



**UNODC**  
United Nations Office on Drugs and Crime

## 2021 GHANA INTEGRITY OF PUBLIC SERVICES SURVEY GHANA STATISTICAL SERVICE

December 2021

### SECTION A: IDENTIFICATION

A.0 Respondent Unique ID number

A1. Region code.	<input type="text"/>	<input type="text"/>	A7. Type of locality (Urban =1, Rural =2.)	<input type="text"/>
A2. District code	<input type="text"/>	<input type="text"/>	A8. Structure Number	<input type="text"/>
A3. District Type.	<input type="text"/>	<input type="text"/>	A9a. GPS latitude.	
A4. Sub District	<input type="text"/>	<input type="text"/>	A9b. GPS Longitude	
A5. EA Code	<input type="text"/>	<input type="text"/>	A9c. GPS Height	
A10. Selected household No	<input type="text"/>	<input type="text"/>		
A11. PHYSICAL ADDRESS OF THE STRUCTURE				
A11a Name of house or structure, owner, popular person				
A11b. Popular land mark				
A11c. House number or EAC/VRA/Plot/other				
A11d. Street name				
A11e Suburb/Estate name				
A11f. Closest popular locality for (type 3 EA)				
A11g. GhanaPost digital address				
Interviewer's code (Interviewer 1, Interviewer 2, Interviewer 3, Interviewer 4, Interviewer 5)			<input type="text"/>	

## **Introduction: READ OUT**

Hello, my name is (your name). We are from Ghana Statistical Service. We are conducting a survey about the integrity of public services in Ghana. The survey is a joint effort of the United Nations Office on Drugs and Crime and the Commission on Human Rights and Administrative Justice (CHRAJ) in Ghana and implemented by the Ghana Statistical Services (GSS). It aims at collecting information on your experience and satisfaction with the use of public and private services and about the integrity of officials. There will also be some questions about your experience and confidence in the justice system, awareness and effectiveness of anti-corruption agencies, and feeling of safety and security. This survey will assist the country, with the support of international partners, in strengthening the quality and integrity of public and private institutions and to improve access to the justice system. We will be conducting about 15,000 interviews throughout the country and I would like to talk to you about these subjects.

Participation in the survey is voluntary, and refusing to participate will result in no negative consequences. However, we hope you will agree to participate as your views and experiences are very important to give visibility to the experiences of people in Ghana and your sincere responses will help us improve the service delivery by public and private institutions.

I want to assure you that the completed questionnaires and all other information provided will be treated confidentially and will be processed using statistical methods only – your responses will not be revealed to anybody in a way that you would be identified as the person providing the responses. Results will be published only in the form of statistical tables. In addition, if you feel uncomfortable answering some questions, just let me know and I will move on to the next question. If you agree, we would like to talk to you in a place and time of your choice where you feel comfortable and no one can hear your answers.

This interview usually takes about 40 minutes. This survey is about your own experiences, so please answer every question based on your knowledge and experience. There are neither correct nor incorrect answers.

**Do you consent to continue with the interview?(1) Yes / (2) No**

## SECTION B: HOUSEHOLD ROSTER

In order to determine which person in your household I should interview, I would like to know how many people live in this household. Please, give me the names of members of this household.

<< INT.: YOU MUST INCLUDE THE RESPONDENT AND ANY CHILDREN. NOTE THAT A HOUSEHOLD IS DEFINED AS A PERSON OR A GROUP OF PERSONS WHO SHARE THE SAME CATERING ARRANGEMENT, MAY EITHER BE RELATED OR NON-RELATED AND CONSIDERS ONE PERSON AS THE HEAD>>

Lno	Name of Usual household members	Relationship	Sex	Age	
B1	B2	B3	B4	B5	(Confirmation)
Members line No	Please give me the full name of the head of the household.		Male=1 Female=2	Age of (NAME) in completed years	Is there another member in the household? Yes=1 No=2
[ 01 ]		Head	<input type="checkbox"/>	<input type="text"/> <input type="text"/>	
	Please, give me the full name of the next household member. (Person who usually lives in your household).	What is (Name) relationship to Head of Household (See Code Below)	Male=1 Female=2	Age of (NAME)	Is there another member in the household? Yes=1 / No=2
[ 02 ]		<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/> <input type="text"/>	
[ 03 ]		<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/> <input type="text"/>	
[ 04 ]		<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/> <input type="text"/>	
[ 05 ]		<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/> <input type="text"/>	
[ 06 ]		<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/> <input type="text"/>	
[ 07 ]		<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/> <input type="text"/>	
[ 08 ]		<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/> <input type="text"/>	
[ 09 ]		<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/> <input type="text"/>	
[ 10 ]		<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/> <input type="text"/>	
[ 11 ]		<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/> <input type="text"/>	
[ 12 ]		<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/> <input type="text"/>	
[ 13 ]		<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/> <input type="text"/>	
[ 14 ]		<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/> <input type="text"/>	
[ 15 ]		<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/> <input type="text"/>	
[ 16 ]		<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/> <input type="text"/>	
[ 17 ]		<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/> <input type="text"/>	
[ 18 ]		<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/> <input type="text"/>	
[ 19 ]		<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/> <input type="text"/>	
[ 20 ]		<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/> <input type="text"/>	

Head.....01  
 Spouse (Wife/Husband/ Living together).....02  
 Child (Son/Daughter).....03  
 Parent.....04  
 Parent in-law.....05  
 Son in-law.....06  
 Daughter in-law.....07  
 Grandchild.....08  
 Great grandchild.....09  
 Brother/Sister.....10  
 Step child.....11  
 Foster child.....12  
 Adopted child.....13  
 Other relative.....14  
 Non relative.....15  
 Househelp.....16

**RESPSEL** <<INT. : SELECT RESPONDENT AND CONTINUE WITH INTERVIEW>> Could I now please talk to <<FIRST NAME>> who is << AGE IN YEARS>> old?

## SECTION **G**. GENERAL INFORMATION

Before starting with the questions about public service integrity, I would like to get to know you better. I will ask you to provide some general information about yourself. It will help us to better understand the responses we received. Please, be reassured that all the information you share will remain strictly confidential.

<< Ask all >>

**D2. May I ask, in which month and year were you born?**

<< control for range 18-105 >>

Enter month and year of birth: \_\_\_\_\_

9998 - Don't know

9999 - Prefer not to say

<< Ask if D2 = 9998 or 9999 >>

**D2\_CAT. Can you then give me the category that corresponds to your age? Are you between...**

01 - 18-24

02 - 25-29

03 - 30-34

04 - 35-39

05 - 40-44

06 - 45-49

07 - 50-54

08 - 55-59

09 - 60-64

10 - 65-69

11 - 70-74

12 - 75-79

13 - 80-84

14 - 85-89

15 - 90 or above

98 - Don't know

99 - Prefer not to say

<< Ask all >>

**D3. What is your highest level of education?**

<< Do not read, code from response >>

- 00 - No education
- 01 - Informal schooling only
- 02 - Less than primary education
- 03 - Primary school completed
- 04 - Junior secondary/Middle school completed
- 05 - Senior secondary/Secondary school completed
- 06 - Post-secondary/ non-tertiary education
- 07 - Bachelor/equivalent degree completed
- 08 - Masters/equivalent degree or above
- 98 - Don't know
- 99 - Prefer not to say

<< Ask all >>

**D0. What is your sex?**

<< Do not read categories, one response only >>

- 01 - Male
- 02 - Female

<< Ask all >>

**D15. I am going to read some household tasks people usually are responsible for in the household. Could you please tell me to what extent you are involved in the following tasks?**

Household task	Mostly me	Partially me	Not involved	Not applicable	Don't know	Prefer not to say
1.Looking after the children	01	02	03	77	98	99
2.Education and training of children	01	02	03	77	98	99
3.Paying household's bills such as electricity, water, waste, etc?	01	02	03	77	98	99
4.Looking after (care and support) parents/parents in law?	01	02	03	77	98	99
5.Household official business such as when applying for building permits or similar	01	02	03	77	98	99
5.Talk to public authorities in case of any problem	01	02	03	77	98	99
6.Contribute financially to the household income	01	02	03	77	98	99

<< Ask all >>

**J1. What is your current employment status?**

<< INT: mark only one, in which respondent spends more hours upon or receives the main income. Please read out the full list of answer options first, then mark only one answer >>

- 01 Salaried employment in the private sector
- 02 Salaried employment in the public sector (civil servant, military or other)
- 03 Salaried employment in the faith-based sector
- 04 Self-employment (own-account worker with no dependent employees)
- 05 Employer (with dependent employees)
- 06 Unemployed (Not working)
- 07 Student/Apprentice
- 08 Homemaker or housekeeper
- 09 Retired
- 10 Other reason for not working (specify)
- 98 - Don't know
- 99 - Prefer not to say

<< Ask if J1 = 04 or 05 >>

**J2a. In what economic activity are you engaged?**

- 01 Agriculture, Forestry and Fishing
- 02 Mining and Quarrying
- 03 Manufacturing
- 04 Other industry
- 05 Wholesale/Retail Trade
- 06 Restaurants and Hotels
- 07 Other Services
- 08 Other sector
- 98 - Don't know
- 99 - Prefer not to say

<< Ask if J1 = 04 or 05 >>

**J2b. Is your business registered?**

- 01 Yes, formally registered for taxes, social security, other official purposes
- 02 No, my business is not registered or is currently in the process of being registered
- 98 - Don't know
- 99 - Prefer not to say

<< Ask if J1 = 01 or 02 or 03 >>

**J3. Please indicate the type of your occupation:**

(Please read out the full list of answer options first, then mark only one answer)

- 01 Managers
- 02 Professionals
- 03 Technicians and associate professionals
- 04 Clerical support workers
- 05 Service and Sales workers
- 06 Skilled agricultural, forestry and fishery workers
- 07 Craft and related trades workers
- 08 Plant and Machine operators and assembles
- 09 Security services
- 10 Other services

11 Elementary occupations

98 - Don't know

99 - Prefer not to say

<< Ask all >>

**D4\_SUB. A household may have different sources of income and more than one household member may contribute to it. Thinking of your household's total monthly income: how easy is it for your household to cover basic expenses...?**

01 - Very easily

02 - Easily

03 - Fairly easily

04 - With some difficulty

05 - With difficulty

06 - With great difficulty

98 - Don't know

99 - Prefer not to say

<< Ask all >>

**D5. What is your citizenship?**

<< Read out 1-3>>

01 - Ghanaian

02 - Other citizenship

03 - Both Ghanaian and other citizenship

77 - Stateless

98 - Don't know

99 - Prefer not to say

<< Ask all >>

**D6A. In which country were you born?**

<< Do not read out >>

01 - In Ghana

02 - Other country

98 - Don't know

99 - Prefer not to say

<< Ask if D5 = 1 or 3 >>

**D7. To which ethnic group do you belong?<sup>1</sup>**

<< Do not read out, mark the one that applies >>

01 - Akan

02 - Ga-Dangme

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<sup>1</sup> GSS to check list. The question must be based solely on respondent self-identification, and must offer an open possibility of "other", entered verbatim, besides the nationally most frequent categories See:

<https://www.ohchr.org/EN/Issues/Indicators/Pages/documents.aspx>

- 03 - Ewe
- 04 - Guan
- 05 - Gurma
- 06 - Mole-Dagbani
- 07 - Grusi
- 08 - Mande
- 09 - Other ethnic group in Ghana, specify: \_\_\_\_\_
- 10 - Other ethnic group outside Ghana
- 98 - Don't know
- 99 - Prefer not to say

<< Ask all >>

**D8. The next questions ask about difficulties you may have doing certain activities because of a HEALTH PROBLEM.**

<< Read out items and response categories, one answer per item >>

<b>Would you say you have &gt;&gt;</b>	No difficulty	Some difficulty	A lot of difficulty	Cannot do at all	<b>Don't know</b>	Prefer not to say
A. Do you have difficulty seeing, even if wearing glasses?	01	02	03	04	98	99
B. Do you have difficulty hearing, even if using a hearing aid?	01	02	03	04	98	99
C. Do you have difficulty walking or climbing steps?	01	02	03	04	98	99
D. Do you have difficulty remembering or concentrating?	01	02	03	04	98	99
E. Do you have difficulty (with self-care such as) washing all over or dressing?	01	02	03	04	98	99
F. Using your usual (customary) language, do you have difficulty communicating, for example understanding or being understood?	01	02	03	04	98	99

<< Ask all >>

**D9. What is your religion?**

<< One response only >>

11 - Christian

12 - Muslim

13 - Indigenous belief (traditional)

77 - Other, specify: \_\_\_\_\_

00 - No religion

01 - Atheist / agnostic

98 - Don't know

99 - Prefer not to say

## SECTION C. OPINIONS AND PERCEPTIONS

### C1. In your opinion, what are the three most important problems Ghana is facing today?

(PLEASE FIRST READ OUT THE FULL LIST TO THE RESPONDENT AND THEN MARK UP TO THREE ITEMS, BEGIN WITH THE FIRST MOST IMPORTANT, THEN THE SECOND MOST IMPORTANT AND THEN THE THIRD MOST IMPORTANT.)

<<PROGRAMMER: RANDOMISE ITEM ORDER 1-13>>

S/n	Practices (issues)	First most important	Second most important	Third most important
1.	Housing	1	2	3
2.	Health care	1	2	3
3.	Ethnic or communal conflict	1	2	3
4.	High cost of living	1	2	3
5.	Crime and insecurity	1	2	3
6.	Media freedom (freedom of speech)	1	2	3
7.	Unemployment	1	2	3
8.	Educational system	1	2	3
9.	Illegal mining (Galamsey)	1	2	3
10.	Corruption	1	2	3
11.	Infrastructure (transport, energy, communication, etc)	1	2	3
12.	Drug abuse and drug trafficking	1	2	3
13.	Environmental degradation	1	2	3
14.	Other problem (specify)	1	2	3

### C2. What is your opinion about the following behaviours? Is it Always acceptable, Usually acceptable, Sometimes acceptable or Never acceptable?

(RANDOMIZE ITEMS, READ AND MARK EACH ROW)

S/n	Behaviour	Always acceptable	Usually acceptable	Sometimes acceptable	Never acceptable	DK/REF
1.	A public official being recruited on the basis of family ties and friendship networks	1	2	3	4	9
2.	A public official being recruited on the basis of political ties/networks	1	2	3	4	9
3.	A public official asking for a bribe to speed up administrative procedures	1	2	3	4	9
4.	A company official asking for a bribe from a job applicant	1	2	3	4	9
5.	An elected official taking public funds for private use	1	2	3	4	9
6.	A law enforcement officer (police, customs, immigration, army) asking for a bribe	1	2	3	4	9
7.	A public official favouring their family and friends over others in awarding contracts, if those can carry out the job	1	2	3	4	9
8.	A desperate citizen bribing a public official to get things done	1	2	3	4	9
9.	A citizen giving a gift to a public official after their matter was taken care of, as a token of appreciation	1	2	3	4	9
10.	A citizen providing sexual favours for services that otherwise would have not been made available to them	1	2	3	4	9

**C3. In your opinion, how frequent are these practices among public officials? Do you think they are very frequent, fairly frequent, not very frequent but not unusual or do you think they never happen?**

**(PLEASE MARK EACH ROW)**

	<b>Behaviour</b>	<b>Very frequent</b>	<b>Fairly frequent</b>	<b>Not very frequent but not unusual</b>	<b>Never happens</b>	<b>Don't know</b>
1.	Influencing the hiring of friends or relatives in the public sector	1	2	3	4	5
2.	Influencing the award of government contracts to friends or relatives	1	2	3	4	5
3.	Requesting money or gifts for public services that should have been provided for free	1	2	3	4	5
4.	Government contracts being awarded on the basis of political ties/networks	1	2	3	4	5
5.	Teachers/Professors asking for sexual favours to sit in or pass an exam or give better grades	1	2	3	4	5
6.	Public officials requesting sexual favours in exchange for giving a job or promotion	1	2	3	4	5
7.	Supervisors requesting sexual favours from their supervisees	1	2	3	4	5

**C4. In your opinion, how frequent are these practices among private sector officials? Do you think they are very frequent, fairly frequent, not very frequent but not unusual or do you think they never happen?**

**(PLEASE MARK EACH ROW)**

	<b>Behaviour</b>	<b>Very frequent</b>	<b>Fairly frequent</b>	<b>Not very frequent but not unusual</b>	<b>Never happens</b>	<b>Don't know</b>
1.	Influencing the hiring of friends or relatives in the private sector	1	2	3	4	5
2.	Influencing the award of contracts to friends or relatives in the private sector	1	2	3	4	5
3.	Requesting money or gifts for private benefit instead of the benefit of the company	1	2	3	4	5
4.	Requesting sexual favours in exchange for performing their duty	1	2	3	4	5
5.	Awarding contracts on the basis of political ties/networks	1	2	3	4	5
6.	Requesting sexual favours in exchange for giving a job or promotion	1	2	3	4	5
7.	Teachers/Professors in private schools or universities asking for sexual favours to sit in or pass an exam or give better grades	1	2	3	4	5

**C5. In your opinion, how frequent are these practices among elected representatives/politicians? Do you think they are very frequent, fairly frequent, not very frequent but not unusual or do you think they never happen?**

**(PLEASE MARK EACH ROW)**

	<b>Practices</b>	<b>Very frequent</b>	<b>Fairly frequent</b>	<b>Not very frequent but not unusual</b>	<b>Never happens</b>	<b>Don't know</b>
1.	Influencing the career advancement of their friends or relatives on the basis of patronage instead of merit	1	2	3	4	5
2.	Influencing the award of contracts to companies/ individuals close to themselves	1	2	3	4	5
3.	Using public funds or property for personal or family needs	1	2	3	4	5
4.	Taking bribes or gifts to influence public contracts or public decisions	1	2	3	4	5
5.	Manipulating electoral processes/ electoral fraud	1	2	3	4	5

<b>C6.</b>	<b>Compared to 2 years ago, do you think that the overall level of corruption in GHANA has increased or decreased?</b> <i>(Please mark <u>one</u> answer only)</i>	<b>Increased</b>	<b>Remained stable</b>	<b>Decreased</b>	<b>Don't know</b>
		1	2	3	5

**C7. If you had to give a bribe in the following situations, would you feel comfortable telling other people about it? By "bribe" please also consider a gift, counter favour (including sexual favours) or money (other than the official fee).**

**(PLEASE MARK ALL THAT APPLY IN EACH ROW)**

	<b>Would you tell this to</b>				
<b>Behaviour</b>	<b>.. members of your family?</b>	<b>.. a close friend?</b>	<b>.. a colleague or acquaintance?</b>	<b>..nobody (keep it to yourself)?</b>	<b>Don't know / Would never pay such bribe (Do not Read Out)</b>
1. If you had to give a bribe to receive medical services at a hospital:	A	B	C	D	E
2. If you had to give a bribe to be hired in a new job:	A	B	C	D	E
3. If you had to give a bribe to the police to avoid paying a fine:	A	B	C	D	E
4. If you had to provide sexual favours to a public or private official in exchange for performing their duty (e.g. to a teacher or hiring manager)	A	B	C	D	E

**C8. Usually, different levels of corruption exist in various sectors of a country. According to you, how frequently do corrupt practices currently take place in the following institutions? Do you think they are very frequent, fairly frequent, not very frequent but not unusual or do you think they never happen?**

(PLEASE MARK EACH ROW)

	Institutions/officials	Very frequent	Fairly frequent	Not very frequent but not unusual	Never happens	Don't know
1.	Parliament/Legislature	1	2	3	4	5
2.	Law courts/tribunals	1	2	3	4	5
3.	Police	1	2	3	4	5
4.	Vehicle and licensing authority (DVLA)	1	2	3	4	5
5.	Metropolitan, Municipal and district assembly officers (Tolls, fees and levies)	1	2	3	4	5
6.	Tax office (Ghana Revenue Authority)	1	2	3	4	5
7.	Health facility officers (doctors, nurses, midwives, ect)	1	2	3	4	5
8.	GRA (Customs Divisions)	1	2	3	4	5
9	Immigration Service	1	2	3	4	5
10.	Public utilities (electricity, water, sanitation, etc.)	1	2	3	4	5
11.	Public schools (primary/secondary/vocational/tertiary, etc)	1	2	3	4	5
12.	Social security and national insurance trust officers	1	2	3	4	5
13.	Lands Commission (land title registry, land valuation etc)	1	2	3	4	5
14.	Traditional institutions (chiefs)	1	2	3	4	5
15	Passport office	1	2	3	4	5
16	MDAs	1	2	3	4	5
17	Faith based organizations	1	2	3	4	5
19	National Intelligence Bureau	1	2	3	4	5
1820	Executive Branch of Government (Ministers and Cabinet) officials	1	2	3	4	5
1921	Prison Service	1	2	3	4	5

<b>C9</b>	<p><b>Imagine you have to deal with a public official. Which behaviour would you expect depending on the sex of the public official? (Select one answer)</b></p> <p>1. Men are more likely to ask for a bribe 2. Women are more likely to ask for a bribe 3. No difference between men and women 9. Don't know (Do Not Read Out)</p> <p><b>If C9 is 3 or 9, go to C11</b></p>	<input type="checkbox"/>
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<< Ask if C9 = 1>>

<b>C10 A</b>	<b>Why do you think men are more likely to ask for bribes? (Read out categories, mark all that applies)</b>		
	<b>Categories</b>	yes	no

1	Because they make less money than the other sex	1	2
2	Because they have less integrity than the other sex	1	2
3	Because it is more accepted for them to ask for bribes than the other sex	1	2
4	Because they are more protected if someone reports them	1	2
5	Because they have to provide for the family, more than the other sex	1	2
6	Because they are more likely to have jobs that may involve bribery than the other sex	1	2
7	Because they are less afraid to ask for bribes	1	2

<< Ask if C9 = 2 >>

<b>C10 B</b>	<b>Why do you think women are more likely to ask for bribes? (Read out categories, mark all that applies)</b>		
	<b>Categories</b>	<b>yes</b>	<b>no</b>
1	Because they make less money than the other sex	1	2
2	Because they have less integrity than the other sex	1	2
3	Because it is more accepted for them to ask for bribes than the other sex	1	2
4	Because they are more protected if someone reports them	1	2
5	Because they have to provide for the family, more than the other sex	1	2
6	Because they are more likely to have jobs that may involve bribery than the other sex	1	2
7	Because they are less afraid to ask for bribes	1	2

<b>C11</b>	<<ASK ALL>> <b>When it comes to bribes, some people think male and female officials are different while others believe there is no difference between the two sexes. Let me give you some examples and please let me know if you fully agree, somewhat agree or don't agree with these propositions (Read out, mark one response per line)</b>					
	<b>Categories</b>	<b>Agree fully</b>	<b>Agree somewhat</b>	<b>Do not agree</b>	<b>Don't know</b>	<b>Prefer not to say</b>
1	Male public officials are better at performing their tasks than female public officials	1	2	3	98	99
2	Male public officials have higher integrity than female public officials	1	2	3	98	99
6	Male public officials refuse bribes more often than female public officials	1	2	3	98	99
4	Male public officials take more risks, than female officials and they are not afraid to ask for a bribe	1	2	3	98	99
3	Female public officials are equally likely to ask for bribes like their male public officials, they just don't have access to the same opportunities	1	2	3	98	99
5	Female public officials are more likely to report if one offered them a bribe than men	1	2	3	98	99
7	Female public officials refuse bribes more often than male public officials	1	2	3	98	99

**C12. How frequent do you/your household generally have to pay some additional money to government officials from time to time to get things done?**

- 1 - Always
- 2 - Most of the time
- 3 - About half the time (as often as not)
- 4 - Occasionally
- 5 - Never

>>C14

8 - Don't know >>C14

9 - Prefer not to say >>C14

**C13. Is it true that if you/your household pay the required additional money to the government officials, the service is delivered as agreed or the problem is solved?**

- 1 - Yes
- 2 - No
- 98 - Don't know
- 99 - Prefer not to say

**C14. Do you think that corruption is a major problem in public security services (Police, armed forces, prisons, customs, etc)?**

- 1 - Yes
- 2 - No
- 98 - Don't know
- 99 - Prefer not to say

**C15. The COVID-19 pandemic is affecting us all. As far as you know, how frequent are the followings in Ghana? Please tell me if they happen very frequent, fairly frequently, not frequently but these are not unusual, or these almost never happen.**

(PLEASE MARK EACH ROW)

		Very frequent	Fairly frequent	Not very frequent but not unusual	Never happens	Don't know
1.	One has to give a bribe to receive a COVID-19 vaccine	1	2	3	4	5
	Those who pay a bribe can jump the line and get COVID vaccine sooner	1	2	3	4	5
3.	If one has COVID, a bribe is needed to be admitted to a hospital	1	2	3	4	5
4.	One has to give a bribe to receive good COVID-19 treatment with the best drugs and equipment	1	2	3	4	5
	COVID relief funds are misappropriated in Ghana	1	2	3	4	5
6.	Public officials make illegal profit on COVID-related procurement (vaccines, test kits, protective equipment, respirators, etc)	1	2	3	4	5
7	One has to know someone to receive a COVID-19 vaccine	1	2	3	4	5

C16.	Do you think the level of corruption in Ghana has changed because of the COVID-19 pandemic?	Yes, increased	Yes, decreased	No, it has remained the same	Don't know
	(Please mark <u>one</u> answer only)	1	2	3	9

## SECTION D. EXPERIENCE WITH PUBLIC SERVICES

**DT1. In the last 12 months** (since December 2020), **have you had contact, either by yourself or through someone else, with** <<NAME THE TYPE OF OFFICIAL (refer to table in this section below) >>? **By contact I mean official rather than private communication with these officials.**

[IF HAD CONTACT, DT1=1]

**DT2. How often during the last 12 months have you had contact with** << NAME THE TYPE OF OFFICIAL >>?

[IF HAD CONTACT, DT1=1]

**DT3. When you had contact with** << NAME THE TYPE OF OFFICIAL >> **in the last 12 months, was/were the officer(s) who was/were in charge of your case a woman/women, a man/men, or officials of both sexes?**

[IF HAD CONTACT, DT1=1]

**DT4. In the last 12 months** (since December 2020), **have you had to give** << NAME THE TYPE OF OFFICIAL >> **a gift or money in addition to an official fee, or done them a favour in return for a service, including through someone else, like "Goro boys" or other middlemen?** <<IF UNCLEAR, ADD>> **Please do not count any small gifts that were not requested by the official and were given by you as part of the normal polite interaction, after your issue or problem has been adequately handled.**

[IF HAD TO GIVE BRIBE, DT4=1]

**DT5. What was the sex of the official you had to give a gift, a favour or money in addition to an official fee in return for their service?** [IF UNCLEAR ADD:] **We are still talking about** << NAME THE TYPE OF OFFICIAL >> **in the last 12 months.**

[IF HAD TO GIVE BRIBE, DT4=1]

**DT6. Still thinking about the last 12 months** (since December 2020), **how many times have you had to give** << NAME THE TYPE OF OFFICIAL >> **a gift or money in addition to an official fee, or done them a favour in return for a service?**

[IF HAD CONTACT, IF DT1 = 1]

**DT8. In the last 12 months, was there an occasion when a** << NAME THE TYPE OF OFFICIAL >> **asked you, either directly or through someone else, for money or a gift related to his/her function, but you did not give anything?**

[IF WAS REQUESTED BUT REFUSED THE BRIBE, DT8=1]

**DT9. What was the sex of the official who asked you for money or a gift related to his/her function, but you did not give anything?**

		DT1	DT2	DT3	DT4	DT5	DT6	DT8	DT9
		1 – yes 2 – no >>CR35A 9 – DK/REF	1 – once 2 – 2-3 times 3 – 4-9 times 4- 10+ times 9 – DK/REF	1 – male 2 – female 3 – both 9 – DK/REF	1 – yes 2 – no 8 – don't know 9 – prefer not to say	1 – male 2 – female 3 – both 9 – DK/REF	WRITE IN (1-9): 10 - 10 times or more 98 - Don't know 99 - Prefer not to say	1 – yes 2 – no 8 – don't know 9 – prefer not to say	1 – male 2 – female 3 – both 9 – DK/REF
1	MMDAs officials	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2	Elected local government representatives (MMDCEs, assemblyman, governing board member etc.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3	Elected government representatives (incl. Members of Parliament/Legislature)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4	Social security officials	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5	Welfare officials (Social Welfare)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6	Teachers, lecturers or professors at public schools or universities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7	Doctors, nurses, midwives or other healthcare officials at a public clinic or hospital	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8	Other health workers in the public sector (record officer, messenger etc.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9	Police officers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10	Prosecutors, judges or magistrates	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11	Tax or revenue officers of GRA	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12	Customs officers of GRA	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
13	Ghana Immigration Service officers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

14	Public utility officials or inspectors (electricity (ECG), water (GWC), sanitation, etc.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
15	Passport agency officials	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
16	Driver and Vehicle Licensing Authority (DVLA) officials	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
17	National Road Safety Authority (NRSA) officials								
18	Members of the armed forces	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
19	Lands Comission (land title registry, land valuation, etc.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
20	Embassy/Consulate officers of foreign countries	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
U	Prison officials	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
V	National Intelligence Bureau (NIB) officials	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
W	Executive branch of government (Ministers and cabinet) officials	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

[IF HAD TO GIVE BRIBE, DT4=1]

**CR\_SEL.** << PROGRAMMER: SCRIPT TO RANDOMLY SELECT A TYPE OF OFFICIAL OF THOSE WHO WERE IDENTIFIED AS BEING BRIBED BY RESPONDENT ON THE BASIS OF DT4 >>

Result of selection:

- A MMDAs official
- B Elected local government representative (MMDCEs, assemblyman, governing board member etc.)
- C Elected government representative (incl. Members of Parliament/Legislature)
- D Social security official
- E Welfare official (Social Welfare)
- F Teacher, lecturer or professor at public schools or universities
- G Doctor, nurse, midwife or other healthcare official at a public clinic or hospital
- H Other health worker from public sector (record officer, messenger etc.)
- I Police officer
- J Prosecutor, judge or magistrate
- K Tax or revenue officer of GRA
- L Customs officer of GRA
- M Ghana Immigration Service officer
- N Public utility official or inspector (electricity (ECG), water (GWC), sanitation, etc.)
- O Passport agency official
- P Driver and Vehicle Licensing Authority official (DVLA)
- Q National Road Safety Authority (NRSA) official
- R Member of the armed forces
- S Lands Commission (land title registry, land valuation, etc)
- T Embassy/Consulate officer of foreign countries
- U Prison officialsV National Intelligence Bureau (NIB) official
- W Executive branch of government (Ministers and cabinet) official**

<< IF BRIBED MORE THAN ONE TYPE OF OFFICIAL >>

**CR\_TYPE1.** I would like to ask you some additional question about your experience when you had to offer a gift, a favour or a payment. You mentioned several types of officials with whom this has happened. The tablet has **randomly** chosen [type of official identified in CR\_SEL].

<< IF BRIBED ONE TYPE OF OFFICIAL >>

**CR\_TYPE2.** You said you had to offer a gift, a favour or payment for [type of official identified in CR\_SEL] over the past 12 months.

[IF HAD TO GIVE BRIBE, DT4=1]

**I am now going to ask you some questions about how you went about this particular incident.**

[IF HAD TO GIVE BRIBE, DT4=1]

**CR3.** May I ask the sex of the [type of official identified in CR\_SEL] official(s) whom you had to offer a gift, a favour or payment this last time?

<<One response only>>

- 01 – Male
- 02 – Female
- 03 – Both Sexes
- 98 - Don't know
- 99 - Prefer not to say

[IF HAD TO GIVE BRIBE, DT4=1]

**CR4. The last time you had to give something in addition to an official fee to this type of official (the most recent event), what did you give?**

<< Read out, please mark all that apply, the selected official is [type of official identified in CR\_SEL] >>

	Something else	Yes	No	Don't know	Prefer not to say
<b>A</b>	<b>Food and drink</b>	1	2	98	99
<b>B</b>	<b>Valuables (gold, jewellery, phones, etc.) or other goods</b>	1	2	98	99
<b>C</b>	<b>Money</b>	1	2	98	99
<b>D</b>	<b>Exchange with another service or favour</b>	1	2	98	99
<b>E</b>	<b>Animals (fowls, goats, sheep, cattle, etc.)</b>	1	2	98	99

<< Ask if CR4\_C = 1 ('Money' is selected)>>

**CR5. Would you be able to tell me approximately how much it was? Was it ...**

<< Read out, one response only >>

01 - Up to GH¢5

02 - Between GH¢6 – ¢49

03 - Between GH¢50 – GH¢99

04 - Between GH¢100 – GH¢199

05 - Between GH¢200 – GH¢499

06 - Between GH¢500 – GH¢999

07 - Over GH¢1000

98 - Don't know -> Go to CR6

99 - Prefer not to say -> Go to CR6

<< Ask if CR4\_C = 1 ('Money' is selected)>>

**CR5a. And would you be able to tell me the exact amount?**

Please specify amount: |\_|\_|\_|\_|\_|\_|\_|\_| Ghana cedis

99999998 - Don't know

99999999 - Prefer not to say

<< Ask if CR4\_D = 1 ('Another service or favour' is selected)>>

**CR6. You indicated exchange with another service was provided. May I ask you what favour did you provide?**

<< Read out, one response only >>

01 - Giving up some rights or entitlements

02 - Work services for free or for less than the market wage

03 - Provided advantages for the official in your area of work

04 - Other favour

98 - Don't know

99 - Prefer not to say

[IF HAD TO GIVE BRIBE, DT4=1]

**CR7. The last time that you had to give a gift or money in addition to an official fee to the selected type of official, how did you know that an additional payment or gift was expected from you?**

<< Read out, one response only, the selected official is [type of official identified in CR\_SEL] >>

- 01 - Direct request from the official
- 02 - The official indirectly requested a payment
- 03 - A third person requested the extra payment
- 04 - Nobody asked for it, I did it to facilitate/accelerate the procedure
- 05 - Nobody asked for it, it was a sign of appreciation for a service provided
- 77 - Nobody asked for it, it is usually the norm just need to do it
- 98 - Don't know
- 99 - Prefer not to say

[IF HAD TO GIVE BRIBE, DT4=1]

**CR7b. The last time you had to give extra money, a gift or a counter-favour, was there a negotiation before the value of the extra compensation was agreed on?**

- 01 - Yes
- 02 - No
- 98 - Don't know
- 99 - Prefer not to say

[IF HAD TO GIVE BRIBE, DT4=1]

**CR8. The last time you had to make such extra payment or gift to the selected type of official, please indicate the service you were seeking:**

(Do not read responses, mark the category that best describes answer given, one response only)

- 01 Motor traffic stop / regular police check
- 02 Police matter other than simple police stop
- 03 Administrative certificate or document (ID card, Passport, birth certificate, etc.)
- 04 Administrative license or permit (building permit, registration of business, allocation of market store or space to sell etc.)
- 05 Medical visit, exam or intervention at a public doctor, hospital or clinic
- 06 Certificate of good health/fitness at a public doctor, hospital or clinic
- 07 Exam at a public university or marks at a public school
- 08 DVLA services (road worthy certificate, driving license, etc)
- 09 Admission to a public school institution
- 10 Job application in public service/government institution
- 11 Promotion in public service/government institution
- 12 Government contract/public procurement
- 13 Public utility services (electricity, water, sanitation, etc.)
- 14 Tax declaration or exemption
- 15 Import/export of goods
- 16 Land title certificate
- 17 A matter with immigration (GIS)
- 18 Lobbying Parliamentarians for laws to be passed
- 77 Other (specify)
- 98 – Can't Remember
- 99 - Prefer not to say

[IF HAD TO GIVE BRIBE, DT4=1]

**CR9. The last time you had to make such extra payment or gift to the selected type of official, was the purpose of paying extra money or making a gift to:**

(Please read out the full list of answer options first, then mark only one answer)

- 01 Speed up procedure
- 02 Make finalization of procedure possible (which would otherwise not be possible)
- 03 Avoid payment of fine or other punishment (i.e. arrest, confiscation of vehicle/licence plate, etc.)
- 04 Avoid going to court
- 05 Receive preferential treatment (e.g. lifting a ban, reduce taxes, increase allowances, getting a better grade, etc.)
- 05 Avoid the cancelation of public utilities (e.g. electricity) or make other problems go away, i.e. with the car, etc.
- 06 Receiving information on the process (where to go, whom to approach,...)
- 07 It was a sign of appreciation for the service provided
- 08 I paid just to not create problems for me
- 09 No specific purpose (it is better to keep good relationships)
- 98 - Don't know
- 99 - Prefer not to say

[IF HAD TO GIVE BRIBE, DT4=1]

**CR10. The last time you had to make such extra payment or gift to the selected type of official, when exactly did you give the gift/money?**

(Please mark only one answer. If no service provision was involved - i.e. police stops, etc. - use code 03, 'at the time of delivery'.)

- 01 Before the service was delivered
- 02 After the service was delivered
- 03 At the same time when the service was delivered
- 04 Partly before and partly after the service was delivered
- 98 - Don't know
- 99 - Prefer not to say

[IF HAD TO GIVE BRIBE, DT4=1]

**CR11. The last time you had to make such extra payment or gift, to which of the following reasons did it apply?**

(Please mark only one answer)

- 01 Personal/family reasons
- 02 Work/business reasons (as part of your normal economic activity or business)
- 03 Both
- 98 - Don't know
- 99 - Prefer not to say

[IF HAD TO GIVE BRIBE, DT4=1]

**CR12. The last time you had to give additional money or a gift to the selected type of official [insert official], did you report it to an official authority (e.g. police, prosecutor, anti-corruption agency, etc.) or to any non-official institution including the press and social media forums?**

<<One response only, the selected official is [type of official identified in CR\_SEL]>>

- 01 - Yes
- 02 - No
- 98 - Don't know
- 99 - Prefer not to say

<< Ask if CR12 = 1 >>

**CR13. Did you report it to any of these official institutions? (Multiple responses applicable)**

<<Read out, please mark all that apply>>

- A - Police
- B - CHRAJ
- C - Office of the Special Prosecutor
- D - Ministry of Justice and Attorney General
- E - EOCO
- F - Same agency/institution of the officer requesting the bribe
- G - Other official institution
- H - No, did not report to any official institution
- I - Don't know
- J - Prefer not to say

<< Ask if CR12 = 1 >>

**CR14. Did you report it to any of these non-official institutions? (Multiple responses applicable)**

<<Read out, please mark all that apply>>

- A - Press, media
- B - International Organization
- C - Non-governmental organization (NGO)
- D - Other non-official institution
- E - Posted about it on social media
- F - Faith based organizations
- G - No, did not report to any non-official institution
- H - Don't know
- I - Prefer not to say

<< Ask if CR12 = 1 >>

**CR15. What happened after your reporting? (Multiple responses applicable)**

(Please mark all that apply)

- A A formal procedure was initiated against the officer
- B The problem was solved informally
- C You were given back the money/gift
- D You were advised not to go ahead with your report
- E There was no follow-up to my report
- F An official procedure against you as a guilty party was initiated
- G You suffered other negative consequences in connection with reporting the incident
- H You do not know what happened after reporting
- I Prefer not to say

<< Ask if CR12 = 2 >>

**CR16. Why didn't you report the incident?**

<<Read out the full list, mark only one answer - if in doubt probe for the main reason why it was not reported>>

- 01 - It is a common practice to give extra money/gift for work to be done
- 02 - It is pointless, nobody would care
- 03 - Did not know to whom to report it
- 04 - You know where to report, but it is too far away or difficult
- 05 - Fear of negative consequences for yourself
- 06 - You did not report it because you received a benefit from the payment/gift
- 07 - You did not report it because you made the payment/gift as a sign of gratitude
- 08 - You did not report it because you did not want to incur additional expenses
- 77 - Other reason (specify)
- 98 - Don't know
- 99 - Prefer not to say

<< Ask questions in this section if bribe details were given for a male official but respondent also has experience on giving a bribe to a female official: if CR3 = 1 AND ANY OF DT5 A-W = 2 OR 3 >>

**FC1. You mentioned that you had to offer a gift, a favour or payment in addition to the regular fees to a female public official too. Can you recall the last time in the past 12 months (since December 2020) you had to pay a bribe to a female public official? What type of official was involved?**

<< One answer only, do not read out, script should limit the response options based on DT5A-W = Female>>

- 01 MMDAs official
- 02 Elected local government representative (MMDCEs, assemblyman, governing board member etc.)
- 03 Elected government representative (incl. Members of Parliament/Legislature)
- 04 Social security official
- 05 Welfare official (Social Welfare)
- 06 Teacher, lecturer or professor at public schools or universities
- 07 Doctor, nurse, midwife or other healthcare official at a public clinic or hospital
- 08 Other health worker from public sector (record officer, messenger etc.)
- 09 Police officer

- 10 Prosecutor, judge or magistrate
- 11 Tax or revenue officer of GRA
- 12 Customs officer of GRA
- 13 Ghana Immigration Service officer
- 14 Public utility official or inspector (electricity (ECG), water (GWC), sanitation, etc.)
- 15 Passport agency official
- 16 Driver and Vehicle Licensing Authority official (DVLA)
- 17 National Road Safety Authority (NRSA) official
- 18 Member of the armed forces
- 19 Lands Commission (land title registry, land valuation, etc)
- 20 Embassy/Consulate officer of foreign countries
- 21 Prison official
- 22 National Intelligence Bureau (NIB) official
- 23 Executive branch of government (Ministers and cabinet) official
- 98 - Don't know
- 99 - Prefer not to say

[ IF GAVE BRIBE TO FEMALE OFFICIAL, SEE DEFINITION AT FC1]  
 IF CR3 = 1 AND ANY OF DT5\_A-W = 2 OR 3

**FC2. The last time you had to give something in addition to an official fee to this female official (the most recent event), what did you give?**

<< Read out, please mark all that apply, the selected official is [type of official identified in CR\_SEL] >>

		Yes	No	Don't know	Prefer not to say
<b>A</b>	<b>Food and drink</b>	1	2	98	99
<b>B</b>	<b>Valuables (gold, jewellery, phones, etc.) or other goods</b>	1	2	98	99
<b>C</b>	<b>Money</b>	1	2	98	99
<b>D</b>	<b>Exchange with another service or favour</b>	1	2	98	99
<b>E</b>	<b>Animals (fowls, goats, sheep, cattle, etc.)</b>	1	2	98	99

<< Ask if FC2\_C = 1 ('Money' is selected)>>

**FC3. Would you be able to tell me approximately how much it was? Was it ...**

<< Read out, one response only >>

- 01 - Up to GH¢5
- 02 - Between GH¢6 – ¢49
- 03 - Between GH¢50 – GH¢99
- 04 - Between GH¢100 – GH¢199
- 05 - Between GH¢200 – GH¢499
- 06 - Between GH¢500 – GH¢999
- 07 - Over GH¢1000
- 98 - Don't know -> Go to FC4
- 99 - Prefer not to say -> Go to FC4

<< Ask if FC2\_C = 1 ('Money' is selected)>>

**FC3a. And would you be able to tell me the exact amount?**

Please specify amount: |\_|\_|\_|\_|\_|\_|\_|\_|\_|\_| Ghana Cedis

99999998 - Don't know

99999999 - Prefer not to say

<< Ask if FC2\_D = 1 ('Another service or favour' is selected)>>

**FC4. You indicated exchange with another service was provided. May I ask you what favour did you provide?**

<< Read out, one response only >>

01 - Giving up some rights or entitlements

02 - Work services for free or for less than the market wage

03 - Provided advantages for the official in your area of work

04 - Other favour (specify)

98 - Don't know

99 - Prefer not to say

[IF GAVE BRIBE TO FEMALE OFFICIAL, SEE DEFINITION AT FC1]

IF CR3 = 1 AND ANY OF DT5\_A-W = 2 OR 3

**FC5. The last time that you had to give a gift or money in addition to an official fee to this female official, how did you know that an additional payment or gift was expected from you?**

<< Read out, one response only>>

01 - Direct request from the official

02 - The official indirectly requested a payment

03 - A third person requested the extra payment

04 - Nobody asked for it, I did it to facilitate/accelerate the procedure

05 - Nobody asked for it, it was a sign of appreciation for a service provided

77 - Nobody asked for it, it is usually the norm just need to do it

98 - Don't know

99 - Prefer not to say

[IF GAVE BRIBE TO FEMALE OFFICIAL, SEE DEFINITION AT FC1]

IF CR3 = 1 AND ANY OF DT5\_A-W = 2 OR 3

**FC6. The last time you had to give additional money or a gift to this female official, did you report it to an official authority (e.g. police, prosecutor, anti-corruption agency, etc.) or to any non-official institution including the press and social media forums?**

<<One response only>>

01 – Yes, to an official authority CLARIFY IF NEEDED: For example, the superiors of the officer, the police, CHRAJ, Office of the Special Prosecutor, EOCO, Ministry of Justice and Attorney General

02 – Yes, to a non-official institution CLARIFY IF NEEDED: For example, media, social media, NGO, international organisation.

03 – Yes, both to official and non-official institutions

04 – No

98 - Don't know

99 - Prefer not to say



<< Ask if DT8A-W = 1 >>

**CR31. You mentioned earlier that it happened that you refused to pay extra for a public official. The last time you refused to pay additional money or give a gift to a public official, which type of public official was involved?**

<< One answer only, do not read out, script should limit the response options based on DT8A-W >>

- 01 MMDAs official
- 02 Elected local government representative (MMDCEs, assemblyman, governing board member etc.)
- 03 Elected government representative (incl. Members of Parliament/Legislature)
- 04 Social security official
- 05 Welfare official (Social Welfare)
- 06 Teacher, lecturer or professor at public schools or universities
- 07 Doctor, nurse, midwife or other healthcare official at a public clinic or hospital
- 08 Other health worker from public sector (record officer, messenger etc.)
- 09 Police officer
- 10 Prosecutor, judge or magistrate
- 11 Tax or revenue officer of GRA
- 12 Customs officer of GRA
- 13 Ghana Immigration Service officer
- 14 Public utility official or inspector (electricity (ECG), water (GWC), sanitation, etc.)
- 15 Passport agency official
- 16 Driver and Vehicle Licensing Authority official (DVLA)
- 17 National Road Safety Authority (NRSA) official
- 18 Member of the armed forces
- 19 Lands Commission (land title registry, land valuation, etc)
- 20 Embassy/Consulate officer of foreign countries
- 21 Prison official
- 22 National Intelligence Bureau (NIB) official
- 23 Executive branch of government (Ministers and cabinet) official
- 98 - Don't know
- 99 - Prefer not to say

<< Ask if DT8A-W = 1 >>

**CR32. The last time you refused to pay additional money or give a gift to a public official, did you report it to an official authority (e.g. police, prosecutor, anti-corruption agency, etc.) or to any non-official institution including the press and other social media forums?**

<<One response only>>

- 01 – Yes, to an official authority CLARIFY IF NEEDED: For example, the superiors of the officer, the police, CHRAJ, Office of the Special Prosecutor, Ministry of Justice and Attorney General
- 02 – Yes, to a non-official institution CLARIFY IF NEEDED: For example, media, social media, NGO, international organisation.
- 03 – Yes, both to official and non-official institutions
- 04 – No
- 98 - Don't know
- 99 - Prefer not to say

<< Ask if more than one DT8A-W = 1 >>

**CR33. May I ask the sex of the official(s) whom you refused to pay additional money or give a gift this last time?**

<<One response only>>

- 01 – Male
- 02 – Female
- 03 – Both sexes
- 98 - Don't know
- 99 - Prefer not to say

<< Ask if more than one DT8A-W = 1 >>

**CR34. The last time a public official asked you for a gift or payment that you did not give, what happened as a consequence?**

(Please read out the full list of answer options first, then mark only one answer)

- 01 You suffered negative consequences
- 02 There were no negative consequences
- 03 It is not yet clear yet – if anything – will happen as a consequence
- 98 - Don't know
- 99 - Prefer not to say

[IF GAVE BRIBE TO ANY OFFICIAL, DT4=1]

**CR40. Please tell me, what was the highest amount you paid (beyond official fees) over the past 12 months (since December 2020) to a public official in Ghana?**

Please specify amount: |\_|\_|\_|\_|\_|\_|\_|\_|\_| Ghana cedis

- 99999998 - Don't know
- 99999999 - Prefer not to say

<< IF CR40 HAS A RESPONSE>>

**CR41. And would you be able to tell me what type of public official was this bribe paid to?**

<< ONE ANSWER ONLY, DO NOT READ OUT, SCRIPT SHOULD LIMIT THE RESPONSE OPTIONS BASED ON DT4A-X>>

- 01 MMDAs official
- 02 Elected local government representative (MMDCEs, assemblyman, governing board member etc.)
- 03 Elected government representative (incl. Members of Parliament/Legislature)
- 04 Social security official
- 05 Welfare official (Social Welfare)
- 06 Teacher, lecturer or professor at public schools or universities
- 07 Doctor, nurse, midwife or other healthcare official at a public clinic or hospital
- 08 Other health worker from public sector (record officer, messenger etc.)
- 09 Police officer
- 10 Prosecutor, judge or magistrate
- 11 Tax or revenue officer of GRA
- 12 Customs officer of GRA
- 13 Ghana Immigration Service officer
- 14 Public utility official or inspector (electricity (ECG), water (GWC), sanitation, etc.)
- 15 Passport agency official

- 16 Driver and Vehicle Licensing Authority official (DVLA)
- 17 National Road Safety Authority (NRSA) official
- 18 Member of the armed forces
- 19 Lands Commission (land title registry, land valuation, etc)
- 20 Embassy/Consulate officer of foreign countries
- 21 Prison officials
- 22 National Intelligence Bureau (NIB) officials
- 23 Executive Branch of Government (Ministers and cabinet) officials
- 77 Other public official
- 98 - Don't know
- 99 - Prefer not to say

### Change of subject

**I would like now to talk to you briefly about a form of corruption that heavily affects every country around the world. In some countries it is referred to it as “body currency”, other as “sextortion”.**

**CR35A. In the past 3 year, since December 2018, did it happen to you that a teacher, master, lecturer, professor, health worker or other public official who may be your supervisor or colleague if you worked in the public sector, made you understand that unless you provide sexual favours you will not, for example, get a job, promotion, pass an exam, get medical treatment or any other public service?**

- 01 – Yes
- 02 – No
- 98 - Don't know
- 99 - Prefer not to say

<< Ask if C35A = 1 >>

**CR35B. How about in the past 12 months, since December 2020 did it happen to you? << only if needed read out>>: that your supervisor, colleague, teacher, master, lecturer, professor, health worker or other public official made you understand that unless you provide sexual favours you will not, for example, get a job, promotion, pass an exam, get medical treatment or any other public service? >>**

- 01 – Yes
- 02 – No
- 98 - Don't know
- 99 - Prefer not to say

**CR35C. In the past 3 years, since December 2018, have you been asked for sexual favours from public officials and you refused?**

- 01 – Yes
- 02 – No
- 98 - Don't know
- 99 - Prefer not to say

<< Ask if C35C = 1 >>

**CR35D. How about In the past 12 months, since December 2020, have you been asked for sexual favours from public officials and you refused?**

- 01 – Yes
- 02 – No
- 98 - Don't know
- 99 - Prefer not to say

<< Ask if C35B = 1 OR C35D = 1>>

**CR36. Did this happen once or more than once?**

- 01 Once
- 02 Two or three times
- 03 More than three times
- 98 - Don't know
- 99 - Prefer not to say

<< Ask all>>

**CR36\_B. Do you think public officials often make such requests?**

- 01 – Yes
- 02 – No
- 98 - Don't know
- 99 - Prefer not to say

<< ASK ALL >>

**CR50. In the future, if you had to report a case where you were requested to pay some extra money or gift to a public official, who would you report it to?**

(PLEASE READ OUT THE FULL LIST OF ANSWER OPTIONS FIRST, THEN MARK UP TO THREE ITEMS, BEGIN WITH THE FIRST MOST IMPORTANT, THEN THE SECOND MOST IMPORTANT AND THEN THE THIRD MOST IMPORTANT.)

	I would report to	First most important	Second most important	Third most important
A	Supervisor to the official (in the same organization of the officer requesting the bribe)	01	02	03
B	Police	01	02	03
C	CHRAJ	01	02	03
D	EOCO	01	02	03
E	Journalist/media	01	02	03
F	Anti-corruption NGO	01	02	03
G	Traditional leader	01	02	03
H	Other person or institution	01	02	03
I	I would not report it to anyone	01		
J	Don't know (Do Not Read Out)	99		

## Experience with private sector services

**CR60a.** In the last 12 months (since December 2020), have you had contact with any of the following persons in their role as employees of a PRIVATE SECTOR BUSINESS ENTITY, including through an intermediary?

<< INT.: IF THE ANSWER IS "YES" GO TO **CR60B** FOR THE SAME ITEM. IF THE ANSWER IS "NO" GO TO THE NEXT ITEM IN THE LIST>>  
(PLEASE MARK EACH ROW)

<< ASK IF CR60A = 1 >>

**CR60b.** Now think about <employee> -- In the last 12 months (since December 2020) did it happen that you had to give to any of them a gift, a counter-favour or some extra money, including through an intermediary (with the exclusion of the correct price or fee)?

<< INT.: IF THE ANSWER IS "YES" GO TO CR60C FOR THE SAME ITEM. IF THE ANSWER IS "NO" GO TO THE NEXT ITEM IN CR60A>>

<< ASK IF CR60B = 1 >>

**CR60c.** Now think about the < employee> -- In the last 12 months (since December 2020): How many times was a gift, a counter-favour or some extra money given?

<< INT: ENTER THE NUMBER BELOW AND CONTINUE WITH **CR62**>>

	CR60a	CR60b	CR60c
Official	1 – yes 2 – no 9 – DK/REF	1 – yes 2 – no 9 – DK/REF	1 – once 2 – 2-3 times 3 – 4-9 times 4- 10+ times 9 – DK/REF
A Doctors, nurses, midwives or any other paramedics in a private hospital	<input type="text"/>	<input type="text"/>	<input type="text"/>
B Teachers/masters,lecturers/professors/lecturers in a private school	<input type="text"/>	<input type="text"/>	<input type="text"/>
C Officials in a bank	<input type="text"/>	<input type="text"/>	<input type="text"/>
D Officials in an insurance company	<input type="text"/>	<input type="text"/>	<input type="text"/>
E Other officials in business	<input type="text"/>	<input type="text"/>	<input type="text"/>
F Private security (guards, gatekeepers, etc.)	<input type="text"/>	<input type="text"/>	<input type="text"/>

<< Ask if CR60b\_A-F = 1 >>

**CR62.** May I ask the sex of the private sector employee whom you had to offer a gift, a favour or payment the last time?

<<One response only>>

- 01 – Male
- 02 – Female
- 03 – Both sexes
- 98 - Don't know
- 99 - Prefer not to say

<< Ask if CR60b\_A-F = 1 >>

**CR63. The last time you had to give something extra to a private sector employee (the most recent event), what did you give?**

<< Read out, please mark all that apply, the selected official is [type of official identified in CR\_SEL] >>

		Yes	No	Don't know	Prefer not to say
<b>A</b>	<b>Food and/or drink</b>	1	2	98	99
<b>B</b>	<b>Valuables (gold, jewellery, phones, etc.) or other goods</b>	1	2	98	99
<b>C</b>	<b>Money</b>	1	2	98	99
<b>D</b>	<b>Exchange with another service or favour</b>	1	2	98	99
<b>E</b>	<b>Animals (fowls, goats, sheep, cattle, etc.)</b>	1	2	98	99

<< Ask if CR63\_C = 1 ('Money' is selected)>>

**CR64. Would you be able to tell me approximately how much it was? Was it ...**

<< Read out, one response only >>

01 - Up to GH¢5

02 - Between GH¢6 – ¢49

03 - Between GH¢50 – GH¢99

04 - Between GH¢100 – GH¢199

05 - Between GH¢200 – GH¢499

06 - Between GH¢500 – GH¢999

07 - Over GH¢1000

98 - Don't know -> Skip CR64a

99 - Prefer not to say -> Skip CR64a

<< Ask if CR63\_C = 1 ('Money' is selected)>>

**CR64a. And would you be able to tell me the exact amount?**

Please specify amount: |\_|\_|\_|\_|\_|\_|\_|\_| Ghana cedis

99999998 - Don't know

99999999 - Prefer not to say

<< Ask if CR63\_D = 1 ('Another service or favour' is selected)>>

**CR65. You indicated exchange with another service was provided. May I ask you what favour did you provide?**

<< Read out, one response only >>

01 - Giving up some rights or entitlements

02 - Work services for free or for less than the market wage

03 - Provided advantages for the official in your area of work

05 - Other favour (specify)

98 - Don't know

99 - Prefer not to say

<< Ask if CR60b\_A-F = 1 >>

**CR66. The last time you had to give additional money or give a gift to a private sector employee, did you report it to an official authority (e.g. police, prosecutor, anti-corruption agency, etc.) or to any non-official institution including social media platforms?**

<<ONE RESPONSE ONLY>>

- 01 – Yes, to an official authority CLARIFY IF NEEDED: For example, the superiors of the employee, the police, CHRAJ, Office of the Special Prosecutor, Ministry of Justice and Attorney General
- 02 – Yes, to a non-official institution CLARIFY IF NEEDED: For example, media, social media, NGO, international organisation.
- 03 – Yes, both to official and non-official institutions
- 04 – No, not reported
- 98 - Don't know
- 99 - Prefer not to say

**CR67A. In the past 12 months, since December 2020, did it happen to you that a private sector teacher, masters, lecturers, professor, health worker or other private sector official including your supervisor or colleague if you worked in the private sector, made you understand that unless you provide sexual favours you will not, for example, get a job, promotion, pass an exam, get medical treatment or any other service from the private sector?**

- 01 – Yes
- 02 – No
- 98 - Don't know
- 99 - Prefer not to say

**CR67B. In the past 12 months, since December 2020, have you been asked for sexual favours from private sector officials and you refused?**

- 01 – Yes
- 02 – No
- 98 - Don't know
- 99 - Prefer not to say

## Employment in the public sector

**PJ1. I now want to ask a few questions on employment. Have you, or another member of your household, applied for a job in the public sector at least once during the last 3 years (since December 2018)?**

<< ONE RESPONSE ONLY>>

- 01 Yes, me personally
- 02 Yes, a household member
- 03 Yes, both me and a household member
- 04 No
- 98 - Don't know
- 99 - Prefer not to say

<< Ask if PJ1 1-3 >>

**PJ2. On occasion of the last application in the public sector, have you or your household member got the job?**

<< ONE RESPONSE ONLY>>

- 01 Yes, me personally
- 02 Yes, a household member
- 03 Yes, both me and a household member
- 04 No >>PJ8
- 98 - Don't know
- 99 - Prefer not to say

<< Ask if PJ2 1-3 >>

**PJ3. To which type of occupation would you think this job belongs to (mark only one)**

<< INT: IF MORE THAN ONE CATEGORY APPLIES, CHOOSE THE CATEGORY THAT IS MENTIONED FIRST IN THE ORDER 1-11 >>

- 01 Managers
- 02 Professionals
- 03 Technicians and associate professionals
- 04 Clerical support workers
- 05 Service and Sales workers
- 06 Skilled agricultural, forestry and fishery workers
- 07 Craft and related trades workers
- 08 Plant and Machine operators and assembles
- 09 Security services
- 10 Other services
- 11 Elementary occupations
- 98 - Don't know
- 99 - Prefer not to say

<< Ask if PJ2 1-3 >>

**PJ4. Did you, or your household member, get this job because you had a good educational background, professional expertise or other qualifications related to the job?**

- 01 Yes
- 02 No
- 98 - Don't know
- 99 - Prefer not to say

<< Ask if PJ2 1-3 >>

**PJ5. Did you, or your household member, get this job through a written test or oral interview?**

- 01 Yes
- 02 No
- 98 - Don't know
- 99 - Prefer not to say

<< Ask if PJ2 < 4 >>

**PJ6. Did you, or your household member, get the job also thanks to the help of a relative, friend or member of your tribe?**

- 01 Yes
- 02 No
- 98 - Don't know
- 99 - Prefer not to say

<< Ask if PJ2 < 4 >>

**PJ7. Did you, or a household member, have to make an extra payment or to provide a gift to someone in order to facilitate the recruitment?**

- 01 Yes, me personally
- 02 Yes, a household member
- 03 No
- 98 - Don't know
- 99 - Prefer not to say

<< Ask if PJ2 = 4 >>

**PJ8. Why do you think you, or your household member, did not get the job?**

(Please read out the full list of answer options first, then mark only one answer)

- 01 Somebody who better fitted job requirements got the job
- 02 Somebody got the job because he/she was a friend/relative of somebody within the office
- 03 Somebody got the job because he/she paid money
- 04 Somebody got the job because they belonged to the political party of the employer
- 05 Discrimination because of language, religion, tribe or ethnicity
- 06 Discrimination for other reason (specify)
- 07 Other reason (specify)
- 98 - Don't know
- 99 - Prefer not to say

**PJ11. Turning to employment in private companies now - Have you, or another member of your household, applied for a job in the private sector at least once during the last 3 years (since December 2018)?**

<< ONE RESPONSE ONLY>>

- 01 Yes, me personally
- 02 Yes, a household member
- 03 Yes, both me and a household member
- 04 No >>PJ19
- 98 - Don't know
- 99 - Prefer not to say

<< Ask if PJ11 < 4 >>

**PJ12. On occasion of the last application in the private sector, have you or your household member got the job?**

<< ONE RESPONSE ONLY>>

- 01 Yes, me personally
- 02 Yes, a household member
- 03 Yes, both me and a household member
- 04 No
  
- 98 - Don't know
- 99 - Prefer not to say

<< Ask if PJ12 < 4 >>

**PJ13. To which type of occupation would you think this job belongs to (mark only one)**

<< INT: IF MORE THAN ONE CATEGORY APPLIES, CHOOSE THE CATEGORY THAT IS MENTIONED FIRST IN THE ORDER 1-11 >>

- 01 Managers
- 02 Professionals
- 03 Technicians and associate professionals
- 04 Clerical support workers
- 05 Service and Sales workers
- 06 Skilled agricultural, forestry and fishery workers
- 07 Craft and related trades workers
- 08 Plant and Machine operators and assembles
- 09 Security services
- 10 Other services
- 11 Elementary occupations
  
- 98 - Don't know
- 99 - Prefer not to say

<< Ask if PJ12 < 4 >>

**PJ14. Did you, or your household member, get this job because you had a good educational background or professional expertise for it?**

- 01 Yes
- 02 No
  
- 98 - Don't know
- 99 - Prefer not to say

<< Ask if PJ12 < 4 >>

**PJ15. Did you, or your household member, get this job through a written test or oral interview?**

- 01 Yes
- 02 No
  
- 98 - Don't know
- 99 - Prefer not to say

<< Ask if PJ12 < 4 >>

**PJ16. Did you, or your household member, get the job also thanks to the help of a relative, friend or member of your tribe?**

- 01 Yes
- 02 No
- 98 - Don't know
- 99 - Prefer not to say

<< Ask if PJ12 < 4 >>

**PJ17. Did you, or a household member, have to make an extra payment or to provide a gift to someone in order to facilitate the recruitment?**

- 01 Yes, me personally
- 02 Yes, a household member
- 03 No
- 98 - Don't know
- 99 - Prefer not to say

<< Ask if PJ12 = 4 >>

**PJ18. Why do you think you, or your household member, did not get the job?**

(Please read out the full list of answer options first, then mark only one answer)

- 01 Somebody who better fitted job requirements got the job
- 02 Somebody got the job because he/she was a friend/relative of somebody within the office
- 03 Somebody got the job because he/she paid money
- 04 Somebody got the job because they belonged to the political party of the employer
- 05 Discrimination because of language, religion, tribe or ethnicity
- 06 Discrimination for other reason (specify)
- 07 Other reason (specify)
- 98 - Don't know
- 99 - Prefer not to say

<< Ask if J1 = 01 or 02 or 03 Or 04 >>

**PJ19. During the last 3 years (since December 2018) did you get a promotion in your job?**

(If respondent had multiple workplaces over the past three years, consider the current one)

- 01 Yes
- 02 No >>DC1
- 98 - Don't know
- 99 - Prefer not to say

<< Ask if PJ19 = 01 >>

**PJ20. Did you get this promotion because you had acquired enough professional expertise or had assumed more responsibilities on the job?**

- 01 Yes
- 02 No
- 98 - Don't know
- 99 - Prefer not to say

<< Ask if PJ19 = 01 >>

**PJ21. Did you get the promotion through a written test or oral interview?**

- 01 Yes
- 02 No
- 98 - Don't know
- 99 - Prefer not to say

<< Ask if PJ19 = 01 >>

**PJ22. Did you get the promotion also thanks to the help of a relative, friend or member of your tribe?**

- 01 Yes
- 02 No
- 98 - Don't know
- 99 - Prefer not to say

<< Ask if PJ19 = 01 >>

**PJ23. Did you have to make an extra payment or to provide a gift to someone in order to facilitate the promotion?**

- 01 Yes
- 02 No
- 98 - Don't know
- 99 - Prefer not to say

**DC1. Did it happen (in the last three years or since December 2018) that you applied for an important document or service from any public authority such as a passport, birth/death certificate, license to conduct a business, building permit, access to medical services/cure, admission to school/hospital, etc.?**

- 01 Yes
- 02 No >>EL1
- 98 - Don't know
- 99 - Prefer not to say

<< Ask if DC1 = 1 >>

**DC2. The last time you applied for a document/service, what kind of document was it:**

<< INT: mark only one, if more than one, please mark the most recent one. Please read out the full list of answer options first, then mark only one answer >>

- 01 Passport
- 02 Driver's license
- 03 Business license
- 04 Building permit
- 05 Access to medical services (medicals, lab)
- 06 Admission to school
- 07 Land Title
- 08 Birth and/or Death Certificate
- 09 Other (specify)
- 98 - Don't know
- 99 - Prefer not to say

<< Ask if DC1 = 1 >>

**DC3. Did you get this document/service?**

- 01 Yes
- 02 No >>EL1
- 98 - Don't know
- 99 - Prefer not to say

<< Ask if DC3 = 1 >>

**DC4. Did you get this document/service by strictly following the formal procedure?**

- 01 Yes
- 02 No
- 98 - Don't know
- 99 - Prefer not to say

<< Ask if DC3 = 1 >>

**DC5. Did you get this document/service also thanks to the help of a relative, friend or member of your tribe?**

- 01 Yes
- 02 No
- 98 - Don't know
- 99 - Prefer not to say

<< Ask if DC3 = 1 >>

**DC6. Did you have to make an extra payment or to provide a gift to someone in order to get this document/service?**

- 01 Yes
- 02 No
- 98 - Don't know
- 99 - Prefer not to say

## **Elections into political office**

**EL1. On occasions of elections, some candidates may offer favours, some money or goods in exchange of the vote. Before or during the 2020 General election, did it happen that you or another member of your household was asked to vote for somebody/some political party in exchange of a favour or some money/goods?**

<< Read out, one answer >>

- 01 Yes, you have been personally offered money
- 02 Yes, you have been personally offered some other goods or favours
- 03 Not personally, but another member of your household has been offered money or goods
- 04 No, you haven't been offered anything
- 98 - Don't know
- 99 - Prefer not to say

## SECTION E: AWARENESS AND EFFECTIVENESS OF ANTI-CORRUPTION AGENCIES/INSTITUTIONS

**E1. Which of the following anti-corruption agencies in Ghana are you aware of?**

(PLEASE READ AND MARK EACH ROW)

<< INT.: IF RESPONDENT IS AWARE GO TO E2 FOR THE SAME INSTITUTION. IF NOT AWARE, GO TO THE NEXT INSTITUTION IN THE LIST>>

**E2. How effective is this institution in fighting corruption?**

Institution	E1		E2				
	Yes, aware	No, not aware	Very effective	Somewhat effective	Somewhat ineffective	Very ineffective	Don't know
a. Office of the Special Prosecutor	1	2	1	2	3	4	5
b. CHRAJ	1	2	1	2	3	4	5
c. Economic and Organised Crime Office (EOCO)	1	2	1	2	3	4	5
d. Ministry of Justice (MoJ)	1	2	1	2	3	4	5
e. Ghana Police Service (GPS)	1	2	1	2	3	4	5

<< Ask all >>

**E3. How do you rate the government's commitment to fight corruption?**

(Please mark only one answer)

- 01 Very committed
- 02 Committed
- 03 Not very committed
- 04 Not committed
- 98 - Don't know
- 99 - Prefer not to say

**E4. How do you rate the government effectiveness in fighting corruption?**

(Please mark only one answer)

- 01 Very effective
- 02 Somewhat effective
- 03 Somewhat ineffective
- 04 Very ineffective
- 98 - Don't know
- 99 - Prefer not to say

**E5. In your opinion, which are the best ways of preventing corruption? I will read a number of propositions, please let me know if you think these are not good ways, good ways or the best ways to tackle the problem of corruption.**

(PLEASE MARK EACH ROW, DOUBLECHECK ONCE ALL ROWS ARE COMPLETED FOR CATEGORY '2')

		not a good way	good way	(one of the best way(s))	Don't know
A	Educate citizens on negative effects of corruption	0	1	2	3
B	Adopt stricter laws against corruption	0	1	2	3
C	Apply existing laws against corruption more effectively	0	1	2	3
D	Improve living standards	0	1	2	3
E	Improve the access to basic services for all	0	1	2	3
F	Raise salaries of public officials,	0	1	2	3
G	Introduce an anonymous reporting system against corruption	0	1	2	3
H	Strengthen the powers and resources of anti-corruption agencies	0	1	2	3
I	Digitization of services	0	1	2	3

## SECTION H. FEELINGS OF SECURITY

The following questions are about your feeling of security in the area where you live and at your home.

**SA1. How safe do you feel walking alone in your neighbourhood after dark? IF RESPONDENT NEVER GOES OUT ALONE AFTER DARK, PROBE: How safe WOULD you feel?**  
<<Read out, one response only>>

- 01 - Very safe -> Go to SA2
- 02 - Safe -> Go to SA2
- 03 - Unsafe -> Go to SA1\*
- 04 - Very unsafe -> Go to SA1\*
- 98 - Don't know -> Go to SA2
- 99 - Prefer not to say -> Go to SA2

If answer Unsafe and Very Unsafe ask the following question

**SA1\*. What are the main reasons you feel unsafe walking alone in your neighbourhood after dark?**  
<<Do not read out, mark all that apply>>

- A. Presence of criminal groups
- B. Physical violence
- C. Sexual violence
- D. Robbery
- E. Car or road accidents
- F. Kidnapping
- G. Homicide
- H. Other (specify)
- 98. Don't know
- 99. Prefer not to say

**SA2. How safe do you feel at home after dark?**  
<<Read out, one response only>>

- 01 - Very safe
- 02 - Safe
- 03 - Unsafe
- 04 - Very unsafe
- 98 - Don't know
- 99 - Prefer not to say



## SECTION I: ACCESS TO JUSTICE

**AJ0. The following questions are about your opinions and experience with the justice system in Ghana. Please express to what extent do you agree or disagree with the following statements?**

	Strongly agree	Agree	Disagree	Strongly disagree	Don't know	Prefer not to answer
a. In your opinion, courts are within reasonable distance from where you live	1	2	3	4	98	99
b. It is too difficult to understand how the formal justice system works	1	2	3	4	98	99
c. In most cases judges and court staff can be trusted	1	2	3	4	98	99
d. The staff (judges, clerks) treat people with respect	1	2	3	4	98	99
e. The staff often ask for money (bribes)	1	2	3	4	98	99
f. The formal justice system effectively protects the rights of every citizen	1	2	3	4	98	99
g. The religious and traditional leaders system effectively protects the rights of every citizen	1	2	3	4	98	99

**\*AJ1. I am going to read to you a list of problems and disputes that people commonly experience in everyday life. Please, only include problems that you have had yourself, not problems experienced by a business you run or in the course of self-employment or as an employer, and not situations where you represented or helped somebody else with their problem. Please, only mention problems once.**

**In each case, can you tell me whether you have personally experienced such a problem in the past two years, by which I mean a problem that started since December 2019 or started before then, but continued afterwards?**

Problem		AJ1.			
		yes	no	do n't Know	Prefer not to say
A.	Problems with LAND, OR BUYING AND SELLING PROPERTY (for example, dispute over a property title, the right to pass through property, or illegally occupying land)	01	02	98	99
B.	Issues with HOUSING (for example, problems with a landlord or tenant over rent; damage or repairs; or eviction)	01	02	98	99
C.	Trying to resolve FAMILY ISSUES (for example, divorce, child support, child custody, or a will)	01	02	98	99
D.	Seeking compensation for INJURIES OR ILLNESS caused by an accident, poor workplace conditions, or wrong medical treatment.	01	02	98	99
E.	Problems with EMPLOYMENT OR LABOR (for example, being dismissed unfairly, problems obtaining wages or benefits, or harassment)	01	02	98	99
F.	Problems with GOVERNMENT PAYMENTS (including cash transfers, pensions, education grants, or disability benefits)	01	02	98	99

Problem		AJ1.			
		yes	no	do n't Kn ow	Prefe r not to say
G.	GOVERNMENT AND PUBLIC SERVICES OTHER THAN PAYMENTS (including problems accessing healthcare and education, problems obtaining ID or other personal government documents, lack of access to water or electricity <sup>2</sup> )	01	02	98	99
H.	Problems with other GOODS AND SERVICES (for example, problems related to poor professional services, faulty goods)	01	02	98	99
I.	Issues with MONEY, DEBT OR FINANCIAL SERVICES (such as being unable to pay bills or debts, or problems collecting money owed to you)	01	02	98	99
J.	ENVIRONMENTAL issues affecting you, your property or your community (for example land or water pollution, waste dumping)	01	02	98	99
K	NEIGHBORHOOD disputes, including problems with neighbours over noise, vandalism, or consumption of alcohol or drugs on the streets	01	02	98	99

AJ_SUM	Total number of justiciable problems over the past two years	
--------	--	--

If AJ\_SUM = 0 SKIP TO D4

If SEV\_SUM = 0 SKIP TO PHAR\_LEAD

If AJ\_SUM = 1 SKIP TO AJ2

If AJ\_SUM >= 2 CONTINUE WITH AJ1\_SEL

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<sup>2</sup> Lack of access to water and electricity to be added only if state managed.

**\*AJ1\_SEL.PROGRAMMER:** CAPI script to pick one randomly from among all disputes that were marked as "yes" in AJ1.

	Dispute/Issues/Problems	Selected randomly for follow-up
A	Problems with LAND, OR BUYING AND SELLING PROPERTY	
B	Issues with HOUSING	
C	FAMILY issues	
D	Seeking compensation for INJURIES OR ILLNESS	
E	Problems with EMPLOYMENT OR LABOR	
F	Problems with GOVERNMENT PAYMENTS	
G	Problems with GOVERNMENT AND PUBLIC SERVICES OTHER THAN PAYMENTS	
H	Problems with GOODS AND SERVICES	
I	Issues with MONEY, DEBT, OR FINANCIAL SERVICES	
J	ENVIRONMENT issues	
K	NEIGHBORHOOD disputes	

**AJ2.** You said you had [dispute descriptor identified in AJ1\_SEL]. I am now going to ask you some questions about how you went about dealing with this particular dispute.

<< Ask if any AJ1\_A-K = 01 >>

**AJ3.** Is the problem ongoing or done with? By 'done with' I mean that the problem is either completely resolved or that it persists, but you and everybody else have given up all actions to resolve it further.

<< Read out, mark only one >>

01 - Ongoing

02 - Done with, but problem persists

03 - Done with, problem resolved

98 - Don't know

99 - Prefer not to say

<< Ask if any AJ1\_A-K = 01 >>

**\*AJ4. Considering this particular dispute; did you, somebody acting on your behalf, the other party or anybody else go to a court or turn to any other third-party individual or organization to intervene to resolve the problem?**

<< Read out, mark all that applies, the selected dispute is [dispute descriptor identified in AJ1\_SEL] >>

		AJ4.			
		Yes	No	Do n't know	Prefer not to say
A.	Court or tribunal	01	02	98	99
B.	Police (or other law enforcement)	01	02	98	99
C.	National or Local Government	01	02	98	99
D.	Religious leader or authority	01	02	98	99
E.	Community leader or authority (such as village elder, or local leader)	01	02	98	99
F.	Lawyer, solicitor, paralegal	01	02	98	99
G.	Other formal complaints or appeal process (please specify: _____)	01	02	98	99
H.	Other external help, such as mediation, conciliation, arbitration (please specify: _____)	01	02	98	99
X.	Other person or organisation (please specify: _____)	01	02	98	99

<< Ask if AJ4\_A-X is not equal to 01 >>

**\*AJ5. Why did you not go to anybody to resolve the dispute?**

<< Read out, mark all that applies >>

A - I think/thought the problem is/was not important enough

B - I was/am confident that I could/can easily resolve it by myself

C - I caused the problem / Up to the other party

D - I did not know where to go to

E - I could not obtain legal assistance

F - It was too far away or hard to get to

G - It was too expensive or inconvenient

H - I did not trust the authorities

I - I did not think they could help

J - I was afraid of the consequences for me or my family

K - Other reason (specify)

98 - Don't know

99 - Prefer not to say

<< Ask if AJ3 = 02 OR 03>>

**AJ6. Which of these institutions took the final decision in this dispute? Note that the institution/entity that took the final decision might not be the first institution/entity you reached out initially.**

<< One response only, read only if respondent hesitant >>

01 - No decision was taken: the dispute was dropped, or was resolved otherwise

02 - No decision was taken, because the case still ongoing

11 - Court or tribunal

12 - Police (or other law enforcement)

13 - National or Local Government

14 - Religious leader or authority

15 - Community leader or authority (such as village elder, or local leader)

16 - Lawyer, solicitor, paralegal

17 - Other formal complaints or appeal process

18 - Other external help, such as mediation, conciliation, arbitration

19 - Other person or organisation

98 - Don't know

99 - Prefer not to say

<< Ask if AJ6 = 11 TO 19>>

**AJ7. Considering the selected dispute, please indicate if the followings applied or not?**

<< Read out >>

		Yes	No	Do n't know	Prefe r not to say
A.	Both parties had the same opportunity to explain their position	01	02	98	99
B.	There was a written record of the process	01	02	98	99
C.	You received the final decision on the process in writing	01	02	98	99
D.	The justification for the decision was clearly explained to you	01	02	98	99
E.	It was, or would have been possible to appeal the decision, at least once	01	02	98	99
F.	You were helped by somebody, a lawyer, paralegal, other expert, in this dispute	01	02	98	99
G.	The process was fast/efficient	01	02	98	99
H.	The process was affordable	01	02	98	99

**AJ8. If in future you wanted to resolve any of the following disputes, could you please tell me for the following types of disputes whether you would prefer to use the formal (official) justice system (that is the courts, including ADR), an informal system (such as community or religious leaders), or both of these or none of these?**

**(PLEASE MARK ONLY ONE PER LINE)**

	Formal justice system	Community or religious leaders	Both formal justice system and community/religious leaders	None of these	Don't know (don't read out)
a. Dispute over land or livestock (for example, dispute over boundaries, the right to pass through property or illegally occupying land)	1	2	3	4	98
b. Commercial dispute (for example, enforcement of business agreement, repayment of loans, tenancy)	1	2	3	4	98
c. Property offence (including burglary, theft, motor vehicle theft, destruction of property etc.)	1	2	3	4	98
d. Violent offence (including assault, robbery, kidnapping, sexual violence, domestic violence, rape, homicide, etc.)	1	2	3	4	98

<< Ask if D4 = 9...98 or 9...99 >>

D4\_CAT What range best matches your household's total monthly net income?<sup>3</sup>.

01	-	Up to	-	320	
02	-	Between	-	321.00	870
03	-	Between	-	871.00	1500.00
04	-	Between	-	1501.00	2000.00
05	-	Between	-	2001.00	3000.00
06	-	Between	-	3001.00	5000.00
07	-	Between	-	5001.00	9000.00
08	-	Over	-	9001.00	

98 - Don't know

99 - Prefer not to say

## CLOSING STATEMENT

Read to the Respondent:

"Thank you for participating in this survey. Do you have any questions? In the next few days my supervisor may contact you to evaluate the quality of my work and answer any other questions you may have about the interview. So could I please have your telephone number?"

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<sup>3</sup> Income decile ranges to be determined by NSO/institution, based on national household level income statistics **PLEASE DOUBLE CHECK!!!**

**SECTION K. INTERVIEW EVALUATION**  
(to be completed by the Interviewer / CSPro script)

QNo	Question	Options	Response
K1	Respondent telephone number (only for quality checks, not compulsory):	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>	
K2	Secondary contact in case the first telephone number given does not work (not compulsory)	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>	
K3	Date of interview finalisation (dd/mm/yyyy)	<input type="text"/> <input type="text"/> / <input type="text"/> <input type="text"/> / <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>	
K4	Total number of visits paid to household:		<input type="text"/> <input type="text"/>

K4a	Is this household originally selected?	1 – Originally selected → go to K5A 2 - Replacement	<input type="text"/>
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K4b	What is the name of Head of Household it replaced?	
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K5a	Main language in which interview was held	Akuapem Twi.....A Asante Twi.....B Fante..... C Nzema.....D Ga.....E Dangme.....F Ewe.....G Dagbani..... H Gonja.....I Dagaare.....J Kasem.....K Gruni.....L Hausa.....M English.....N French .....O Russia.....P Arabic.....Q German.....R Chinese language.....S Hindi.....T Spanish.....U Japanese.....V Swahili.....W Other (Specify).....X None.....Z	<input type="text"/> <input type="text"/>
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K5b	Other main language in which interview was held	Akuapem Twi.....A	<input type="text"/>
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		1.... Asante Twi.....B Fante.....C Nzema.....D Ga.....E Dangme.....F Ewe.....G Dagbani.....H Gonja.....I Dagaare.....J Kasem.....K Gruni.....L Hausa.....M English.....N 2.... French.....O Russia.....P Arabic.....Q German.....R Chinese language.....S Hindi.....T Spanish.....U Japanese.....V Swahili.....W Other (Specify).....X None.....Z _____)	
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QNo	Question	Options	Response
K6	Was the interview completed?	1.... Yes → K8 2.... No → go to K7	<input type="checkbox"/>
K7	Why was the interview not completed?	1.... The household could not be found at the given address 2.... Nobody in the household was at home despite 3 visits 3.... The household refused to start the interview 4.... The interview was started but the selected respondent was not available despite 3 visits 5.... The selected respondent was available but was not able to carry out the interview (disability or other reason) 6.... The interview was started with the selected respondent but not completed (→ return to complete interview) 7.... Other reason (please specify)	<input type="checkbox"/>
K8	Which questions were most difficult to answer for the respondent?	1.... Questions No. (up to 3 options) 2.... None 3.... Don't know (Don't Read Out)	<input type="checkbox"/>
K9	Were there any questions where you feel the answer provided was not honest?	1.... Yes, questions No.. (up to 3 options) 2.... No 3.... Don't know (Don't Read Out)	<input type="checkbox"/>

	Section B	Section C	Section D	Section E	Section F	Section G	section H	Section I	Section J	Total
K10 Length of actual interview by Section of the questionnaire, in minutes:										

## SECTION L. INTERVIEW CHECK

*(To be completed by the Supervisor)*

QNo	Question	Options	Response
L1	Interview Subject to Back-check/Control	1.... Yes 2.... No → (end)	<input type="checkbox"/>
L2	Method of Back-check/Control	1.... Direct supervision during interview 2.... Back-check in person by supervisor 3.... Back-check by telephone by supervisor	<input type="checkbox"/>
L3	As a result of the back-check, did you collect any different answer from the respondent?	1.... Yes → (go to L4) 2.... No → (go to L5)	<input type="checkbox"/>

**L.4 Specify the questions you collected a different information on:**

\_\_\_\_\_, \_\_\_\_\_, \_\_\_\_\_, \_\_\_\_\_, \_\_\_\_\_, \_\_\_\_\_, \_\_\_\_\_, \_\_\_\_\_, \_\_\_\_\_, \_\_\_\_\_, \_\_\_\_\_, \_\_\_\_\_, \_\_\_\_\_

**L5 Do you have any further comment on the result of the back-check?**

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### STATUS OF FIELD PERSONNEL

S/N	NAME	DESIGNATION	SIGNATURE	DATE
1		Interviewer		
2		Interviewer		
3		Interviewer		
		Supervisor		