

Survey on quality and integrity of public services

Questionnaire

This survey, a joint effort of the United Nations and the Government of Afghanistan, aims at collecting information on your experience with use and satisfaction of public services and about integrity of public officials/civil servants. 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.

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.

1. Opinion on selected topics

1.1 What do you think are currently the biggest problems for **Afghanistan**?

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

- 1. Performance of government
- 2. Insecurity
- 3. External influence
- 4. Corruption
- 5. Conditions of infrastructure (transport, communication, energy, etc.)
- 6. Condition of education system
- 7. Unemployment
- 8. Poverty/Low standard of living
- 9. Lack of Islamic Values/Behavior
- 10. Relations between ethnic groups
- 11. Other (please specify: _____)
- 99. No response [*do not read out*]

1.2 By using the list of topics above, please indicate the biggest problems in your district (please mark up to three items, ranking from 1 (most important) to 3(less important)):

1. _____
2. _____
3. _____

1.3 Who is most powerful in your district (i.e. who takes or influences the most important decisions)?

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

- 1. Province Governor
- 2. District Governor

- 3. Village elders
- 4. Mullah
- 5. Afghan National Police
- 6. Afghan National Army
- 7. Local commander
- 8. International Armed Forces
- 9. Taliban
- 10. Anti-Government Forces
- 11. Other (please specify: _____)
- 99. No response [do not read out]

1.4 Who is most respected and trusted in your district (i.e. who is more trusted by the population of your district because of his moral authority/integrity)?

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

- 1. Province Governor
- 2. District Governor
- 3. Village elders
- 4. Mullah
- 5. Afghan National Police
- 6. Afghan National Army
- 7. Local commander
- 8. International Armed Forces
- 9. Taliban
- 10. Anti-Government Forces
- 11. Other (please specify: _____)
- 99. No response [do not read out]

1.5 How is security situation in your district? (single answer)

- 1. Bad
- 2. Fair
- 3. Good
- 99. No response [do not read out]

1.6 Imagine you need to deal with the following civil servants/public officials in your DISTRICT for an issue related to their function. According to your direct or indirect experience, how often will you need to give them some money, directly or through another person, to get their assistance?

(please mark for each row)

	Always	In many cases	Sometimes	Never	Don't know
1. Members of the Parliament	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Members of the Central Government	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Province or district governor	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Province, district or municipal	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

officers					
5. Cadastre officials	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. Public utilities (water, electricity, sanitary, etc.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7. Ministry/department officials	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8. Customs officials	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9. Police officers (ANP)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10. Members of Afghan National Army (ANA)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11. ISAF Soldiers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12. Tax/revenues officials	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
13. Doctors	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
14. Nurses/paramedics	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
15. Teachers/Professors	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
16. Judges	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
17. Prosecutors	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
18. Non-government organization (NGO)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
19. Staff of International Organizations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
20. Embassy/consulate personnel	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
21. Private banks	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
22. Political parties	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
23. Media	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
24. Taliban	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
25. Village Elders/Malik	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
26. Mullah	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**1.7. The behaviours below are quite widespread in many countries, what is your personal opinion about them?
(please mark each row)**

	Always acceptable	Usually acceptable	Sometimes acceptable	Not acceptable
1. A civil servant taking minor gifts from clients to round off low salary	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. 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"/>
3. A police officer asking for money to let you go when you did not do anything bad (for example driving your car/vehicle, walking in the street, entering a building, etc.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. A civil servant <u>asking</u> for money or gifts to speed up administrative procedures	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. <u>Offering</u> some money to a civil servant to speed up administrative procedures	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

6.	A teacher <u>asking</u> for some money/gift to better treat your children at school or to facilitate him/her passing an exam	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7.	<u>Offering</u> some money/gift to a teacher to have your children better treated or to facilitate him/her to pass an exam	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

1.8 Compared to 3 years ago, do you think that the overall level of corruption in Afghanistan has increased or decreased?

(single answer)

- Significantly decreased
- Somewhat decreased
- Remained stable
- Somewhat increased
- Significantly increased

1.9 Based on your experiences, do you agree or do not agree with the following statements?

		Fully agree	Somewhat agree	Somewhat disagree	Fully disagree	Don't know [do not read out]
1.	"Because of corruption I do not trust the local public service any more."	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.	"Because of corruption in the public service I use or will use alternative service providers instead."	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3.	"I think that corruption is worse in the Central Government than in the province/district governments."	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4.	"International NGOs are here only to do their interests."	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5.	"International organizations (UN, UNDP, etc.) are here only to do their interests."	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

2. Experience with services

2.1 In the last 12 months, have you ever had contacts with any of the following officials or other service providers, 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 all that apply)

- 1. Municipal officials
- 2. Officials of District Administration
- 3. Officials of Province Administration
- 4. Members of the Parliament
- 5. Members of the Central Government
- 6. Ministry/Department officials (please specify which ministry/department:
_____)
- 7. Cadastre officials
- 8. Public utilities (water, electricity, sanitary, etc.)
- 9. Customs officials
- 10. Police officers (ANP)
- 11. Members of Afghan National Army (ANA)
- 12. ISAF Soldiers
- 13. Tax/revenues officials
- 14. Doctors
- 15. Nurses/paramedics
- 16. Teachers/professors
- 17. Judges
- 18. Prosecutors
- 19. Non-government organization (NGO)
- 20. Staff of International Organizations
- 21. Embassy/consulate personnel
- 22. Officers of private banks
- 23. Taliban
- 24. Village Elders
- 25. Mullah
- 26. Other public official (for example personnel of any other public agency, ...) (please specify _____)
- 99. No contact

2.2 If you had been in indirect contact with any of these officials, i.e. through an intermediary, how did you get in contact with them?

(please mark all that apply)

- Through a friend or relative of the public official
- Through a friend or relative of mine
- Through an important person (tribal elder, mullah, businessman, etc.)
- Through a liaison person or agent
- Through another person

2.3 In general terms, for the civil servants/service providers 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 2.5)
- 2. Sometimes yes, sometimes not (go to question 2.4)
- 3. No, generally not (go to question 2.4)

2.4 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. They were not interested
- 8. Other reason, please specify: _____

2.5 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)

2.6 In general, how do you usually obtain the information on the procedures of the public service (i.e. where to go, who to talk to, what documents to bring)?

(please mark maximum 3 answers)

- 1. Written information material provided by the public service (brochures, posters, etc.)
- 2. Oral information from public officials
- 3. Informal information from relatives and/or friends
- 4. Information through liason person or agent (e.g. letter writers)
- 5. Information through important persons (e.g. tribal elder, mullah, headman)
- 6. Information from other sources such as newspapers or television
- 7. Other (Specify _____)

3. Bribery experience

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

(single answer)

- 1. Yes
- 2. No (go to 3.15)
- (DO NOT READ OUT) 3. Don't remember (go to 3.15)
- (DO NOT READ OUT) 4. No answer (go to 3.15)

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 for each answer marked)

	Payment/gift was given in the last 12 months	If yes, number of occasions a payment/gift was given:
1. Municipal officials	Yes <input type="checkbox"/> No <input type="checkbox"/>	__
2. Officials of District Administration	Yes <input type="checkbox"/> No <input type="checkbox"/>	__
3. Officials of Province Administration	Yes <input type="checkbox"/> No <input type="checkbox"/>	__
4. Members of the Parliament	Yes <input type="checkbox"/> No <input type="checkbox"/>	__
5. Members of the Central Government	Yes <input type="checkbox"/> No <input type="checkbox"/>	__
6. Ministry/Department officials (please specify which ministry/department: _____)	Yes <input type="checkbox"/> No <input type="checkbox"/>	__
7. Cadastre officials	Yes <input type="checkbox"/> No <input type="checkbox"/>	__
8. Public utilities (water, electricity, sanitary, etc.)	Yes <input type="checkbox"/> No <input type="checkbox"/>	__
9. Customs officials	Yes <input type="checkbox"/> No <input type="checkbox"/>	__
10. Police officers (ANP)	Yes <input type="checkbox"/> No <input type="checkbox"/>	__
11. Members of Afghan National Army (ANA)	Yes <input type="checkbox"/> No <input type="checkbox"/>	__
12. ISAF Soldiers	Yes <input type="checkbox"/> No <input type="checkbox"/>	__
13. Tax/revenues officials	Yes <input type="checkbox"/> No <input type="checkbox"/>	__
14. Doctors	Yes <input type="checkbox"/> No <input type="checkbox"/>	__
15. Nurses/paramedics	Yes <input type="checkbox"/> No <input type="checkbox"/>	__
16. Teachers/professors	Yes <input type="checkbox"/> No <input type="checkbox"/>	__
17. Judges	Yes <input type="checkbox"/> No <input type="checkbox"/>	__
18. Prosecutors	Yes <input type="checkbox"/> No <input type="checkbox"/>	__
19. Non-government organization (NGO)	Yes <input type="checkbox"/> No <input type="checkbox"/>	__
20. Staff of International Organizations	Yes <input type="checkbox"/> No <input type="checkbox"/>	__
21. Embassy/consulate personnel	Yes <input type="checkbox"/> No <input type="checkbox"/>	__
22. Officers of private banks	Yes <input type="checkbox"/> No <input type="checkbox"/>	__

23. Taliban	Yes <input type="checkbox"/> No <input type="checkbox"/>	I _ _ I
24. Village Elders	Yes <input type="checkbox"/> No <input type="checkbox"/>	I _ _ I
25. Mullah	Yes <input type="checkbox"/> No <input type="checkbox"/>	I _ _ I
26. Other public official (for example personnel of any other public agency, ...) (please specify _____)	Yes <input type="checkbox"/> No <input type="checkbox"/>	I _ _ I

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 list attached)

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?

(Please mark only one answer)

- 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 and 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
- 9. Avoid losing or getting driving license
- 10. Job application in public administration
- 11. Promotion in public administration
- 12. Public contract/procurement

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

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

(Please mark only one answer)

- 1. Speed up procedure
- 2. Make finalization of procedure possible (without payment the procedure would fail or be negative for me)
- 3. Reduce cost of procedure for me
- 4. Avoid payment of fine
- 5. Receive better treatment (e.g. whilst waiting at the public office, from the doctor,...)
- 6. Avoid other problems (please specify _____)
- 7. Receiving information on the process (where to go, who to approach,...)
- 8. No specific purpose (it is better to keep good relationships)
- 9. Other (please specify _____)

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. Implicit request from the public official (e.g. public official mentioned his low salary whilst delaying process)
- 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

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

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 payment or gifts, what do you think would have happened if you did not pay some extra money or gift? (mark all that applies)

(Please mark only one answer)

1. Bad Service
 2. Harassment
 3. Delay
 4. Denial of Service
 5. Payment of a fine
 6. Payment of a high administrative fee
 7. Fear of bad treatment in the future
 8. Others (Specify _____)

3.12 How do you perceive the magnitude of extra payment or gift that you gave to the public officials for the services?

(Please mark only one answer)

1. Small
 2. Moderate
 3. Big

3.13 Last time that you had to make such extra payment or gift, did you report it to any official authority/institution (e.g. police, court, official of city administration, etc.)?

(Please mark only one answer)

1. Yes (go to 3.14)
 2. No (go to 3.16)

3.14 If Yes, to whom did you report:

(Please mark only one answer)

1. Police
 2. Prosecutor
 3. High Office of Oversight (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)

3.15 What happened after your reporting?

(Please mark only one answer)

1. A formal procedure was started against the officer (go to 3.17)
 2. The problem was solved informally and I was given back the money/gift (go to 3.17)
 3. I was advised not to go ahead with my report (go to 3.17)
 4. There was no follow-up to my report (go to 3.17)

5. (DO NOT READ OUT) Don't know (go to 3.17)

3.16 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: _____

3.17 Last time that you had to make such extra payment or gift, did you talk about it with any other person?

(Please mark only one answer)

1. Yes (go to 3.18)
 2. No (go to 3.19)

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

(Please mark all that apply)

1. Tribal elder
 2. Mullah
 3. Friend or relative of mine
 4. Journalist/media
 5. NGO
 6. Other person, please specify _____
 7. No, with nobody

3.19 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 3.20)
 2. No (go to 3.21)
 3. (DO NOT READ OUT) Don't remember (go to 3.21)
 4. (DO NOT READ OUT) No answer (go to 3.21)

3.20 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 _ _ _ report code used in the attached list

3.21 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 3.22)
- 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)

3.22 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. POLICE

4. 1. In the last 12 months how many times you were in contact with the local police department?

1. One time only

- 2. Two or three times
- 3. Four times or more
- 4. I was not in contact with the police (i.e. I did not request any services from the police nor I was contacted by them) (go to section 5)

4. 2. How satisfied are you from the services that you received?

- 1. Very satisfied
- 2. Somehow satisfied
- 3. Not satisfied at all

<p>4.3. For what reasons/services you were in contact with the police ?</p> <p>(Build a table with list of possible services and a column asking if an extra payment/gift was given. It should include both services requested by the citizen and contacts initiated by the police)</p> <p style="text-align: center;">Services</p>	<p>A) An extra payment/gift was given</p>
1. Applied for a driving licence	Yes <input type="checkbox"/> No <input type="checkbox"/>
2. Applied for gun licence	Yes <input type="checkbox"/> No <input type="checkbox"/>

3. Applied for renewal of car licence/car plates	Yes <input type="checkbox"/> No <input type="checkbox"/>
4. Applied for passport	Yes <input type="checkbox"/> No <input type="checkbox"/>
5. Applied for another document (eg	Yes <input type="checkbox"/> No <input type="checkbox"/>
6. Applied for a job in the police	Yes <input type="checkbox"/> No <input type="checkbox"/>
7. Requested intervention of the police on land dispute Issue	Yes <input type="checkbox"/> No <input type="checkbox"/>
8. Requested intervention of the police to settle another dispute (with family members, neighbours etc,)	Yes <input type="checkbox"/> No <input type="checkbox"/>
9. Asked by police to pay fine for traffic offence	Yes <input type="checkbox"/> No <input type="checkbox"/>
10. Asked by policeto pay nother dministrative fine (eg.	Yes <input type="checkbox"/> No <input type="checkbox"/>
11. Asked by police to destroy illegal crop	Yes <input type="checkbox"/> No <input type="checkbox"/>
12. Police accused me for drug use/trafficking	Yes <input type="checkbox"/> No <input type="checkbox"/>
13. Police accused me for involvement in anti-government activities	Yes <input type="checkbox"/> No <input type="checkbox"/>
14. Police accused me for another crime (please specify)	Yes <input type="checkbox"/> No <input type="checkbox"/>
15, Other reason (please specify)	Yes <input type="checkbox"/> No <input type="checkbox"/>

4.4 In your knowledge, how often these events occur in the police in your DISTRICT

	Very often	Sometimes	Very few times	Never
1 Policemen receiving bribe from citizens without driving licence				
2. Policemen receiving bribe to cover crime evidence				
3. Policemen receiving bribe to fabricate crime evidence				
4. Policemen receiving money to cover drug trafficking				
5. Policemen threatening citizens in order to receive money				
6. High officers threatening lower rank officers in case they want report a corrupt incident				
7. High Officers pushing lower rank officers to be implicated in corrupt actions				
8. Police Officers selling ammunition/weapons outside				
9. Resolving disputes by receiving bribes				
10. Policemen/ High Police Officers molesting citizens.				
11. Policemen providing official information to anti government elements and the militia in return of money or favours				

5. Other practices

5.1 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)

5.2 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 4.5)

5.3 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
- 2. No
- 3. (DO NOT READ OUT) Don't remember

5.4 Did you, or a household member, receive the assistance from a relative/friend 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)

5.5 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

6. Reporting

**6.1 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 all that apply)**

- 1. Supervisor to the official (in the same organization of the officer requesting the bribe)
- 2. Police
- 3. Afghan National Army
- 4. Prosecutor
- 5. Court
- 6. High Office of Oversight (Anti-corruption agency)
- 7. Member of Municipal or Provincial council
- 8. Tribal elder
- 9. Mullah
- 10. Friend or relative of yours
- 11. Journalist/media
- 12. NGO
- 13. Taliban
- 14. Other, please specify _____
- 15. Nobody

**6.2 To what extent do you disagree or agree 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"/>

7. Debate on corruption

7.1 Do you discuss cases where you were victim of corruption with your family or friends? (single answer)

- Yes, very often
- Yes, sometimes
- Rarely
- No

7.2 Do you discuss corruption in general with your family or friends? (single answer)

- Yes, very often
- Yes, sometimes
- Rarely
- No

7.3 To your knowledge, do important people in your community (e.g. tribal elders, mullahs, business men) talk with people about corruption? (single answer)

- Yes, very often
- Yes, sometimes
- Rarely
- No

7.4 How often do you find reports about corruption in the media you use ?

Media	Very often	Somewhat often	Rarely	Never	Do not use that media
1. State-owned radio stations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Private radio stations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. State-owned TV stations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Private Afghan TV stations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. International satellite TV stations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. Afghan newspapers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7. Afghan websites	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

8. 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.

8.1 Sex

- Male
 Female

8.2 Age: _____ Years

8.3 Employment status

- Employee
 Employer
 Self-employed
 Unemployed
 Student
 Housekeeper
 Retired
 Inactive for other reasons
 Other, please specify: _____

8.4 Please indicate the specific occupation:

8.5: In what sector is this occupation:

- Private sector
 Public sector
 NGO

8.6 Literacy/Educational attainment

- Illiterate
 Literate, but no formal education
 Formal education:
a. Please specify level of education: _____
b. Please indicate number of years of formal education: _____

8.7 Household

8.7.1 How many people live in your household?

Please state: _____

8.7.2 What is the average monthly income of your household?

Please state: _____(indicate currency: _____)

8.8 How would you describe your economic situation compared to most other members of your community? (single answer)

- 1. Much worse
- 2. Somewhat worse
- 3. About the same
- 4. Somewhat better
- 5. Much better
- 99. Don't know/No answer [do not read out]

8.9 And how would you describe your economic situation compared to last year? (single answer)

- 1. Much worse
- 2. Somewhat worse
- 3. About the same
- 4. Somewhat better
- 5. Much better
- 99. Don't know/No answer [do not read out]

9. Interview evaluation

(to be completed by the Interviewer after the interview)

9.1 Date of interview: I_I_I/I_I_I/I_I_I

9.2 Total number of visits paid to respondent: I_I

9.3 Duration of survey introduction and explanation in minutes: I_I_I

9.4 Length of actual interview in minutes: I_I_I

9.5 Total time spent with interviewee in minutes (8.4 + 8.5): I_I_I

9.6 Was it difficult to convince the respondent to take part in the interview

- 1. Yes
- 2. No

9.7 How do you rate the collaboration of the respondent throughout the interview

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

9.8 Number of persons present during the interview, including interviewer

- 1. Two (interviewer and respondent)
- 2. Three
- 3. Four or more