good job in [INSERT COUNTRY NAME] and act in a fair manner whilst carrying out their responsibilities? **READ EACH ITEM THEN SAY...** Would you say you have no trust at all, not very much trust, a fair amount of trust or a great deal of trust?

READ SCALE AS NECESSARY

PROG NOTE:
- SINGLE RESPONSE PER ROW
- RANDOMISE A THROUGH C

		No trust at all	Not very much trust	A fair amount of trust	A great deal of trust	**DO NOT READ** Don't know
A	**The government (including politicians, public servants or any kind of government agency)**	0	1	2	3	99
B	**The courts**	0	1	2	3	99
C	**The police**	0	1	2	3	99

FILTER: ASK ALL

Q1b.

[___]   Overall, how satisfied are you with the way democracy works in [INSERT COUNTRY NAME]

READ SCALE AS NECESSARY

PROG NOTE:
- SINGLE RESPONSE

Very satisfied	Fairly satisfied	Not very satisfied	Not at all satisfied	**DO NOT READ** [Insert Country name] is not a democracy	**DO NOT READ** Don't know
0	1	2	3	98	99
0	1	2	3	98	99
0	1	2	3	98	99

FILTER: ASK ALL

Q2.

[___]   Now some questions about corruption in government – by that I mean corruption involving politicians, public servants or any kind of government agency in **[INSERT COUNTRY NAME] (PAUSE)**.

How much of a problem, if at all, is corruption in the government in this country? Is it…? **READ OUT ANSWER OPTIONS**

PROG NOTE:
- SINGLE RESPONSE
- REVERSE 0 THROUGH 3

No problem at all	0
Fairly small	1
Quite big	2
A very big problem	3
DO NOT READ Don't know	99

FILTER: ASK IF Q2 = 1-3 OTHERWISE go to Q4

Q3.

[__]   What kind of corruption do you think is the main problem in government – please tell me the kind of actions or behaviour you have in mind.

SAY IF NECESSARY: I'm only interested in the general type of problem - you don't need to give me any names, unless they've already been in the media.

PROG NOTE:
-   OPEN TEXT FIELD
_____

FILTER: ASK ALL

Q4.

[___]   Over the past year, in your opinion, has the level of corruption in **[INSERT COUNTRY NAME]** …? **READ OUT**

PROG NOTE:
-       **SINGLE RESPONSE**

- **REVERSE 0 - 4**

Decreased a lot	0
Somewhat decreased	1
Stayed the same	2
Somewhat increased	3
Increased a lot	4
DO NOT READ Don't know	99

FILTER: ASK ALL

Q5.

[____] How well or badly would you say the current government is handling the task of fighting corruption in government – would you say it's handling it…? **READ OUT**

  PROG NOTE:
  - **SINGLE RESPONSE**
  - **REVERSE 1-4**

Very badly	1
Fairly badly	2
Fairly well	3
Very well	4
DO NOT READ Don't know	99

FILTER: ASK ALL

Q31(a).

[____] I now want to ask you about the "Anti-Corruption Commission" in this country. How much, if anything, do you know about the "Anti-Corruption Commission"? *[Interviewer: Probe for strength.]*

  PROG NOTE:
  - **Insert the exact name for the equivalent of an Anti-Corruption Commission in this country**
  - **SINGLE RESPONSE**
  - **REVERSE 1-4**

Never heard of them	1
Heard the name, but don't know anything about what they do	2
A fair amount	3
A great deal	4
DO NOT READ Don't know	99
DO NOT READ Refused	98

FILTER: ASK Q31(a) == 2-4

Q31(b).

[____] How well or badly would you say the "Anti-Corruption Commission"[2] is doing at fighting corruption in this country? *[Interviewer: Probe for strength of opinion.]*

  PROG NOTE:
  - **Insert the exact name for the equivalent of an Anti-Corruption Commission in this country**
  - **SINGLE RESPONSE**
  - **REVERSE 1-4**

Very badly	1
Fairly badly	2
Fairly well	3
Very well	4
DO NOT READ Don't know	99

FILTER: ASK ALL

Q6.

[____] How many of the following people do you think are involved in corruption – would it be none of them, some of them, most of them, or all of them? Firstly…?

SAY IF NECESSARY: How many of those people do you think are involved in corruption?
READ SCALE AS NECESSARY
PAUSE AFTER EACH CATEGORY

PROG NOTE
- SINGLE RESPONSE PER ROW
- ROTATE A-L

		None	Some of them	Most of them	All of them	**DO NOT READ** Don't know
A	**The President and Officials in his/her Office** [3]	1	2	3	4	99
B	**The Prime Minister and Officials in his/her Office** [4]	1	2	3	4	99
C	**Members of Parliament**[5]	1	2	3	4	99
D	**Government officials**	1	2	3	4	99
E	**Local government councillors**[6]	1	2	3	4	99
F	**Police**	1	2	3	4	99
G	**Judges and Magistrates**[7]	1	2	3	4	99
H	**Religious leaders**	1	2	3	4	99
I	**Business executives**	1	2	3	4	99
J	**Workers in non-governmental organizations**	1	2	3	4	99
L	**Bankers**	1	2	3	4	99

FILTER: ASK ALL

Q7.

[____] I'm next going to read out a list of freedoms that people may have. For each one, please tell me whether there is now much less freedom, somewhat less freedom, the same amount of freedom, somewhat more freedom or much more freedom compared with 12 months ago?

READ OUT EACH ITEM. PAUSE AFTER EACH.
SAY IF NECESSARY: Is there now much less, somewhat less, the same amount, somewhat more or much more freedom compared with 12 months ago?
READ SCALE AS NECESSARY

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[3] Edit/ Remove as appropriate depending on the political system of the country

[4] Edit/ Remove as appropriate depending on the political system of the country

[5] Revise depending on what is the words used to refer to elected representatives in the legislative office of the country

[6] Translate to refer to officials who are elected to the lowest administrative area

[7] Magistrates should be translated to refer to lower level courts.

PROG NOTE:
- **SINGLE RESPONSE PER ROW**
- **RANDOMISE A THROUGH C**

		Much less freedom	Somewhat less freedom	Same	Somewhat more freedom	Much more freedom	Don't know **DO NOT READ**
A	Your own freedom to say what you think about politics	0	1	2	3	4	99
B	The media's freedom to investigate and report on government mistakes or to criticize government actions or performance	0	1	2	3	4	99
C	The freedom of independent groups or nongovernmental organizations to speak, hold meetings or advocate their views freely, including criticizing the government if they choose	0	1	2	3	4	99

SECTION B

FILTER: ASK ALL

Q8(a).
[T49A] I next want to ask you some questions about your experience with various public services in the last 12 months. Can you tell me in the past 12 months have you had contact with a public school?

        PROG NOTE: SINGLE CODE

Yes	1
No	0
DO NOT READ Don't know	99

FILTER: ALL RESPONDENTS WHO HAVE HAD CONTACT WITH A PUBLIC SCHOOL IN THE PAST 12 MONTHS (Q8(a)=1)

Q8(b).
[T49C] And how often, if ever, did you have to pay a bribe, give a gift, or do a favour for a teacher or school official in order to get the services you needed from the schools?

        PROG NOTE: SINGLE CODE

Never	0
Once or twice	1
A few times	2
Often	3
DO NOT READ Don't know	99
DO NOT READ Refused	98

FILTER: ALL RESPONDENTS WHO HAVE HAD CONTACT WITH A PUBLIC SCHOOL IN THE PAST 12
MONTHS (Q8(a)=1)

Q8(c).
[]   And how often, if ever, did you have to use wasta in order to get the services you needed from the schools?

PROG NOTE:
- **SINGLE CODE**
- **BACK FUNCTION**

Never	0
Once or twice	1
A few times	2
Often	3
DO NOT READ Don't know	99
DO NOT READ Refused	98

FILTER: ASK ALL

Q9(a).
[T49D]   In the past 12 months have you had contact with a public clinic or hospital?

PROG NOTE: SINGLE CODE

A	Yes	1
B	No	0
C	**DO NOT READ** Don't know	99

FILTER: ALL RESPONDENTS WHO HAVE HAD CONTACT WITH A PUBLIC CLINIC OR HOSPITAL IN THE
PAST 12 MONTHS (Q9(a)=1)

Q9(b).
[T49G]   And how often, if ever, did you have to pay a bribe, give a gift, or do a favour for a health worker or clinic or
hospital staff in order to get the medical care you needed?

PROG NOTE: SINGLE CODE

Never	0
Once or twice	1
A few times	2
Often	3
DO NOT READ Don't know	99
DO NOT READ Refused	98

FILTER: ALL RESPONDENTS WHO HAVE HAD CONTACT WITH A PUBLIC CLINIC OR HOSPITAL IN THE
PAST 12 MONTHS (Q9(a)=1)

Q9(c).
[]   And how often, if ever, did you have to use wasta in order to get the medical care you needed?

PROG NOTE:
- **SINGLE CODE**
- **BACK FUNCTION**

Never	0
Once or twice	1

A few times	2
Often	3
DO NOT READ Don't know	99
DO NOT READ Refused	98

FILTER: ASK ALL

Q10(a).
[T49H]   In the past 12 months have you tried to get an identity document like a birth certificate, driver's license, passport or voter's card, or a permit, from government?

PROG NOTE: SINGLE CODE

Yes	1
No	0
DO NOT READ Don't know	99

FILTER: ALL RESPONDENTS WHO HAVE TRIED TO GET AN IDENTITY DOCUMENT IN THE PAST 12 MONTHS (Q10(a)=1)

Q10(b).
[T49K]   And how often, if ever, did you have to pay a bribe, give a gift, or do a favour for a government official in order to get the document you needed?

PROG NOTE: SINGLE CODE

Never	0
Once or twice	1
A few times	2
Often	3
DO NOT READ Don't know	99
DO NOT READ Refused	98

FILTER: ALL RESPONDENTS WHO HAVE TRIED TO GET AN IDENTITY DOCUMENT IN THE PAST 12 MONTHS (Q10(a)=1)

Q10(c).
[]   And how often, if ever, did you have to use wasta in order to get the document you needed?

PROG NOTE: SINGLE CODE

Never	0
Once or twice	1
A few times	2
Often	3
DO NOT READ Don't know	99
DO NOT READ Refused	98

FILTER: ASK ALL

Q11(a).
[T49L]   In the past 12 months have you tried to get water, sanitation or electric services from government?

PROG NOTE: SINGLE CODE

Yes	1
No	0
DO NOT READ Don't know	99

FILTER: ALL RESPONDENTS WHO HAVE TRIED TO GET WATER SANITATION OR ELECTRIC SERVICES FROM GOVERNMENT IN THE PAST 12 MONTHS (Q11(a)=1)

Q11(b).
[T49N]   And how often, if ever, did you have to pay a bribe, give a gift, or do a favour for a government official in order to get the services you needed?

PROG NOTE: SINGLE CODE

Never	0
Once or twice	1
A few times	2
Often	3
DO NOT READ Don't know	99
DO NOT READ Refused	98

FILTER: ALL RESPONDENTS WHO HAVE TRIED TO GET WATER SANITATION OR ELECTRIC SERVICES FROM GOVERNMENT IN THE PAST 12 MONTHS (Q11(a)=1)

Q11(c).
[]   And how often, if ever, did you have to use wasta in order to get the services you needed?

PROG NOTE:
- **SINGLE CODE**
- **BACK FUNCTION**

Never	0
Once or twice	1
A few times	2
Often	3
DO NOT READ Don't know	99
DO NOT READ Refused	98

FILTER: ASK ALL

Q12(a).
[T49O]   In the past 12 months have you had contact with the police?

PROG NOTE:
- **SINGLE CODE**
- **BACK FUNCTION**

Yes	1
No	0
DO NOT READ Don't know	99

FILTER: ALL RESPONDENTS WHO HAVE REQUESTED ASSISTANCE FROM THE POLICE IN THE PAST 12 MONTHS (Q12(a)=1)

Q12(b).
[T49R]   And how often, if ever, did you have to pay a bribe, give a gift, or do a favour for a police officer in order to get the assistance you needed, or to avoid a problem like passing a checkpoint[8] or avoiding a fine or arrest?

PROG NOTE:
-   **SINGLE CODE**
-   **BACK FUNCTION**

Never	0
Once or twice	1
A few times	2
Often	3
DO NOT READ Don't know	99
DO NOT READ Refused	98

FILTER: ALL RESPONDENTS WHO HAVE REQUESTED ASSISTANCE FROM THE POLICE IN THE PAST 12 MONTHS (Q12(a)=1)

Q12(c).
[]   And how often, if ever, did you have to use wasta in order to get the assistance you needed, or to avoid a problem like passing a checkpoint or avoiding a fine or arrest?

PROG NOTE:
-   **SINGLE CODE**
-   **BACK FUNCTION**

Never	0
Once or twice	1
A few times	2
Often	3
DO NOT READ Don't know	99
DO NOT READ Refused	98

FILTER: ASK ALL

Q13(a).
[T49S]   In the past 12 months have you had contact with the courts?

PROG NOTE: SINGLE CODE

Yes	1
No	0
DO NOT READ Don't know	99

FILTER: ALL RESPONDENTS WHO HAVE REQUESTED ASSISTANCE FROM THE COURTS IN THE PAST 12 MONTHS (Q13(a)=1)

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[8] For example, a traffic or pedestrian stop point

Q13(b).

[T49T]   And how often, if ever, did you have to pay a bribe, give a gift, or do a favour for a judge or court official in order to get the assistance you needed from the courts or to avoid a problem?

PROG NOTE: SINGLE CODE

Never	0
Once or twice	1
A few times	2
Often	3
DO NOT READ Don't know	99
DO NOT READ Refused	98

FILTER: ALL RESPONDENTS WHO HAVE REQUESTED ASSISTANCE FROM THE COURTS IN THE PAST 12 MONTHS (Q13(a)=1)

Q13(c).

[]   And how often, if ever, did you have to use wasta in order to get the assistance you needed from the courts or to avoid a problem?

PROG NOTE:
- **SINGLE CODE**
- **BACK FUNCTION**

Never	0
Once or twice	1
A few times	2
Often	3
DO NOT READ Don't know	99
DO NOT READ Refused	98

FILTER: ASK ANY WHO PAID A BRIBE 1 THRU 3 FOR ANY Q8(b), Q9(b), Q10(b), Q11(b), Q12(b), Q13(b),

Q14(a).

[___]   And thinking about the most recent time that you paid a bribe, gave a gift, or did a favour in order to get a public service, what was your main reason for doing this? Was it that …. READ OUT ANSWER OPTIONS

PROG NOTE:
- **SINGLE RESPONSE**

You were asked to pay	1
You were not asked to pay but you knew it was expected	2
You offered to pay to get things done quicker or better	3
You were not asked to pay but you wanted to express your gratitude	4
Something else (Please Specify) _____	97
DO NOT READ Don't know	99
DO NOT READ Refused	98

FILTER: ASK ANY WHO PAID A BRIBE 1 THRU 3 FOR ANY Q8(b), Q9(b), Q10(b), Q11(b), Q12(b), Q13(b),

Q14(b).

[___] And thinking about the last time that you paid a bribe, gave a gift, or did a favour in order to get a public service, did you report the incident to a government official or someone in authority?

PROG NOTE:
- **SINGLE RESPONSE**

No	0
Yes	1
DO NOT READ Don't know	99

FILTER: ASK ANY WHO USED WASTA 1 THRU 3 FOR ANY Q8(c), Q9(c), Q10(c), Q11(c), Q12(c), Q13(c),

Q21(a).

[___] And thinking about the most recent time that you had to use *wasta* in order to get a public service, what was your main reason for doing this? Was it that …. READ OUT ANSWER OPTIONS

PROG NOTE:
- **SINGLE RESPONSE**

I would have not received the service without my personal conneciton.	1
I wanted to get a better service than what is usually offered	2
DO NOT READ Don't know	99
DO NOT READ Refused	98

FILTER: ASK ALL

Q15.

[___] In this country, can ordinary people report incidents of corruption without fear, or do they risk retaliation or other negative consequences if they speak out?

PROG NOTE:
- **SINGLE RESPONSE**

Can report without fear	0
Fear reprisals	1
Don't know	99

FILTER: ASK ALL

Q16.

[___] And thinking about if you were to report a case of corruption committed by a government official, how likely is it that appropriate action would be taken against them? Is it… **READ OUT ANSWER OPTIONS**

PROG NOTE:
- **SINGLE RESPONSE**
- **REVERSE 0 - 3**

Not at all likely	0
Not very likely	1
Somewhat likely	2
Very likely	3

DO NOT READ Don't know/Haven't heard	99

FILTER: ASK ALL

Q17.

[___]   Sextortion is a form of corruption which occurs when someone who has been entrusted with authority or power says that they will give a benefit (such as quicker service, approval of documents, a job or promotion or opportunity, better grades, or avoiding a fine or imprisonment) in exchange for sexual favours such as sexual activity, inappropriate touching, exposing body parts, or posing for sexual photos.

How often, if at all, do you think that this occurs in this country? Do you think it happens...?

PROG NOTE: SINGLE RESPONSE

Very frequently	4
Often	3
Occasionally	2
Rarely	1
Never	0
DO NOT READ Don't know	99
DO NOT READ Refused	98

FILTER: ASK ALL

Q18.

[___]   And thinking about your own experience or experiences had by people you know, how often, if at all, has a public official implied either openly or suggestively to either yourself or someone you know, that they will grant a government benefit in exchange for sexual favours?

PROG NOTE: SINGLE RESPONSE

Never	0
Once or twice	1
A few times	2
Often	3
Or have you had no contact with any public officials ever	4
DO NOT READ Don't know	99
DO NOT READ Refused	98

SECTION C

FILTER: ASK ALL

Q19(a).

[___]   Please tell me how often you think the following things happen during national, regional or local elections in **[INSERT COUNTRY NAME]. READ EACH ITEM THEN SAY**... Do you think this happens never, rarely, occasionally, frequently, or very frequently?

SAY IF NECESSARY: How often do you think that happens in **[INSERT COUNTRY NAME]**?
READ SCALE AS NECESSARY

PROG NOTE:
-        **SINGLE RESPONSE PER ROW**
          - **RANDOMISE A-C**

		Never	Rarely	Occasionally	Frequently	Very frequently	**DO NOT READ** Don't know
A	False information or fake news being spread to influence voting outcomes	0	1	2	3	4	99
B	Voters being paid money or offered a special favour to vote in a particular way	0	1	2	3	4	99
C	Voters being threatened with retaliation if they do not vote in a particular way	0	1	2	3	4	99

FILTER: ASK ALL

Q19(b).

[____]   And in the past 5 years, how many times, if at all, has anyone tried to offer **you** a **bribe or special favour** to vote in a particular way at a national, regional or local election? Has that happened to you…? **READ OUT**

PROG NOTE: SINGLE RESPONSE

Never	0
Once or twice	1
A few times	2
Often	3
DO NOT READ Don't know	99
DO NOT READ Refused	98
DO NOT READ Not applicable - could not vote	97

FILTER: ASK ALL

Q19(c).

[___]   And in the past 5 years, how many times, if at all, has anyone threatened you with some sort of retaliation if you did not vote in a particular way at a national, regional or local election? Has that happened to you…? **READ OUT**

PROG NOTE:
- SINGLE RESPONSE

Never	0
Once or twice	1
A few times	2
Often	3
DO NOT READ Don't know	99
DO NOT READ Refused	98
DO NOT READ Not applicable - could not vote	97

FILTER: ASK ALL

Q20.

[___]   In the past 12 months, how many times have you personally witnessed, or suspected, a government official or politician doing the following things – would it be never, once or twice a few times, or **often (PAUSE)**. So firstly…?

> **SAY IF NECESSARY:** How many times in the past 12 months have you personally witnessed or suspected them of that?

READ SCALE AS NECESSARY

PROG NOTE:
- RANDOMISE A-D
- SINGLE RESPONSE PER ROW

		Never	Once or twice	A few times	Often	**DO NOT READ** Don't know	**DO NOT READ** Refused
A	An official or politician having unexplained income beyond their public salary	0	1	2	3	99	98
B	An official or politician abusing their position to benefit themselves or their family	0	1	2	3	99	98
C	A politician making a decision or voting in a way which favours a business or individual who gave them political support or donations	0	1	2	3	99	98
D	An official or politician awarding a public contract to a company in exchange for a bribe, gift or favour	0	1	2	3	99	98

SECTION D

FILTER: ASK ALL

Q22.
[___] And next, for each of the following statements that I read out, please tell me whether you strongly disagree, tend to disagree, neither agree nor disagree, tend to agree or strongly agree.

READ OUT STATEMENTS A THROUGH E. PAUSE AFTER EACH.

SAY IF NECESSARY: Do you strongly disagree, tend to disagree, neither agree nor disagree, tend to agree or strongly agree**?**

PROG NOTE:
- **SINGLE RESPONSE PER ROW**
- **RANDOMISE A - E**

		Strongly disagree	Tend to disagree	Neither agree nor disagree	Tend to agree	Strongly agree	Don't know [DNR]
A	Ordinary people can make a difference in the fight against corruption	0	1	2	3	4	99
B	The government takes the views of people like me into account when making decisions	0	1	2	3	4	99
C	It is acceptable for the government to engage in a bit of corruption as long as it gets things done and delivers good results.	0	1	2	3	4	99
D	People in my local area tend to work together to solve	0	1	2	3	4	99

E	When reporting a case of corruption committed by a government official, appropriate action is more likely to be taken if a man rather than a women makes the complaint	0	1	2	3	4	99					

Q23.

[___] Next, I'd like you to tell me how acceptable or not the following situations are on a scale from 0 to 10, where 0 is completely unacceptable and 10 is completely acceptable **(PAUSE)**. Firstly…? **READ OUT STATEMENTS A THROUGH E. PAUSE AFTER EACH.**

SAY IF NECESSARY: How acceptable or not do you think that is on a scale from 0 to 10, where 0 is completely unacceptable and 10 is completely acceptable
- **PROBE FOR STRENGTH OF OPINION ON A SCALE 0-10**

PROG NOTE:
- **SINGLE RESPONSE PER ROW**
- **RANDOMISE A-E**

		Completely un-acceptable										Completely acceptable	**DO NOT READ** Don't know
A	A citizen using their personal or political connections to get a better service than others from a government department	0	1	2	3	4	5	6	7	8	9	10	99
B	A politician or councillor giving special help to someone because they donated money to their election campaign	0	1	2	3	4	5	6	7	8	9	10	99
C	A public servant influencing a hiring decision in their department to favour a friend or a family member	0	1	2	3	4	5	6	7	8	9	10	99
D	A public official awarding a contract to a company who paid a bribe. The company will deliver the work on time	0	1	2	3	4	5	6	7	8	9	10	99
E	A person paying a police officer on the street to avoid getting a fine for a traffic offence	0	1	2	3	4	5	6	7	8	9	10	99

Q24.

[___] How **often** do you think the following situations happen in **[INSERT COUNTRY NAME]** – would you say they happen never, rarely, occasionally, frequently, or very frequently. Firstly...?

SAY IF NECESSARY: How often do you think that happens in **[INSERT COUNTRY NAME]**?
READ SCALE AS NECESSARY

PROG NOTE:
- **SINGLE RESPONSE PER ROW**
- **RANDOMISE A-F**

		Never	Rarely	Occasionally	Frequently	Very frequently	**DO NOT READ** Don't know
A	People using their personal or political connections to get a better service from a government department than other people	0	1	2	3	4	99
B	Individuals or companies using money to have greater influence over government decisions	0	1	2	3	4	99
C	A public servant influencing a hiring decision in their department to favour a friend or a family member	0	1	2	3	4	99
D	People paying police officers on the street to avoid getting a fine for a traffic offence	0	1	2	3	4	99
E	Officials who commit crimes go unpunished.	0	1	2	3	4	99
F	People are treated unequally under the law	0	1	2	3	4	99

FILTER: ASK ALL

Q25(a).
[___]   In this country there is the right by law for citizens to access key facts and data from the government. Were you aware that you have the right to request information from government, or were you not yet aware that you had this right?

PROG NOTE:
- **SINGLE RESPONSE**

Yes, I was aware	1
No, I was not yet aware	0
DO NOT READ Don't know	99

FILTER: ASK ALL

Q25(b).
[___]   In some cases, public bodies make information and facts publicly accessible, for example on their website. In other cases, citizens request (such as via a letter, email or telephone call) that the public body provides them with the information they need. In the last 12 months how often, if at all, have you officially contacted a public body to request any information? Have you done this… **READ OUT ANSWER OPTIONS**

PROG NOTE:
- **SINGLE RESPONSE**

Never	0
Once or twice	1
A few times	2
Often	3
DO NOT READ Don't know	99

And finally some questions about you. Please note that they are only for administrative purposes

FILTER: ASK ALL

Q26.
[___]   Which of the following best describes your working status?

PROG NOTE:
- **SINGLE RESPONSE**

Working full-time (more than 30 hours per week)	0
Working part-time (less than 30 hours per week)	1
Not working and looking for work	2
Retired	3
Does not work and Not seeking for job	4
Student	5
Homemaker	6
DO NOT READ Refused to answer	98
DO NOT READ Don't know	99

FILTER: ASK IF Q26 == 0 AND 1 OTHERWISE SKIP to Q.29.

Q27.
[___]   What is your main occupation? [Do not read options. Code from responses.]

PROG NOTE:
- **SINGLE RESPONSE**

Subsistence farmer (produces only for home consumption)	0
Peasant Farmer (produces both for own consumption and some surplus produce for sale)	1
Commercial Farmer (produces mainly for sale)	2
Farm worker	3
Fisherman	4
Trader / Hawker / Vendor	5
Miner	6
Domestic Worker / Maid / Char / House helper	7
Armed Services/ Police / Security Personnel	8
Artisan / skilled manual worker in the formal sector	9
Artisan / skilled manual worker in the informal sector	10
Clerical Worker	11
Unskilled manual worker in the formal sector	12
Unskilled manual worker in the informal sector	13
Businessperson (works in company for others)	14
Businessperson (Owns small business of less than 10 employees)	15
Businessperson (Owns large business of 10 or more employees)	16
Professional Worker (e.g., lawyer, accountant, nurse, engineer, etc.)	17

Supervisor / Foreman	18
Teacher	19
Government Worker	20
Employees in the retail sector	21
Other _____ **PLEASE POST CODE**	
DO NOT READ Refused to answer	98
DO NOT READ Don't know	99

FILTER: ASK IF Q26 == 3 THRU 6

Q28.
[___]   What was your last main occupation?

PROG NOTE:
- **SINGLE RESPONSE**
- **PLEASE DO NOT READ OPTIONS – CODE FROM ANSWER.**

Never had a job	0
Subsistence farmer (produces only for home consumption)	1
Peasant Farmer (produces both for own consumption and some surplus produce for sale)	2
Commercial Farmer (produces mainly for sale)	3
Farm worker	4
Fisherman	5
Trader / Hawker / Vendor	6
Miner	7
Domestic Worker / Maid / Char / House helper	8
Armed Services/ Police / Security Personnel	9
Artisan / skilled manual worker in the formal sector	10
Artisan / skilled manual worker in the informal sector	11
Clerical Worker	12
Unskilled manual worker in the formal sector	13
Unskilled manual worker in the informal sector	14
Businessperson (works in company for others)	15
Businessperson (Owns small business of less than 10 employees)	16
Businessperson (Owns large business of 10 or more employees)	17
Professional Worker (e.g., lawyer, accountant, nurse, engineer, etc.)	18
Supervisor / Foreman	19
Teacher	20
Government Worker	21
Employees in the retail sector	22
Other _____ **PLEASE SPECIFY**	
DO NOT READ Refused to answer	98
DO NOT READ Don't know	99

FILTER: ASK ALL

Q29.
[___]   What is your highest level of education? **DO NOT READ OPTIONS – CODE FROM ANSWER.**

PROG NOTE:
-   **SINGLE RESPONSE**

No formal education	0
Informal schooling only	1
Some primary schooling	2
Primary school completed	3
Some secondary school	4
Secondary school completed	5
Some higher secondary/equivalent	6
Higher secondary/equivalent completed	7
Some Bachelor/equivalent degree	8
Bachelor/equivalent degree completed	9
Masters/equivalent degree or above	10
DO NOT READ Refused to answer	98

FILTER: ASK ALL

Q30.
[___]   To finish, thinking about the amount of income your household has to buy what you want, would you say that your household has…? - **READ THE SCALE BELOW**

PROG NOTE:
-   **SINGLE RESPONSE**
-   **REVERSE 4 - 0**

Definitely enough to buy what we want with no difficulties	4
Just enough to buy what	3
We can manage with difficulties	2
We need to borrow, spend savings to buy things	1
We can't buy at all what we want, we have no savings or no income	0
DO NOT READ Refused to answer	98