

Survey on use of public services and public integrity in countries/territories of Western Balkans

This survey, a joint effort of the United Nations, the European Commission and the Government of COUNTRY, aims at collecting information on your experience with use and satisfaction of public services and about integrity of public officials/civil servants. Moreover there will be some questions on your experience, as victims, of selected forms of crime. The objective is to collect information that will assist the Government, with the support of international partners, in strengthening quality and integrity of the public administration and in fighting crime.

Please answer every question based on your knowledge and experience. There are neither correct nor incorrect answers. Your sincere feedback will bring us a lot closer to better service delivery of public authorities.

This questionnaire contains no information that could make identifying interviewees possible, thus you will remain anonymous. The completed questionnaires will be treated confidentially and will be processed using statistical methods. Results will be published only in the form of statistical tables.

Interviewer Code: |_|_|_|

Code of Municipality: |_|_|_|_|

1. Opinion on selected topics

1.1 In your opinion, what are the most important problems that (COUNTRY) is facing today?

(please mark up to three items, ranking from 1 (most important) to 3 (less important))

- Performance of COUNTRY Government
- Building a functioning public administration
- Corruption
- Condition of infrastructures (transport, communication, energy, etc.)
- Poverty/ Low standard of living
- Unemployment
- Poor performance of education system
- Environmental degradation
- Crime and insecurity
- Relations between ethnic groups
- Other (please specify: _____)

1.2. The behaviours below are widespread in many countries and people may have different views on them: what is your personal opinion about them?

(Please mark each row)

	Always acceptable	Usually acceptable	Sometimes acceptable	Not acceptable
1. A doctor asking for some money /gift to provide better treatment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Offering money/gift to a doctor to receive better treatment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. A civil servant carrying out a private activity to round off low salary	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. A civil servant taking minor gifts from citizens to round off low salary	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. A civil servant being recruited on the basis of family ties and friendship networks	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. A traffic police officer asking a driver to give him/her some money instead of paying a fine	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7. Offering some money to a traffic police officer instead of paying a fine	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8. A teacher/professor asking for some money/gift to better treat children at school	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9. Offering some money/gift to a teacher/professor to be better treated or to facilitate to pass an exam	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10. A civil servant asking for money or gifts to	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

speed up administrative procedures				
11. Offering some money to a civil servant to speed up administrative procedures	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12. A civil servant accepting a gift from private company working for his/her institution	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

1.3 In several countries corruption represents a serious issue at different levels of the public administration. In your opinion, how frequently corrupt behaviours or practices take place in the following areas in your country?

(please mark each row)

	Very often	Often	Sometimes	Rarely	Never	Don't know (DO NOT READ OUT)
1. When ordinary people have contacts with civil servants to process administrative procedures	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. In the management and decisions taken by Municipal Government	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. In the management of public/state owned companies	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. In the management and decisions taken by Country Government	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. In the administration of Justice	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

1.4 Usually, different levels of corruption exist in the various sectors of a country. According to you, how frequently corrupt practices/behaviours take place in the following institutions/sectors?

(please mark each row)

	Very often	Often	Sometimes	Rarely	Never	Don't know (DO NOT READ OUT)
1. Parliament	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Central Government	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Local Governments	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Law courts/tribunals	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

5. General Prosecutor	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. Police	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7. National Army	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8. Tax office	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9. Customs office	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10. Public utilities companies	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11. Public Hospitals	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12. Public Schools	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
13. Public Universities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
14. Cadastral office	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
15. Private companies	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
16. NGOs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
17. Political parties	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
18. Mass Media	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

1.5 Imagine an ordinary citizen needs to deal with the following civil servants/public officials for an issue related to their function. According to your direct or indirect experience, how often this person will need to give them some extra-money or a gift, directly or through another person, to process the administrative request?

(please mark each row)

	Very often	Often	Sometimes	Rarely	Never	Don't know (DO NOT READ OUT)
1. Doctors/nurses (e.g. to get medical services)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Teacher/Professors (e.g. to pass an exam)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Police officers (e.g. to process a fine)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Public utilities officers (e.g. to get new telephone line, electricity connection)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. At driving license office (e.g. to pass the exam)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. Municipal or provincial officers (e.g. to get new ID document or access social services)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7. Cadastre officers (e.g. to register a property)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

8. Judges/prosecutors (e.g. in the course of a trial)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9. Tax officers (e.g. when processing tax declaration)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10. Customs officers (e.g. when clearing goods)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11. Embassy/consular officers (e.g. to get the visa)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12. Municipal or provincial elected representatives (e.g. when processing building permits)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

1.6 How frequent are these practices among civil servants (public employees) in your country?
(please mark each row)

	Very often	Often	Sometimes	Rarely	Never	Don't know (DO NOT READ OUT)
1. Facilitate hiring of fiends/relatives	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Facilitate issuing of contracts to companies close to themselves	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Accept high value gifts for public services provided	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Accept small "thank-you" gifts for public services provided	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. Take bribes from public procurement contracts	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

1.7 How frequent are these practices among elected representatives/politicians of your country?
(please mark each row)

	Very often	Often	Sometimes	Rarely	Never	Don't know (DO NOT READ OUT)
1. Facilitate issuing of contracts to companies close to themselves	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Use public funds or properties for personal or family needs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Take bribes from public procurement contracts	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Manipulate electoral results	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. Take decisions under pressure from private interests (lobbies)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. Facilitate career advancement of	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

collaborators/friends on the basis of loyalty instead of merit						
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1.8 Compared to 3 years ago, do you think that the overall level of corruption in COUNTRY has increased or decreased?

(please mark one answer only)

- Increased
- Stable
- Decreased

1.9 Compared to 3 years ago, do you think that the level of corruption has increased or decreased in the following areas of your COUNTRY?

(please mark each row)

	Increased	Stable	Decreased	Don't know (DO NOT READ OUT)
1. When ordinary people have contacts with public officials to process administrative procedures	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. In the management and decisions taken by Municipal Government	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. In the management of public/state owned companies	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. In the management and decisions taken by Country Government	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. In the administration of Justice	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

2. Experience with public services

2.1 In the last 12 months, have you ever had contacts with any of the following civil servants/public officials, including through an intermediary, *for example* to use a public service, to ask for information/assistance, to request a document, or while processing an administrative procedure? (please mark each row)

	Contact	If Yes , how do you rate the quality of services received: 1: very bad, 2: bad, 3: good 4: very good
1. Police officers	Yes <input type="checkbox"/> No <input type="checkbox"/>	I _
2. Judges/Prosecutors	Yes <input type="checkbox"/> No <input type="checkbox"/>	I _
3. Cadastre officers	Yes <input type="checkbox"/> No <input type="checkbox"/>	I _
4. Tax/revenues officers	Yes <input type="checkbox"/> No <input type="checkbox"/>	I _
5. Customs officers	Yes <input type="checkbox"/> No <input type="checkbox"/>	I _
6. Public utilities officers (electricity, telephone, etc.)	Yes <input type="checkbox"/> No <input type="checkbox"/>	I _
7. Municipal or provincial officers	Yes <input type="checkbox"/> No <input type="checkbox"/>	I _
8. Doctors: General Practitioners (<i>from public sector</i>)	Yes <input type="checkbox"/> No <input type="checkbox"/>	I _
19. Doctors: Specialists (<i>from public sector</i>)	Yes <input type="checkbox"/> No <input type="checkbox"/>	I _
9. Nurses (<i>from public sector</i>)	Yes <input type="checkbox"/> No <input type="checkbox"/>	I _
10. Teacher/Professors (<i>from public sector</i>)	Yes <input type="checkbox"/> No <input type="checkbox"/>	I _
11. Social protection agency/ministry officers (pensions, allowances, etc.)	Yes <input type="checkbox"/> No <input type="checkbox"/>	I _
12. Car registration/driving license agency officers	Yes <input type="checkbox"/> No <input type="checkbox"/>	I _
13. Municipal or provincial elected representatives (mayor, town councils, etc.)	Yes <input type="checkbox"/> No <input type="checkbox"/>	I _
14. Members of Parliament	Yes <input type="checkbox"/> No <input type="checkbox"/>	I _
15. Members of Government	Yes <input type="checkbox"/> No <input type="checkbox"/>	I _
16. Non-government organizations (NGOs)	Yes <input type="checkbox"/> No <input type="checkbox"/>	I _
17. Embassy/consulate officers of foreign countries	Yes <input type="checkbox"/> No <input type="checkbox"/>	I _
18. Other public official (_____)	Yes <input type="checkbox"/> No <input type="checkbox"/>	I _

If the respondent had no contacts in last 12 months, (all answers NO), proceed to section 3

2.2 In general terms, for the civil servants you dealt with during last 12 months (see the attached list) are you satisfied with the way they dealt with you?

(please mark one answer only)

- 1. Yes, always (go to question 2.4)
- 2. Sometimes yes, sometimes not (go to question 2.3)
- 3. No, generally not (go to question 2.3)

2.3 In those cases where you were not satisfied, which was the most important reason for your not being satisfied?

(please mark one answer only)

- 1. They didn't do enough
- 2. They didn't treat me politely
- 3. They were incompetent
- 4. They were poorly equipped
- 5. They didn't solve the problem
- 6. They let me understand that they wanted me to offer money or a gift
- 7. Other reason, please specify: _____

2.4 For the civil servants you dealt with during last 12 months (see the attached list), do you think that they provided you with enough information to understand the procedures?

(please mark one answer only)

- 1. I receive all the information I need and I can manage procedures
- 2. I do not receive enough information to understand the procedures
- 3. I do not receive any information
- 4. Don't know (DO NOT READ OUT)

3. Bribery experiences

3.1 Please consider all the contacts you had with a civil servant/public official in the last 12 months: did it happen that you had to give to any of them a gift, a counterfavour or some extra-money, including through an intermediary (with the exclusion of the correct amount of official fees)?

(Please mark one answer only)

- 1. Yes
- 2. No (go to 3.16)
- 3. (DO NOT READ OUT) Don't remember (go to 3.16)
- 4. (DO NOT READ OUT) No answer (go to 3.16)

3.2 To whom and how many times you had to give a gift, any good or some extra-money in the last 12 months, including through an intermediary (with the exclusion of the correct amount of official fees)?

(please mark all that apply, and specify number of occasions)

	Payment/gift was given	If yes, number of occasions in which a payment/gift was given
1. Police officers	Yes <input type="checkbox"/> No <input type="checkbox"/>	_ _
2. Judges/Prosecutors	Yes <input type="checkbox"/> No <input type="checkbox"/>	_ _
3. Cadastre officers	Yes <input type="checkbox"/> No <input type="checkbox"/>	_ _
4. Tax/revenues officers	Yes <input type="checkbox"/> No <input type="checkbox"/>	_ _
5. Customs officers	Yes <input type="checkbox"/> No <input type="checkbox"/>	_ _
6. Public utilities officers (electricity, telephone, etc.)	Yes <input type="checkbox"/> No <input type="checkbox"/>	_ _
7. Municipal or provincial officers	Yes <input type="checkbox"/> No <input type="checkbox"/>	_ _
8. Doctors: General Practitioners <i>(from public sector)</i>	Yes <input type="checkbox"/> No <input type="checkbox"/>	_ _
19. Doctors: Specialists <i>(from public sector)</i>	Yes <input type="checkbox"/> No <input type="checkbox"/>	_ _
9. Nurses <i>(from public sector)</i>	Yes <input type="checkbox"/> No <input type="checkbox"/>	_ _
10. Teacher/Professors <i>(from public sector)</i>	Yes <input type="checkbox"/> No <input type="checkbox"/>	_ _
11. Social protection agency/ministry officers	Yes <input type="checkbox"/> No <input type="checkbox"/>	_ _
12. Car registration/driving license agency officers	Yes <input type="checkbox"/> No <input type="checkbox"/>	_ _
13. Municipal or provincial elected representatives (mayor, town councils, etc.)	Yes <input type="checkbox"/> No <input type="checkbox"/>	_ _
14. Members of Parliament	Yes <input type="checkbox"/> No <input type="checkbox"/>	_ _
15. Members of Government	Yes <input type="checkbox"/> No <input type="checkbox"/>	_ _
16. Non-government organizations (NGOs)	Yes <input type="checkbox"/> No <input type="checkbox"/>	_ _
17. Embassy/consulate officers of foreign countries	Yes <input type="checkbox"/> No <input type="checkbox"/>	_ _
18. Other public official (_____)	Yes <input type="checkbox"/> No <input type="checkbox"/>	_ _

3.3 Last time that you had to make such extra payment or gift (i.e. the most recent event), to which civil servant/public official did you give it (see the attached list)

I_I_I report code used in the attached list

3.4 Last time that you had to make such extra payment or gift, what was the sex of the civil servant/public official who received it?

- 1. Male
- 2. Female
- 3. Don't know (DO NOT READ OUT)

3.5 Last time that you had to make such extra payment or gift (i.e. the most recent event), what did you give them?

(Please mark all that apply)

- 1. Food
- 2. Valuables (gold, jewellery, phones, etc.)
- 3. Some money (please specify amount: I_I_I_I_I_I_I_I_I_I national currency)
- 4. Other goods (please specify _____)
- 5. Exchange with another service or favour (please specify: _____)
- 6. Don't remember (DO NOT READ OUT)

3.6 Last time that you had to make such extra payment or gift, please indicate the administrative procedure it related to:

(Please mark only one answer)

- 1. Administrative certificate or document (ID card, Passport, birth certificate, etc.)
- 2. Administrative license or permit (driving license, building permit, etc.)
- 3. Medical visit, exam or intervention
- 4. Health certificate
- 5. Social protection allowance (disabled allowance, unemployment benefits, etc.)
- 6. Exam at the university or marks at school
- 7. Enrolment to a school institution
- 8. Administrative fine
- 16. Avoid losing the drivers license and getting penalty points
- 9. Job application in public administration
- 10. Promotion in public administration

- 11. Public contract/procurement
- 12. Tax declaration or exemption
- 13. Import/export of goods
- 14. Other, please specify: _____
- 15. Don't remember (DO NOT READ OUT)

3.7 Last time that you had to make such extra payment or gift, what was the purpose of paying extra money or giving gift?

(Please mark only one answer)

- 1. Speed up procedure
- 2. Make finalization of procedure possible
- 3. Reduce cost of procedure for me
- 4. Avoid payment of fine
- 5. Receive better treatment (e.g. increase score, reduce taxes, increase allowances, etc.)
- 6. Receiving information on the process (where to go, who to approach,...)
- 7. No specific purpose (it is better to keep good relationships)
- 8. Don't remember (DO NOT READ OUT)

3.8 Last time that you had to make such extra payment or gift, how did you understand that an extra payment or gift was expected?

(Please mark only one answer)

- 1. Explicit request from the public official
- 2. The public official made you understand that a payment was expected
- 3. A third person requested the extra payment
- 4. Nobody asked for it, I did it to facilitate/accelerate the procedure
- 5. Don't remember (DO NOT READ OUT)

3.9 Last time that you had to make such extra payment or gift, when exactly did you give them the gift/money?

(Please mark only one answer)

- 1. Before the service was delivered
- 2. After the service was delivered
- 3. At the same time when the service was delivered
- 4. Partly before and partly after the service was delivered
- 5. Don't remember (DO NOT READ OUT)

3.10 Last time that you had to make such extra payment or gift, did it refer to an activity/procedure related to personal/family or work/business reasons?

(Please mark only one answer)

- 1. Personal/family reasons

- 2. Work/business reasons
- 3. Both

3.11 Last time that you had to make such extra payment or gift, did you report it to any official authority/institution (e.g. police, prosecutor, anti-corruption agency, etc.)?

(Please mark only one answer)

- 1. Yes (go to 3.12)
- 2. No (go to 3.14)

3.12 If Yes, to whom did you report:

(Please mark only one answer)

- 1. Police
- 2. Prosecutor
- 3. Anti- Corruption Agency
- 4. Ombudsperson
- 5. Same agency/institution of the officer requesting bribe, please specify: _____
- 6. Other office, please specify: _____
- 7. I don't know (DO NOT READ OUT)

3.13 What happened after your reporting?

(Please mark only one answer)

- 1. A formal procedure was started against the officer (go to 3.15)
- 2. The problem was solved informally and I was given back the money/gift (go to 3.15)
- 3. I was advised not to go ahead with my report (go to 3.15)
- 4. There was no follow-up to my report (go to 3.15)
- 5. (DO NOT READ OUT) Don't know (go to 3.15)

3.14 If Not, why didn't you report?

(Please mark only one answer)

- 1. It is a common practice to pay or give gifts, why should I report?
- 2. It is useless, nobody would care about it
- 3. Don't know to whom I should report
- 4. Fear of reprisal
- 5. I received a benefit from the payment/gift
- 6. I made payment/gift as a sign of gratitude
- 7. Other reason, please specify: _____

3.15 Last time that you had to make such extra payment or gift, did you talk about it with:

(Please mark all that apply)

- 1. Friend or relative of you
- 2. Journalist/media
- 3. NGO
- 4. Other person, please specify: _____
- 5. No, with nobody

3.16 During the last 12 months, was there any occasion where a public official, directly or indirectly, asked you to give extra money/gift for an issue or procedure related to his/her function but you did not give anything?

(Please mark only one answer)

- 1. Yes (go to 3.17)
- 2. No (go to 3.18)
- 3. (DO NOT READ OUT) Don't remember (go to 3.18)
- 4. (DO NOT READ OUT) No answer (go to 3.18)

3.17 Which civil servant/public official asked you to give money/gift (Please refer to the last time that a civil servant/public official asked you for money/gift but you did not give anything.)

I _ I _ I report code used in the attached list

3.18 To your knowledge, a member of your household (other than you), had to give to a public official a gift, any good or some extra-money (with the exclusion of the correct amount of official fees) during the last 12 months?

(Please mark only one answer)

- 1. Yes (go to 3.19)
- 2. No (go to 4.1)
- 3. (DO NOT READ OUT) Don't remember (go to 4.1)
- 4. (DO NOT READ OUT) No answer (go to 4.1)

3.19 Last time a member of your household (other than you), had to give to a public official a gift, any good or some extra-money, which civil servant/public official asked a member of your household (other than you) to give money/gift (see the attached list)

I _ I _ I report code used in the attached list

4. Other practices

4.1 On occasions of elections, some candidates may offer favours, some money or goods in exchange of the vote. Before the last national election, did it happen that you or another member of your household have been asked to vote for somebody/some political party in exchange of a favour or some money/goods?

(Please mark each row)

	Yes	No	Don't know (DO NOT READ OUT)
1. Yourself	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Another member of your household	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

4.2 And before the last municipal election, did it happen that you or another member of your household have been asked to vote for somebody/some political party in exchange of a favour or some money/goods?

(Please mark each row)

	Yes	No	Don't know (DO NOT READ OUT)
1. Yourself	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Another member of your household	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

4.3 Have you, or another member of your household, applied for a job in the public sector at least once during the last 3 years?

(Please mark only one answer)

- 1. Yes
- 2. No (go to question 5.1)

4.4 On occasion of the last application, have you, or your household member, got the job?

(Please mark only one answer)

- 1. Yes
- 2. No (go to 4.6)

4.5 Did you, or a household member, have to make an extra payment or to provide a gift/ favour to someone in order to facilitate the recruitment?

(Please mark only one answer)

- 1. Yes (go to 5.1)

- 2. No (go to 5.1)
- 3. (DO NOT READ OUT) Don't remember (go to 5.1)

4.6 Why do you think you, or your household member, did not get the job?

(Please mark only one answer)

- 1. Somebody who better fitted job requirements got the job
- 2. Somebody got the job because he/she was a friend/relative of somebody within the office
- 3. Somebody got the job because he/she paid money
- 4. (DO NOT READ OUT) Don't know

5. Reporting

5.1 To what extent do you agree or disagree with the statements below on reporting corruption?

(Please mark each row)

Statement	Fully Agree	Agree	Disagree	Fully disagree	Don't know (DO NOT READ OUT)
1. It is a common practice to pay or give gifts, why should I report	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. There is no point in reporting corruption because nothing useful will be done about it	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. People who report corruption are likely to regret it	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Sometimes corruption is the only way to get things done	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. Nobody knows where to report on corruption acts	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

5.2 If in the future you had to report a case where you were requested to pay some extra money or give a gift to a public official, who would you report it to?

(Please mark up to three items, ranking from 1 (most important) to 3 (less important))

- Supervisor to the official (in the same organization of the officer requesting the bribe)
- Police
- Prosecutor
- Anti- Corruption Body
- Ombudsperson
- Journalist/media
- Anti-corruption NGO
- Other person, please specify _____
- Nobody
- I dont know

6. Crime Victim Questions

You will now be asked about crimes that you or your current household may have experienced during the past five years, in other words, since July 2005. Please note, this concerns only offences which you and members of your current household have experienced.

Considering that sometimes it is difficult to remember such incidents the questions will be now read slowly and you are asked to think CAREFULLY about them. We will start with some questions about crimes involving cars and consequently about car ownership.

CAR THEFT

6.1 Over the past five years (since July 2005), has anyone in your household had for private use any car, van or truck?

- 1. Yes
- 2. No (go to 6.7)
- 3. Don't remember (go to 6.7)

6.2 Over the past five years, (since July 2005) have you or other members of your household had any of their cars/vans/trucks stolen when nobody was in the vehicle?

- 1. Yes
- 2. No (go to 6.7)
- 3. (DO NOT READ OUT) Don't remember (go to 6.7)

6.3 When did this last happen? Was this

- 1. During the last 12 months
- 2. Before then
- 3. (DO NOT READ OUT) Don't remember

6.4 The last time did this theft happen in the municipality where you live, elsewhere in your country or abroad?

- 1. In the municipality where I live
- 2. Elsewhere in the country
- 3. Abroad
- 4. (DO NOT READ OUT) Don't remember

6.5 The last time that this happened, was the vehicle eventually recovered?

- 1. Yes
- 2. No

6.6 The last time did you or anyone else report the incident to the police?

- 1. Yes
- 2. No
- 3. (DO NOT READ OUT) Don't know

BURGLARY

6.7 Over the past 5 years (since July 2005), did anyone actually get into your house or flat without permission and steal or try to steal something? I am not including here thefts from garages, sheds or lock-ups.

- 1. Yes
- 2. No (go to 6.11)
- 3. (DO NOT READ OUT) Don't remember (go to 6.11)

6.8 When did this last happen? Was this ...

- 1. During the last 12 months
- 2. Before then
- 3. (DO NOT READ OUT) Don't know/can't remember

6.9 The last time that this happened, was anything actually stolen?

- 1. Yes
- 2. No
- 3. (DO NOT READ OUT) Unknown

6.10 The last time did you or anyone else report the incident to the police?

- 1. Yes
- 2. No
- 3. (DO NOT READ OUT) Don't remember

ROBBERY (PERSONAL)

6.11 Over the past 5 years (since July 2005), has anyone stolen, or tried to steal, something from you by using force or threatening you?

- 1. Yes
- 2. No (go to 6.17)
- 3. (DO NOT READ OUT) Don't remember (go to 6.17)

6.12 When did this last happen? Was this:

- 1. During the last 12 months
- 2. Before then
- 3. (DO NOT READ OUT) Don't remember

6.13 The last time did this robbery take place in the municipality where you live, elsewhere in your country or abroad?

- 1. In the municipality where I live
- 2. Elsewhere in the country
- 3. Abroad
- 4. (DO NOT READ OUT) Don't remember

6.14 The last time that this happened, was anything actually stolen?

- 1. Yes
- 2. No
- 3. (DO NOT READ OUT) Don't remember

6.15 The last time that this happened, did the offender have a knife, a gun or something used as a weapon?

- 1. Yes, a knife
- 2. Yes, a gun
- 3. Yes, something used as a weapon (stick, broken bottle, etc.)
- 3. No, no weapon was used

6.16 The last time did you or anyone else report the incident to the police?

- 1. Yes
- 2. No
- 3. (DO NOT READ OUT) Don't remember

PERSONAL THEFT

6.17 There are different types of theft of personal property, such as pick-pocketing or theft of a purse, wallet, clothing, jewellery, mobile phone or sports equipment. This can happen at one's work, at school, in a pub, on public transport, on the beach, or in the street.

Over the past 5 years (since July 2005), have you personally been the victim of any of these incidents?

- 1. Yes
- 2. No (go to 6.21)
- 3. (DO NOT READ OUT) Don't remember (go to 6.21)

6.18 When did this last happen? Was this:

- 1. During the last 12 months
- 2. Before then
- 3. (DO NOT READ OUT) Don't remember

6.19 The last time did this theft happen in the municipality where you live, elsewhere in your country or abroad?

- 1. In the municipality where I live
- 2. Elsewhere in the country
- 3. Abroad
- 4. (DO NOT READ OUT) Don't remember

6.20 The last time did you or anyone else report the incident to the police?

- 1. Yes
- 2. No
- 3. (DO NOT READ OUT) Don't remember

ASSAULT/THREATS (PERSONAL)

6.21 Apart from the incidents just covered, have you over the past five years (since July 2005) been personally attacked or threatened by someone in a way that really frightened you either at home or elsewhere, such as in a pub, in the street, at school, on public transport, or at your workplace?

- 1. Yes
- 2. No (go to 6.26)
- 3. (DO NOT READ OUT) Don't know (go to 6.26)

6.22 When did this last happen? Was this:

- 1. During the last 12 months
- 2. Before then
- 3. (DO NOT READ OUT) Don't remember

6.23 The last time did this theft happen in the municipality where you live, elsewhere in your country or abroad?

- 1. In the municipality where I live
- 2. Elsewhere in the country
- 3. Abroad
- 4. (DO NOT READ OUT) Don't remember

6.24 The last time did you or anyone else report the incident to the police?

- 1. Yes
- 2. No
- 3. (DO NOT READ OUT) Don't remember

6.25 The last time that this happened, did the offender have a knife, a gun or something used as a weapon?

- 1. Yes, a knife
- 2. Yes, a gun
- 3. Yes, something used as a weapon (stick, broken bottle, etc.)
- 3. No, no weapon was used

The following questions are about your feeling of security in the area where you live and at your home. Please take a few seconds to think before answering.

6.26 How safe do you feel walking alone in your area (i.e. neighbourhood or village) after dark?

(Please mark only one answer)

- 1. Very safe
- 2. Fairly safe
- 3. Bit unsafe
- 4. Very unsafe
- 5. I never walk alone after dark

6.27 How safe do you feel when you are at home alone after dark?

(Please mark only one answer)

- 1. Very safe
- 2. Fairly safe
- 3. Bit unsafe
- 4. Very unsafe

6.28 Finally, a question about the security of your home: is your house protected by the following:

(Please mark all that apply)

- 1. Special door locks
- 2. Special window/door grilles
- 3. High fence, hedge, wall, etc.
- 4. A burglar alarm
- 5. A dog that would detect intruders
- 6. Formal neighborhood watch scheme
- 7. Security guard
- 8. Friendly arrangements with neighbours to watch each others houses
- 9. Other, please specify: _____
- 10. None of the above

7. General Information

Thank you very much for taking the time to answer the questions. I would now like to ask you to provide some general information about yourself. It will help us to better understand the reply we received. Please be reassured that all information will be confidential.

7.1 Sex

- 1. Male
- 2. Female

7.2 Age: _____ Years

7.3 Marital Status

- 1. Single (never married)
- 2. Married
- 3. Divorced
- 4. Widow
- 5. No answer

7.4 Literacy/Educational attainment

- 0. No education title
- 1. Primary education
- 2. Lower secondary education
- 3. Upper secondary education
- 4. Post-secondary non-tertiary education
- 5. Tertiary education
- 6. Master degree/doctoral title

7.5 Activity status

- 1. Employer (go to 7.6)
- 2. Employee (go to 7.6)
- 3. Own-account worker (go to 7.6)
- 4. Contributing family worker (go to 7.6)
- 5. Unemployed (go to 7.8)
- 6. Student (go to 7.8)
- 7. Housekeeper (go to 7.8)
- 8. Retired (go to 7.8)
- 9. Other , please specify: _____ (go to 7.8)

7.6 Please indicate the specific occupation :

- 1. Manager and senior officials
(Chief Executive, administrative and commercial chiefs, finance and human resource responsible, planners, chief of units, production manager, hospitals manager, hotel restaurant manager etc)
- 2. Professionals/scientist
(Engineers, mathematicians, doctors, architects, teachers, finance professionals, lawyer, journalist, librarians, sociologist, artist, etc)
- 3. Technicians
(Process control technicians, support doctors, business agents, telecommunication and information technicians, etc)
- 4. Clerks
(Secretaries, tellers, operators, material recording person, etc)
- 5. Skilled worker
(child care person; nurses; electrical and electronics installers and repairs; machine operators in mining, textile, metal, leather, wood, food; building finishers, etc)
- 6. Semi-skilled worker
(workers in mining, metal, rubber, textile, wood ect industry; taxi drivers, driver of heavy trucks, etc)
- 7. Elementary occupation
(cleaners, agriculture labourers, construction labourers, food preparation assistant, street vendors, etc.)

7.7 In what sector is this occupation:

- 1. Private sector
- 2. Public sector
- 3. NGO

7.8 Household: How many people (including yourself) live in your household?

Please state: |_|_|

7.9 **Thinking** about your household's total monthly income, i.e. all the money earned or received by all members of your current household, what is the net average monthly income:

Five national categories to be formed on the basis of household income distribution available at country level. The categories included in the questionnaire will only include figures, no labels such as 'low income' or 'high income' should appear.

- 1. very low income
- 2. low income
- 3. middle income
- 4. high income
- 5. very high income
- 6. No answer

CLOSING STATEMENT

Read to the Respondent:

"Thank you for participating in our 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?"

Respondent Information:

Respondent telephone number (only for quality checks, not compulsory): |_|_|_|_|_|_|_|_|_|_|

8. Interview evaluation

(to be completed by the Interviewer)

8.1 Respondent identification number: |_|_|_|_|_|

8.2 Date of interview: |_|_|/|_|_|/|_|_|

8.3 Total number of visits paid to household: |_|

8.4 Duration of survey introduction and explanation in minutes: |_|_|_|

8.5 Length of actual interview in minutes: |_|_|_|

8.6 Total time spent with interviewee in minutes (8.4 + 8.5): |_|_|_|

8.7 Was it difficult to convince the respondent to take part in the interview:

- 1. Yes
- 2. No

8.8 How do you rate the collaboration of the respondent throughout the interview:

- 1. Good
- 2. Not good nor bad
- 3. Bad

9. Interview check

(To be completed by the Supervisor)

9.1. Interview Subject to Back-check/Control

- 1. Yes (go to 9.2)
- 2. No (end)

9.2. Method of Back-check/Control

- 1. Direct supervision during interview
- 2. Back-check in person by supervisor
- 3. Back-check by telephone by supervisor

9.3. As a result of the back-check, did you collect any different answer from the respondent?

- 1. Yes (go to 9.4)
- 2. No (go to 9.5)

9.4 Specify the questions you collected a different information on:

___, ___, ___, ___, ___, ___, ___, ___, ___, ___, ___, ___, ___

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