

M-1. **Respondent identification number** \_ \_ \_ \_

M-2. **Primary Sampling Unit** \_ \_ \_ \_

ID #: \_ \_ \_ \_

**ARMENIA HOUSEHOLD CORRUPTION SURVEY**  
September-October 2008

DRAFT VERSION

This version has not been adjusted according to the pretest results. Hence, this is the preliminary draft version. The finalized version is available only in Armenian.

**M-3. Date of interview** \_ \_ \_ \_ \_

**M-4. Marz**

- |               |           |            |                |            |             |
|---------------|-----------|------------|----------------|------------|-------------|
| 1. Aragatsotn | 2. Ararat | 3. Armavir | 4. Gegharquniq | 5. Kotayq  |             |
| 6. Lory       | 7. Shirak | 8. Syuniq  | 9. Vayots Dzor | 10. Tavush | 11. Yerevan |

**M-5. Code for City/Town/Village of Current Residence in Armenia**

\_ \_ \_ \_ \_

**M-6. Urban/Rural Residence**

1. Urban
2. Rural

**M-7. Interviewer Code** \_ \_ \_ \_ \_

**M-8. Interview Completed on the...**

1. First Visit?
2. Second Visit?
3. Third Visit?

**M-9. Record Time (using 24 hour clock) Interview Began:** \_ : \_  
(Record Time Began starting with Q-1)

**M-12. Language of interview**      1. Armenian      2. Russian

**Begin Sampling Procedure HERE:**

1. After arriving at the pre-selected house or apartment using the random sampling technique,
2. Introduce yourself: "Good morning/afternoon/evening. My name is \_\_\_\_\_. I am working for \_\_\_\_\_. We are conducting a public opinion survey in Armenia on democracy and governance and would like to interview one person from your household. We will select this person at random and therefore I need to record the birthday information of all household members 18 years or older. "
3. Ask for the first name, gender, and the birthday of each person in the household aged 18+ years.

	<i>First name</i>	<i>Gender (M-1/F-2)</i>	<i>Birthday (Day, Month, Year)</i>
1.	_____	___	_____
2.	_____	___	_____
3.	_____	___	_____
4.	_____	___	_____
5.	_____	___	_____
6.	_____	___	_____
7.	_____	___	_____
8.	_____	___	_____
9.	_____	___	_____
10.	_____	___	_____
11.	_____	___	_____
12.	_____	___	_____
13.	_____	___	_____
14.	_____	___	_____
15.	_____	___	_____

4. The person with the next birthday (looking forward in time) is the designated respondent for that household. Circle code for corresponding respondent. Attempt to complete the interview with the designated respondent now.
5. If the designated respondent is at home and refuses the interview or another family member blocks the interview, politely leave the house and go to the next appropriate house or apartment on that route.
6. If the designated respondent is not at home, attempt to schedule an interview for later that day (in rural areas) or at any other time in the field work period (in urban areas). Record the date and time of that appointment:

*Date:* \_\_\_\_\_

*Time:* \_\_\_\_\_

# ARMENIA HOUSEHOLD CORRUPTION SURVEY

September-October 2008

M-1. Respondent identification number \_ \_ \_

M-2. Primary Sampling Unit \_ \_ \_

ID# : \_ \_ \_

[GENERAL INSTRUCTIONS: ALL "(DON'T KNOW)" AND "(REFUSED)" OPTIONS ARE NOT TO BE READ TO RESPONDENTS. ASSUME ALL QUESTIONS ARE SINGLE RESPONSE UNLESS OTHERWISE SPECIFIED]

Let's first talk about the general situation in Armenia. I would like to assure you that answers to the survey will be strictly confidential, according to international research standards.

[ASK ALL]

**Q1.** To start, please tell me how interested you are in matters of politics and government—are you very interested, somewhat interested, not too interested, or not at all interested?

1. Very interested
2. Somewhat interested
3. Not too interested
4. Not at all interested
8. (Don't know)
9. (Refused)

**Q2.** In general, how would you describe the current economic situation in Armenia? Is it very good, somewhat good, somewhat bad, or very bad?

1. Very good
2. Somewhat good
3. Somewhat bad
4. Very bad
8. (Don't know)
9. (Refused)

**Q3.** And how satisfied or dissatisfied you are with the overall situation in Armenia? Are you very satisfied, somewhat satisfied, somewhat dissatisfied, or very dissatisfied?

1. Very satisfied
2. Somewhat satisfied
3. Somewhat dissatisfied
4. Very dissatisfied
8. (Don't know)
9. (Refused)

**Q4.** What are in your view the most serious problems that are facing Armenia as a country today? [Open ended; Accept up to 3 responses; Do not read pre-code list]

1. Unemployment
2. Poverty
3. Political Instability

4. Poor healthcare system / health services
5. Poor infrastructure
6. Problems with education system
7. Problems with pension system
8. Inflation/ High prices
9. Emigration
10. General economic problems
11. Conflict / dispute over Nagorno Karabakh
12. Corruption
13. Clashes between government and opposition
14. Crime
15. Relationship with neighboring countries
16. Other, specify.....[Record verbatim]
98. (Don't know)
99. (Refused)

**Q5.** In your opinion, how serious of a problem is corruption in Armenia? Is it very serious, somewhat serious, not too serious, or not at all serious ?

1. Very serious
2. Somewhat serious
3. Not too serious
4. Not at all serious
5. (Corruption does not exist) [Volunteered; Do not read]
8. (Don't know)
9. (Refused)

### **Corruption**

Now let's talk a little more about corruption.

**Q6.** Do you agree with the statement that citizens of Armenia consider corruption as a fact of life?? [Probe intensity of response]

1. Yes, to a great extent
2. Yes, to some extent
3. No, to a very limited extent
4. No, not at all
8. (Don't know)
9. (Refused)

**Q7.** How would you compare the level of corruption in Armenia today with the level of corruption a year ago? Is the current level of corruption much higher, somewhat higher, about the same, somewhat lower, or much lower than last year?

1. Much higher than last year
2. Somewhat higher than last year
3. About the same as last year
4. Somewhat lower than last year
5. Much lower than last year
8. (Don't know)
9. (Refused)

**Q8.** To what extent do you think corruption can be reduced in Armenia? [Show Card]

1. Corruption cannot be reduced at all
2. Corruption can be reduced to a certain degree
3. Corruption can be substantially reduced
4. Corruption can be completely eradicated
8. (Don't know)
9. (Refused)

**Q9.** I am now going to read out a list of institutions and offices in Armenia. Please give me your opinion on whether you think ...[Read category from list below] is involved in corruption to a great extent, to some extent, to a very limited extent or not involved at all in corruption?

	[Show Card] Is [institution from list] involved to a great extent, some extent, very limited extent or not involved at all in corruption?					
	Corrupt to a great extent	Corrupt to some extent	Corrupt to a very limited extent	Not corrupt at all	(DK)	(Refused)
a) The office of the President	1	2	3	4	8	9
b) The office of the Prime Minister	1	2	3	4	8	9
c) The Ministries	1	2	3	4	8	9
d) Regional Government Bodies (Marzpetarans)	1	2	3	4	8	9
e) Yerevan City Hall	1	2	3	4	8	9
f) Local self-government bodies (municipalities, neighboring and village communities)	1	2	3	4	8	9
g) National Assembly	1	2	3	4	8	9
h) Civil Service Council	1	2	3	4	8	9
i) Public Services Regulatory Commission	1	2	3	4	8	9
j) The Prosecution	1	2	3	4	8	9
k) Law enforcement institutions	1	2	3	4	8	9
l) The Ombudsman (Human Rights Defender)	1	2	3	4	8	9
m) The Central Election Commission	1	2	3	4	8	9

**Q10.** I am now going to read out a list of sectors and services in Armenia. Please give me your opinion on how common or rare you think corruption is in each of these sectors and services. How common or rare is corruption in...[Read category from list below]? Is it very common, somewhat common, somewhat rare or very rare?

	Q10A. [Show Card] How common or rare is corruption in...[Service or Sector]? Is it very common, somewhat common, somewhat rare or very rare?					
	Very common	Somewhat common	Somewhat rare	Very rare	(DK)	(Refused)
a) Healthcare (polyclinics, hospitals, etc.)	1	2	3	4	8	9
b) Education (kindergartens, schools, universities, etc.)	1	2	3	4	8	9
c) State Registrar (registration of private companies, NGOs, etc.)	1	2	3	4	8	9
d) Court Decisions Enforcement Office (office of the court)	1	2	3	4	8	9

e) Military (army)	1	2	3	4	8	9
f) Electoral system/processes (Electoral commissions, voter lists, ballot counting, party and individual candidates, pre-election campaigns, etc...)	1	2	3	4	8	9
g) Customs authorities	1	2	3	4	8	9
h) Tax service	1	2	3	4	8	9
i) Issuing licenses/certificates/permits	1	2	3	4	8	9
j) Traffic police	1	2	3	4	8	9
k) Police (excluding traffic police)	1	2	3	4	8	9
l) Cadastre	1	2	3	4	8	9
m) Notary services	1	2	3	4	8	9
n) Social security (pensions, welfare, etc.)	1	2	3	4	8	9
o) Communication (phone, internet providers, etc.)	1	2	3	4	8	9
p) Utilities (water, gas, electricity, etc.)	1	2	3	4	8	9
q) Municipal services (garbage collection, issuing permits, etc.)	1	2	3	4	8	9
r) Urban development (land use permits, construction, etc.)	1	2	3	4	8	9
s) Business sector	1	2	3	4	8	9
t) Mass media (TV companies, newspapers, etc.)	1	2	3	4	8	9
u) Political parties	1	2	3	4	8	9
v) NGOs	1	2	3	4	8	9
w) Church	1	2	3	4	8	9

**Q10B.** Among the sectors and services I just mentioned, please name the first most corrupt sector or service, the second most corrupt and third most corrupt where you think corruption is most common. *[Have respondent select the 3 institutions and rank them; copy code to grid below; example: if respondent says Education is most corrupt; write b. in grid]*

	<i>[Copy code into cell below]</i>
1 <sup>st</sup> most corrupt sector/service	
2 <sup>nd</sup> most corrupt sector/service	
3 <sup>rd</sup> most corrupt sector/service	

**Q11.** Still in the context of corruption in the public sector, do you think corruption is most severe among low-ranking public officials, mid-ranking public officials or high-ranking public officials?

1. Corruption is most severe among high-ranking public officials (President, Prime Minister, ministers, deputy ministers, marzpets, members of the National Assembly)
2. Corruption is most severe among mid-ranking public officials (heads of departments, heads of local self-government bodies)
3. Corruption is most severe among low-ranking public officials
4. The level of corruption is the same across all ranks *[Volunteered; Do not read]*
8. *(Don't know)*
9. *(Refused)*

**Q12.** In your opinion, how did the demand for bribes by public officials change over the past year? Did it increase, decrease, or stay the same? *[If respondent says increase or decrease; prompt intensity of response]*

1. Increased significantly
2. Increased somewhat
3. Stayed the same as last year
4. Decreased somewhat
5. Decreased significantly
8. (Don't know)
9. (Refused)

**Q13. Q13A.** On which information sources do you base your assessment of the level of corruption in the country? Please choose your top three information sources from this list, ranking the most important first. *[Show Card; Interviewer: Prompt respondents to rank their top 3 sources by importance]*

1. Personal experience (you have had to provide cash, gifts, or favor)
2. Talks with relatives or family
3. Talk with friends and acquaintances
4. Information about corruption given by NGOs (corruption awareness)
5. Information provided by the media (TV, radio, newspapers, internet, etc...)
6. Other, please specify.....*[Record verbatim]*
98. (Don't know)
99. (Refused)

<b>Q13B.</b>	<i>[Copy code into cell below]</i>
1 <sup>st</sup> most important source	
2 <sup>nd</sup> most important source	
3 <sup>rd</sup> most important source	

**Q14.** Now, I will show you a list of TV channels, radio stations, newspapers and websites that people here can use to learn about political and economic developments in Armenia. For each of these media sources, please tell me if you personally used it in the last 12 months. *[For each media source, ask respondent if he/she used it in past 12 months; for each one where respondent says YES, circle number 1 in Q14A. and ask Q14B.]*

Are there any other media sources not listed here that you use regularly for information on political and economic developments? *[Accept up to 3 responses but do not prompt for more than 1; write name of media source in the "other" rows and ask Q14B.]*

Media sources <i>[Show Card]</i>	<b>Q14A.</b> Have you used this media source in past 12 months?		<i>[For each media source: if Q2.A = 1; Ask Q2.B]</i> <b>Q14B.</b> Apart from today, when was the last time you used .... <i>[Read media source's name from list]</i> to learn about political and economic developments in Armenia? Did you use it yesterday, in the past 7 days, in the past 4 weeks, or longer ago?				<b>Q14C.</b> Of all media sources you use, which one do you trust the most to provide accurate information? <i>[Single response; circle corresponding media source number]</i>
	Yes	No	Yesterday	Last 7 days	Last 4 weeks	Less frequently	
1. H1 National Television	1	2	1	2	3	4	1.
2. Yerkir Media	1	2	1	2	3	4	2.
3. Shant TV	1	2	1	2	3	4	3.
4. Armenia TV	1	2	1	2	3	4	4.
5. H2	1	2	1	2	3	4	5.
6. ALM TV	1	2	1	2	3	4	6.
7. RTR	1	2	1	2	3	4	7.



8. ORT						4	8.
9. Public Radio of Armenia	1	2	1	2	3	4	9.
10. Radio Liberty/Azatutium Radiokayan	1	2	1	2	3	4	10.
11. Radio Hay FM	1	2	1	2	3	4	11.
12. Chorord Ishkhanutium	1	2	1	2	3	4	12.
13. Aravot	1	2	1	2	3	4	13.
14. Azg	1	2	1	2	3	4	14.
15. Hayots Ashkharh	1	2	1	2	3	4	15.
16. Haykakan Zhamanak	1	2	1	2	3	4	16.
17. Yerkir	1	2	1	2	3	4	17.
18. Hayastani Hanrapetutium	1	2	1	2	3	4	18.
19. Golos Armenii	1	2	1	2	3	4	19.
20. Iravunk	1	2	1	2	3	4	20.
21. <a href="http://www.hetq.am">www.hetq.am</a>	1	2	1	2	3	4	21.
22. <a href="http://www.armenianow.com">www.armenianow.com</a>	1	2	1	2	3	4	22.
23. <a href="http://www.armenialiberty.org">www.armenialiberty.org</a>	1	2	1	2	3	4	23.
24. <a href="http://www.a1plus.am">www.a1plus.am</a>	1	2	1	2	3	4	24.
25. <a href="http://www.groong.com">www.groong.com</a>	1	2	1	2	3	4	25.
26. Other, .....[Record]	1	2	1	2	3	4	26.
27. Other, .....[Record]	1	2	1	2	3	4	27.
28. Other, .....[Record]	1	2	1	2	3	4	28.

**Q15.** I will now read to you a few types of actions. For each of these actions, please tell me if you think this action represents corruption or if it does not represent corruption according to your understanding.

	Yes	No	(DK)	(Refused)
a. Giving cash to a police officer to avoid revoking your driving license	1	2	8	9
b. Giving a gift to a doctor to grant you special care of you	1	2	8	9
c. A public official helping a relative get accepted into a university	1	2	8	9
d. Picking flowers or fruit from a neighbor's garden without permission	1	2	8	9
e. Using connections to exempt someone close to you from military service	1	2	8	9
f. Paying a judge to achieve favorable treatment	1	2	8	9
g. A student or a student's parent giving a professor a gift on the day of exams	1	2	8	9
h. Making small unofficial payments for delivery of pensions	1	2	8	9
i. A public official recommending a relative for a position in a ministry	1	2	8	9
j. Using an office car by a government employee for private purposes	1	2	8	9
k. Abuse of official position for private business purposes	1	2	8	9

**Q16.** To the best of your knowledge, which of the following is most often the case when someone ends up paying a bribe to a governmental employee? [Read response options]

1. A government employee indicates or asks for payment.
2. The household offers a payment of its own accord.
3. It is known beforehand how to pay and how much to pay, so it is not discussed.
4. Other, specify.....[Volunteered, Record answer verbatim]
98. (Don't know)
99. (Refused)

**Q17.** If someone has paid a bribe to governmental employee in order to obtain a service or to resolve a problem, how certain it is that the service is obtained or the problem resolved? Would it be very certain, fairly certain, somewhat uncertain or extremely uncertain?

1. Very certain
2. Fairly certain
3. Somewhat uncertain
4. Extremely uncertain
8. (Don't know)
9. (Refused)

**Q18.** I will now read you some possible motives behind corrupt practices. In your opinion, which of the following are the main motives behind corrupt practices? I am referring to the main reasons that people who participate in corrupt acts use to justify their actions. *[Show Card/Read responses; Multiple responses allowed; Accept up to three responses]*

1. There is no other way to get things done
2. To avoid punishment/sanctions
3. To avoid higher official payments
4. To speed up the processes/procedures
5. To be treated (served) appropriately
6. To get preferential treatment/privileges
7. To have alternative source of income
8. The practice of obligatory (illegal) "payments" to supervisors
9. Other, specify.....*[Record answer verbatim]*
98. (Don't know)
99. (Refused)

**Personal Experience**

For the next few questions, let's talk about your personal experience with corruption. I would like to remind you that everything that you say in this interview will remain in strict confidence.

**Q19.** How would you react if you were offered to take a bribe (money, gift, asked for an exchange of favor, etc.)? Would you take it or would you not take it?

1. I would take it *[Go to Q20]*
2. I would not take it *[Go to Q21]*
3. Other, specify.....*[Record and Go to Q22]*
98. (Don't know) *[Go to Q22]*
99. (Refused) *[Go to Q22]*

*[ASK Q20 IF Q19=1]*

**Q20.** Why would you take it? *[DO NOT READ pre-coded response options; Mark category that most closely reflects the respondent's answer; If answer not listed, record response in category "other"]*

*I would take it...*

1. Because everybody takes it
2. Because I need money
3. Because I have to "share" it with my supervisor(s)
4. Other, specify.....*[Record answer verbatim]*
98. (Don't know)
99. (Refused)

*[ASK Q21 IF Q19=2]*

**Q21.** Why would you not take it? *[DO NOT READ pre-coded response options; Mark category that most closely reflects the respondent's answer; If answer not listed, record response in category "other"]*

*I would not take it...*

1. Because there is a high risk to be punished

- 2. Because it is unacceptable for me
- 3. ...and I will try to resolve the issue through legal means
- 4. Other, specify.....[Record answer verbatim]
- 98. (Don't know)
- 99. (Refused)

**Q22.** How would you react if you were asked to give a bribe (money, gift, asked for an exchange of favor, etc.)? Would you give the bribe or would you not give it?

- 1. I would give it [Go to Q23]
- 2. I would not give it [Go to Q24]
- 3. Other, specify.....[Record and Go to Q25]
- 98. (Don't know) [Go to Q25]
- 99. (Refused) [Go to Q25]

[ASK Q23 IF Q22=1]

**Q23.** Why would you give it? [DO NOT READ pre-coded response options; Mark category that most closely reflects the respondent's answer; If answer not listed, record response in category "other"]

*I would give it...*

- 1. Because everyone gives
- 2. Because there's no other way I can obtain the service
- 3. ...and I will try to negotiate the price
- 4. Other, specify.....[Record answer verbatim]
- 98. (Don't know)
- 99. (Refused)

[ASK Q24 IF Q22=2]

**Q24.** Why would you not give it? [DO NOT READ pre-coded response options; Mark category that most closely reflects the respondent's answer; If answer not listed, record response in category "other"]

*I would not give it...*

- 1. Because there is a high risk to be punished
- 2. Because it is unacceptable for me
- 3. ...and I will try to resolve the issue through legal means
- 4. Other, specify.....[Record answer verbatim]
- 98. (Don't know)
- 99. (Refused)

**Specifying Actual Experience**

**Q25.** In the last 12 months, have you, or anyone in your household, had contact with [Show Card and read categories from list]?

**Q26.** [IF Q26=1 FOR ANY CATEGORY; ASK:] When you had contact in the last 12 months, did you, or any member of your household, have to make an extra contribution (gift, non-formal payment) to get things done at least once?

**Q27.** [IF Q27=1 FOR ANY CATEGORY; ASK:] If you don't mind telling us, what was the value of the contribution that you, or your household member had to make (in AMD) last time.

**Q28.** [IF Q27=1 FOR ANY CATEGORY; ASK:] And what was the total amount of cash/bribe you paid them during the past 12 months?

[Show Card]	Q25. Contacted service in last	Q26. If contacted, asked to pay	If paid bribe,
-------------	--------------------------------	---------------------------------	----------------

	12 mths?				bribe?				[(8) or (9) for DK & Refused]	
	Yes	No	(DK)	(Refused)	Yes	No	(DK)	(Refused)	Q27. Amount paid last time	Q28. Total amount paid during past 12 months
a) State-guaranteed free birth assistance	1	2	8	9	1	2	8	9		
b) Healthcare, except state guaranteed free birth assistance	1	2	8	9	1	2	8	9		
c) Education (kindergartens, schools, universities, etc.)	1	2	8	9	1	2	8	9		
d) State Registrar (registration of private companies, NGOs, etc.)	1	2	8	9	1	2	8	9		
e) Court Decisions Enforcement Office (office of the court)	1	2	8	9	1	2	8	9		
f) Military (army)	1	2	8	9	1	2	8	9		
g) Customs authorities	1	2	8	9	1	2	8	9		
h) Tax service	1	2	8	9	1	2	8	9		
i) Issuing licenses/certificates/permits	1	2	8	9	1	2	8	9		
j) Traffic police	1	2	8	9	1	2	8	9		
k) Police (excluding traffic police)	1	2	8	9	1	2	8	9		
l) Cadastre	1	2	8	9	1	2	8	9		
m) Notary services	1	2	8	9	1	2	8	9		
n) Social security (pensions, welfare, etc.)	1	2	8	9	1	2	8	9		
o) Communication (phone, internet providers, etc.)	1	2	8	9	1	2	8	9		
p) Utilities (water, gas, electricity, etc.)	1	2	8	9	1	2	8	9		

**Q29.** During the past 12 months, have you heard of anyone including relatives, friends, acquaintances or neighbors paying bribes to obtain a public service?

1. Yes
2. No
3. (Don't know)
4. (Refused)

**Q30.** Whenever you have contacted officials in the public sector, how often did the following happen? [Read categories one-by-one and ask "Did this happen in all cases, most cases, rare cases or no cases at all"; SHOW CARD for response categories; If respondent VOLUNTEERS saying that he/she has never dealt with public officials, CIRCLE code 5 in all response categories]

	All cases	Most cases	Rare cases	No cases at all	(Has not dealt with public officials)	(DK)	(Refused)
a. The officials directly demand cash gift or favor	1	2	3	4	5	8	9
b. The officials do not demand directly but show that they expect a cash gift or a favor	1	2	3	4	5	8	9
c. You give cash to the official	1	2	3	4	5	8	9
d. You give a gift to the official	1	2	3	4	5	8	9
e. You do the official a favor	1	2	3	4	5	8	9
f. You are asked to do a favor to	1	2	3	4	5	8	9

relatives of the official							
g. You use personal connections to get preferential treatment	1	2	3	4	5	8	9

[IF Q27a and/or Q27b=1; ASK:]

**Q31.** You said that you or a member of your household has had to pay a bribe for healthcare services, please, delineate the type of facility where it was made, was it at a ... [Read answer options; Mark all that applies]

1. Primary healthcare facility (policlinic, ambulatory and health posts, rural health center)[Go to Q32]
2. Secondary or tertiary care facilities (clinics, hospitals) [Go to Q33]
8. (Don't know) [Go to Q33]
9. (Refused) [Go to Q33]

[ASK Q32 IF Q31=1]

**Q32.** Please, specify the type of service the payment was made for, was it for...[Read answer options; Mark all that applies]

1. Medical consultation
2. Laboratory and diagnostic services
3. Receipt of free of charge drugs, if recipient is eligible
4. Treatment
8. (Don't know)
9. (Refused)

**Individual Behaviour**

[ASK ALL]

Many people say that corruption is not only a matter of policy, it also depends on what society does. Now I would like to ask you a few questions about actions that can be taken to reduce corruption in Armenia.

**Q33.** In your opinion, what can you personally do to reduce corruption in Armenia? Please, list concrete actions you can personally undertake to help combat corruption. [Multiple response; Do not read response options]

1. Abstain from paying bribes for public services
2. Refuse to make favors to officials or to their relatives related with my job
3. Report corrupt behavior of public officials to NGO anticorruption center
4. Report corrupt officials behavior to competent authorities
5. File a lawsuit against the corrupt official
6. Participate in awareness campaigns against corruption
7. Participate and supporting an anticorruption educational campaign
8. There is nothing I can do
9. If other, specify .....
98. (Don't know)
99. (Refused)

**Q34.** Do you know what institutions to contact in order to report a corrupt act by a public official?

1. Yes [Go to Q35]
2. No [Go to Q36]
8. (Don't know) [Go to Q36]
9. (Refused) [Go to Q36]

[ASK Q35 IF Q34=1]

**Q35.** What institution(s) would you contact to report a corrupt act by an official? *[Multiple response; Do not read response options]*

1. Mayor office
2. Community authorities
3. Police
4. Public Prosecution Office
5. Special Investigation Bureau
6. Regional Authorities (marzpetaran)
7. Courts
8. Anti-Corruption Strategy Monitoring Commission
9. Office of the Prime minister
10. Office of the President of the RA
11. Chamber of Control
12. Human Rights Defender
13. International organizations
14. Your MP
15. Local self-governance bodies
16. Independent NGO anticorruption centers
17. If other, specify.....
98. *(Don't know)*
99. *(Refused)*

*[ASK ALL]*

**Q36.** Some people in Armenia are reluctant to report corrupt actions because of various reasons. I will list some of these possible reasons; please tell me which of the following you personally consider as a reason for not reporting corruption to the relevant authorities.

	Yes	No	(DK)	(Refused)
a) Those who report corruption will be subject to retribution/retaliation	1	2	8	9
b) No actions will be taken even if corruption is reported.	1	2	8	9
c) It is not worth reporting corruption if I am not personally hurt by it.	1	2	8	9
d) Most people who commit corruption only do so because of economic hardship.	1	2	8	9
e) Our society does not reward those who report corruption.	1	2	8	9

**Q37.** During the past 12 months, have you or anyone in your household reported a corrupt act by a public official?

1. Yes *[Go to Q38]*
2. No *[Go to Q42]*
8. *(Don't know)* *[Go to Q42]*
9. *(Refused)* *[Go to Q42]*

*[ASK Q38 IF Q37=1]*

**Q38.** To which organization was the report or complaint forwarded? *[Show Card; Mark all that applies]*

1. Mayor office
2. Community authorities
3. Police
4. Public Prosecution Office
5. Special Investigation Bureau
6. Regional Authorities (marzpetaran)

- 7. Courts
- 8. Anti-Corruption Strategy Monitoring Commission
- 9. Office of the Prime minister
- 10. Office of the President of the RA
- 11. Chamber of Control
- 12. Human Rights Defender
- 13. International organizations
- 14. Your MP
- 15. Local self-governance bodies
- 16. Independent NGO anticorruption centers
- 17. If other, specify.....
- 98. *(Don't know)*
- 99. *(Refused)*

**Q39.** How easy or hard was the process of corruption reporting? Was it very easy, somewhat easy, somewhat hard or very hard?

- 1. Very easy
- 2. Somewhat easy
- 3. Somewhat hard
- 4. Very hard
- 8. *(Don't know)*
- 9. *(Refused)*

**Q40.** Do you agree or disagree that as a reporter of corruption, you felt protected from potential harassment? [*Probe intensity of response*]

- 1. Strongly agree
- 2. Somewhat agree
- 3. Somewhat disagree
- 4. Strongly disagree
- 8. *(Don't know)*
- 9. *(Refused)*

**Q41.** How would you rate your level of satisfaction with the feedback you received as a result of your corruption report? Are you very satisfied, somewhat satisfied, somewhat dissatisfied or very dissatisfied?

- 1. Very satisfied
- 2. Somewhat satisfied
- 3. Somewhat dissatisfied
- 4. Very dissatisfied
- 8. *(Don't know)*
- 9. *(Refused)*

[ASK ALL]

**Q42.** Which of the following actions are you personally willing to undertake in the future to help combat corruption?

**Q43.** And which of these actions that I have just mentioned have you already taken in the past to help combat corruption? [*Show Card*]

	Q42. Willing to undertake in the future				Q43. Have taken action in the past			
	Yes	No	(DK)	(Refused)	Yes	No	(DK)	(Refused)

a) Abstain from paying bribes for public services	1	2	8	9	1	2	8	9
b) Refuse to make favors to officials or to their relatives related with my job	1	2	8	9	1	2	8	9
c) Report corrupt behavior of public officials to NGO anticorruption center	1	2	8	9	1	2	8	9
d) Report corrupt officials behavior to competent authorities	1	2	8	9	1	2	8	9
e) File a lawsuit against the corrupt official	1	2	8	9	1	2	8	9
f) Participate in awareness campaigns against corruption	1	2	8	9	1	2	8	9
g) Participate and supporting an anticorruption educational campaign	1	2	8	9	1	2	8	9

**Q44.** Do you know of any Non-Governmental Organizations (NGOs) that are active in the domain of fighting corruption Armenia?

1. Yes *[Go to Q45]*
2. No *[Go to Q46]*
3. *(Don't know what an NGO is) [Volunteered; Go to Q49]*
8. (Refused) *[Go to Q46]*

*[ASK Q45 IF Q44=1]*

**Q45.** Please name any NGOs that you are familiar with that are active in anti-corruption activities in Armenia.

*[Multiple response; Do not read response options]*

1. IFES
2. TI
3. FOICA
4. YEREVAN PRESS CLUB
5. AYLA
6. Other (please specify) .....
98. *(Don't know)*
99. *(Refused)*

*[ASK Q46 IF Q44≠ 3]*

**Q46.** Do you agree or disagree that NGOs are capable of combating corruption in Armenia? *[Probe intensity of response]*

1. Strongly agree
2. Somewhat agree
3. Somewhat disagree
4. Strongly disagree
8. *(Don't know)*
9. *(Refused)*

**Q47.**

<b>Q47A.</b> If you were ever victimized by a corruption case, would you approach
---



an NGO-run anticorruption center to get assistance?	
1. Yes	[Ask Q47B]
1. No	[Ask Q47C]
8. (Don't know)	[Go to Q48]
9. (Refused)	[Go to Q48]

<b>Q47B.</b> [ASK Q47B if Q47A = 1] Why? [Open-ended; Record answer in corresponding space below:]	
1. ....	[Record verbatim]
8. (Don't know)	
9. (Refused)	

<b>Q47C.</b> [ASK Q47C if Q47A = 2] Why not? [Open-ended; Record answer in corresponding space below:]	
1. ....	[Record verbatim]
8. (Don't know)	
9. (Refused)	

**Q48.** Which of the following types of anti-corruption assistance would you want NGOs to provide to you? [Show Card; Multiple responses allowed; PROBE:] Is there any other type of anti-corruption assistance you would want NGOs to provide?

1. Information about citizens' rights in the area of corruption
2. Information about citizens' obligations in the area of corruption
3. Information about anticorruption legislation
4. Information about institutions you may complain about officials' corrupt behavior
5. Free legal advice to formulate your corruption complaint
6. Free legal support in collecting information and evidence related to corruption cases
7. Free legal support in development and submission of corruption case documents
8. Free representation in court
9. Anticorruption awareness activities
10. Anticorruption education activities
11. If other, please specify.....
98. (Don't know)
99. (Refused)

[ASK ALL]

**Q49.** Are you aware of the following public agencies? [Show Card]

	<b>Q49A.</b> Aware?		[ASK IF Q49A = 1] <b>Q49B.</b> How effective has this agency [Read from list] been in fighting corruption?					
	Yes	No	Very effective	S/w effective	S/w ineffective	Completely ineffective	(DK)	(Refused)
a) Anti-Corruption Strategy Monitoring Commission	1	2	1	2	3	4	8	9
b) Human Rights Defender	1	2	1	2	3	4	8	9

c) Chamber of Control	1	2	1	2	3	4	8	9
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**Q50.**

**Q50A.** Are you aware of any organizations providing free legal advice on corruption cases in your Marz?

1. Yes [Ask Q50B]
2. No [Go to Q51]
8. (Don't know) [Go to Q51]
9. (Refused) [Go to Q51]

[ASK Q50B IF Q50A = 1]

**Q50B.** Can you please name these organizations? [Do not read; Mark all that applies]

1. OSCE
2. ABA-ROLI CENTERS
3. THE MAAC AACs
4. Other, please specify.....
98. (Don't know)
99. (Refused)

**Q51.** Have you ever heard of Advocacy and Assistance Centers (AAC) that provide free legal advice for corruption-related complaints in you region?

1. Yes [Go to Q52]
2. No [Go to Q53]
8. (Don't know) [Go to Q53]
9. (Refused) [Go to Q53]

[ASK Q52 IF Q51=1]

**Q52.** Which of the following, if any, do you know about Advocacy and Assistance Centers (AAC)?

Do you know about...	Yes	No	(Don't know)	(Refused)
a) AAC's role	1	2	8	9
b) How to utilize AAC	1	2	8	9
c) Services that AAC provides	1	2	8	9

[ASK ALL]

**Government Action**

Now let's talk about what the state can do, and what the government does.

**Q53.** Are you aware of any anti-corruption measures being taken by the Government of Armenia?

1. Yes [Go to Q54]
2. No [Go to Q55]
8. (Don't know) [Go to Q55]
9. (Refused) [Go to Q55]

[ASK Q54 IF Q53 = 1]

**Q54.** Now, I will show you a list of Government of Armenia anti-corruption measures. For each one, please tell me if you are aware of it or not. [Show Card]

	Yes	No	(Refused)
1. Anticorruption Strategy	1	2	9

2. Ministry of Health Hotline	1	2	9
3. Signing of international conventions	1	2	9
4. Traffic police refor	1	2	9
5. Customs Transparency of Calculations	1	2	9
6. Other, specify .....	1	2	9

[ASK ALL]

**Q55.** How effective or ineffective is the Government's fight against corruption in Armenia? Is it very effective, somewhat effective, somewhat ineffective, or very ineffective?

1. Very effective
2. Somewhat effective
3. Somewhat ineffective
4. Very ineffective
8. *(Don't know)*
9. *(Refused)*

**Q56.** Please tell me if you strongly agree, somewhat agree, somewhat disagree or strongly disagree with the following statement: The current government of Armenia has a sincere desire and will to combat corruption.

1. Strongly agree
2. Somewhat agree
3. Somewhat disagree
4. Strongly disagree
8. *(Don't know)*
9. *(Refused)*

**Q57.** Are you aware of the Anti-Corruption Strategy and Action Plan implemented by the Government of Armenia?

1. Yes *[Go to Q58]*
2. No *[Go to Q61]*
8. *(Don't know)* *[Go to Q61]*
9. *(Refused)* *[Go to Q61]*

[ASK Q58 IF Q57=1]

**Q58.** In your opinion, how effective or ineffective was the Anti-Corruption Strategy Program implemented by the Government? *[Prompt intensity of response]*

1. Very effective
2. Somewhat effective
3. Somewhat ineffective
4. Very ineffective
8. *(Don't know)*
9. *(Refused)*

**Q59.** Are you aware about the Anti-Corruption Strategy Monitoring Commission?

1. Yes *[Go to Q60]*
2. No *[Go to Q61]*
8. *(Don't know)* *[Go to Q61]*
9. *(Refused)* *[Go to Q61]*

[ASK Q60 IF Q59=1]

**Q60.** Can you please specify what you know about this commission? [Open-ended]

1. .... [Record verbatim]
2. (Don't know)
3. (Refused)

[ASK ALL]

**Q61.** Please look at this list and tell me if you have taken part in these activities in the last 12 months.  
[Show Card/Read categories]

Activities	Yes	No	(DK)	(Refused)
Discussed developments on the national scene with acquaintances	1	2	8	9
Discussed developments in your community with acquaintances	1	2	8	9
Took part in public demonstrations	1	2	8	9
Signed a petition	1	2	8	9
Attended condominium association meeting	1	2	8	9
Attended community council meeting	1	2	8	9
Took part in an initiative to address a community concern or problem	1	2	8	9
Participated in an organized group to discuss issues of importance for your community or the nation	1	2	8	9
Attended a neighborhood meeting, a town council meeting or other meeting convened by the municipality/mayor	1	2	8	9

**Q62.** Some people feel they have complete control over their lives, while other people feel that what they do has no real effect on what happens to them. Please use this scale where '1' means "No control at all" and '10' means "Complete control" to indicate how much control you feel you have over your life in general.

**[INTERVIEWER: WRITE THE NUMBER FROM THE SHOW CARD.]**

\_\_\_\_ NUMBER

(Don't know) 98  
(Refuse to answer) 99

**Q63.** Do you have a family member or close relative who works for...

	Yes	No	(DK)	(Refused)
Local or national government?	1	2	8	9
A local police force?	1	2	8	9
A big international organization or company?	1	2	8	9

### Demographics

*“Thank you for your cooperation. There remains only a couple of questions for statistical purposes”*

<b>D1.</b>	Gender [Record gender; do not ask]		
	1	Male	
	2	Female	
<b>D2.</b>	How old were you on your last birthday?      ___ ___ Actual Age		
<b>D3.</b>	How many years of formal education have you completed ___ ___ (Write down actual number of years, code 98 for "Refused" and 99 for "Don't Know")		
	98. (Refused)		99. (Don't know)
<b>D4.</b>	What is the highest level of education you received?		
	1	No primary education (less than 4 <sup>th</sup> grade education)	
	2	Primary education (either complete or incomplete) [1-4th grades]	
	3	Incomplete secondary education [5-9th grades].	
	4	Completed secondary education [10/11th grades]	
	5	Secondary technical education.	
	6	Incomplete higher education [1-3th grades].	
	7	Completed higher education [BA/MA].	
	8	Post-graduate degree [PhD/aspirantura]	
	<b>[DO NOT READ]</b>		
	99 (No Answer/Refused)		
<b>D5.</b>	What is your current marital status?		
	1	Single, never married	
	2	Married	
	3	Divorced	
	4	Widower	
	5	Cohabiting	
	<b>[DO NOT READ]</b>		
	8	(Don't know)	
	9	(No Answer/Refused)	
<b>D6.</b>	Do you have any children? [If Yes] How many? Record _____		
<b>D7.</b>	What is your current employment situation?		
	1	Employed full time	[Go to D8]
	2	Employed part-time at one job	[Go to D8]
	3	Employed part-time at more than one job	[Go to D8]
	4	Unemployed, looking for work	[Go to D9]
	5	Unemployed, not looking for work	[Go to D9]
	6	Retired	[Go to D9]
	7	Student	[Go to D9]

	8	Housewife	[Go to D9]	
		<b>[DO NOT READ]</b>		
	99	(No Answer/Refused)	[Go to D9]	

[ASK D8 IF D7 = 1, 2 or 3]

**D-8.** What is your occupation, that is, what work you are doing now, even if that is not what you are professionally qualified for? [Show Card]

D-8  
Resp. Occup.

I have my own business/Self-employed without employees	1
I have my own business/ Self-employed with employees	2
Small family business/ household production	3
Employed by big or middle private company/organization	4
Employed by state company/organization	5
Employed by international/foreign company/organization	6
Employed by local or foreign non-governmental organization	7
Other _____ (specify)	8
(Don't know)	98
(Refused)	99

<b>D9.</b>	How would you describe the financial situation of your household? Please select the income range from this that most closely corresponds to your household's monthly income.		
	1. Up to 15.000 AMD		1. 9. (Refuse to answer)
	2. 15.001 – 30.000 AMD		2.
	3. 30.001 – 75.000 AMD		3.
	4. 75.001 – 120.000 AMD		4.
	5. 120.001 – 240.000 AMD		5.
	6. 240.001 – 360.000 AMD		6.
	7. 360.001 AMD and more		7.
	8. (Don't know)		8.

<b>D10.</b>	[Show card] Please look at this card and tell me the answer which best reflects the current financial situation of your family/household
	1 We do not have enough money even for food
	2 We have enough money for food, but buying clothes is difficult
	3 We have money for food and clothes; we can save some, but we do not have enough money to buy expensive things, like a car
	4 We can afford some expensive things, like a car, but not an apartment or a country house
	5 We can afford anything we want including an apartment or a country house
	<b>[DO NOT READ]</b>
	8 (Don't know)
	9 (No Answer/Refused)

<b>D11.</b>	What is your nationality?
	1 Armenian
	2 Other, specify.....[Write answer]
	<b>[DO NOT READ]</b>
	98 (Don't know)
	99 (No Answer/Refused)

**D12. Now I am going to read out a list of skills. Please tell me, which of these levels best describes your ability in the following:**

**[INTERVIEWER: READ CATEGORIES FROM TABLE]**

**TABLE --**

		No basic knowledge	Beginner	Intermediate	Advanced	(Don't know)	(Refuse to answer)
1.	Russian	1	2	3	4	98	99
2.	English	1	2	3	4	98	99
4.	Other foreign language ability <i>[Volunteered]</i>	1	2	3	4	98	99
3.	Internet / E-mail	1	2	3	4	98	99

Read Closing Statement 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. To help him do that, could I have your telephone number? This information will be discarded once checks have been done, to preserve your anonymity."

Respondent Information:

Name: \_\_\_\_\_  
 Address: \_\_\_\_\_  
 Tel No. \_\_\_\_\_  
 Id No. \_\_\_\_\_

**D-13. Interviewer:** Code number of people present at the interview including yourself and the respondent: \_\_\_\_\_

**M-10. Record Time (using 24 hour clock) Interview Ended:** \_\_\_\_ : \_\_\_\_

**M-11. Record Length of Interview in Minutes:** \_\_\_\_ (Record times greater than 99 minutes as 99)

**INTERVIEWER ASSESSMENT FORM**

**W1. Overall, would you say that the respondent's attitude toward the interview was:**  
[CIRCLE ALL THAT MATCH]

- Interested, involved.* A
- Friendly.* B
- Impatient.* C
- Worried, nervous.* D
- Hostile.* E

**W2. How often did the respondent ask for clarification on the questions?**

- Never.* 1
- Less than 20% of questions.* 2
- Less than 40% of questions.* 3
- Less than half of questions.* 4
- More than half questions.* 5

**W3. How often did you feel the respondent was reluctant to answer the questions?**

- Never.* 1
- Less than 20% of questions.* 2
- Less than 40% of questions.* 3
- Less than half of questions.* 4
- More than half questions.* 5

**W4. Did the respondent appear to you:**

- Sincere,* 1
- Partly sincere,* 2
- or Not sincere?* 3

**W5. How informed was the respondent on the questions asked? [CIRCLE ONE OPTION]**

- Informed on all questions* 1
- Informed on more than 80% of questions* 2
- Informed on more than 60% of questions* 3
- Informed on more than half of questions* 4
- Informed on less than half of questions* 5

-----  
**To be Completed by the Supervisor:**

**D-15.** Interview Subject to Back-check/Control



1. Yes
2. No

**D-16.** Method of Back-check/Control

1. Direct supervision during interview
2. Back-check in person by supervisor
3. Back-check by telephone by supervisor or survey firm
4. Not Subject to back-check

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