

2010 ARMENIA CORRUPTION SURVEY OF HOUSEHOLDS

This report highlights the main findings of the USAID MAAC Activity Corruption Survey of Households. Survey fieldwork took place in November 2010. The report also uses the results of the Corruption Surveys of Households 2008 and 2009.

Table of Contents

FOREWORD.....	3
SUMMARY OF MAIN FINDINGS IN 2010.....	4
INTRODUCTION	5
CHAPTER 1: OPINIONS ON THE SITUATION IN ARMENIA	6
Perceptions of the overall situation in Armenia.....	6
Interest in matters of politics and governance.....	8
Perceptions of the economic situation in Armenia	10
CHAPTER 2: PERCEPTIONS OF CORRUPTION	14
An assessment of corruption in Armenia.....	15
Perceived levels of corruption in different institutions, sectors and among officials	20
Perceptions of corrupt behavior	26
CHAPTER 3: INDIVIDUAL BEHAVIOR AND CORRUPTION EXPERIENCES	28
Main motives for corruption	29
Individual behavior related to corruption.....	33
Corruption experiences	36
CHAPTER 4: AWARENESS OF ANTI-CORRUPTION INITIATIVES AND PERCEPTIONS OF THEIR EFFECTIVENESS	38
Familiarity with NGOs, official organizations and agencies involved in the anti-corruption activities	39
Familiarity with governmental anti-corruption initiatives and assessment of their effectiveness	43
Mass media and word of mouth as sources of information on corruption.....	46
SURVEY AND SAMPLE METHODOLOGY	47
ANNEX A: SURVEY QUESTIONNAIRE.....	49
ANNEX B: SELECTED FREQUENCIES FOR 2008, 2009 AND 2010.....	75
ANNEX C: SELECTED CROSSTABS FOR 2010.....	145

FOREWORD

The American people are proud to have sponsored this third in a series of annual Corruption Surveys of Households in Armenia. We hope that a variety of actors – government officials, think tanks, universities, journalists, bloggers, business associations, public interest groups, and citizens in general – will use the information contained in this report as a basis of discussion and debate about one of the most serious problems that Armenia faces. The data in this survey should help identify opportunities for the government to actively engage with the business community and civil society in the fight against corruption. This survey is a tool for identifying problems as well as advances; however, like any tool it is only meaningful when it is used, and we therefore strongly encourage the government, business, civil society, and academia to study, analyze, and make use of the data.

This year's survey unfortunately shows that a very high percentage (over 80%) of Armenia's citizens continues to believe that corruption is a serious problem. As was the case last year, the number of Armenians reporting that corruption was worse than the year before grew by ten percent. The frequency with which people encounter corruption through bribes has increased every year, as has the amount paid. In addition, people do not view the government's effort to fight corruption as effective, and their confidence that the government sincerely wants to combat corruption is waning.

For Armenia to combat corruption, effective, strong leadership from the government is absolutely key, but to make the effort sustainable, it also requires the wholehearted participation of the Armenian people. NGOs, think tanks, the media, the business community, and other interest groups can engage as serious partners. We hope that the data in this survey will not only help to point the way, but will provide valuable reference points from which to measure Armenia's progress.

Marie L. Yovanovitch

United States Ambassador to Armenia

SUMMARY OF MAIN FINDINGS IN 2010

- Most Armenians are dissatisfied with the overall situation in the country (81%) and with the economic situation (59%). The percentage of those who are dissatisfied increased from 2008 to 2010.
- According to the respondents, the major problems facing Armenia involved the economy; unemployment, inflation, poverty, general economic problems and low incomes/salaries remained key issues of concern. The problem of inflation was more important in 2010 compared to 2008 and 2009 (23% more important than in 2009 and 10% more important than in 2008). Corruption ranked 6th on the list of problems facing the country in 2010.
- However, corruption ranked first on the list of problems that can be solved by governmental policy.
- According to a majority (82%) of survey respondents in 2010, corruption is a serious problem in the country. Around two thirds of survey respondents in 2010 consider corruption to be a fact of everyday life. At the same time, respondents did not have high hopes about the possibility of reducing or eradicating corruption in the country.
- Survey respondents in 2010 perceive an increase in the level of corruption, the frequency of bribe demands and the amounts demanded as bribes.
- Nearly half of respondents think that corruption is most widespread among high-ranking public officials compared to mid-level and low-level officials. However, high-ranking officials are perceived to be less involved in corruption in 2010 compared to 2009.
- The prosecution and Central Electoral Commission are viewed as the most corrupt institutions, while the utilities, municipal services and communication industries are seen as almost free from corruption.
- According to the respondents, corruption is more widespread in healthcare, the electoral system, education, traffic police, regular police, and tax and customs services. The healthcare system is perceived to be the most corrupt sector in 2010, followed by the education system and the electoral system.
- Respondents say they usually engage in corrupt activities in Armenia because it is the only way to get things done and because it helps to speed up processes. They do not report instances of corruption to authorities because they do not believe that something will be done after reporting, and because reporting corruption is perceived as socially undesirable.
- The percentage of respondents who are likely to give a bribe is nearly three times higher than the proportion of those who are likely to take it. Every third respondent would refuse both to give and to take bribes. Every 5th respondent would both give and take bribes.
- The reasons for taking bribes are primarily that it has become common practice and there is a need for money. The main reason for giving bribes is connected to the belief that problems cannot be resolved through legal channels.
- The majority of respondents believe there is nothing they can do to eradicate corruption. They also believe that the most common way to combat corruption is to abstain from it.
- General awareness of non-governmental organizations (NGOs) involved in anti-corruption activities remains low. NGOs are neither well-known nor trusted. The number of respondents that have heard about Advocacy and Assistance Centers run by NGOs, however, has increased.
- Eighty percent of the respondents are unaware of anti-corruption measures being taken by the Armenian government.

INTRODUCTION

The Caucasus Research Resource Centers (CRRC)—a program of the Eurasia Partnership Foundation—was commissioned by the USAID Mobilizing Action Against Corruption (MAAC) Activity to conduct three household surveys—the Corruption Surveys of Households in Armenia. The first household survey took place in fall 2008 in cooperation with the International Foundation for Electoral Systems (IFES). The second survey was carried out by CRRC in fall 2009 and the third one occurred in fall 2010. The goal of these surveys is to reveal the perceptions of the Armenian population on a variety of issues: corruption, individual experiences with corruption, social and individual behaviors related to corruption, awareness and evaluation of anti-corruption initiatives in Armenia, and the use of media to obtain information about corruption.

The survey included 1,549 respondents in 2008, 1,515 in 2009 and 1,528 respondents in 2010. The surveyed group represents the voting age population in Armenia (18 years and older) across all regions/marzes of the country. Probability proportionate to size (PPS) stratified cluster sampling was used in all three surveys to ensure the balanced representation of groups within the country (i.e. capital, urban and rural geographical divisions).

This report presents the main findings of the USAID MAAC Activity Corruption Survey of Households in 2010 in four chapters. The results of the Corruption Survey of Households carried out in Armenia in 2008 and 2009 were used for comparative analysis in order to explore changes over time in public opinion and behaviors related to corruption.¹ Chapter 1 of the report presents the main findings of the survey with regard to opinions on the economic and overall situation in Armenia; it also discusses perceptions of main problems facing the country. Chapter 2 outlines perceptions of corruption in Armenia and the pervasiveness of corruption in the country. It examines corruption as a fact of everyday life and provides an assessment of corruption levels within different institutions, sectors and amongst government officials. Chapter 3 presents personal experiences of the respondents, their behaviors and practices related to corruption, and motives for corrupt practices. Chapter 4 examines the awareness of anti-corruption initiatives from the government and other relevant institutions. It also includes a discussion of perceptions regarding the effectiveness of these initiatives. Chapter 4 also assesses respondents' main sources of information on corruption, including mass media and other sources. The Annexes include the questionnaire, selected frequency tables and cross-tabulations of the 2010 survey.

CRRC-Armenia would like to thank those who made this publication possible: Nairuhi Jrbashyan, Gayane Ghukasyan, Ruben Yeganyan, Hans Gutbrod, Robia Charles, as well as a dedicated team of supervisors, interviewers and volunteers.

¹ All information on these surveys, including the databases, is available at the CRRC-Armenia website at www.crrc.am.

CHAPTER 1: OPINIONS ON THE SITUATION IN ARMENIA

The majority (81%) of the respondents is dissatisfied with the overall situation in Armenia and the percentage of those who are dissatisfied increased notably during 2008-2010. The percentage of dissatisfied respondents is the highest in Yerevan, compared to other cities and rural areas. At the same time, the majority (58%) of respondents are consistently disinterested in matters of politics and governance.

Most respondents (58%) assessed the economic situation in the country as somewhat bad and very bad in 2010 and the percentage of those who think the same increased during 2008-2010. Respondents living in Yerevan are more concerned about the economic situation compared to other urban and rural areas.

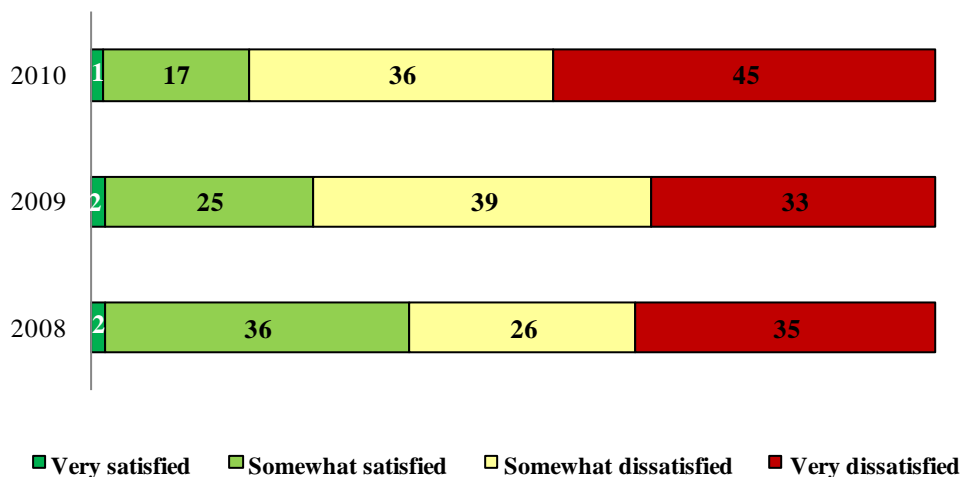
According to respondents, the major problems facing Armenia are economic; unemployment, inflation, poverty, general economic problems and low incomes or salaries are the most important issues in the country. Corruption was mentioned as the 6th most important issue in 2010 and inflation increased in importance from 2008 to 2010.

Perceptions of the overall situation in Armenia

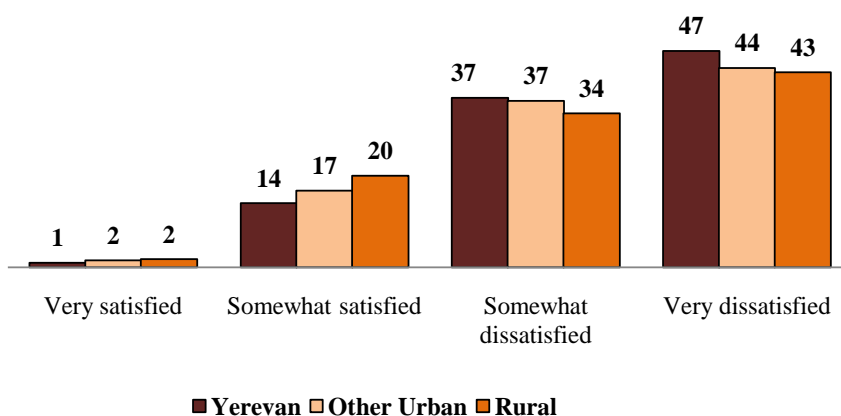
The majority is dissatisfied with the overall situation in Armenia and the share of those who are dissatisfied has notably increased.

Around 81% of survey respondents are dissatisfied with the overall situation in Armenia in 2010 (Figure 1).² This figure includes those who are very dissatisfied (45%) and somewhat dissatisfied (36%). The share of respondents who are very unsatisfied increased by 10 percentage points from 2008 to 2010. The share of those who are satisfied (very and somewhat) with the overall situation in Armenia decreased by about half during the same period and comprised only 17% in 2010. This figure was 36% in 2008. The percentage of people who are very satisfied remains consistently low at 1-2%.

² The source for all tables and figures is the MAAC Corruption Survey of Households in Armenia in 2008, 2009 or 2010.

Figure 1: Satisfaction of respondents with the overall situation in Armenia in 2008, 2009, 2010 (% of respondents)

The proportion of those who are dissatisfied with the overall situation in the country is the highest in Yerevan in 2010. About 85% of respondents are very and somewhat dissatisfied in Yerevan in 2010, while in other cities and rural areas, the percentage of unsatisfied respondents are 80% and 77%, respectively (Figure 2). While rural residents typically have a lower standard of living, they also have lower expectations and less access to information than people in the capital.

Figure 2: Satisfaction of respondents with the overall situation in Armenia in Yerevan, urban and rural areas in 2010 (% of respondents in each area)

Female respondents are slightly less satisfied with the overall situation in the country than males. Eighty-one percent of female respondents are dissatisfied (very and somewhat), while 77% of male respondents are dissatisfied (very and somewhat) in 2010.

As Table 1 shows, the younger respondents have a higher level of satisfaction in the overall situation in the country. Twenty-two percent of respondents in the age group of 18-29 years old and 21% of respondents in the age group of 30-39 indicate the highest levels of satisfaction in 2010 (Table 1). However, only 17-19% of respondents in the age groups 40 and older are satisfied.

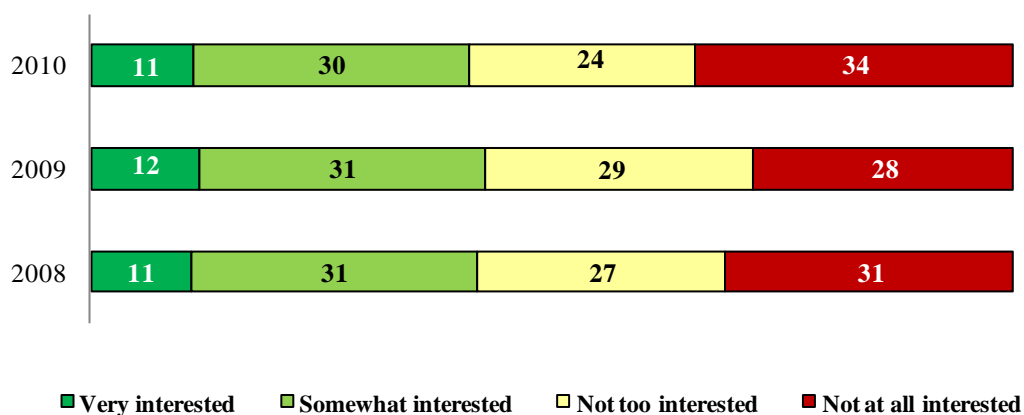
Table 1. Satisfaction of respondents with the overall situation in Armenia in 2010, disaggregated by age groups (% of respondents in each group)

Age groups (years)	Very and somewhat satisfied	Very and somewhat dissatisfied
18-29	22	78
30-39	21	79
40-49	17	83
50-59	18	82
60 years and over	19	81
Total	18	81

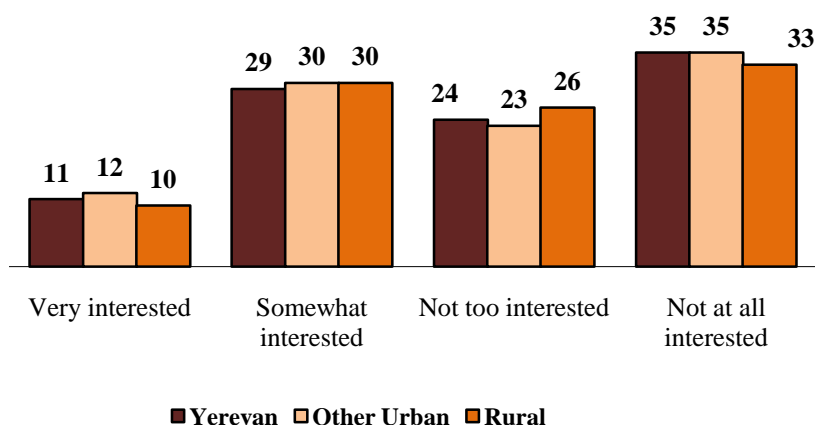
Interest in matters of politics and governance

Most of the respondents are consistently disinterested in matters of politics and governance.

Taking into account that a large share of respondents is dissatisfied with the current situation in Armenia, it is worth analyzing their level of interest in matters of politics and governance. More than half of the respondents have been consistently disinterested (not too interested and not at all interested) in matters of politics and governance from 2008 to 2010 (58%, 57% and 58% in 2008, 2009 and 2010, respectively, Figure 3). At the same time, the share of those who were not interested at all increased by about 6 percentage points from 2009 to 2010 and comprised more than one third of the total group in 2010 (34%).

Figure 3: Interest towards matters of politics and governance in 2008, 2009 and 2010 (% of respondents)

There were no significant differences between Yerevan, other cities and rural areas with respect to the level of interest in matters of politics and governance in 2010 (Figure 4). According to the 2009 survey results, respondents were less indifferent in Yerevan. The proportion of respondents who were not interested at all was made up of 21% in Yerevan, 33% in other urban regions and 32% in rural areas in 2009. In 2010, these figures were 35%, 35% and 33%, respectively. In Yerevan the share of indifferent respondents increased by 14% from 2009 to 2010.

Figure 4: Interest towards matters of politics and governance in 2010 in Yerevan, other cities and rural areas (% of respondents in each area)

Gender and age were also considered when evaluating the level of interest in politics and governance. The results showed that male respondents are more interested in politics and governance issues than female respondents. About 45% of males are somewhat or very interested in politics and governance in 2010. Only 39% of women are somewhat or very interested. This difference between males and females was similar in 2009. However, the proportion of males interested in the mentioned issues decreased by 4 percentage points from 2009 to 2010, while the proportion of interested females remained the same.

Young respondents were less interested in politics and governance issues in 2010. Table 2 shows that only about one third of respondents in the 18-29 and 30-39 age groups are interested in politics and governance (34% and 32%, respectively). Thirty-seven percent are interested from the 40-49 age group, 46% from the 50-59 age group and 52% from those 60 years and older.

Table 2. Interest towards matters of politics and governance in 2010 disaggregated by age groups (% of respondents in each group)

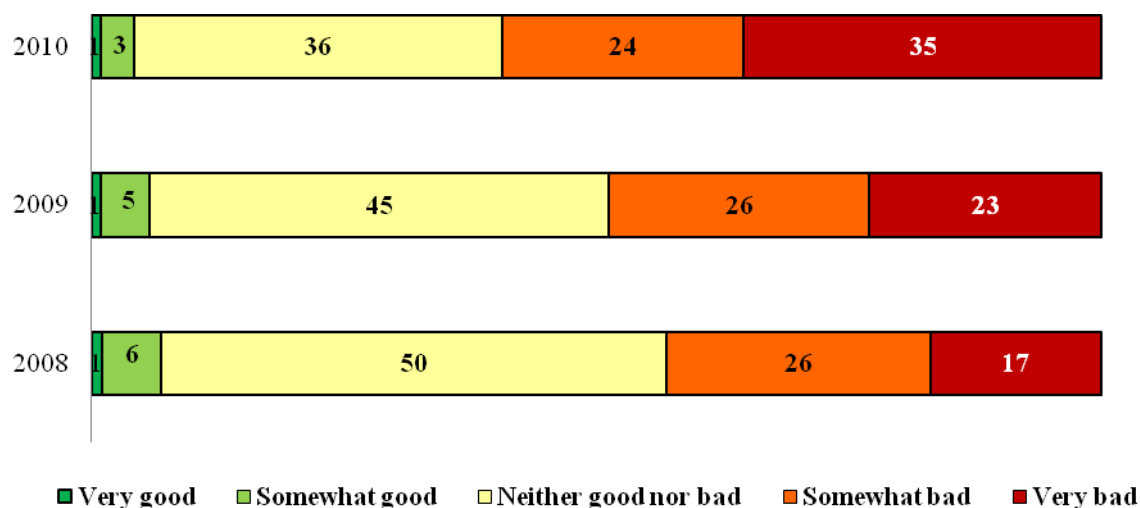
Age groups (years)	Very and somewhat interested	Not too interested and not interested at all
18-29	34	66
30-39	32	68
40-49	37	63
50-59	46	54
60 years and over	52	48
Total	41	59

Those who are dissatisfied with the overall situation in the country in 2010 are mainly uninterested in political and governance issues (60% those, who were very and somewhat dissatisfied with the overall situation in Armenia, were not interested in politics and governance issues). The percentage of dissatisfied respondents is rather large (78%) even among those interested in politics.

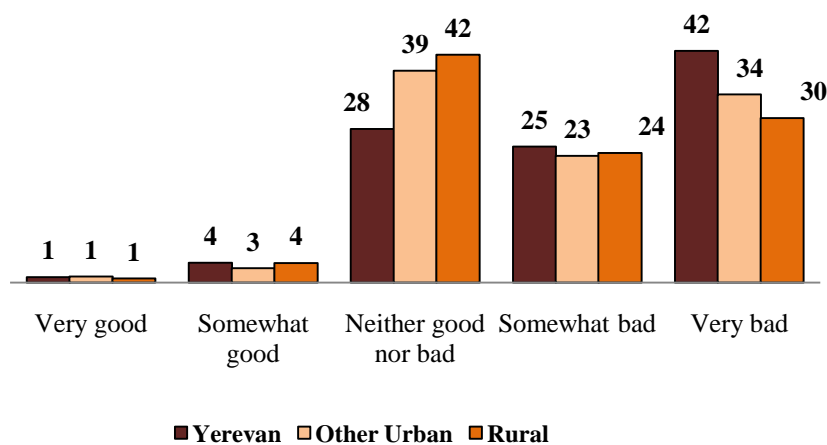
Perceptions of the economic situation in Armenia

The share of people with negative perceptions of the economic situation in Armenia increased considerably; they became the majority.

Figure 5 shows that about 59% of respondents assessed the economic situation in the country as somewhat bad and very bad in 2010; 35% of those assessed it as very bad. The percentage of respondents with a negative perception of the economic situation increased by 16 percentage points from 2008 to 2010. The percentage of respondents who assessed the economic situation as very good and somewhat good remains low; the figure was 7% and 6% in 2008 and 2009, respectively. This figure decreased to 4% in 2010. Respondents became more negative about the economic situation in 2010; the share of respondents that consider Armenia's economic condition as neither good, nor bad decreased by 14 percentage points during the mentioned period.

Figure 5: Assessment of the current economic situation in Armenia in 2008, 2009 and 2010 (% of respondents)

The 2010 survey revealed considerable regional differences in the level of satisfaction with the economic situation in Armenia. Respondents living in Yerevan are particularly concerned about the economic situation in the country in 2010 (Figure 6). Sixty-seven percent of respondents in Yerevan assessed the economic situation in the country as somewhat bad and very bad, while 58% and 54% of respondents in other cities and rural area, respectively, thought the same. At the same time, the low number assessing the economic situation as somewhat good and very good was nearly the same in Yerevan, other cities and rural areas (4-5%).

Figure 6: Assessment of the current economic situation in Armenia in Yerevan, other cities and rural areas in 2010 (% of respondents in each area)

Concern about the economic situation was also assessed across gender and age differences. Results revealed that male respondents are more concerned about the economic situation in 2010 than female respondents. About 64% of males assessed the economic situation in the country as somewhat bad and very bad, while 57% of women say the same.

Young respondents were less concerned about economic issues in 2010, as conveyed in Table 3. The proportion of those who think that the economic situation is very or somewhat good is similar in all age groups (3-6%, Table 3). However, fewer of the young respondents thought that the economic situation is somewhat or very bad.

Table 3. Assessment of the current economic situation in Armenia in 2010 disaggregated by age groups (% of respondents in each group)

Age groups (years)	Very and somewhat good	Very and somewhat bad	Not good, not bad
18-29	6	47	47
30-39	5	57	38
40-49	3	59	38
50-59	3	67	30
60 years and over	4	67	29
Total	4	59	36

Sixty-nine percent of people who are very and somewhat dissatisfied with the overall situation in Armenia assessed the economic situation as bad. Among the respondents who are very and somewhat satisfied with the overall situation the percentage of those who assessed the economic situation as bad is much lower (only 20%); the majority of the respondents in this group (63%) said that the economic situation is neither good nor bad.

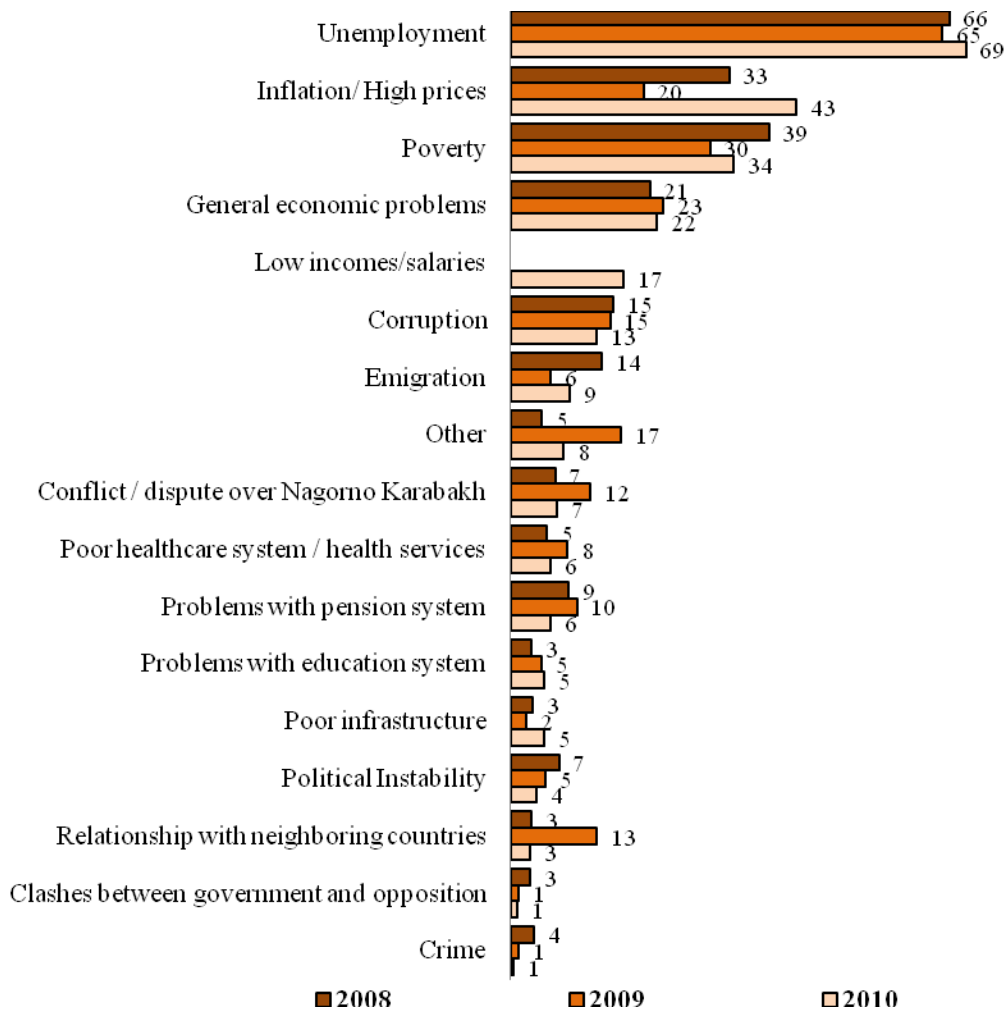
According to the respondents, economic issues are the most significant problems facing the country. Respondents were asked to identify the three most important problems facing Armenia and in 2010 the most frequent problems named were unemployment (nearly 69% of all three answers), followed by inflation/high prices (43%), poverty (34%) and general economic problems (22%). Thirteen percent of all respondents named corruption as one of the main problems facing Armenia. Economic problems garnered the top five places on the list and were deemed far more problematic than social and political issues in 2010 (Figure 7). The ranking of problems remained almost the same as in 2008 and 2009; unemployment remained in the first place.

Inflation was deemed more important in 2010 than in 2008 and 2009 (Figure 7). The perception of inflation as a significant problem in Armenia underwent the most notable change between 2009 and 2010. Twenty percent of respondents viewed inflation as a major problem, whereas in

2010 this figure increased by 23 percentage points (to 43%). Due to this change, inflation shifted from the 4th most significant problem in Armenia in 2009 to the 2nd most significant problem in 2010.

In the list of problems that Armenia faces, corruption was the highest-ranked issue that is amenable to a concerted policy response (Figure 7). The bundle of economic problems ranked higher than corruption. Corruption also far outranked other policy problems, such as problems in healthcare, the pension system or education.

Figure 7: Main problems facing Armenia (% of all, three answers allowed per respondent)



Note: No data available for “low income/salaries” for 2008 and 2009.

CHAPTER 2: PERCEPTIONS OF CORRUPTION

According to the overwhelming majority of respondents in 2008-2010, corruption persists as a very serious problem in Armenia. About 82% of survey respondents in 2010 mentioned that corruption is a serious problem; this includes 60% of those who said that it is a very serious problem. Around two thirds of the survey respondents in 2010 agreed that Armenians consider corruption as a fact of everyday life. This proportion increased by 14 percentage points from 2008 to 2010. Respondents living in Yerevan were more likely to perceive corruption as a serious problem than those in other urban and rural areas.

Respondents perceived an increase in the level of corruption, frequency of bribe demands and the amount demanded for bribes. In 2010 more than one third (37%) of respondents indicated that the level of corruption had increased since the previous year. This figure doubled since 2008. One third (30%) of respondents in 2010 perceive an increase in the frequency of bribe demands. About 36% of respondents in 2010 said that larger amounts were demanded as bribes compared to the previous year.

At the same time, respondents became more pessimistic about the possibility of reducing or eradicating corruption in the country. Although a large share of respondents (50%, 51% and 46% in 2008, 2009 and 2010, respectively) believes that the level of corruption can be reduced in the country to a certain degree, 32% of respondents in 2010 said that corruption cannot be reduced at all. This latter group increased by 10 percentage points from 2008 to 2010. Respondents in Yerevan were less optimistic in 2010.

Respondents were asked about the level of corruption in various institutions and offices. Nearly half of respondents think that corruption is most widespread among high-ranking public officials. However, they are perceived as less involved in corruption in 2010 compared to 2009. Corruption is perceived to be high in courts, amongst the prosecution and in the Central Electoral Commission (CEC). About 64% of the survey respondents in 2010 believe that the Prosecution and the courts are corrupt. Sixty percent perceive the CEC to be corrupt.

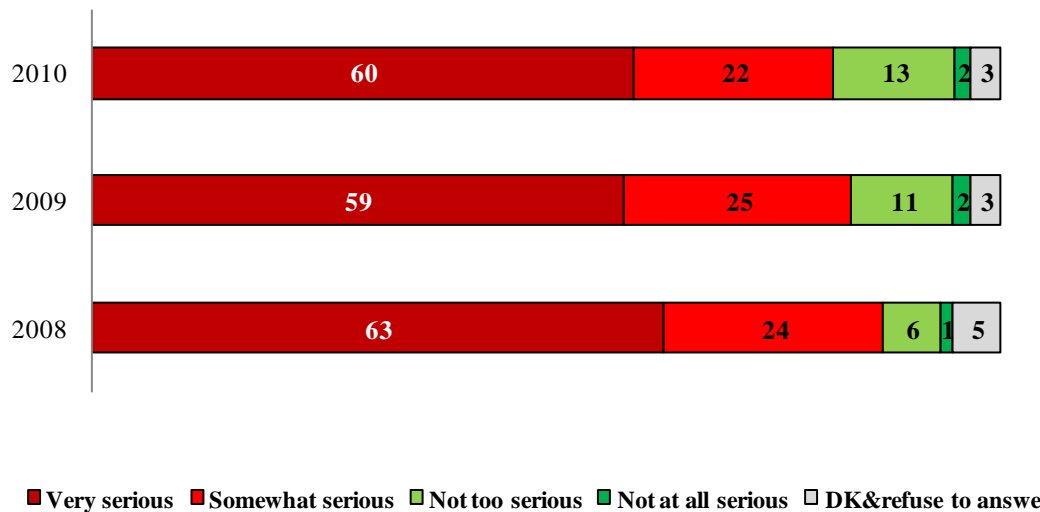
In addition to corruption in institutions and offices in Armenia, respondents were also asked about corruption within various service sectors. According to the survey results, corruption is more common in the healthcare industry, electoral system, education, traffic police, regular police, tax service and customs service. About 68% of respondents believe that corruption is very common and common in the healthcare system. Healthcare topped the list of most corrupt arenas in 2010, followed by the electoral system (66%), education (62%), traffic police (57%), tax service (58%), regular police (57%) and customs service (54%).

An assessment of corruption in Armenia

Corruption is a very serious problem in Armenia according to the overwhelming majority of respondents.

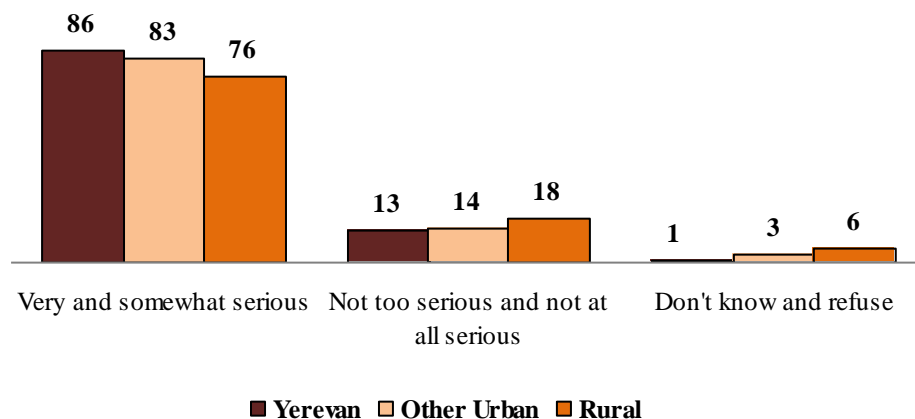
Respondents were asked to assess the importance or seriousness of corruption in Armenia (Figure 8). The overwhelming majority (82%) of survey respondents in 2010 mentioned that corruption is a serious problem; this includes 60% of those who say that it is a very serious problem and 22% who say that it is somewhat serious. However, the share of respondents who think corruption is a serious problem slightly decreased from 2008 to 2009. This share was 87% in 2008 and 84% in 2009. Only 15% of respondents in 2010 said that corruption is not too serious a problem or not a serious problem at all. These figures have slightly increased from 2008 and 2009.

Figure 8: Assessment of how serious the problem of corruption is in Armenia (% of respondents)



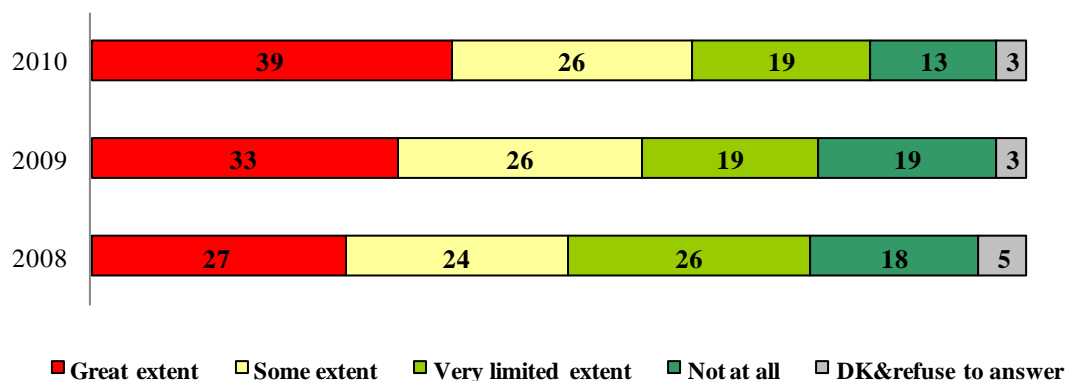
As Figure 9 shows, respondents living in Yerevan are more likely to perceive corruption as a serious problem than those in other urban and rural areas. Eighty-six percent of survey respondents living in Yerevan in 2010 mention corruption as a serious (very and somewhat) problem in the country. This figure is 83% and 76% in other cities and rural areas, respectively (Figure 9). Thus, the opinions of people living in rural and other urban settlements are more optimistic. The opinions of female and male respondents are similar on this issue and there are no significant differences between age groups.

Figure 9: Assessment of how serious the problem of corruption is in Armenia in 2010: Yerevan, other cities and rural areas (% of respondents in each area)



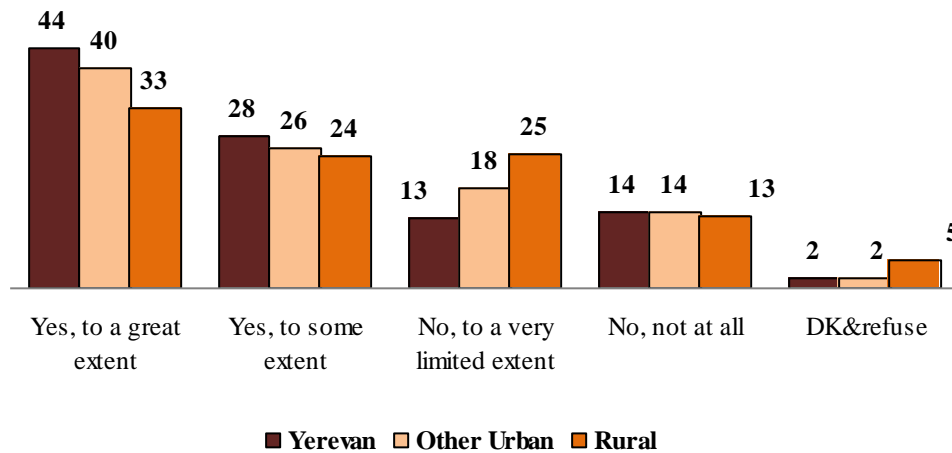
Around two thirds of survey respondents in 2010 agreed that Armenians consider corruption as a fact of everyday life (Figure 10). Sixty-five percent of respondents agreed with the statement that corruption is a fact of life in Armenia, while 32% of them disagreed with this statement. The percentage of people who view corruption as a fact of life in the country increased by 14 percentage points from 2008 to 2010.

Figure 10: Do you agree with the statement that citizens of Armenia consider corruption as a fact of life? (% of respondents)



Respondents living in Yerevan were more likely to agree that corruption is a fact of life in Armenia in 2010 than those in other urban and rural areas (Figure 11). About 72% of survey respondents in 2010 living in Yerevan mentioned that corruption is a fact of life in the country. This figure is 66% and 57% in other cities and rural areas, respectively. At the same time, no significant differences in the opinions of women and men, as well as people in different age groups were revealed.

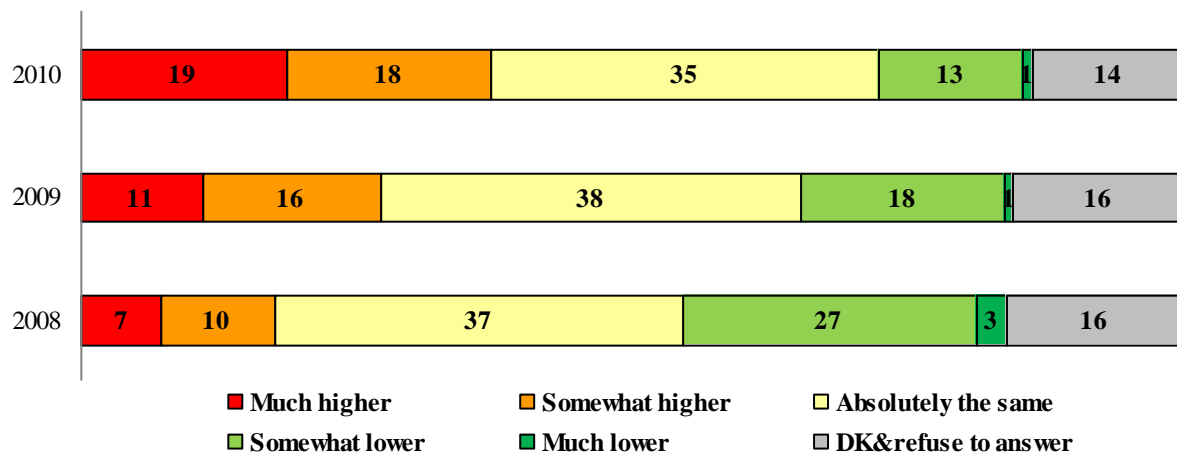
Figure 11: Do you agree with the statement that citizens of Armenia consider corruption as a fact of life? (% of respondents in Yerevan, other urban and rural area)



Respondents perceived an increase in the level of corruption, the frequency of bribe demands and the amount demanded for bribes.

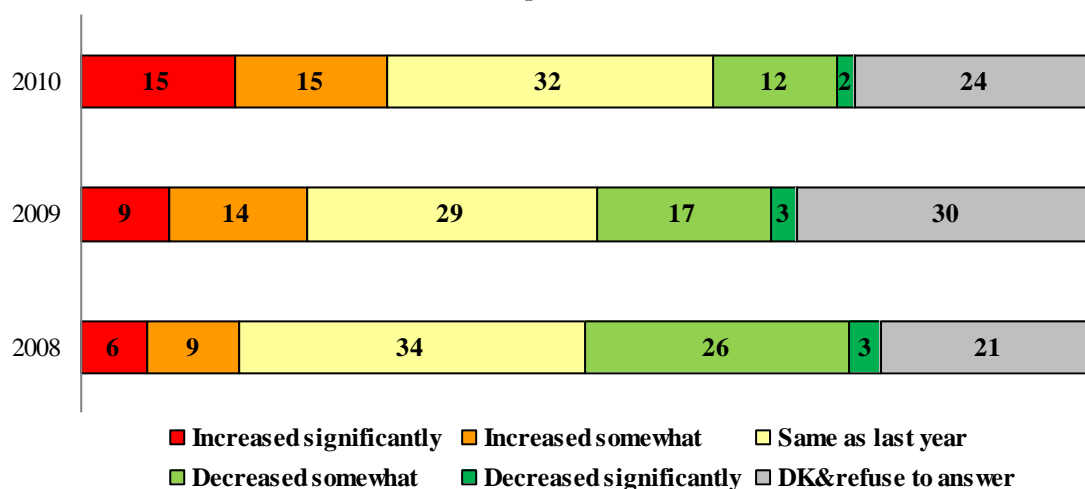
The percentage of respondents who think that the current level of corruption is higher than a year ago increased notably from 2008 to 2010. In 2010 more than one third (37%) of respondents indicated that the level of corruption became higher (much or somewhat) compared to the previous year. This figure has more than doubled since 2008 (17%). At the same time, the percentage of people (14%) who mentioned that the level of corruption became lower (much or somewhat) decreased by about half since 2008 when it was 30%. Thirty-seven percent, 38% and 35% of people in 2008, 2009 and 2010, respectively, perceived no change in the level of corruption (Figure 12). Thus, the opinions are rather split. Gender and age disaggregation of the 2010 data shows that there are no significant differences in the opinions on this issue between these groups.

Figure 12: How would you compare the level of corruption in Armenia today with the level of corruption a year ago? (% of respondents)

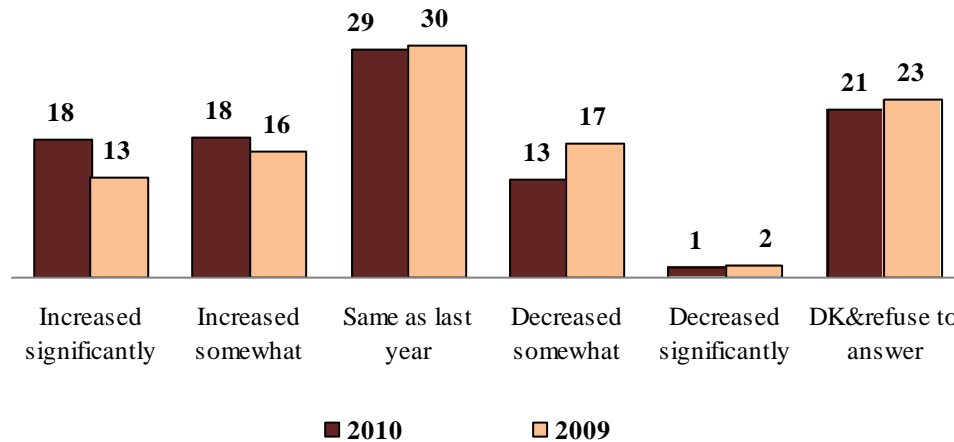


One third (30%) of respondents in 2010 said the frequency of demands for bribes significantly and somewhat increased compared to the previous year; this figure includes 15% of those who said that demands for bribes has significantly increased (Figure 13). Another third of the respondents (32%) said that the frequency of demands for bribes remained the same and another 14% said that had it decreased. Thus, the opinions here are also mixed. However, the number of people who think that there is a high frequency of demands for bribes has doubled from 2008 to 2010 (30% in 2010 and 15% in 2008). At the same time, the share of respondents who perceived less of a demand for bribes decreased from 29% in 2008 to 14% in 2010.

Figure 13: How would you compare the frequency of demands for bribe today with the year ago? (% of respondents)



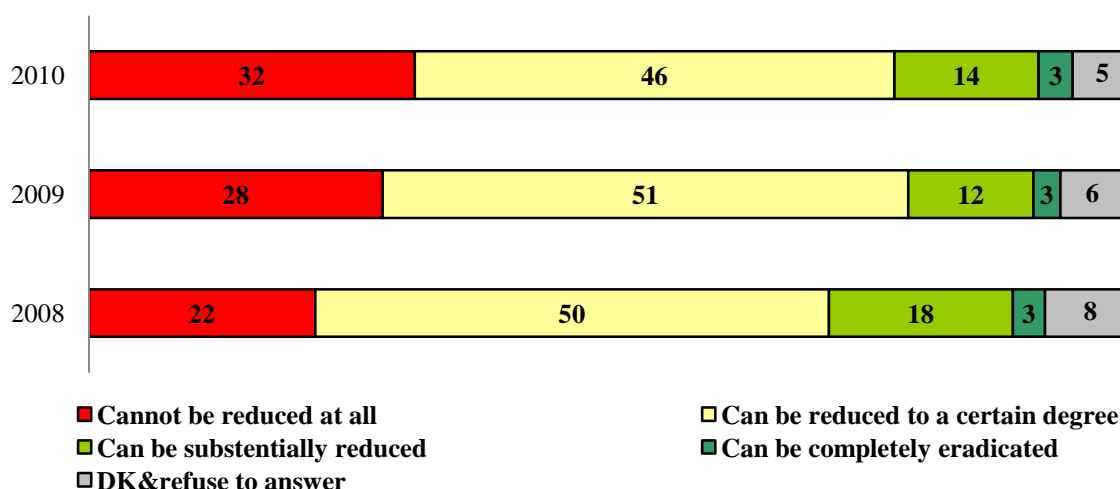
About 36% of respondents in 2010 said that there was an increase in the amounts demanded for bribes compared to the previous year (Figure 14). According to them, the demanded amounts somewhat (18%) and significantly (18%) increased. However, another one third of the respondents (29%) said that the amounts remained unchanged. The rest of the group (14%) mentioned that the amounts had decreased. Compared to the 2009 survey results, the proportion of those who perceive higher amounts demanded as bribes increased by 7 percentage points in 2010.

Figure 14: How would you compare the amounts demanded as bribes today with the year ago? (% of respondents)

Respondents became more pessimistic about the possibility of reducing or eradicating corruption in the country.

In 2010 almost one third (32%) of respondents said that corruption cannot be reduced in the country at all (Figure 15). Forty-six percent said that it can be reduced to a certain degree and only 17% of them indicated that it can be substantially reduced and eradicated. In 2009 this picture was slightly less pessimistic (28%, 51% and 15%, respectively). In 2008 the share of people who thought that corruption cannot be reduced in the country at all was at the lowest and made up 22%. Thus, the share of respondents with a pessimistic opinion on this issue increased by 10 percentage points from 2008 to 2010. Accordingly, the share of respondents with positive thinking decreased during the same period, but to a lower extent (by 5 percentage points). It should be mentioned that a large share of respondents (50%, 51% and 46% in 2008, 2009 and 2010, respectively) consistently believes that the level of corruption can be reduced in the country to a certain degree.

Respondents in Yerevan were less optimistic in 2010. Only 12% of them said that corruption can be substantially reduced or completely eradicated in contrast to 21% in other cities and 18% in rural area. Thirty-eight percent in Yerevan said it cannot be reduced at all, compared to 28% in other cities and 26% in rural areas.

Figure 15: To what extent corruption can be reduced in Armenia? (% of respondents)

Perceived levels of corruption in different institutions, sectors and among officials

Corruption is perceived as high in courts, the prosecution and the Central Election Commission.

Respondents were asked to assess the level of corruption within select state institutions and agencies (Figure 16). About 64% of the survey respondents in 2010 believe that the Prosecution and the courts are corrupt either to a great extent (37%) or to some extent (27%). The CEC is also perceived as one of the most corrupt agencies (60% of respondents) in the country with 35% of people saying that it is corrupt to a great extent and 25% to some extent. The CEC is followed by law enforcement institutions (57%) and ministries (56%). Next on the list are the regional government bodies: marzpetarans, the government staff and national assembly whom 52%, 48% and 47% of the respondents, respectively, think are to a great or some extent.³ Other institutions and offices on the list were also perceived to be corrupt, but at a lower frequency. It must be noted that the proportion of respondents who refused to answer or gave the answer do not know was sizeable for these categories. For the Office of the President, Yerevan city hall, the Civil Service Council and the Public Services Regulatory Commission, 45-52% of the answers were don't know or refuse to answer. While 41% of respondents perceived the Office of the President to be corrupt, more than a third of them (37%) either did not know or refused to answer the question. The situation is similar for the Yerevan city hall: 40% of respondents perceived the city hall to be corrupt, but another 45% of them either did not know or refused to answer the question. The Ombudsman (Human Rights Defender) is the only institution in which two times more respondents said it was not corrupt (43%), rather than corrupt (22%). From 2008 to 2010,

³ A marzpetaran (or governor) is the local authority for each marz. They are appointed by the President.

the prosecution, courts, CEC and law enforcement institutions were assessed as the most corrupt by the majority of respondents (58-66%). The differences between results from the 2010 and 2009 version of this question are small.

Figure 16: Assessment of level of corruption in different institutions and agencies in 2010 (% of respondents)

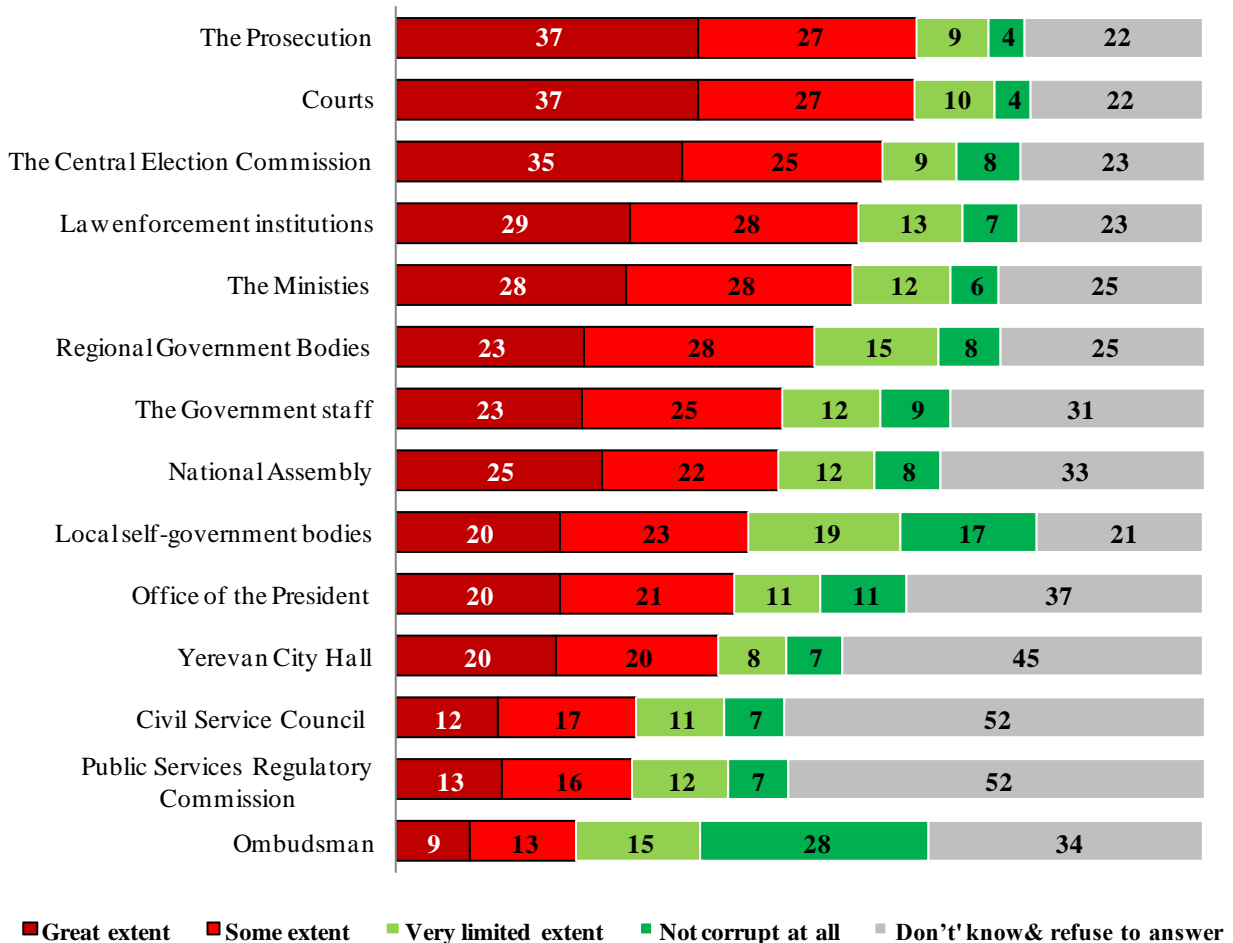


Table 4 shows that more often than not, residents of Yerevan declared these select institutions corrupt to some extent and corrupt to a great extent. The most visible difference is in the case of the Yerevan City Hall. The majority (62%) of the respondents living in Yerevan think that Yerevan City Hall is corrupt to a great extent or to some extent, while the corresponding figures for the respondents living in other cities and rural areas were 32% and 26%, respectively. At the same time, respondents in Yerevan are also more pessimistic about local self-government bodies and Marzpetarans.

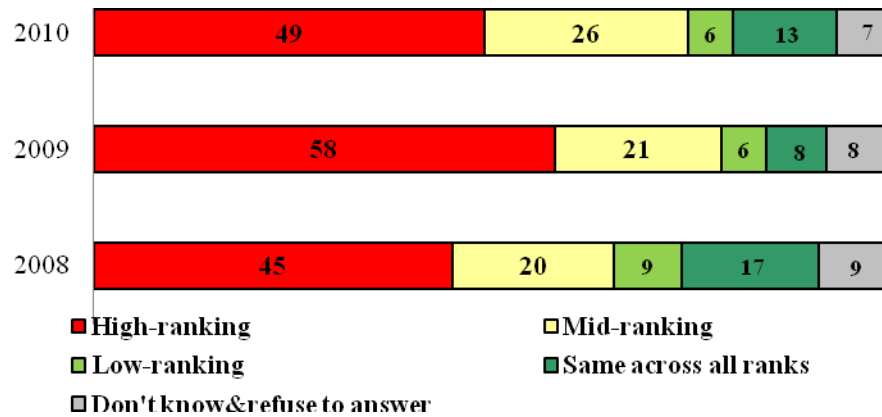
Table 4: Frequencies of answers on whether select institutions are corrupt to some extent and corrupt to a great extent in Yerevan, other cities and rural areas in 2010 (% of respondents)

Corrupt at some extent and at great extent	All	Yerevan	Other cities	Rural area
The Prosecution	64	74	62	58
Courts	64	74	61	57
The Central Election Commission	60	71	60	51
Law enforcement institutions	57	69	54	49
The Ministries	56	64	56	50
Regional Government Bodies	52	61	52	44
The Government staff	48	53	50	41
National Assembly	47	50	48	44
Local self-government bodies	44	58	46	29
The Office of the President	42	44	44	38
Yerevan City Hall	40	62	32	26
Civil Service Council	30	38	31	21
Public Services Regulatory Commission	30	38	28	22
Ombudsman	22	26	23	18

Nearly half of the respondents think that corruption is most common among high-ranking officials.

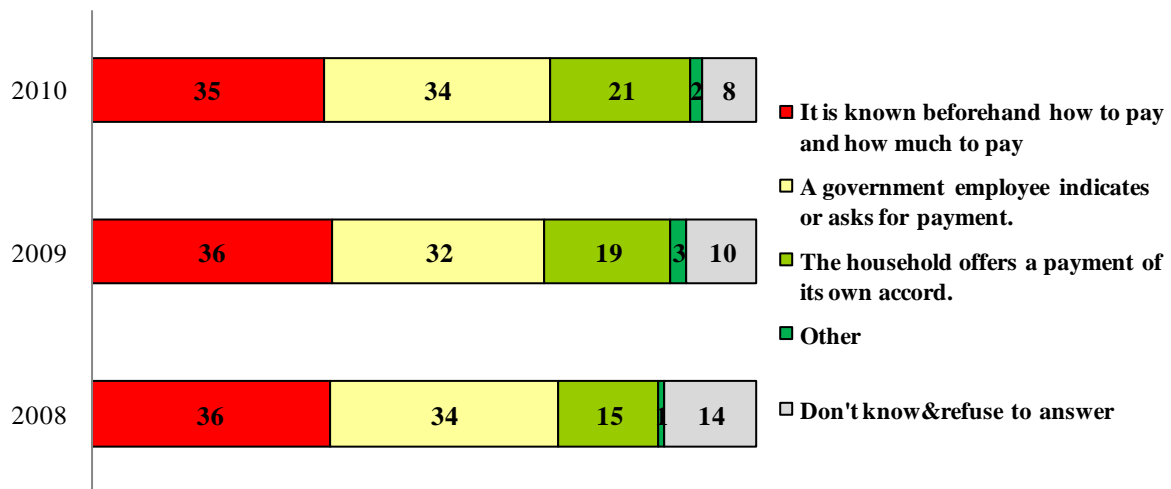
High-ranking officials, however, are perceived as less involved in corruption in 2010 compared to 2009. Respondents were asked among which level of officials (i.e. high-ranking, mid-ranking and low-ranking) the level corruption is most widespread in the public sector. Nearly half of the respondents (49%) indicated that corruption is most widespread among high-ranking public officials; 26% said corruption is most frequent among mid-ranking officials and only 6% believed it is most frequent among low-ranking officials. This indicates that the typical thinking in Armenia that corruption is a top-down rather than bottom-up phenomenon. The percent of respondents who believe the level of corruption is the same across all ranks comprised 13% in 2010. However, the percentages of respondents who believe high-ranking officials to be corrupt decreased by nearly 10% from 2009. At the same time, the share of those who think corruption is most frequent among mid-ranking officials increased (Figure 17).

Figure 17: Is corruption most widespread among low-ranking, mid-ranking or high-ranking public officials? (% of respondents)



Respondents were asked about the most frequent scenarios when giving a bribe to a public official. As Figure 18 shows, about 35% of respondents in 2010 said that it is known beforehand how to pay and how much to pay, so it is not discussed. Another 34% said that the governmental employee indicates or asks for the payment and 21% said the household offers a payment on its own accord. These figures were almost the same from 2008 to 2010, except for the scenario of a household offering a payment on its own accord. This increased by about 6 percentage points during this period.

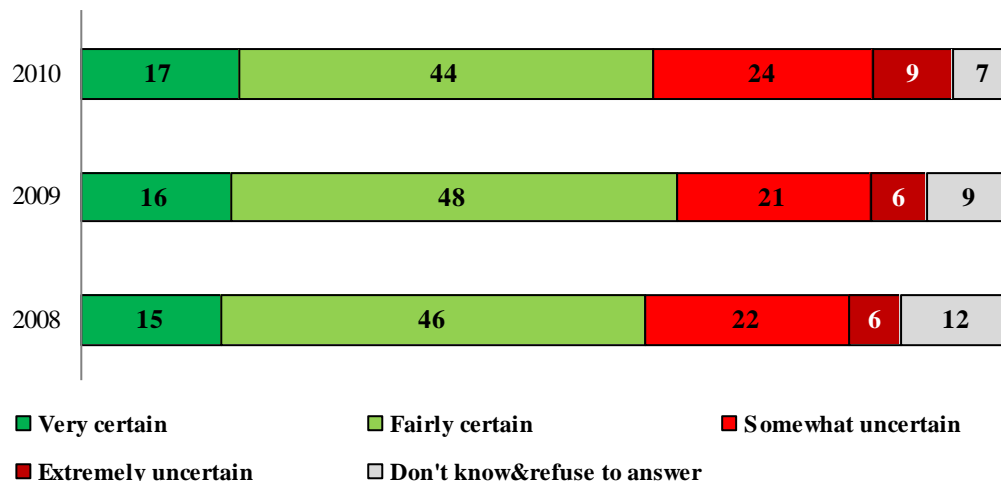
Figure 18: Most frequent scenarios when giving bribes to public officials in 2008, 2009 and 2010 (% of respondents)



A majority (61% in 2010) of respondents think that paying a bribe to a governmental employee is a low-risk action. Among them, 17% were very certain that if they pay, they will receive the service and another 44% were fairly certain about it (Figure 19). However, another third (33%)

of the respondents in 2010 were uncertain of the final outcome; 9% of this group was extremely uncertain. The share of those who are certain is rather stable, while the share of those who are uncertain increased by 5 percentage points from 2008 to 2010 (from 28% to 33%).

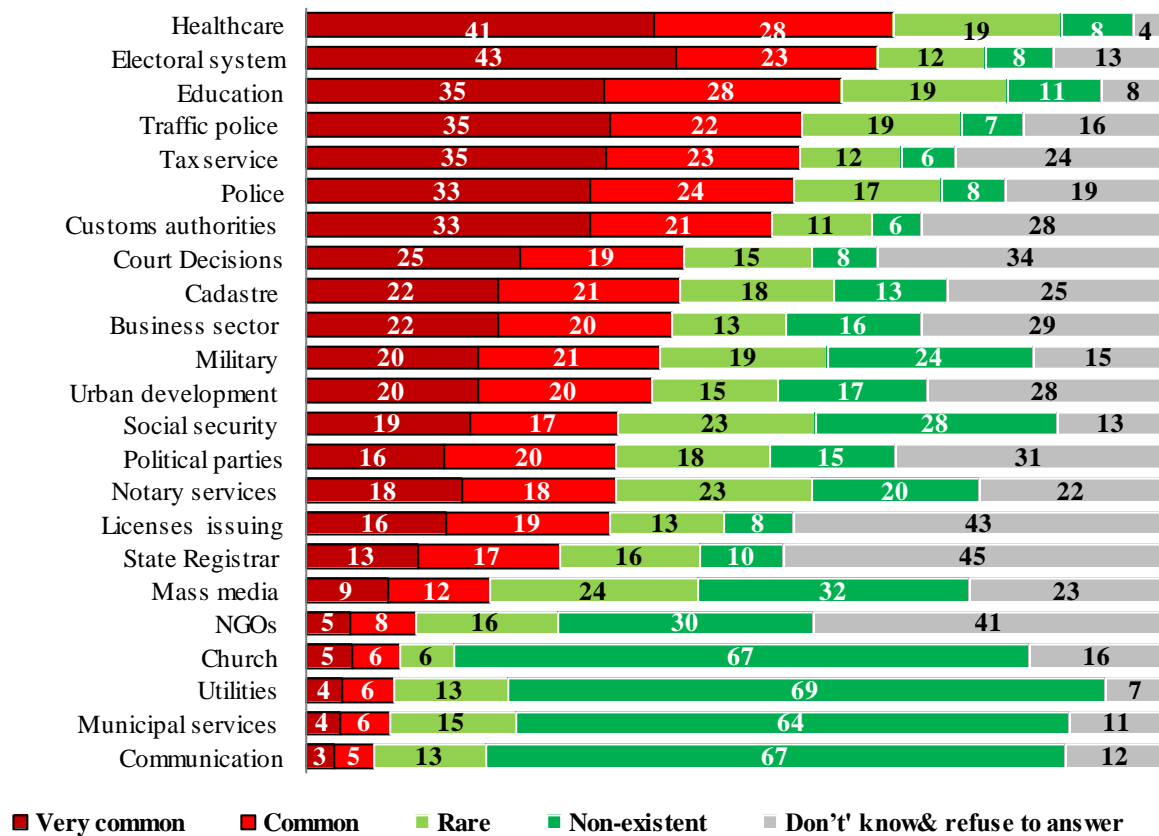
Figure 19: Certainty of receiving services in exchange for bribes in 2008, 2009 and 2010 (% of respondents)



According to the respondents, corruption is more common in healthcare, the electoral system, education, traffic police and regular police institutions, as well as tax and custom services.

Survey respondents were asked to assess how common corruption is in select sectors and services in Armenia. According to the 2010 survey results, corruption is more widespread in the healthcare system, the electoral system, education, traffic and regular police institutions, and tax and customs services (Figure 20). These sectors received the highest frequencies of very common and common answers. Sixty-eight percent of respondents believe that corruption is very common and common in the healthcare system, which received the highest frequency of the above mentioned answers, followed by the electoral system (66%), education (62%), traffic police (57%), tax service (58%), regular police (57%) and customs service (54%).

Contrastingly, corruption was perceived as rare or non-existent by the majority of the respondents in the public utilities sector (e.g., water, gas, and electricity), communications (e.g., telephone and internet), municipal services (e.g., waste collection and disposal and issuing permits) and the church. Eighty-three percent of respondents believe that corruption is very rare or non-existent in the public utilities sector, 80% in communications, 79% in municipal services and 73% in church. About 51% said corruption is rare in social security services, while 36% believe that corruption is widespread in that sector; 56% and 46% of respondents believed corruption is rare in mass media and in NGOs, respectively.

Figure 20: Perceived levels of corruption in sectors and services in 2010 (% of respondents)

The main differences between the results of the 2009 and 2010 surveys are the following. Healthcare shifted from the 2nd place in the ranked list of sectors and services by frequency of answers that corruption is common and very common in 2009 (61%) to 1st place in 2010; education shifted from the 5th place (56%) to 3rd place; and the police shifted from the 3rd (58%) place to the 6th place.

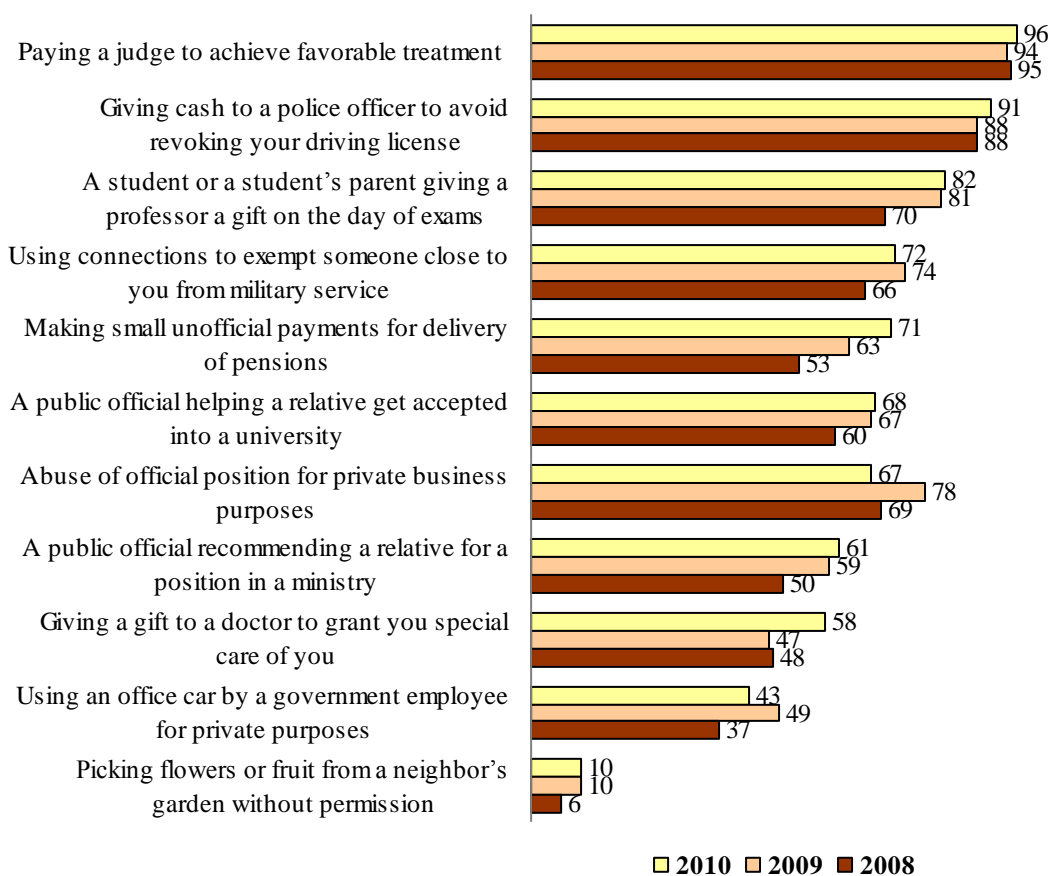
Respondents were asked to mention the three most corrupt services and sectors in Armenia. The healthcare, education and electoral systems were perceived to be the three most corrupt sectors in 2010. According to their evaluations, the healthcare system was perceived to be the most corrupt area in 2010 (45% of respondents), the education system was second (31% of respondents), and the electoral system was the third (28% of respondents). The picture was similar in 2009, except that healthcare was in first place (33% of respondents), the education system was in second (24% of respondents), and the courts were in third place (23% of respondents). There are no differences in ranking with respect to the most corrupt sectors in Yerevan, other cities and rural areas.

Perceptions of corrupt behavior

Most people understand the general meaning of the term “corruption” in Armenia.

In order to map the understanding of the word corruption, respondents were provided with a list of actions and asked whether they think these actions represent corruption (Figure 21). The overwhelming majority of the respondents in 2008-2010 described the following actions as corruption: paying a judge in order to receive favorable treatment (96%), giving cash to a police officer to avoid having a driver's license revoked (91%), giving a professor a gift on the day of exams (82%), using connections to exempt someone close from military service (72%) and paying unofficial small amounts of money for delivery of pensions (71%). Thus, these actions were clearly understood as corruption.

Other types of actions were understood to be corruption by a smaller share of the respondents. For example, 68% and 61% of respondents, respectively, mentioned that a public official helping a relative to get accepted into a university or a public official recommending a relative to a position in a ministry are acts of corruption. In the case of giving a gift to a doctor for special care, the opinions were split: 58% of respondents said this was corruption and 40% disagreed. Thus, there is no agreement on whether it is corruption or not. Only 43% of respondents agreed that using an office car by a government employee for private purposes is an act of corruption. The significant changes in public opinion between 2009 and 2010 are that in 2010 more people said that paying unofficial small amounts of money for the delivery of pensions is corruption (71% compared to 63% in 2009) and that giving a gift to a doctor for special care is corruption (58% compared to 47% in 2009).

Figure 21: Percent of respondents saying that the action represents corruption in 2008, 2009, 2010 (%)

CHAPTER 3: INDIVIDUAL BEHAVIOR AND CORRUPTION EXPERIENCES

More than half of the respondents expressed the opinion that people usually engage in corrupt activities in Armenia because it is the only way to get things done and because it helps to speed up processes. The percentage of respondents who are likely to give a bribe is nearly three times higher than the percentage of those who are likely to take it. More than half of respondents said that they will not abstain from paying bribes in case of need. At the same time, the overwhelming majority (73%) of respondents mentioned that they would refuse to take a bribe if it was offered to them. Women are more likely to refuse to take a bribe (75%) than men (69%). However, the percentage of women and men who said they would give a bribe is very close.

The majority of respondents would agree to take a bribe because of the need for money and because it is a common practice. The reasons for taking bribes are mostly connected to the need for money (47%) and the opinion that it is common in society (36%). With respect to giving a bribe, the majority of respondents would agree to give one because they are forced to do it. The main reason of giving bribes is connected to the fact that people know that they cannot solve their problem through the legal channels. Thus, they are forced to give bribes in order to obtain a result. Those who would refuse to give a bribe explained that it is unacceptable for them (56%). People who would not agree to take a bribe do so because of moral issues. This group stated that it is unacceptable for them (76%).

About one third of respondents can be described as a potential “anti-corruption force”, while only 17% of them are potential “supporters of corruption”. There are no significant differences in the representation of these two camps among female and male respondents. However, more men (22%) are “corruption supporters” than women (16%).

The majority of respondents believe they cannot have an active position in combating corruption in the country. For example, 84% of respondents say there is nothing they can personally do to reduce corruption in Armenia.

Respondents are also generally unwilling to report corruption. The most widespread reasons for not reporting cases of corruption in 2010 include disbelief that something will be done after reporting corruption and a sense that reporting corruption is perceived as socially unacceptable.

Although the healthcare system is perceived to be the most corrupt institution, only 22% of those respondents who had a contact with the healthcare system said that they were asked for a bribe. The majority (75%) of these cases of bribe giving happened in secondary and tertiary healthcare

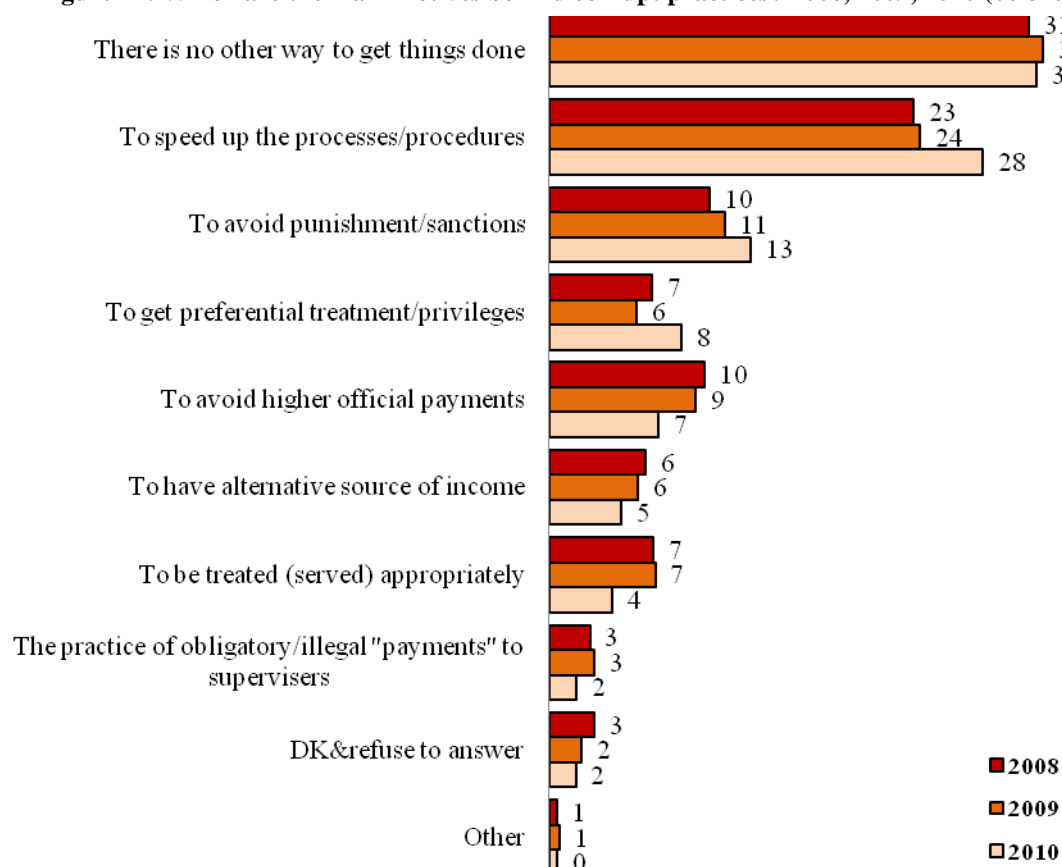
facilities. People were rarely asked to pay bribes during contact with public utilities and communications institutions; only 1% of those who dealt with them mentioned that they made some unofficial payments. Only 10% of those who had contacts with the education and social security systems were asked for a bribe over the past year.

Main motives for corruption

More than half of respondents said that people usually engage in corruption because it is the only way to get things done and because it helps to speed up the process.

Respondents were asked to identify and rank at most three main motives for corrupt practices in Armenia. The aggregation of responses shows that the most widespread motive is that people cannot get things done without corruption (around 31-32% of all three answers from 2008 to 2010). The second frequent motive behind corruption is the need to speed up the processes, i.e., to decrease the time for bureaucratic processes. The frequency of this answer comprised 23%, 24% and 28% in 2008, 2009 and 2010, respectively (Figure 22). Thus, it slightly increased in 2010. The third frequent motive is escaping punishment or sanctions (13% of all answers in 2010).

Some of the less frequently mentioned reasons were to get preferential treatment/privileges (8% in 2010), to avoid higher official payments (7% in 2010) and to have an alternative source of income (5% in 2010). There are no significant differences in the motives for corrupt practices for women and men or between age groups.

Figure 22: Which are the main motives behind corrupt practices? 2008, 2009, 2010 (% of all 3 answers)

The proportion of respondents who are liable to give a bribe is nearly three times higher than the proportion of those who are liable to take it.

Respondents were asked what their reaction would be to an offer to take or to give a bribe (Figure 23a and 23b). More than half of the respondents (58% in 2010) answered that they will not abstain from paying bribes and are ready to give a bribe in case of need. At the same time, the overwhelming majority of respondents (73% in 2010) mentioned that they would refuse to take a bribe if it was offered to them. The proportions of respondents who are liable to take or to avoid a bribe taking were stable in 2008-2009. The percentage of those who mentioned that they would give a bribe increased by 5 percentage points during the same period. Only 21% said they would take a bribe and 37% said that they would not give a bribe in 2010. The share of those who said they would not give a bribe slightly decreased in 2010.

Gender disaggregation of the data shows that women are less likely to take a bribe than men; seventy-five percent of female respondents mentioned that they would refuse to take a bribe if it was offered to them, while 69% of male respondents said the same in 2010. In the case of giving

a bribe, the proportions of women and men who said they would give it are very close (57% and 60%, respectively).

Figure 23a: Reaction to an offer to take a bribe in 2008, 2009, 2010 (% of respondents)

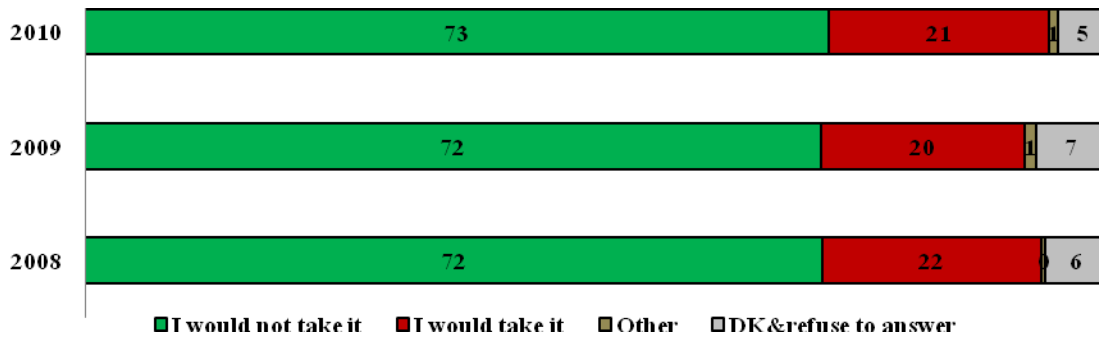
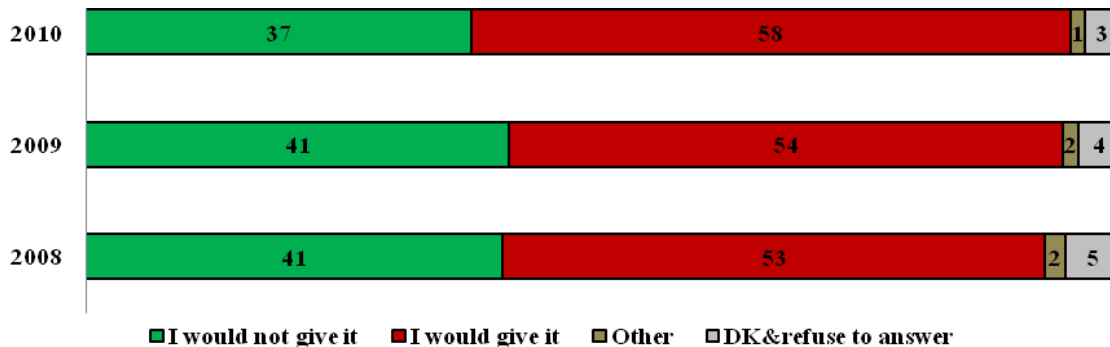


Figure 23b: Reaction to an offer to give a bribe in 2008, 2009, 2010 (% respondents)



As Table 5 shows, the majority of respondents would agree to take a bribe out of the need for money and because it is common, while they would refuse to take a bribe because of moral issues. The following pattern was observed when analyzing the motives behind the positive or negative reactions of respondents to an offer to take or give a bribe. The majority of those who would refuse to take a bribe explained that it is unacceptable for them (76% in 2009 and 2010). Another 13% in 2010 and 11% in 2008-2009 said they would not take a bribe because there is a high risk of being punished; these are the most common reasons for avoiding bribe taking. Thus, the main motives for avoiding not taking a bribe involve morality. At the same time, reasons for taking bribes are mostly connected to the need for money (47% in 2010) and because it is common in the society (36% in 2010).

Table 5: The reasons why a respondent would or would not take a bribe in 2008, 2009 and 2010 (% of respondents)

	Reasons	2010	2009	2008
Why would you take it?	Because everybody takes it	36	34	34
	Because I need money	47	52	48
	Because I like money	4	...	2
	Because I have to share it with my supervisor(s)	8	6	7
	Other	5	7	7
	DK & refuse to answer	1	2	2
	Total	100	100	100
Why would you not take it?	Because there is a high risk to be punished	13	11	11
	Because it is unacceptable for me	76	76	73
	Will try to resolve the issue through legal means	4	5	6
	To reduce/eliminate corruption	4	6	0
	Other	3	1	8
	DK & refuse to answer	1	1	2
	Total	100	100	100

The majority of respondents would agree to give a bribe because they feel compelled to do it and they would refuse to give a bribe on moral grounds. A majority of those who would refuse to give a bribe explained that it is unacceptable for them (66% in 2009 and 56% 2010). Another 11% in 2010 and 10% in 2009 said they would try to solve the issue through legal channels and means. These are the most common reasons for abstaining from bribing (Table 6). Thus, the main motives for refusing the bribe giving are also related to individual morality. At the same time, the main reason for giving bribes is connected to the fact that people think they cannot solve their problem through legal channels. Thus, they are compelled to give bribes in order to obtain a desired result. The share of people who mention this reason comprised the overwhelming majority (71% of respondents in 2010). This share decreased during 2009-2010 by 8 percentage points.

Table 6: The reasons why a respondent would or would not give a bribe in 2008, 2009 and 2010 (% of respondents)

		2010	2009	2008
Why would you give it?	Because everyone gives	6	10	8
	Because there's no other way I can obtain the service	71	79	77
	I will be able to negotiate the price	1	4	8
	To speed up the process	15	0	2
	To be sure I get what I need	5	0	1
	Other	2	5	4
	DK & refuse to answer	0	1	1
	Total	100	100	100
Why would you not take it?	Because there is a high risk to be punished	5	8	5
	Because it is unacceptable for me	56	66	58
	I will try to resolve the issue through legal means	11	10	19
	Because I have no money/means	23	6	8
	Other	4	9	6
	DK & refuse to answer	2	2	5
	Total	100	100	100

Individual behavior related to corruption

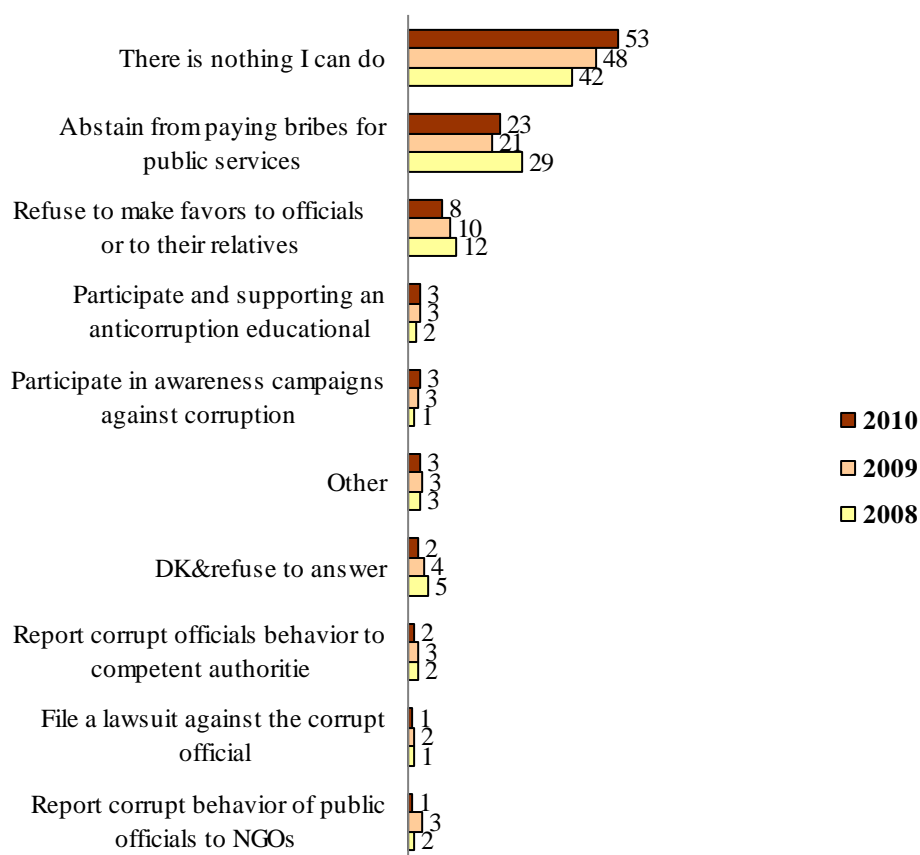
More than one third of respondents can be treated as a potential “anti-corruption” force, while only 17% of them are potential “supporters of corruption.”

Based on their potential reactions to an offer to take or give a bribe, respondents can be divided into following groups: those who are ready to take and give a bribe (so called “corruption supporters”), those who are ready to take but not give bribes (“pseudo-pragmatists”), those who would give, but not take bribes if requested (“passive players”) and those who would neither take nor give bribes (“anti-corruption force”). According to this scheme, corruption supporters made up 18% and 17%, while the anti-corruption force comprised 33% and 37% of respondents in 2010 and 2009, respectively (Table 7). Thus, on one hand the share of anti-corruption force is nearly two times higher than the share of corruption supporters. On the other hand, the share of corruption supporters was rather stable, while the share of anti-corruption force slightly decreased (by about 4 percentage points) from 2009 to 2010. There are no differences in representation of the anti-corruption forces among female and male respondents (34% and 32%, respectively). However, corruption supporters were higher among males (22%) than females (16%).

Table 7: Estimations of the shares a potential “anti-corruption force” and “corruption supporters” in society: attitudes towards taking and giving bribes in 2009 and 2010 (% of respondents)

	2010		2009	
	I would give it	I would not give it	I would give it	I would not give it
I would take it	18% corruption supporters	3% pseudo pragmatics	17% corruption supporters	3% pseudo pragmatics
I would not take it	36% passive players	33% anti- corruption force	32% passive players	37% anti-corruption force

At the same time, the majority of respondents believe that they cannot have an active position in combating corruption in the country. Respondents were asked what they can personally do to reduce corruption in Armenia. More than half of all respondents (53% in 2010) said that there was nothing they could do (Figure 24). It should be mentioned that the share of this answer increased from 2008 to 2010 by 11 percentage points. Another relatively large share of answers included abstaining from paying bribes for public services (23% in 2010). About 8% would refuse to make favors to officials or their relatives. Thus, the majority (84%) of answers to this question in 2010 reflect passive or discouraging attitudes of respondents. At the same time, very few respondents were willing to be more active or report corrupt officials to the authorities or an NGO. Few were also willing to participate in an anti-corruption educational or awareness campaign.

Figure 24: What can you personally do to reduce corruption in Armenia? (% of all answers)

The unwillingness of respondents to report corruption can be partially explained by a lack of information about how and to whom they can report. Only 24% of the respondents in 2009 and in 2010 say they know which institutions they can approach to report a case of corruption by a public official.

The most widespread reason that people did not want to report corruption in 2010 was a disbelief that something will be done after reporting it and the notion that reporting corruption is socially undesirable. Some 99% of respondents in 2009 and 2010 did not report any acts of corruption during the twelve months preceding the survey. As Table 8 shows, the main reason that people did not want to report cases of corruption in 2010 was that people thought no actions would be taken even if corruption was reported. The share of those having this opinion increased from 64% to 76% from 2008 to 2010. The next widespread reasons were because Armenian society does not reward those who report corruption (72% in 2010); those who report corruption will be subject to retribution/retaliation (57%), it is not worth reporting corruption if I am not personally hurt by it (55%), and most people who commit corruption only do so because of economic hardship (43% in 2010).

Table 8: Why are people in Armenia reluctant to report corrupt actions? (2008, 2009 and 2010) (% of respondents)

Reasons	2010	2009	2008
Those who report corruption will be subject to retribution/retaliation	57	47	47
No actions will be taken even if corruption is reported	76	69	64
It is not worth reporting corruption if I am not personally hurt by it	55	55	38
Most people who commit corruption only do so because of economic hardship	43	44	34
Our society does not reward those who report corruption	72	71	65

Corruption experiences

The respondents were asked whether they had any contact with different sectors of public services during 12 months preceding the survey and whether or not they were asked to pay a bribe for services during these contacts. Large shares of 2010 survey respondents had contacts with public utilities (72% of respondents), communications (61%), healthcare services (58%), social security (42%) and the education system (40%). For the rest of the public services, the cases of contacts were very limited. Thus, the representativeness of the data is low for these cases (Table 9).

During contacts with the public utilities and communications arena, people were very rarely asked to pay bribes; only 1% of those who had had a contact with these sectors mentioned that they made some unofficial payments. Although the healthcare system is perceived to be the most corrupt one, only 22% of those respondents who applied to the system said that they were asked for a bribe. The majority (75%) of these cases of bribe giving were in the secondary and tertiary healthcare facilities (clinics and hospitals). Only 10% of those who had contacts with the education and social security systems were asked for a bribe over the past year.

Table 9: Personal experience of giving bribes in the public sector and different services in 2010

	Number of respondents who had contact	Percent in total number of respondents	Number of respondents who were asked to pay bribes
Traffic police	260	17	85
Customs authorities	46	3	11
The Prosecution	26	2	6
Healthcare except free birth assistance	890	58	194
Courts	46	3	10
State-guaranteed free birth assistance	218	14	43
Court Decisions Enforcement Office	26	2	5
Cadastral	159	10	26
Police	39	3	5
Licenses/certificates/permits issuer	24	2	3
State Register	65	4	8
Notary services	163	11	19
Education	615	40	62
Social security	641	42	63
Tax service	114	7	11
Military	163	11	9
Utilities	1094	72	11
Communication	932	61	7

The respondents were asked also to describe the main scenarios of corruption cases in the public sector based on their personal experiences. In 2010, 22% of the respondents stated that in all cases, officials mostly do not directly demand a bribe. Rather, they show that they have expectations of money, some gift or favors. Another 14% say that in all cases, officials directly demand money, a gift or a favor. About 9% mentioned that in all cases they used their own contacts to get privileged treatment. Nevertheless, the majority of respondents mentioned that they rarely or never experienced bribe giving with public officials.

CHAPTER 4: AWARENESS OF ANTI-CORRUPTION INITIATIVES AND PERCEPTIONS OF THEIR EFFECTIVENESS

Respondents were asked about their level of awareness with respect to different anti-corruption initiatives. The overwhelming majority of respondents were unaware of NGOs involved in anti-corruption activities (85-87% of respondents in 2008-2010). Additionally, about 7% of respondents in 2009 and 2010 said that they do not know what an NGO is.

In spite of the fact that the majority of respondents were unaware of NGOs involved in anti-corruption activities, about 44% of survey respondents in 2010 fully or somewhat agree that NGOs are capable of combating corruption in Armenia. About 39% disagree with this statement. Thus, opinions are split on this issue.

With respect to specific anti-corruption initiatives, the majority of respondents (74%) were aware of the Human Rights Defender as an agency involved in anti-corruption activities. About half (48%) of respondents were aware of the Chamber of Control, while the percentage of people who were aware of the Anti-Corruption Strategy Monitoring Commission made up only 14% of respondents in 2010. Likewise, only 14% of respondents in 2010 had heard about the Advocacy and Assistance Centers (AACs). However, awareness of AACs has almost doubled from 2008 to 2010.

Eighty percent of respondents in 2010 said that they are not familiar with the anti-corruption initiatives being implemented by the government of Armenia in general and only 19% of them said that they are aware of these initiatives. The highest level of awareness was recorded in Yerevan (22% compared to 19% in other cities and 16% in rural areas). In addition, the percentage of those who know about the governmental anti-corruption initiatives considerably decreased from 2008 to 2010.

Regardless of their unawareness about governmental anti-corruption initiatives, all respondents were asked to evaluate the effectiveness of the government's fight against corruption. About one third (31%) of the respondents in 2010 assessed the government's fight against corruption as very or somewhat effective. The majority (57%) of respondents said that the government's fight against corruption is very or somewhat ineffective. The percentage of people with this perception increased nearly 1.5 times from 2008 to 2010. With respect to other anti-corruption initiatives, assessments of the effectiveness of the Human Rights Defender's anti-corruption activities are

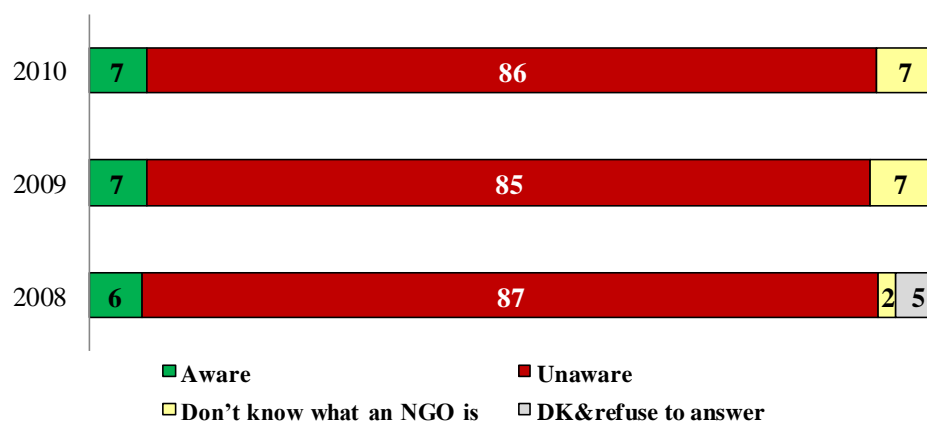
high (46% of those who were aware), while such assessments are quite diverse for the other public agencies.

Familiarity with NGOs, official organizations and agencies involved in the anti-corruption activities

The anti-corruption activities of NGOs remain unknown to the majority of respondents.

As Figure 25 reveals, the overwhelming majority of respondents are unaware of NGOs involved in anti-corruption activities. The percentage of those who are unaware is stable at 85-87% from 2008 to 2010. About 7% of respondents in 2009 and 2010 said that they do not know what an NGO is. Despite the fact that the majority of respondents were unaware of NGOs involved in anti-corruption activities, about 44% of 2010 survey respondents fully or somewhat agree that NGOs are capable of combating corruption in Armenia. At the same time, 39% disagree with this statement.

Figure 25: Knowledge of NGOs involved in anti-corruption activities in Armenia in 2008, 2009 and 2010 (% of respondents)



The level of unawareness in 2009 and 2010 was similarly low across settlement types. Between 6-9% of respondents in urban, capital and rural areas were aware of NGOs involved in anti-corruption activities. Differences in the levels of awareness between male and female respondents varied by no more than 1-2%, while people in the 30-49 age group seemed to be more aware than those in other age groups (Table 10).

Table 10: Percentage of respondents who are knowledgeable about NGOs involved in anti-corruption activities by area of residence, age groups and gender in 2010 (% of respondents in each group)

	Percentage who don't know	Percentage who know
Yerevan	91	7
Other cities	81	9
Rural area	85	6
18-29	88	6
30-39	83	9
40-49	83	9
50-59	85	6
60 years and over	85	5
Female	86	8
Male	85	6
Total	86	7

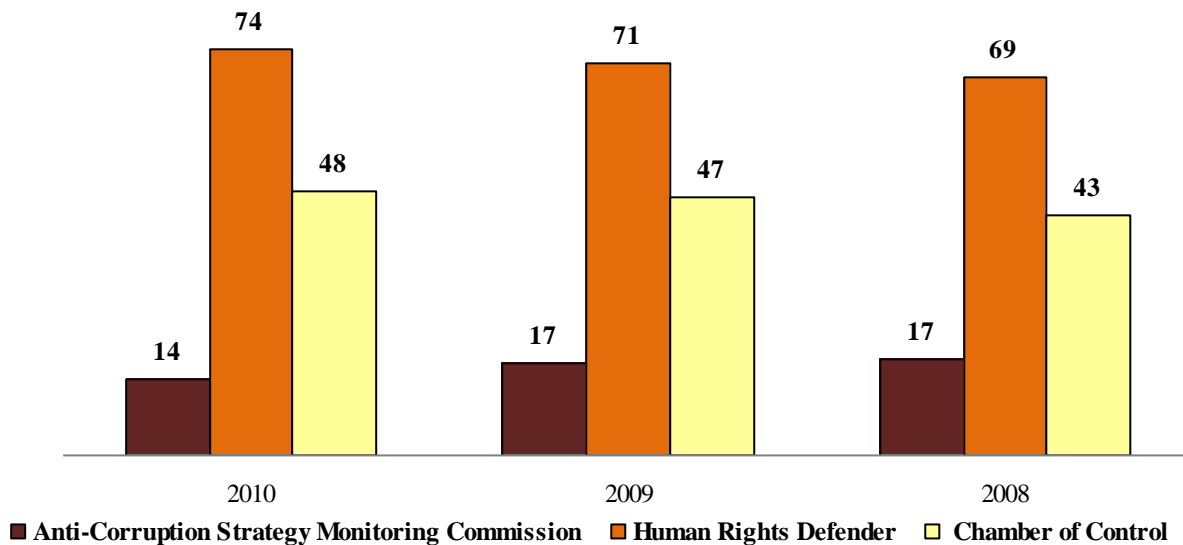
These respondents were asked to name some of the NGOs dealing with anti-corruption issues. The Armenian Young Lawyers Association (21%), the Yerevan Press Club (15%), the Transparency International (11%), the Freedom of Information Center of Armenia (8%) and the International Foundation for Electoral Systems Office in Armenia (8%) were the NGOs that respondents mentioned the most (out of 110 NGOs in total).

In addition to their knowledge on NGOs dealing with anti-corruption issues, respondents were also asked about the types of information or support on anti-corruption that they would like to receive from NGOs. As in 2008 and 2009, the majority of respondents in 2010 said that they would like to receive information about citizens' rights with regard to corruption (50% of respondents). Another 31% said that they would like to receive information regarding the obligations of citizens in terms of corruption, and some 27% said they would like to be informed about anti-corruption legislation. These were the most frequent forms of anti-corruption support that respondents would like to receive from NGOs during 2008-2010. Additionally, 42% said they would approach an NGO-run anti-corruption center if they were to be a victim of corruption (43% said that they would not).

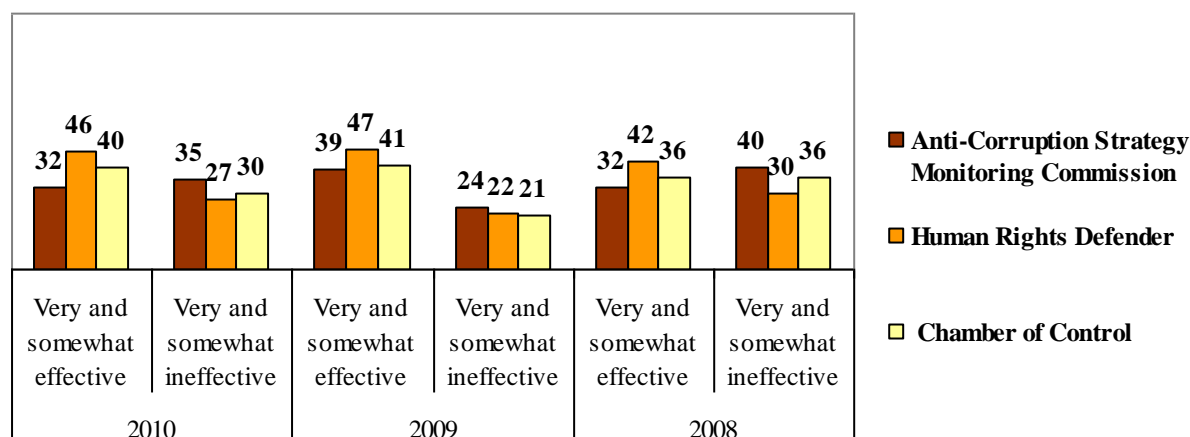
The majority of respondents (74%) were aware of the human rights defender as an agency involved in anti-corruption activities.

In addition to NGOs, respondents were asked if they knew about selected public agencies dedicated to fighting corruption (i.e. Anti-Corruption Strategy Monitoring Commission, Human Rights Defender and Chamber of Control). They were also asked how effective they thought each agency had been in fighting corruption. The highest awareness was recorded for the Human Rights Defender at 74% in 2010. During 2008-2010, the share of respondents who are familiar with the Human Rights Defender increased by 5 percentage points (Figure 26).

Figure 26: Respondents who were aware of the governmental agencies involved in the anti-corruption activities in Armenia in 2008, 2009 and 2010 (% of respondents)



Assessment of the effectiveness of Human Rights Defender was also the highest in 2010. Of those who were aware of the agency, 46% said that it is very or somewhat effective and 27% said that it is ineffective. Although assessments of effectiveness are high for the Human Rights Defender's anti-corruption activities, assessments are mixed for the other public agencies (Figure 27). Only 14% of respondents in 2010 were aware of the Anti-Corruption Strategy Monitoring Commission and this figure slightly decreased from 2008 to 2010. Out of those who were familiar with this agency, 32% said in 2010 that it is very or somewhat effective in fighting corruption, while another 35% said that this institution is very or somewhat ineffective. With regard to the Chamber of Control, about half (48%) of respondents were aware of the chamber and 40% assessed it as effective (30% of respondents assessed it as ineffective).

Figure 27: Assessment of the effectiveness of different public agencies fighting corruption (% of those aware of each agency)

Female respondents were less aware about all public agencies on the list in 2010 and awareness of the different agencies varied by area of residence as well. As Table 11 shows, respondents in Yerevan were more aware of the Anti-Corruption Strategy Monitoring Commission, while people living in other cities were more aware of the Human Rights Defender and Chamber of Control. Assessment of effectiveness was not analyzed in the different groups of respondents due to low numbers of people who were aware in each group.

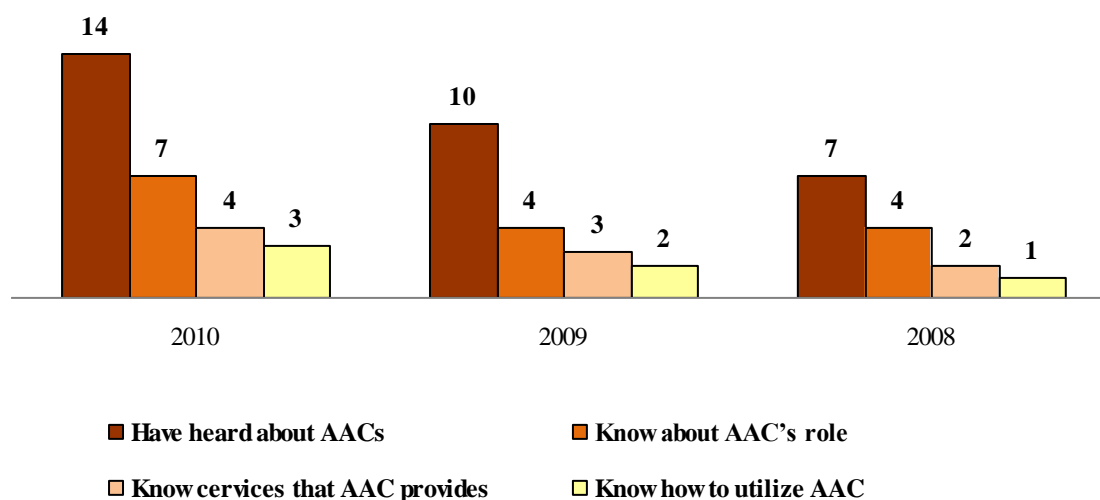
Table 11: Percentage of respondents who were aware of public agencies involved in anti-corruption activities by area of residence, age group and gender in 2010 (% of respondents in each group)

	Percent of aware respondents		
	Anti-Corruption Strategy Monitoring Commission	Human Rights Defender	Chamber of Control
Yerevan	16	71	47
Other cities	12	76	51
Rural areas	14	73	45
18-29	9	76	46
30-39	13	76	46
40-49	15	77	56
50-59	16	75	51
60 years and over	11	65	41
Female	12	71	44
Male	17	78	54
Total	14	74	48

Most of the respondents were unaware of AACs; however, their awareness of AACs has increased from 2008 to 2010.

The USAID Mobilizing Action Against Corruption Activity funds the Advocacy and Assistance Centers (AAC). These assist citizens in corruption related problems, including free legal assistance for corruption-related complaints to the victims of corruption. Respondents were asked whether they have heard about the AACs and about 14% of respondents said that they have. Awareness of AACs increased from 2008 to 2010 (Figure 28).

Figure 28: Awareness of AACs and their activities in 2008, 2009 and 2010 (% of respondents)



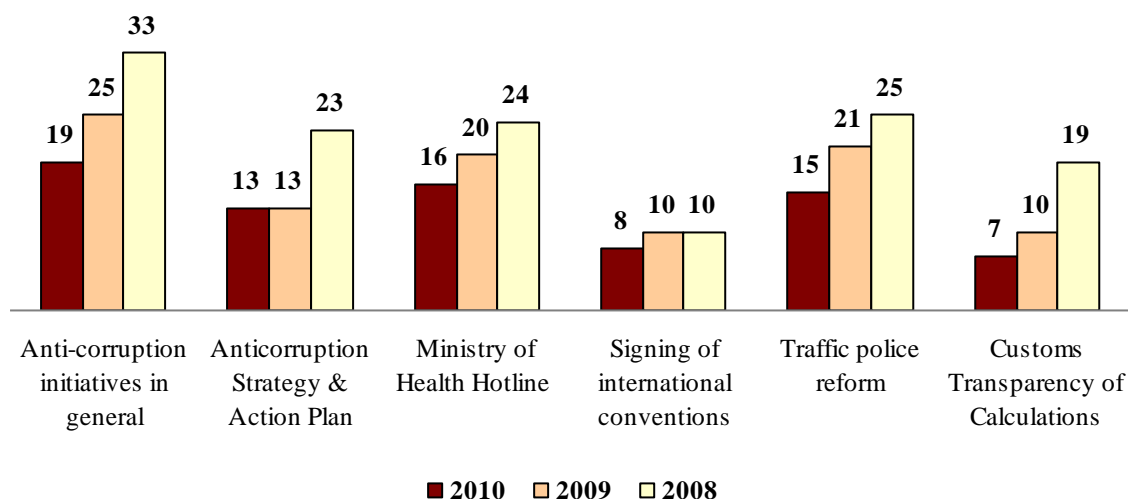
At the same time, very small shares of respondents know about the AAC's role (7% in 2010), how to utilize AAC (4% in 2010) and what kind of services are provided by AACs (3%).

Familiarity with governmental anti-corruption initiatives and assessment of their effectiveness

The absolute majority of respondents are unaware of governmental anti-corruption initiatives.

Eighty percent of respondents in 2010 said that they are not familiar with the anti-corruption initiatives being implemented by the government of Armenia in general (Figure 29). Only 19% of them said that they are aware of these initiatives. The highest level of awareness was revealed in Yerevan (22%), with 19% in other cities and 16% in rural areas. Male respondents (23%) were more familiar with these initiatives than female respondents (17%). The share of those who are familiar with the governmental anti-corruption initiatives decreased considerably from 2008 to 2010.

Figure 29: Respondents who were aware of governmental anti-corruption initiatives in Armenia in 2008, 2009 and 2010 (% of all respondents)

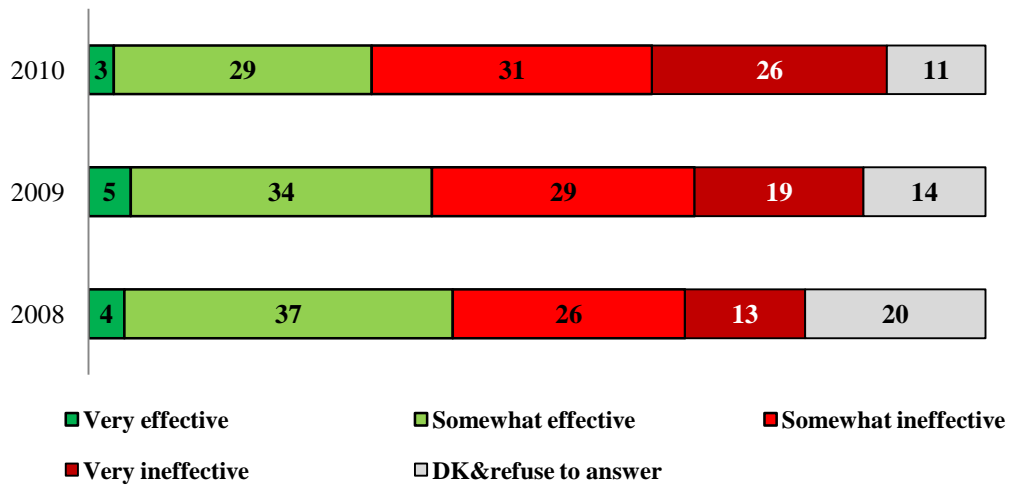


The results show that in 2010 only 13% of respondents were aware of the government's Anti-Corruption Strategy and Action Plan, 16% of the Ministry of Healthcare's hotline, 8% of the signing of international conventions related to corruption, 15% of the traffic police reform and 7% of the efforts at customs transparency. Thus, as in 2008 and 2009, comparatively higher levels of awareness were recorded for the Ministry of Healthcare's hotline and traffic police reform. In addition, the awareness of all specific anti-corruption initiatives was lower in 2010 compared to 2008-2009.

Those who were familiar with the government's Anti-Corruption Strategy and Action Plan assessed its effectiveness. The respondents had split opinions in 2010; 50% of them said that it is very and somewhat effective and 50% stated that it is very and somewhat ineffective. In 2009, the share of people with positive evaluations was higher (57%), while about 35% stated that it is either very or somewhat ineffective.

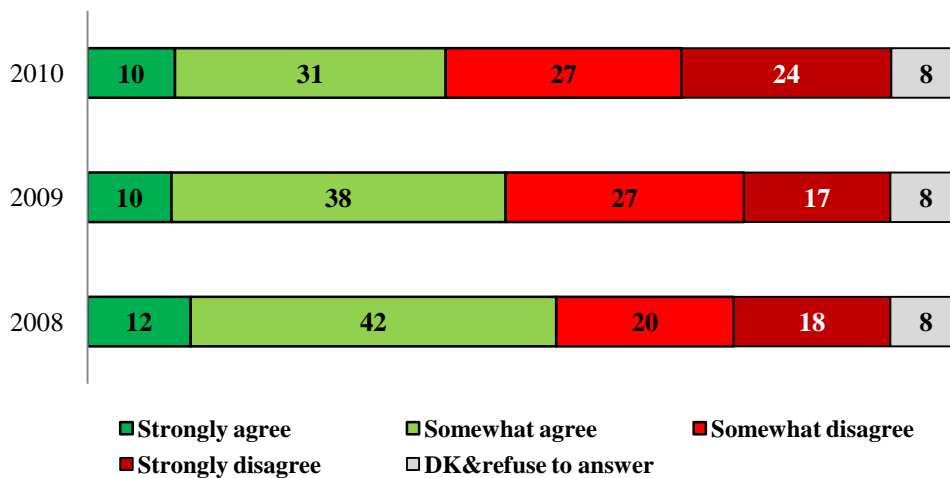
Regardless of their unawareness about governmental anti-corruption initiatives, all respondents were asked to evaluate the effectiveness of the government's fight against corruption (Figure 30). About one third (31%) of the respondents in 2010 assessed the government's fight against corruption as very or somewhat effective. The share of people with this opinion decreased from 2008 to 2010 by 8 percentage points. At the same time, the majority (57%) of respondents in 2010 said that the government's fight against corruption is very or somewhat ineffective; the percentage of respondents who shared this perception increased nearly 1.5 times from 2008 to 2010.

Figure 30: Perceptions of effectiveness of the government's fight against corruption in 2008, 2009 and 2010
(% of respondents)



During this period, the percentage of those who had no clear opinion on this issue also decreased. The share of those who believe that the government's efforts are ineffective made up 69% in Yerevan in 2010, 57% in other cities and 47% in rural areas. Also, about 41% of the respondents in 2010 agree that the current government of Armenia has a sincere desire and will to combat corruption (Figure 31).

Figure 31: Do you agree or disagree with the following statement: The current government of Armenia has a sincere desire and will to combat corruption (% of respondents)

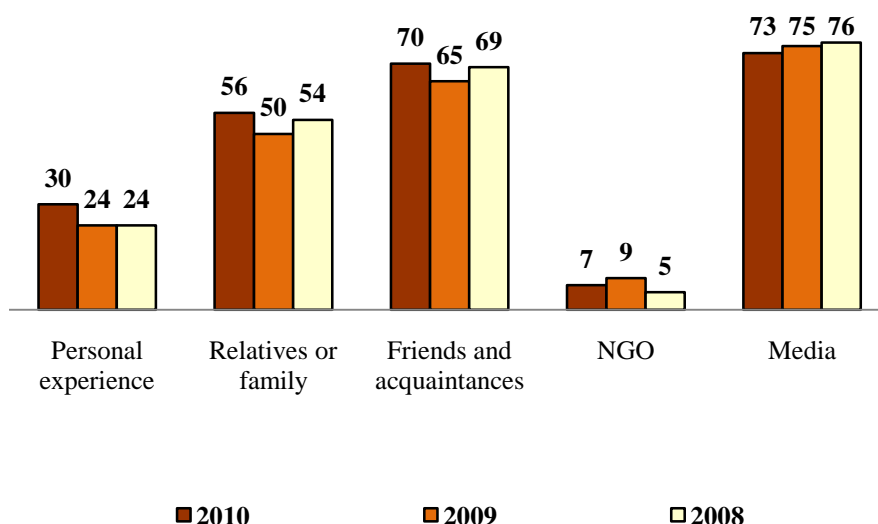


Mass media and word of mouth as sources of information on corruption

For most Armenians, mass media and word of mouth are the main sources of information about corruption.

In addition to asking respondents about their knowledge and assessment of different anti-corruption organizations, they were asked about how they obtain information about corruption. Seventy-three percent of 2010 survey respondents mentioned that mass media (i.e. TV, radio, and newspapers) is one of the three main sources of information about corruption (Figure 32). Word of mouth also plays a leading role in providing news to the people. About 70% of them said that they get information from conversations with friends and acquaintances and 56% rely on information provided by relatives or family members. Other means of obtaining information include personal experience (30%) and NGOs (7%).

Figure 32: Sources of information in assessing levels of corruption in the country (% respondents)



SURVEY AND SAMPLE METHODOLOGY

Sample size: 1,528 respondents representing the adult population of Armenia (18 and above) for 2010 survey, 1,515 respondents for the 2009 survey and 1,549 respondents for the 2008 survey.

Margin of error: $\pm 2.5\%$, with a 95% confidence interval.

Sampling method: Multistage cluster sampling with preliminary stratification by urban/rural areas and by administrative regions (marz).

Sampling frame: Household address list of electricity users (physical persons only) was provided by the Armenian Electricity Networks (CJSC). The following steps were implemented within a four-stage sampling approach:

- Grouping of electricity network branches into marzes; stratifying the sample proportionately by marz and by urban and rural areas.
- Random selection of Primary Sampling Units (PSUs), or clusters, within the marzes; each cluster comprised an average of 500 households and usually corresponded to an electricity transformation station.
- Selection of households (final sampling units) within PSUs was performed by a random selection method.
- Selection of respondents within households was performed by the next-birthday method.

Sample area by settlement types

Settlement	2010	2009	2008
Yerevan	502	528	540
Other urban areas	462	475	509
Rural areas	564	512	500

Sample area by marzes

Marz	2010	2009	2008
Aragatsotn	72	72	66
Ararat	129	121	117
Armavir	142	111	124
Gegharkunik	116	93	99
Kotayk	134	140	143
Lori	144	155	156
Shirak	136	131	136
Syunik	72	72	73
Vayots Dzor	24	24	29
Tavush	57	68	66
Yerevan	502	528	540

The main fieldwork period: 6 to 22 November 2010.

Method of empirical data collection: Face-to-face interview in a household dwelling, with the help of pen and paper.

Weights: Following data collection, the data was weighted by marz, age and gender to bring the realized sample in line with target population parameters. The initial weights derived from the sample were adjusted, taking into account the official data of the National Statistical Service (NSS) Armenia on the composition of adult population by marz, age and gender; non-response rates for each cluster are reflected in the weight calculation.

Additional indirect data quality assessments are based on interviewers' notes about the particular respondent and the interview process, recorded after the completion of each interview. Some indicators and numerical values for 2010 are given below as additional indirect quality assessments:

- 77% of the respondents were knowledgeable about over 60% of the questions asked;
- 71% of the respondents either did not ask to clarify the questions at all, or asked for clarifications of no more than 20% of questions;
- 16% of the respondents appeared as reluctant to answer either a substantial number of questions (6%) or some 10 to 20 questions (10%);
- Only 7% of the respondents were believed to be dishonest in their answers.

Interpretation of data: note that data should be interpreted with caution. The data set is available for further analysis at www.crrc.am under “Programs and Services”. Readers should beware of inferring causality. In all cross-tabulations, the confidence in the representativeness decreases with the number of respondents, and needs to be treated with special caution when the number of respondents is in the low double digits. Additional information about sampling errors and other indicators is available upon request from crrc@crrc.am.

Due care: although multiple rounds of review have been undertaken to ensure accuracy, we remain grateful for feedback. Please direct your comments to 52 Abovyan Street, Room 312 or via e-mail crrc@crrc.am.

ANNEX A: SURVEY QUESTIONNAIRE

M-1. Household identification number:

Marz

Cluster

HH ID

M-2. Date of first visit _____ (day/month/)

M-3. März

01. Yerevan

04. Armavir

07. Kotavk

10. Vavots Dzor

02. Aragatsotn

05. Gegharqunik

08. Shirak

11. Tavush

03. Ararat

06. Lori

09. Svunik

M-4. Name of the City/Town/Village of Current Residence in Armenia

M-4a. Settlement Code | | | | |

M-5. Urban/Rural Residence

1. Yerevan

2. Other Urban

3. Rural

M-6. Interviewer Code

	Sup.	Int.
1980	67	67
1981	67	67
1982	67	67
1983	67	67
1984	67	67
1985	67	67
1986	67	67
1987	67	67
1988	67	67
1989	67	67
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2092	67	67
2093	67	67
2094	67	67
2095	67	67
2096	67	67
2097	67	67
2098	67	67
2099	67	67
2100	67	67

INTERVIEWER! Begin Sampling Procedure HERE:

1. Find the Given Household Address From the Provided Addresslist Compiled using the random sampling technique:

1.1. If the HH address is found and there are inhabitants, move to “2”

1.2. If the HH address is found but nobody is there, ask neighbours if the householed is permanently inhabited. If it is, clarify when the the HH members will be present and make another visit (later during the same day - in rural areas, and on any other day during the fieldwork – in urban areas) .

1.3. If there are no permanent inhabitants in the address, make a respective note in “M-10” and move to the next household.

2. Introduce yourself: *"Good morning/afternoon/evening. My name is _____. I am working for the Caucasus Resource and Research Centers-Armenia, a program of Eurasia Partnership Foundation. We are conducting a public opinion survey in Armenia and would like to interview one adult person from your household. Please participate in our survey. The results of this survey can contribute to the improvement of the public life of our country."*

We guarantee that responses of this survey will be kept confidential accroding to the rules of international research. They will be used only in a generalized/summariezed form.

2.1. If the HH agrees to participate in the survey, move to “3”

2.2. If the HH refuses to participate in the survey, make a respective note in “M-10” and move to the next household.

3. By “household” we mean people presently living with you most of the time, regardless of their legal place of residence, and who share income and expenses. Following the above definition, ask the first name, gender, and the birthday of each person in the household aged 18+ years.

ANNEX A: SURVEY QUESTIONNAIRE

	Name	Year of birth			Month of birth	Birthday		Gender: 1 - M; 2 - F
1.								
2.								
3.								
4.								
5.								
6.								
7.								
8.								
9.								
10.								

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.

4.1. If the designated respondent is at home and agrees to be interviewed, complete M-7, M-8 and M-9 and move to the main questionnaire.

4.2. 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.

5. 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:

Day _____ **Hour (using 24 hour clock)** _____

M-7. Interview Completed on the...

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

M-7.1. Date of interview ____ ____ ____ (day/month/year)

M-8. Record Time (using 24 hour clock) Interview Began: ____ : ____

(Record Time Began starting with Q-1)

M-10. If the interview was not conducted, indicate the reason:

1. Address was not found
2. Dwelling uninhabited
3. Household inaccessible
4. Household refused to be interviewed
5. Respondent unavailable
6. Respondent refused to be interviewed
7. Respondent is unable to respond
8. Impossibility of interview in Armenian
9. Respondent is unable to respond (sickness, old age ets.)
10. No adult in the HH

Date: _____

Time: _____

Armenia Household Corruption Survey
Novemeber 2010

M-1. Respondent identification number/ID

Marz **Cluster** **HH ID**

[INTERVIEWER: REWRITE M-1 FROM THE TITLE PAGE]

[INTERVIEWER: 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.

Q1. To start, please tell me how interested you are in matters of politics and government? *[Read the options]*

1. Very interested
2. Somewhat interested
3. Not too interested
4. Not at all interested
98. *(Don't know)*
99. *(Refused)*

Q2. In general, how would you describe the current economic situation in Armenia? *[Read the options]*

1. Very good
2. Somewhat good
3. Neither good nor bad
4. Somewhat bad
5. Very bad
98. *(Don't know)*
99. *(Refused)*

Q3. And how satisfied or dissatisfied you are with the overall situation in Armenia? *[Read the options]*

1. Very satisfied
2. Somewhat satisfied
3. Somewhat dissatisfied
4. Very dissatisfied
98. *(Don't know)*
99. *(Refused)*

Q4. What are in your opinion the most serious problems 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

ANNEX A: SURVEY QUESTIONNAIRE

11. Conflict / dispute over Nagorno Karabakh
12. Corruption
13. Clashes between government and opposition
14. Crime
15. Relationship with neighboring countries (except Karabakh issue)
16. Low income/salaries
17. Other, specify.....[Record verbatim]
98. (Don't know)
99. (Refused)

Q5. In your opinion, how serious of a problem is corruption in Armenia? [Read the options]

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

Corruption: Now let's talk about corruption.

Q6. Do you agree with the statement that citizens of Armenia consider corruption as a fact of life? [Read the options]

1. Yes, to a great extent
2. Yes, to some extent
3. No, to a very limited extent
4. No, not at all
98. (Don't know)
99. (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 ... [Read the options]

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
98. (Don't know)
99. (Refused)

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

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
98. (Don't know)
99. (Refused)

Q9. Now I am going to read out a list of institutions and offices in Armenia. Using the card, please give me your opinion on the level of involvement of each of them in corruption? [Show Card Q9]	Corrupt to a great extent	Corrupt to some extent	Corrupt to a very limited extent	Not corrupt at all	(DK)	(Refused)
1. The Office of the President	1	2	3	4	98	99
2. The Government staff	1	2	3	4	98	99
3. The Ministries	1	2	3	4	98	99
4. Regional Government Bodies (Marzpetarans)	1	2	3	4	98	99
5. Yerevan City Hall	1	2	3	4	98	99
6. Local self-government bodies (municipalities, neighboring and village communities)	1	2	3	4	98	99
7. National Assembly	1	2	3	4	98	99
8. Civil Service Council	1	2	3	4	98	99
9. Public Services Regulatory Commission	1	2	3	4	98	99
10. The Prosecution	1	2	3	4	98	99
11. Courts	1	2	3	4	98	99
12. Law enforcement institutions	1	2	3	4	98	99
13. Human Rights Defender	1	2	3	4	98	99
14. Electoral Commission	1	2	3	4	98	99

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. [Show Card Q10]	Very common	Somewhat common	Somewhat rare	Not common or non-existent	(DK)	(Refused)
1. Healthcare (polyclinics, hospitals, etc.)	1	2	3	4	98	99
2. Education (kindergartens, schools, universities, etc.)	1	2	3	4	98	99
3. State Registrar (registration of private companies, NGOs, etc.)	1	2	3	4	98	99
4. Court Decisions Enforcement Office (Office of the Court)	1	2	3	4	98	99
5. Military (army)	1	2	3	4	98	99
6. Electoral system/processes (Electoral commissions, voter lists, ballot counting, party and individual candidates, pre-election campaigns, etc)	1	2	3	4	98	99
7. Customs authorities	1	2	3	4	98	99
8. Tax service	1	2	3	4	98	99
9. Licenses/certificates/permits issuing	1	2	3	4	98	99
10. Traffic police	1	2	3	4	98	99
11. Police (excluding traffic police)	1	2	3	4	98	99
12. Cadastre	1	2	3	4	98	99

ANNEX A: SURVEY QUESTIONNAIRE

13. Notary services	1	2	3	4	98	99
14. Social security (pensions, welfare, etc.)	1	2	3	4	98	99
15. Communication (phone, internet providers, etc.)	1	2	3	4	98	99
16. Utilities (water, gas, electricity, etc.)	1	2	3	4	98	99
17. Municipal services (garbage collection, issuing permits, etc.)	1	2	3	4	98	99
18. Urban development (land use permits, construction, etc.)	1	2	3	4	98	99
19. Business sector	1	2	3	4	98	99
20. Mass media (TV companies, radio, newspapers, etc.)	1	2	3	4	98	99
21. Political parties	1	2	3	4	98	99
22. NGOs	1	2	3	4	98	99
23. Church	1	2	3	4	98	99

Q11. [Show Card Q11] Among the sectors and services I just mentioned, please name the three most corrupt sectors or services, and rank them. *[Copy code from Q10 to grid below; example: if respondent says Education is most corrupt; write 2. in grid]*

	<i>[Copy code from Q10 into cell below]</i>
1 st most corrupt sector/service	
2 nd most corrupt sector/service	
3 rd most corrupt sector/service	
Don't know	98
Refuse to answer	99

Q12. 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?

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

Q13. In your opinion, how did the demand for bribes (frequency and amount) by public officials change over the past year? *[If respondent says increase or decrease; prompt intensity of response]*

Q13A. How did the amount of bribes demanded by public officials change over the past year?	Increased significantly	1.
	Increased somewhat	2.
	Stayed the same as last year	3.
	Decreased somewhat	4.
	Decreased significantly	5.
	(Don't know)	98.
	(Refused)	99.
Q13B. How did the frequency of bribes demanded by public officials change over the past year?	Increased significantly	1.
	Increased somewhat	2.
	Stayed the same as last year	3.
	Decreased somewhat	4.
	Decreased significantly	5.
	(Don't know)	98.
	(Refused)	99.

Q14. 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 Q14; Interviewer: Prompt respondents to rank their top 3 sources by importance]*

1. Personal experience (you have had to provide cash, gifts, or favor)
2. Talk 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)

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

ANNEX A: SURVEY QUESTIONNAIRE

<p>Q15. 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. [Show Card Q15]</p> <p>Are there any other media sources not listed here that you use regularly for information on political and economic developments? <i>[Accept up to 3 "other" responses but do not prompt for more than 1; write name of media source in the "other" rows and ask Q15B.]</i></p>	<p>Q15A. Have you used this media source in past 12 months? <i>[Circle "1" for all "yes" responses]</i></p>	<p><i>[For each media source: if Q15.A = 1; Ask Q15.B]</i></p> <p>Q15B. 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?</p>				<p>Q15C. 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></p>																																																										
<table border="1"> <tr> <td>1. H1 National Television</td> <td>2. Yerkir Media</td> <td>3. Shant TV</td> <td>4. Armenia TV</td> <td>5. H2</td> <td>6. ALM TV</td> <td>7. Kentron TV</td> <td>8. RTR</td> <td>9. ORT</td> <td>10. Public Radio of Armenia</td> <td>11. Radio Liberty/Azatutun Radiokayan</td> <td>12. Radio Hay FM</td> <td>13. Chorord Ishkhanutun</td> <td>14. Aravot</td> <td>15. Azg</td> <td>16. Hayots Ashkharh</td> <td>17. Haykakan Zhamanak</td> <td>18. Yerkir</td> <td>19. Hayastani Hanrapetutun</td> <td>20. Golos Armenii</td> <td>21. Iravunk</td> <td>22. <i>[Ask in regions only]</i> Regional (local) TV</td> <td>23. <i>[Ask in regions only]</i> Regional (local) Newspaper</td> <td>24. <u>www.a1plus.am</u></td> <td>25. Other internet news site</td> <td>26. Other,<i>[Record]</i></td> <td>27. Other,<i>[Record]</i></td> <td>28. Other,<i>[Record]</i></td> <td>97. Do not trust any source</td> </tr> </table>	1. H1 National Television	2. Yerkir Media	3. Shant TV	4. Armenia TV	5. H2		6. ALM TV	7. Kentron TV	8. RTR	9. ORT	10. Public Radio of Armenia	11. Radio Liberty/Azatutun Radiokayan	12. Radio Hay FM	13. Chorord Ishkhanutun	14. Aravot	15. Azg	16. Hayots Ashkharh	17. Haykakan Zhamanak	18. Yerkir	19. Hayastani Hanrapetutun	20. Golos Armenii	21. Iravunk	22. <i>[Ask in regions only]</i> Regional (local) TV	23. <i>[Ask in regions only]</i> Regional (local) Newspaper	24. <u>www.a1plus.am</u>	25. Other internet news site	26. Other,<i>[Record]</i>	27. Other,<i>[Record]</i>	28. Other,<i>[Record]</i>	97. Do not trust any source	<p>Yes</p>	<p>Yesterday</p>	<p>Last 7 days</p>	<p>Last 4 weeks</p>	<p>Less frequently</p>	<table border="1"> <tr><td>1.</td></tr> <tr><td>2.</td></tr> <tr><td>3.</td></tr> <tr><td>4.</td></tr> <tr><td>5.</td></tr> <tr><td>6.</td></tr> <tr><td>7.</td></tr> <tr><td>8.</td></tr> <tr><td>9.</td></tr> <tr><td>10.</td></tr> <tr><td>11.</td></tr> <tr><td>12.</td></tr> <tr><td>13.</td></tr> <tr><td>14.</td></tr> <tr><td>15.</td></tr> <tr><td>16.</td></tr> <tr><td>17.</td></tr> <tr><td>18.</td></tr> <tr><td>19.</td></tr> <tr><td>20.</td></tr> <tr><td>21.</td></tr> <tr><td>22.</td></tr> <tr><td>23.</td></tr> <tr><td>24.</td></tr> <tr><td>25.</td></tr> <tr><td>26.</td></tr> <tr><td>27.</td></tr> <tr><td>28.</td></tr> <tr><td>97</td></tr> </table>	1.	2.	3.	4.	5.	6.	7.	8.	9.	10.	11.	12.	13.	14.	15.	16.	17.	18.	19.	20.	21.	22.	23.	24.	25.	26.	27.	28.
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Q16. I will now read to you a few types of actions. For each of these actions, please tell me if according to your understanding you think this action represents or does not represent corruption.	Yes	No	(DK)	(Refused)
1. Giving cash to a police officer to avoid revoking your driving license	1	0	98	99
2. Giving a gift to a doctor to grant you special care of you	1	0	98	99
3. A public official helping a relative get accepted into a university	1	0	98	99
4. Picking flowers or fruit from a neighbor's garden without permission	1	0	98	99
5. Using connections to exempt someone close to you from military service	1	0	98	99
6. Paying a judge to achieve favorable treatment	1	0	98	99
7. A student or a student's parent giving a professor a gift on the day of exams	1	0	98	99
8. Making small unofficial payments for delivery of pensions	1	0	98	99
9. A public official recommending a relative for a position in a ministry	1	0	98	99
10. Using an office car by a government employee for private purposes	1	0	98	99
11. Abuse of official position for private business purposes	1	0	98	99

Q17. 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 and accept only one response]*

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.....[Record answer verbatim]*
98. *(Don't know)*
99. *(Refused)*

Q18. 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? *[Read response options and accept only one response]*

1. Very certain
2. Fairly certain
3. Somewhat uncertain
4. Extremely uncertain
98. *(Don't know)*
99. *(Refused)*

Q19. 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 Q19 and read the options;/ 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.

Q20. 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 Q21]*
0. I would not take it *[Go to Q22]*
2. Other, specify.....*[Record and Go to Q23]*
98. (Don't know) *[Go to Q23]*
99. (Refused) *[Go to Q23]*

Q21. 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"]*

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

Q22. 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"]*

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

Q23. 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? *[DO NOT READ]*

1. I would give it *[Go to Q24]*
0. I would not give it *[Go to Q25]*
2. Other, specify.....*[Record and Go to Q26]*
98. (Don't know) *[Go to Q26]*
99. (Refused) *[Go to Q26]*

Q24. 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"] [Go to Q26]*

1. Because everyone gives
2. Because there's no other way I can obtain the service
3. I would be able to negotiate a lower price
4. To speed up the process
5. To be sure I get what I need
6. Other, specify.....*[Record answer verbatim]*
98. (Don't know)
99. (Refused)

Q25. 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"]*

1. Because there is a high risk to be punished
2. Because it is unacceptable for me
3. Because I will try to resolve the issue through legal means
4. Because I have no money/means
5. Other, specify.....*[Record answer verbatim]*
98. *(Don't know)*
99. *(Refused)*

Q26, Q27, Q28, Q29. [Show card Q26-29] In the last 12 months, have you or anyone in your household, had contact with these institutions? If yes, did you have to make extra contributions? What was the amount of your contribution? <i>[Read each institution name and fill out Q26, Q27, Q28, Q29 sequentially].</i>	Q26. Contacted service in last 12 months? <i>[If Yes=1, go to Q27, If No=0, DK=98, RA=99 then end]</i>	Q27. If contacted, asked to pay bribe? <i>[If Yes=1, go to Q28, if No=0, DK=98, RA=99 then end]</i>	If paid bribe, then how much? Interviewer: if DK and RA, use codes 98 & 99 in a circle <table border="1" style="width: 100%;"> <tr> <td data-bbox="1091 775 1243 1043"> Q28. Amount paid last time DK=98, RA=99 </td> <td data-bbox="1243 775 1455 1043"> Q29. Total amount paid during past 12 months DK=98, RA=99 </td> </tr> </table>		Q28. Amount paid last time DK=98, RA=99	Q29. Total amount paid during past 12 months DK=98, RA=99
Q28. Amount paid last time DK=98, RA=99	Q29. Total amount paid during past 12 months DK=98, RA=99					
1. State-guaranteed free birth assistance						
2. Healthcare, except state guaranteed free birth assistance						
3. Education (kindergartens, schools, universities, etc.)						
4. State Registrar (registration of private companies, NGOs, etc.)						
5. Military (army)						
6. The Prosecution)						
7. Courts						
8. Court Decisions Enforcement Office (Office of the Court)						
9. Customs authorities						
10. Tax service						
11. licenses/certificates/permits issuer						
12. Traffic police						
13. Police (excluding traffic police)						
14. Cadastre						
15. Notary services						

ANNEX A: SURVEY QUESTIONNAIRE

16. Social security (pensions, welfare, etc.)				
17. Communication (phone, internet providers, etc.)				
18. Utilities (water, gas, electricity, etc.)				

[IF Q27.1 and/or Q27.2=1; ASK Q30, Otherwise, Go to Q32:]

Q30. 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 (polyclinic, ambulatory and health posts, rural health center)

2. Secondary or tertiary care facilities (clinics, hospitals) [Go to Q32]

98. Don't know [Go to Q32]

99. (Refused) [Go to Q32]

Q31. 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

98. (Don't know)

99. (Refused)

Q32. 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

0. No

98. (Don't know)

99. (Refused)

Q33. 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 Q33 ; 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)
1. The officials directly demand cash gift or favor	1	2	3	4	5	98	99
2. The officials do not demand directly but show that they expect a cash gift or a favor	1	2	3	4	5	98	99
3. You give cash to the official	1	2	3	4	5	98	99
4. You give a gift to the official	1	2	3	4	5	98	99
5. You do the official a favor	1	2	3	4	5	98	99
6. You are asked to do a favor to relatives of the official	1	2	3	4	5	98	99
7. You use personal connections to get preferential treatment	1	2	3	4	5	98	99

Individual Behavior [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.

Q34. 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)*

Q35. Do you know what institutions to contact in order to report a corrupt act by a public official?

1. Yes *[Go to Q36]*
0. No *[Go to Q37]*
98. *(Don't know)* *[Go to Q37]*
99. *(Refused)* *[Go to Q37]*

Q36. What institution(s) would you contact to report a corrupt act by an official? *[Multiple response; Accept all the possible responses; Do not read response options. If the respondent mentions a hotline, ask them to specify to what institution that hotline belongs to]*

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. Would not contact any institution
18. If other, specify.....
98. *(Don't know)*
99. *(Refused)*

ANNEX A: SURVEY QUESTIONNAIRE

Q37. 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. [Read the options]	Yes	No	(DK)	(Refused)
1. Those who report corruption will be subject to retribution/retaliation	1	0	98	99
2. No actions will be taken even if corruption is reported.	1	0	98	99
3. It is not worth reporting corruption if I am not personally hurt by it.	1	0	98	99
4. Most people who commit corruption only do so because of economic hardship.	1	0	98	99
5. Our society does not reward those who report corruption.	1	0	98	99

Q38. During the past 12 months, have you or anyone in your household reported a corrupt act by a public official?

- 1. Yes [Go to Q39]
- 0. No [Go to Q43]
- 98. (Don't know) [Go to Q43]
- 99. (Refused) [Go to Q43]

Q39. To which organization was the report or complaint forwarded? [*Show Card Q39; 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)

Q40. 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

98. (Don't know)

99. (Refused)

Q41. 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

98. (Don't know)

99. (Refused)

Q42. How would you rate your level of satisfaction with the feedback you received as a result of your corruption report?

1. Very satisfied
2. Somewhat satisfied
3. Somewhat dissatisfied
4. Very dissatisfied

98. (Don't know)

99. (Refused)

[ASK ALL]

Q43. Which of the following actions are you personally willing to undertake in the future to help combat corruption? [Show Card Q43-44] Q44. And which of these actions that I have just mentioned have you already taken in the past to help combat corruption? [Show Card 43-44]	Q43. Willing to undertake in the future				Q44. Have taken action in the past			
	Yes	No	(DK)	(Refused)	Yes	No	(DK)	(Refused)
1. Abstain from paying bribes for public services	1	0	98	99	1	0	98	99
2. Refuse to make favors to officials or to their relatives related with my job	1	0	98	99	1	0	98	99
3. Report corrupt behavior of public officials to NGO anticorruption center	1	0	98	99	1	0	98	99
4. Report corrupt officials behavior to competent authorities	1	0	98	99	1	0	98	99
5. File a lawsuit against the corrupt official	1	0	98	99	1	0	98	99
6. Participate in awareness campaigns against corruption	1	0	98	99	1	0	98	99
7. Participate and support an anticorruption educational campaign	1	0	98	99	1	0	98	99

ANNEX A: SURVEY QUESTIONNAIRE

Q45. Do you know of any Non-Governmental Organizations (NGOs) that are active in the domain of fighting corruption Armenia?

1. Yes [Go to Q46]
0. No [Go to Q47]
2. (Don't know what an NGO is) [Volunteered; Go to Q50]
98. (Don't know) [Go to Q47]
99. (Refused) [Go to Q47]

Q46. 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 Q47 IF Q45≠ 3]

Q47. 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
98. (Don't know)
99. (Refused)

Q48A. If you were ever victimized by a corruption case, would you approach an NGO-run anticorruption center to get assistance?	
1. Yes	[Ask Q48B]
0. No	[Ask Q48C]
98. (Don't know)	[Go to Q49]
99. (Refused)	[Go to Q49]

Q48B. [ASK Q48B if Q48A = 1] Why? [Open-ended; 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"]	
1. Hope/expectation of assistance	
2. To protect my rights	
3. To reduce/eliminate corruption	
4.	[Record verbatim]
98. (Don't know)	
99. (Refused)	

Q48C. [ASK Q48C if Q48A = 2] Why not? [Open-ended; 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"]
1. I don't think they can help (it's pointless)
2. I don't trust them
3. [Record verbatim]
98. (Don't know)
99. (Refused)

Q49. Which of the following types of anti-corruption assistance would you want NGOs to provide to you?
[Show Card Q49; 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]

Q50. Are you aware of the following public agencies? [Show Card Q50A-50B]	Q50A. Aware?		[ASK IF Q50A = 1] Q50B. 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)
1. Anti-Corruption Strategy Monitoring Commission	1	0	1	2	3	4	98	99
2. Human Rights Defender	1	0	1	2	3	4	98	99
3. Chamber of Control	1	0	1	2	3	4	98	99

Q51.

Q51A. Are you aware of any organizations providing free legal advice on corruption cases in your Marz/district (if from Yerevan)?

1. Yes [Ask Q51B]
0. No [Go to Q52]
98. (Don't know) [Go to Q52]
99. (Refused) [Go to Q52]

ANNEX A: SURVEY QUESTIONNAIRE

[ASK Q51B IF Q51A = 1]

Q51B. Can you please name these organizations? [Do not read; Mark all that applies]

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

Q52. 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]
0. No [Go to Q53]
98. (Don't know) [Go to Q53]
99. (Refused) [Go to Q53]

[ASK Q53 IF Q52=1]

Q53. 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)
1. AAC's role	1	0	98	99
2. How to utilize AAC	1	0	98	99
3. Services that AAC provides	1	0	98	99

Government Action [ASK ALL]

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

Q54. Are you aware of any anti-corruption measures being taken by the Government of Armenia?

1. Yes [Go to Q55]
0. No [Go to Q56]
98. (Don't know) [Go to Q56]
99. (Refused) [Go to Q56]

[ASK Q55 IF Q54 = 1]

Q55. 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 Q55]	Yes	No	(Don't know)	(Refused)
1. Anticorruption Strategy	1	0	98	99
2. Ministry of Health Hotline	1	0	98	99
3. Signing of international conventions	1	0	98	99
4. Traffic police reform	1	0	98	99
5. Customs Transparency of Calculations	1	0	98	99
6. Other, specify	1	0	98	99

[ASK ALL]

Q56. How effective or ineffective is the Government's fight against corruption in Armenia? Is it very effective, somewhat effective, somewhat ineffective, or very ineffective? *[Read the options]*

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

Q57. 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
98. *(Don't know)*
99. *(Refused)*

Q58. Are you aware of the Anti-Corruption Strategy and Action Plan of the Government of Armenia for 2009-2012?

1. Yes *[Go to Q59]*
0. No *[Go to Q60]*
98. *(Don't know)* *[Go to Q60]*
99. *(Refused)* *[Go to Q60]*

[ASK Q59 IF Q58=1]

Q59. In your opinion, how effective or ineffective is the Anti-Corruption Strategy Program implemented by the Government?

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

Q60. Are you aware about the Anti-Corruption Strategy Monitoring Commission?

1. Yes *[Go to Q61]*
0. No *[Go to Q62]*
98. *(Don't know)* *[Go to Q62]*
99. *(Refused)* *[Go to Q62]*

[ASK Q61 IF Q60=1]

Q61. Can you please specify what you know about this commission? *[Open-ended]*

1. *[Record verbatim]*
98. *(Don't know)*
99. *(Refused)*

ANNEX A: SURVEY QUESTIONNAIRE

[ASK ALL]

Q62. Please look at this list and tell me if you have taken part in these activities in the last 12 months.

[Show Card Q62/Read categories]

	Activities	Yes	No	NA	(DK)	(Refused)
1	Discussed developments on the national scene with acquaintances	1	0	97	98	99
2	Discussed developments in your community with acquaintances	1	0	97	98	99
3	Took part in public demonstrations	1	0	97	98	99
4	Signed a petition	1	0	97	98	99
5	Attended condominium association meeting	1	0	97	98	99
6	Attended community council meeting	1	0	97	98	99
7	Took part in an initiative to address a community concern or problem	1	0	97	98	99
8	Participated in an organized group to discuss issues of importance for your community or the nation	1	0	97	98	99
9	Attended a neighborhood meeting, a town council meeting or other meeting convened by the municipality/mayor	1	0	97	98	99

Q63. [Show Card Q63] 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

Q64. Do you have a family member or close relative who works for...

	Yes	No	(DK)	(Refused)
1. Local or national government?	1	0	98	99
2. A local police force?	1	0	98	99
3. A big international organization or company?	1	0	98	98

Demographics

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

D1.	Gender <i>[Record gender; do not ask]</i>	
	1	Male
	2	Female
D2.	How old were you on your last birthday? __ __ Actual Age	
D3.	How many years of formal education have you completed <i>(Write down the number of years (round it))</i> __ __	
	98. (Refused) 99. (Don't know)	
D4.	What is the highest level of education you received?	
	1. Primary education (either complete or incomplete) [1-4th grades]	
	2. Incomplete secondary education [5-9th grades].	
	3. Completed secondary education [10/11th grades]	
	4. Secondary technical education.	
	5. Incomplete higher education [1-3th grades].	
	6. Completed higher education [BA/MA].	
	7. Post-graduate degree [PhD/aspirantura]	
	99 (No Answer/Refused)	

ANNEX A: SURVEY QUESTIONNAIRE

D5.	What is your current marital status?
1	Single, never married
2	Married
3	Divorced
4	Widower
5	Cohabiting
98	<i>(Don't know)</i>
99	<i>(No Answer/Refused)</i>

D6	Do you have any children? <div style="text-align: right;">1. Yes => How many? Record _____ 0. No</div>
-----------	--

D7.	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]	
9	Other, specify	[Go to D9]	
99	(No Answer/Refused)	[Go to D9]	

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

D8. 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 D8]*

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 _____ (<i>specify</i>)	8
(<i>Don't know</i>)	98
(<i>Refused</i>)	99

D9.	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. <i>[Show Card D9]</i>
1.	Up to 18.000 AMD
2.	18.001 – 36.000 AMD
3.	36.001 – 90.000 AMD
4.	90.001 – 144.000 AMD
5.	144.001 – 288.000 AMD
6.	288.001 – 432.000 AMD
7.	432.001 AMD and more
98.	(<i>Don't know</i>)
99.	(<i>Refuse to answer</i>)

D10.	[Show Card D10] 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
98	(<i>Don't know</i>)
99	(<i>No Answer/Refused</i>)

ANNEX A: SURVEY QUESTIONNAIRE

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

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 THE TABLE ROW BY ROW, AND ACCEPT ONLY ONE ANSWER FOR EACH ROW]

		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
3.	Other foreign language ability <i>[Volunteered]</i> <i>Specify</i>	1	2	3	4	98	99
4.	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. _____

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

M-11. Record Time (using 24 hour clock) Interview Ended: ____ : ____

M-12. Record Length of Interview in Minutes: ____ (Record times greater than 99 minutes as 99)

Interviewer evaluation form

- W1. Overall, would you say that the respondent's attitude toward the interview was:**
[WRITE CODE '1' IN ALL ROWS WHERE THE OPTION CORRESPONDS TO THE RESPONDENT'S ATTITUDE, AND CODE '0' OTHERWISE.]

<i>Indifferent</i>	
<i>Interested, involved,</i>	
<i>Friendly,</i>	
<i>Impatient,</i>	
<i>Worried, nervous,</i>	
<i>Hostile.</i>	

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

<i>Never,</i>	1
<i>Just for a few questions (less than 20%),</i>	2
<i>For some questions, but not that many (approximately between 20 and 40),</i>	3
<i>For a substantial number of questions, but less than half the interview,</i>	4
<i>Throughout most of the interview, or through the entire interview.</i>	5

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

<i>Never,</i>	1
<i>Just for a few questions (less than ten),</i>	2
<i>For some questions, but not that many (approximately between 10 and 20),</i>	3
<i>For a substantial number of questions, but less than half the interview,</i>	4
<i>Throughout most of the interview, or through the entire interview.</i>	5

W4. Did the respondent appear to you:

<i>Completely honest,</i>	1
<i>Mostly honest,</i>	2
<i>Mostly dishonest,</i>	3

W5. How often did you feel that the respondent lacked knowledge about the questions you asked? [CIRCLE ONE ANSWER]

<i>Never,</i>	1
<i>Just for a few questions (less than ten),</i>	2
<i>For some questions, but not that many (approximately between 10 and 20),</i>	3
<i>For a substantial number of questions, but less than half the interview,</i>	4
<i>Throughout most of the interview, or through the entire interview.</i>	5

These questions should be answered by your field supervisor

D14. Is this interview subject to control/check?

1. Yes
0. No

D15. Control/check method?

1. Direct control during the interview process
2. Supervisor visit
3. Supervisor or CRRC by phone
4. Is not subject to control

2010 ARMENIA CORRUPTION SURVEY OF HOUSEHOLDS

This report highlights the main findings of the USAID MAAC Activity Corruption Survey of Households. Survey fieldwork took place in November 2010. The report also uses the results of the Corruption Surveys of Households 2008 and 2009.

Table of Contents

FOREWORD.....	3
SUMMARY OF MAIN FINDINGS IN 2010.....	4
INTRODUCTION	5
CHAPTER 1: OPINIONS ON THE SITUATION IN ARMENIA	6
Perceptions of the overall situation in Armenia.....	6
Interest in matters of politics and governance.....	8
Perceptions of the economic situation in Armenia	10
CHAPTER 2: PERCEPTIONS OF CORRUPTION	14
An assessment of corruption in Armenia.....	15
Perceived levels of corruption in different institutions, sectors and among officials	20
Perceptions of corrupt behavior	26
CHAPTER 3: INDIVIDUAL BEHAVIOR AND CORRUPTION EXPERIENCES	28
Main motives for corruption	29
Individual behavior related to corruption.....	33
Corruption experiences	36
CHAPTER 4: AWARENESS OF ANTI-CORRUPTION INITIATIVES AND PERCEPTIONS OF THEIR EFFECTIVENESS	38
Familiarity with NGOs, official organizations and agencies involved in the anti-corruption activities	39
Familiarity with governmental anti-corruption initiatives and assessment of their effectiveness	43
Mass media and word of mouth as sources of information on corruption.....	46
SURVEY AND SAMPLE METHODOLOGY	47
ANNEX A: SURVEY QUESTIONNAIRE.....	49
ANNEX B: SELECTED FREQUENCIES FOR 2008, 2009 AND 2010.....	75
ANNEX C: SELECTED CROSSTABS FOR 2010.....	145

FOREWORD

The American people are proud to have sponsored this third in a series of annual Corruption Surveys of Households in Armenia. We hope that a variety of actors – government officials, think tanks, universities, journalists, bloggers, business associations, public interest groups, and citizens in general – will use the information contained in this report as a basis of discussion and debate about one of the most serious problems that Armenia faces. The data in this survey should help identify opportunities for the government to actively engage with the business community and civil society in the fight against corruption. This survey is a tool for identifying problems as well as advances; however, like any tool it is only meaningful when it is used, and we therefore strongly encourage the government, business, civil society, and academia to study, analyze, and make use of the data.

This year's survey unfortunately shows that a very high percentage (over 80%) of Armenia's citizens continues to believe that corruption is a serious problem. As was the case last year, the number of Armenians reporting that corruption was worse than the year before grew by ten percent. The frequency with which people encounter corruption through bribes has increased every year, as has the amount paid. In addition, people do not view the government's effort to fight corruption as effective, and their confidence that the government sincerely wants to combat corruption is waning.

For Armenia to combat corruption, effective, strong leadership from the government is absolutely key, but to make the effort sustainable, it also requires the wholehearted participation of the Armenian people. NGOs, think tanks, the media, the business community, and other interest groups can engage as serious partners. We hope that the data in this survey will not only help to point the way, but will provide valuable reference points from which to measure Armenia's progress.

Marie L. Yovanovitch

United States Ambassador to Armenia

SUMMARY OF MAIN FINDINGS IN 2010

- Most Armenians are dissatisfied with the overall situation in the country (81%) and with the economic situation (59%). The percentage of those who are dissatisfied increased from 2008 to 2010.
- According to the respondents, the major problems facing Armenia involved the economy; unemployment, inflation, poverty, general economic problems and low incomes/salaries remained key issues of concern. The problem of inflation was more important in 2010 compared to 2008 and 2009 (23% more important than in 2009 and 10% more important than in 2008). Corruption ranked 6th on the list of problems facing the country in 2010.
- However, corruption ranked first on the list of problems that can be solved by governmental policy.
- According to a majority (82%) of survey respondents in 2010, corruption is a serious problem in the country. Around two thirds of survey respondents in 2010 consider corruption to be a fact of everyday life. At the same time, respondents did not have high hopes about the possibility of reducing or eradicating corruption in the country.
- Survey respondents in 2010 perceive an increase in the level of corruption, the frequency of bribe demands and the amounts demanded as bribes.
- Nearly half of respondents think that corruption is most widespread among high-ranking public officials compared to mid-level and low-level officials. However, high-ranking officials are perceived to be less involved in corruption in 2010 compared to 2009.
- The prosecution and Central Electoral Commission are viewed as the most corrupt institutions, while the utilities, municipal services and communication industries are seen as almost free from corruption.
- According to the respondents, corruption is more widespread in healthcare, the electoral system, education, traffic police, regular police, and tax and customs services. The healthcare system is perceived to be the most corrupt sector in 2010, followed by the education system and the electoral system.
- Respondents say they usually engage in corrupt activities in Armenia because it is the only way to get things done and because it helps to speed up processes. They do not report instances of corruption to authorities because they do not believe that something will be done after reporting, and because reporting corruption is perceived as socially undesirable.
- The percentage of respondents who are likely to give a bribe is nearly three times higher than the proportion of those who are likely to take it. Every third respondent would refuse both to give and to take bribes. Every 5th respondent would both give and take bribes.
- The reasons for taking bribes are primarily that it has become common practice and there is a need for money. The main reason for giving bribes is connected to the belief that problems cannot be resolved through legal channels.
- The majority of respondents believe there is nothing they can do to eradicate corruption. They also believe that the most common way to combat corruption is to abstain from it.
- General awareness of non-governmental organizations (NGOs) involved in anti-corruption activities remains low. NGOs are neither well-known nor trusted. The number of respondents that have heard about Advocacy and Assistance Centers run by NGOs, however, has increased.
- Eighty percent of the respondents are unaware of anti-corruption measures being taken by the Armenian government.

INTRODUCTION

The Caucasus Research Resource Centers (CRRC)—a program of the Eurasia Partnership Foundation—was commissioned by the USAID Mobilizing Action Against Corruption (MAAC) Activity to conduct three household surveys—the Corruption Surveys of Households in Armenia. The first household survey took place in fall 2008 in cooperation with the International Foundation for Electoral Systems (IFES). The second survey was carried out by CRRC in fall 2009 and the third one occurred in fall 2010. The goal of these surveys is to reveal the perceptions of the Armenian population on a variety of issues: corruption, individual experiences with corruption, social and individual behaviors related to corruption, awareness and evaluation of anti-corruption initiatives in Armenia, and the use of media to obtain information about corruption.

The survey included 1,549 respondents in 2008, 1,515 in 2009 and 1,528 respondents in 2010. The surveyed group represents the voting age population in Armenia (18 years and older) across all regions/marzes of the country. Probability proportionate to size (PPS) stratified cluster sampling was used in all three surveys to ensure the balanced representation of groups within the country (i.e. capital, urban and rural geographical divisions).

This report presents the main findings of the USAID MAAC Activity Corruption Survey of Households in 2010 in four chapters. The results of the Corruption Survey of Households carried out in Armenia in 2008 and 2009 were used for comparative analysis in order to explore changes over time in public opinion and behaviors related to corruption.¹ Chapter 1 of the report presents the main findings of the survey with regard to opinions on the economic and overall situation in Armenia; it also discusses perceptions of main problems facing the country. Chapter 2 outlines perceptions of corruption in Armenia and the pervasiveness of corruption in the country. It examines corruption as a fact of everyday life and provides an assessment of corruption levels within different institutions, sectors and amongst government officials. Chapter 3 presents personal experiences of the respondents, their behaviors and practices related to corruption, and motives for corrupt practices. Chapter 4 examines the awareness of anti-corruption initiatives from the government and other relevant institutions. It also includes a discussion of perceptions regarding the effectiveness of these initiatives. Chapter 4 also assesses respondents' main sources of information on corruption, including mass media and other sources. The Annexes include the questionnaire, selected frequency tables and cross-tabulations of the 2010 survey.

CRRC-Armenia would like to thank those who made this publication possible: Nairuhi Jrbashyan, Gayane Ghukasyan, Ruben Yeganyan, Hans Gutbrod, Robia Charles, as well as a dedicated team of supervisors, interviewers and volunteers.

¹ All information on these surveys, including the databases, is available at the CRRC-Armenia website at www.crrc.am.

CHAPTER 1: OPINIONS ON THE SITUATION IN ARMENIA

The majority (81%) of the respondents is dissatisfied with the overall situation in Armenia and the percentage of those who are dissatisfied increased notably during 2008-2010. The percentage of dissatisfied respondents is the highest in Yerevan, compared to other cities and rural areas. At the same time, the majority (58%) of respondents are consistently disinterested in matters of politics and governance.

Most respondents (58%) assessed the economic situation in the country as somewhat bad and very bad in 2010 and the percentage of those who think the same increased during 2008-2010. Respondents living in Yerevan are more concerned about the economic situation compared to other urban and rural areas.

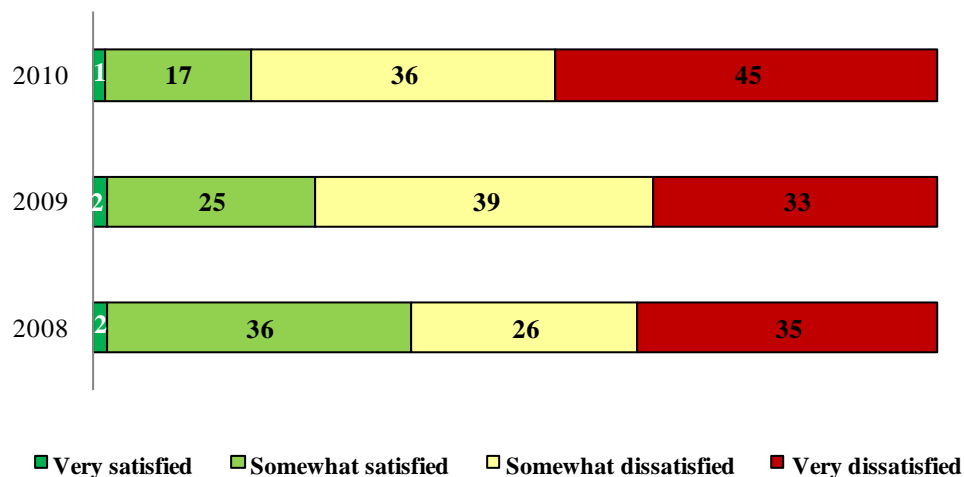
According to respondents, the major problems facing Armenia are economic; unemployment, inflation, poverty, general economic problems and low incomes or salaries are the most important issues in the country. Corruption was mentioned as the 6th most important issue in 2010 and inflation increased in importance from 2008 to 2010.

Perceptions of the overall situation in Armenia

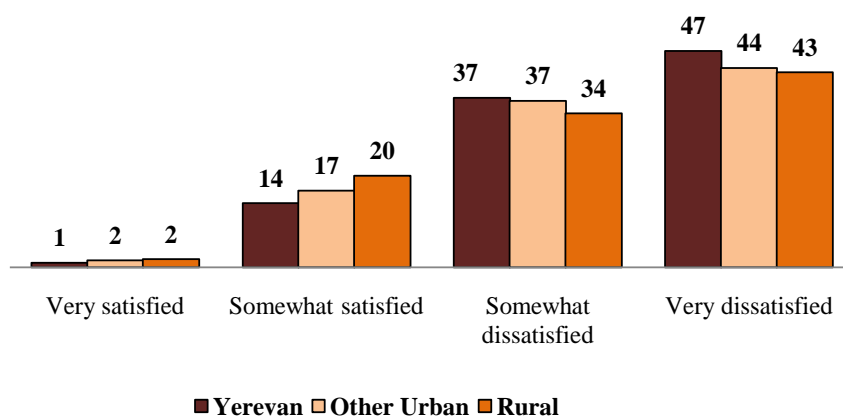
The majority is dissatisfied with the overall situation in Armenia and the share of those who are dissatisfied has notably increased.

Around 81% of survey respondents are dissatisfied with the overall situation in Armenia in 2010 (Figure 1).² This figure includes those who are very dissatisfied (45%) and somewhat dissatisfied (36%). The share of respondents who are very unsatisfied increased by 10 percentage points from 2008 to 2010. The share of those who are satisfied (very and somewhat) with the overall situation in Armenia decreased by about half during the same period and comprised only 17% in 2010. This figure was 36% in 2008. The percentage of people who are very satisfied remains consistently low at 1-2%.

² The source for all tables and figures is the MAAC Corruption Survey of Households in Armenia in 2008, 2009 or 2010.

Figure 1: Satisfaction of respondents with the overall situation in Armenia in 2008, 2009, 2010 (% of respondents)

The proportion of those who are dissatisfied with the overall situation in the country is the highest in Yerevan in 2010. About 85% of respondents are very and somewhat dissatisfied in Yerevan in 2010, while in other cities and rural areas, the percentage of unsatisfied respondents are 80% and 77%, respectively (Figure 2). While rural residents typically have a lower standard of living, they also have lower expectations and less access to information than people in the capital.

Figure 2: Satisfaction of respondents with the overall situation in Armenia in Yerevan, urban and rural areas in 2010 (% of respondents in each area)

Female respondents are slightly less satisfied with the overall situation in the country than males. Eighty-one percent of female respondents are dissatisfied (very and somewhat), while 77% of male respondents are dissatisfied (very and somewhat) in 2010.

As Table 1 shows, the younger respondents have a higher level of satisfaction in the overall situation in the country. Twenty-two percent of respondents in the age group of 18-29 years old and 21% of respondents in the age group of 30-39 indicate the highest levels of satisfaction in 2010 (Table 1). However, only 17-19% of respondents in the age groups 40 and older are satisfied.

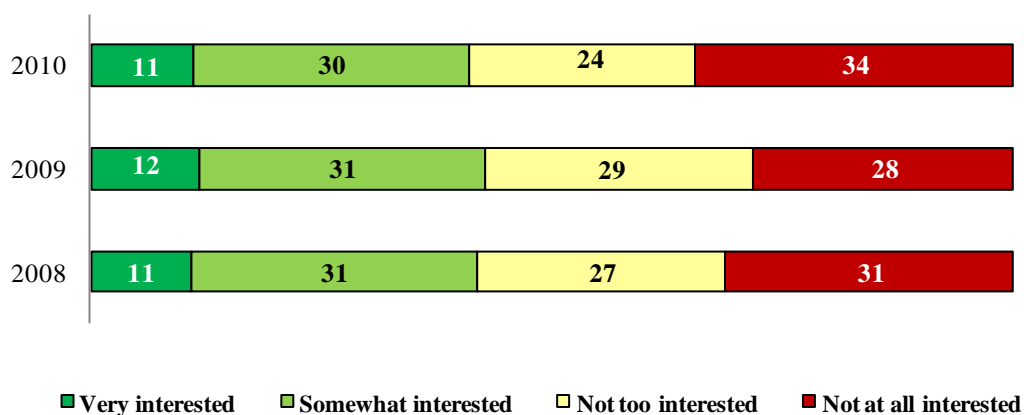
Table 1. Satisfaction of respondents with the overall situation in Armenia in 2010, disaggregated by age groups (% of respondents in each group)

Age groups (years)	Very and somewhat satisfied	Very and somewhat dissatisfied
18-29	22	78
30-39	21	79
40-49	17	83
50-59	18	82
60 years and over	19	81
Total	18	81

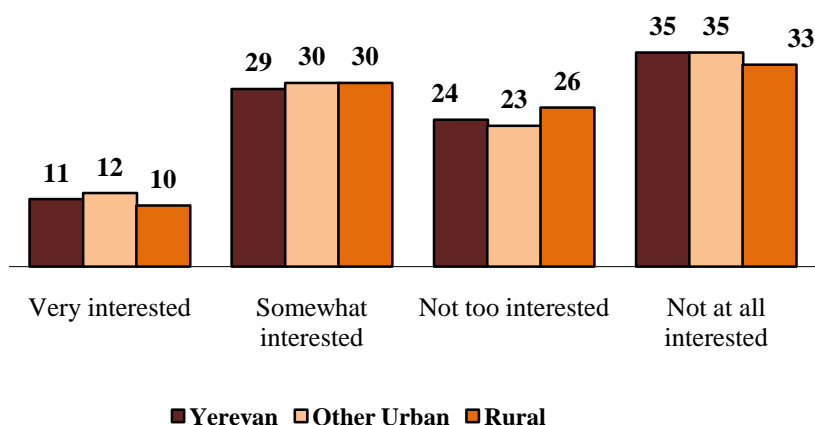
Interest in matters of politics and governance

Most of the respondents are consistently disinterested in matters of politics and governance.

Taking into account that a large share of respondents is dissatisfied with the current situation in Armenia, it is worth analyzing their level of interest in matters of politics and governance. More than half of the respondents have been consistently disinterested (not too interested and not at all interested) in matters of politics and governance from 2008 to 2010 (58%, 57% and 58% in 2008, 2009 and 2010, respectively, Figure 3). At the same time, the share of those who were not interested at all increased by about 6 percentage points from 2009 to 2010 and comprised more than one third of the total group in 2010 (34%).

Figure 3: Interest towards matters of politics and governance in 2008, 2009 and 2010 (% of respondents)

There were no significant differences between Yerevan, other cities and rural areas with respect to the level of interest in matters of politics and governance in 2010 (Figure 4). According to the 2009 survey results, respondents were less indifferent in Yerevan. The proportion of respondents who were not interested at all was made up of 21% in Yerevan, 33% in other urban regions and 32% in rural areas in 2009. In 2010, these figures were 35%, 35% and 33%, respectively. In Yerevan the share of indifferent respondents increased by 14% from 2009 to 2010.

Figure 4: Interest towards matters of politics and governance in 2010 in Yerevan, other cities and rural areas (% of respondents in each area)

Gender and age were also considered when evaluating the level of interest in politics and governance. The results showed that male respondents are more interested in politics and governance issues than female respondents. About 45% of males are somewhat or very interested in politics and governance in 2010. Only 39% of women are somewhat or very interested. This difference between males and females was similar in 2009. However, the proportion of males interested in the mentioned issues decreased by 4 percentage points from 2009 to 2010, while the proportion of interested females remained the same.

Young respondents were less interested in politics and governance issues in 2010. Table 2 shows that only about one third of respondents in the 18-29 and 30-39 age groups are interested in politics and governance (34% and 32%, respectively). Thirty-seven percent are interested from the 40-49 age group, 46% from the 50-59 age group and 52% from those 60 years and older.

Table 2. Interest towards matters of politics and governance in 2010 disaggregated by age groups (% of respondents in each group)

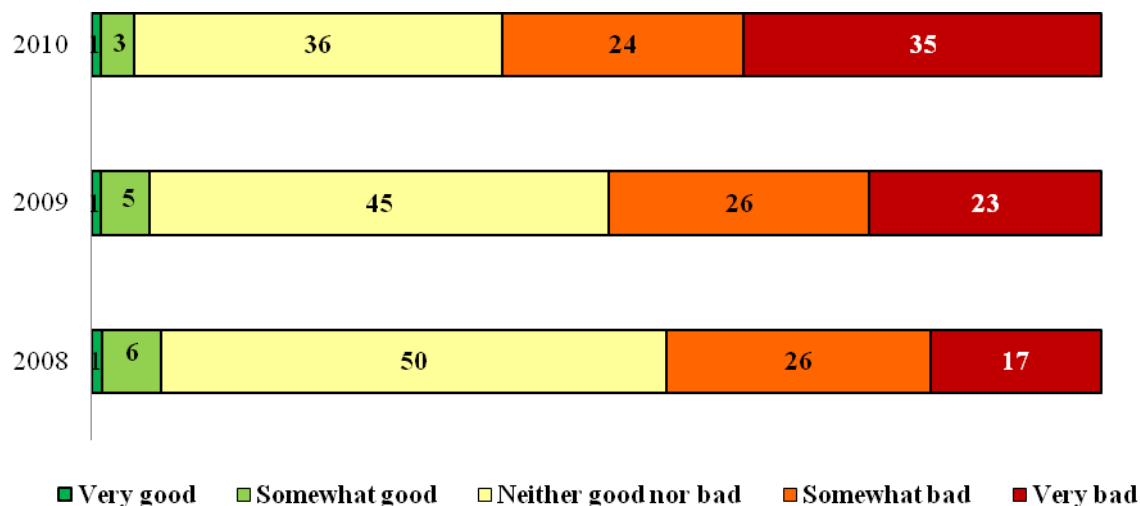
Age groups (years)	Very and somewhat interested	Not too interested and not interested at all
18-29	34	66
30-39	32	68
40-49	37	63
50-59	46	54
60 years and over	52	48
Total	41	59

Those who are dissatisfied with the overall situation in the country in 2010 are mainly uninterested in political and governance issues (60% those, who were very and somewhat dissatisfied with the overall situation in Armenia, were not interested in politics and governance issues). The percentage of dissatisfied respondents is rather large (78%) even among those interested in politics.

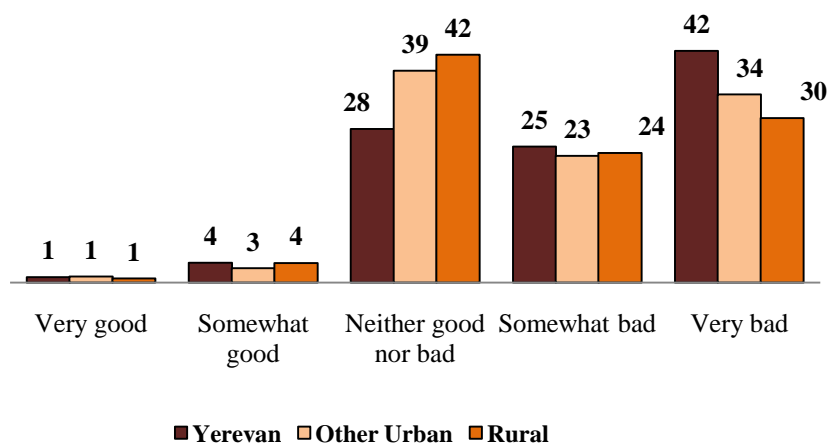
Perceptions of the economic situation in Armenia

The share of people with negative perceptions of the economic situation in Armenia increased considerably; they became the majority.

Figure 5 shows that about 59% of respondents assessed the economic situation in the country as somewhat bad and very bad in 2010; 35% of those assessed it as very bad. The percentage of respondents with a negative perception of the economic situation increased by 16 percentage points from 2008 to 2010. The percentage of respondents who assessed the economic situation as very good and somewhat good remains low; the figure was 7% and 6% in 2008 and 2009, respectively. This figure decreased to 4% in 2010. Respondents became more negative about the economic situation in 2010; the share of respondents that consider Armenia's economic condition as neither good, nor bad decreased by 14 percentage points during the mentioned period.

Figure 5: Assessment of the current economic situation in Armenia in 2008, 2009 and 2010 (% of respondents)

The 2010 survey revealed considerable regional differences in the level of satisfaction with the economic situation in Armenia. Respondents living in Yerevan are particularly concerned about the economic situation in the country in 2010 (Figure 6). Sixty-seven percent of respondents in Yerevan assessed the economic situation in the country as somewhat bad and very bad, while 58% and 54% of respondents in other cities and rural area, respectively, thought the same. At the same time, the low number assessing the economic situation as somewhat good and very good was nearly the same in Yerevan, other cities and rural areas (4-5%).

Figure 6: Assessment of the current economic situation in Armenia in Yerevan, other cities and rural areas in 2010 (% of respondents in each area)

Concern about the economic situation was also assessed across gender and age differences. Results revealed that male respondents are more concerned about the economic situation in 2010 than female respondents. About 64% of males assessed the economic situation in the country as somewhat bad and very bad, while 57% of women say the same.

Young respondents were less concerned about economic issues in 2010, as conveyed in Table 3. The proportion of those who think that the economic situation is very or somewhat good is similar in all age groups (3-6%, Table 3). However, fewer of the young respondents thought that the economic situation is somewhat or very bad.

Table 3. Assessment of the current economic situation in Armenia in 2010 disaggregated by age groups (% of respondents in each group)

Age groups (years)	Very and somewhat good	Very and somewhat bad	Not good, not bad
18-29	6	47	47
30-39	5	57	38
40-49	3	59	38
50-59	3	67	30
60 years and over	4	67	29
Total	4	59	36

Sixty-nine percent of people who are very and somewhat dissatisfied with the overall situation in Armenia assessed the economic situation as bad. Among the respondents who are very and somewhat satisfied with the overall situation the percentage of those who assessed the economic situation as bad is much lower (only 20%); the majority of the respondents in this group (63%) said that the economic situation is neither good nor bad.

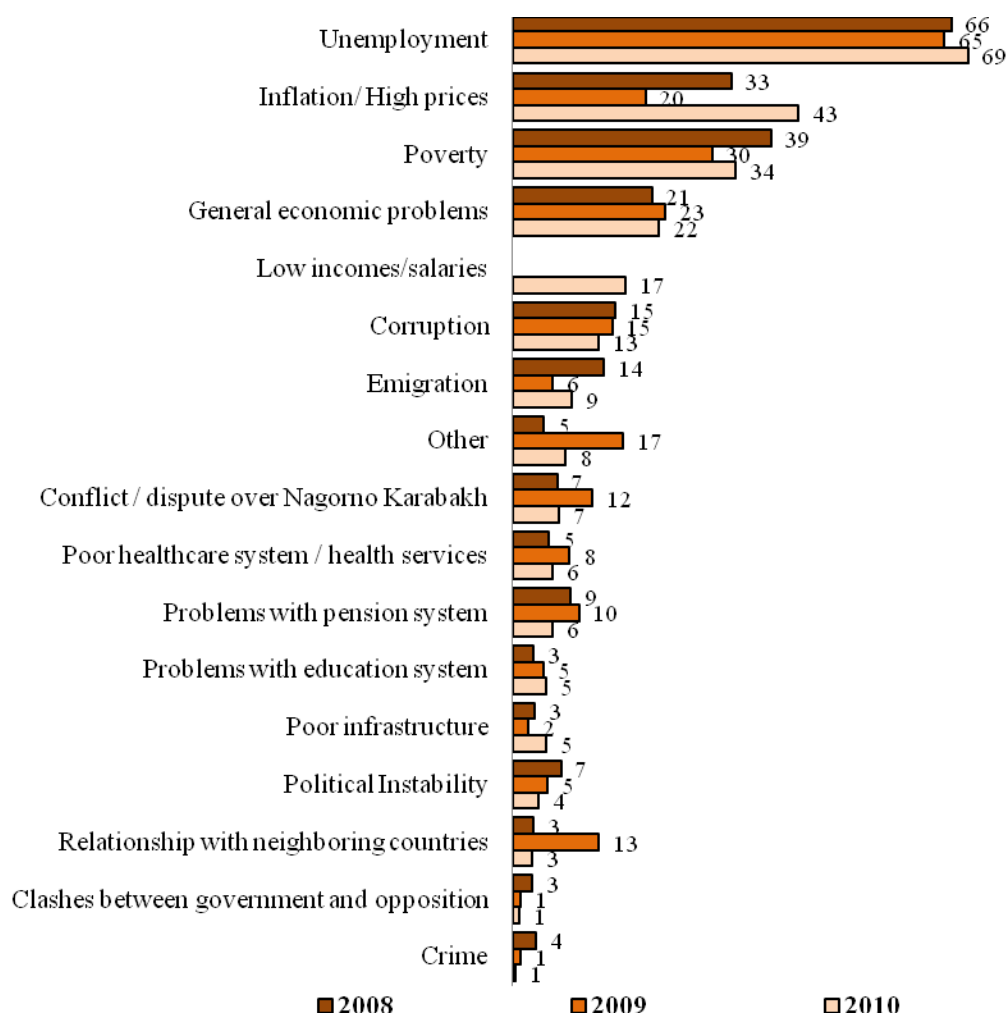
According to the respondents, economic issues are the most significant problems facing the country. Respondents were asked to identify the three most important problems facing Armenia and in 2010 the most frequent problems named were unemployment (nearly 69% of all three answers), followed by inflation/high prices (43%), poverty (34%) and general economic problems (22%). Thirteen percent of all respondents named corruption as one of the main problems facing Armenia. Economic problems garnered the top five places on the list and were deemed far more problematic than social and political issues in 2010 (Figure 7). The ranking of problems remained almost the same as in 2008 and 2009; unemployment remained in the first place.

Inflation was deemed more important in 2010 than in 2008 and 2009 (Figure 7). The perception of inflation as a significant problem in Armenia underwent the most notable change between 2009 and 2010. Twenty percent of respondents viewed inflation as a major problem, whereas in

2010 this figure increased by 23 percentage points (to 43%). Due to this change, inflation shifted from the 4th most significant problem in Armenia in 2009 to the 2nd most significant problem in 2010.

In the list of problems that Armenia faces, corruption was the highest-ranked issue that is amenable to a concerted policy response (Figure 7). The bundle of economic problems ranked higher than corruption. Corruption also far outranked other policy problems, such as problems in healthcare, the pension system or education.

Figure 7: Main problems facing Armenia (% of all, three answers allowed per respondent)



Note: No data available for “low income/salaries” for 2008 and 2009.

CHAPTER 2: PERCEPTIONS OF CORRUPTION

According to the overwhelming majority of respondents in 2008-2010, corruption persists as a very serious problem in Armenia. About 82% of survey respondents in 2010 mentioned that corruption is a serious problem; this includes 60% of those who said that it is a very serious problem. Around two thirds of the survey respondents in 2010 agreed that Armenians consider corruption as a fact of everyday life. This proportion increased by 14 percentage points from 2008 to 2010. Respondents living in Yerevan were more likely to perceive corruption as a serious problem than those in other urban and rural areas.

Respondents perceived an increase in the level of corruption, frequency of bribe demands and the amount demanded for bribes. In 2010 more than one third (37%) of respondents indicated that the level of corruption had increased since the previous year. This figure doubled since 2008. One third (30%) of respondents in 2010 perceive an increase in the frequency of bribe demands. About 36% of respondents in 2010 said that larger amounts were demanded as bribes compared to the previous year.

At the same time, respondents became more pessimistic about the possibility of reducing or eradicating corruption in the country. Although a large share of respondents (50%, 51% and 46% in 2008, 2009 and 2010, respectively) believes that the level of corruption can be reduced in the country to a certain degree, 32% of respondents in 2010 said that corruption cannot be reduced at all. This latter group increased by 10 percentage points from 2008 to 2010. Respondents in Yerevan were less optimistic in 2010.

Respondents were asked about the level of corruption in various institutions and offices. Nearly half of respondents think that corruption is most widespread among high-ranking public officials. However, they are perceived as less involved in corruption in 2010 compared to 2009. Corruption is perceived to be high in courts, amongst the prosecution and in the Central Electoral Commission (CEC). About 64% of the survey respondents in 2010 believe that the Prosecution and the courts are corrupt. Sixty percent perceive the CEC to be corrupt.

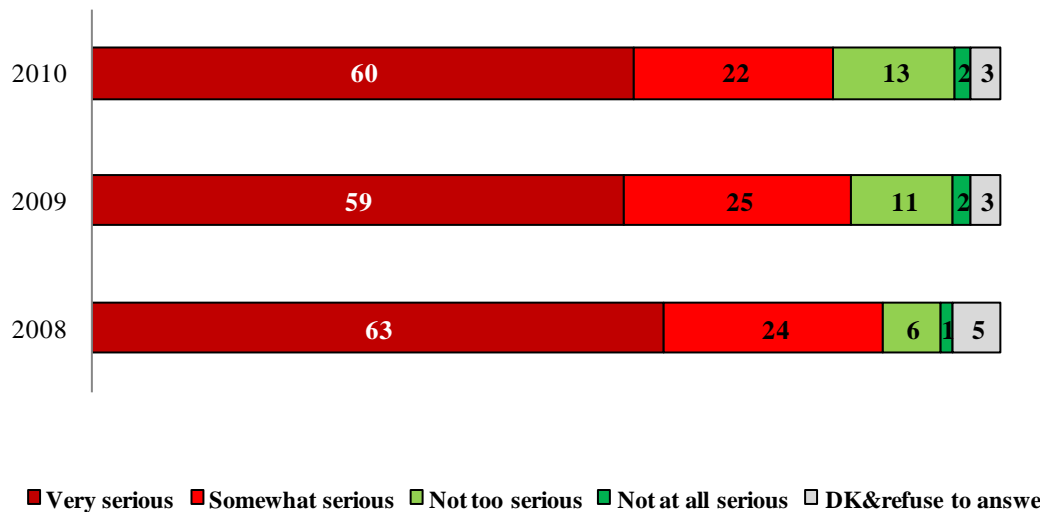
In addition to corruption in institutions and offices in Armenia, respondents were also asked about corruption within various service sectors. According to the survey results, corruption is more common in the healthcare industry, electoral system, education, traffic police, regular police, tax service and customs service. About 68% of respondents believe that corruption is very common and common in the healthcare system. Healthcare topped the list of most corrupt arenas in 2010, followed by the electoral system (66%), education (62%), traffic police (57%), tax service (58%), regular police (57%) and customs service (54%).

An assessment of corruption in Armenia

Corruption is a very serious problem in Armenia according to the overwhelming majority of respondents.

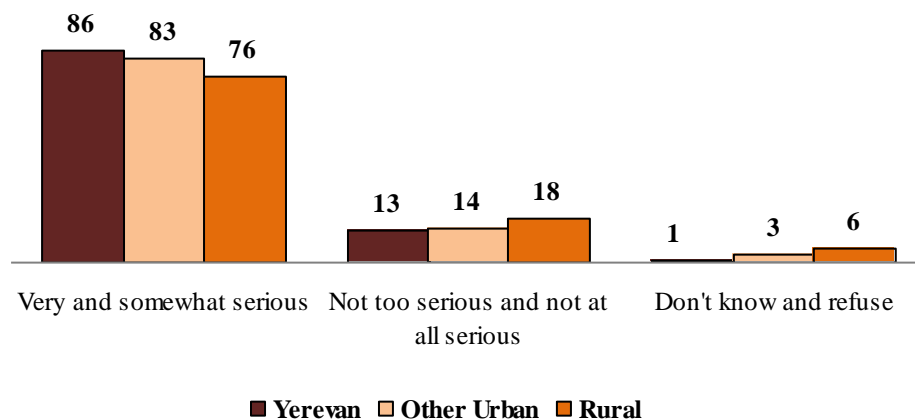
Respondents were asked to assess the importance or seriousness of corruption in Armenia (Figure 8). The overwhelming majority (82%) of survey respondents in 2010 mentioned that corruption is a serious problem; this includes 60% of those who say that it is a very serious problem and 22% who say that it is somewhat serious. However, the share of respondents who think corruption is a serious problem slightly decreased from 2008 to 2009. This share was 87% in 2008 and 84% in 2009. Only 15% of respondents in 2010 said that corruption is not too serious a problem or not a serious problem at all. These figures have slightly increased from 2008 and 2009.

Figure 8: Assessment of how serious the problem of corruption is in Armenia (% of respondents)



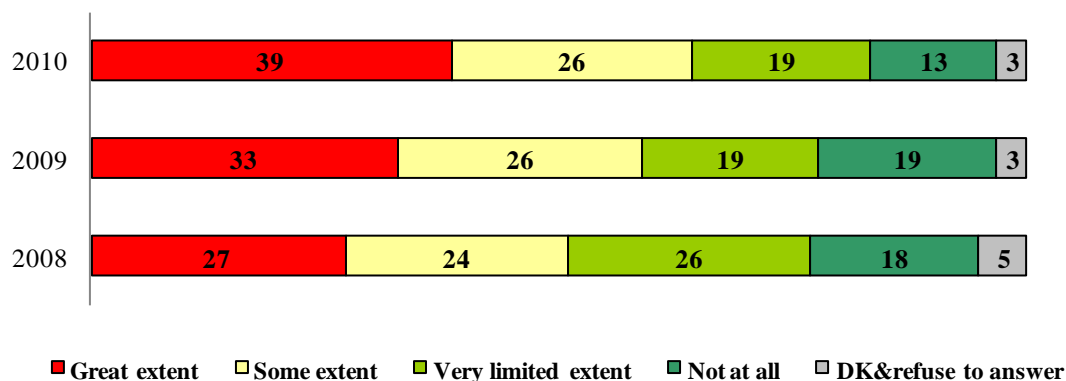
As Figure 9 shows, respondents living in Yerevan are more likely to perceive corruption as a serious problem than those in other urban and rural areas. Eighty-six percent of survey respondents living in Yerevan in 2010 mention corruption as a serious (very and somewhat) problem in the country. This figure is 83% and 76% in other cities and rural areas, respectively (Figure 9). Thus, the opinions of people living in rural and other urban settlements are more optimistic. The opinions of female and male respondents are similar on this issue and there are no significant differences between age groups.

Figure 9: Assessment of how serious the problem of corruption is in Armenia in 2010: Yerevan, other cities and rural areas (% of respondents in each area)



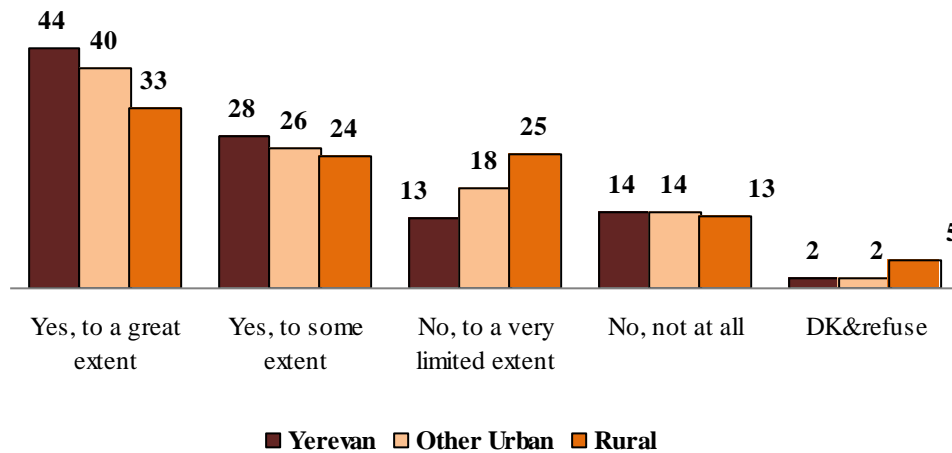
Around two thirds of survey respondents in 2010 agreed that Armenians consider corruption as a fact of everyday life (Figure 10). Sixty-five percent of respondents agreed with the statement that corruption is a fact of life in Armenia, while 32% of them disagreed with this statement. The percentage of people who view corruption as a fact of life in the country increased by 14 percentage points from 2008 to 2010.

Figure 10: Do you agree with the statement that citizens of Armenia consider corruption as a fact of life? (% of respondents)



Respondents living in Yerevan were more likely to agree that corruption is a fact of life in Armenia in 2010 than those in other urban and rural areas (Figure 11). About 72% of survey respondents in 2010 living in Yerevan mentioned that corruption is a fact of life in the country. This figure is 66% and 57% in other cities and rural areas, respectively. At the same time, no significant differences in the opinions of women and men, as well as people in different age groups were revealed.

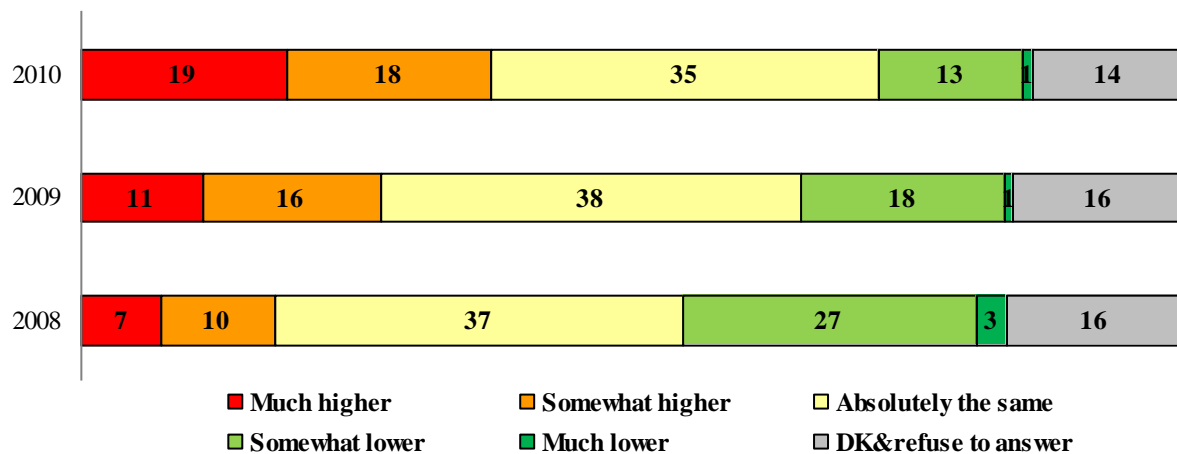
Figure 11: Do you agree with the statement that citizens of Armenia consider corruption as a fact of life? (% of respondents in Yerevan, other urban and rural area)



Respondents perceived an increase in the level of corruption, the frequency of bribe demands and the amount demanded for bribes.

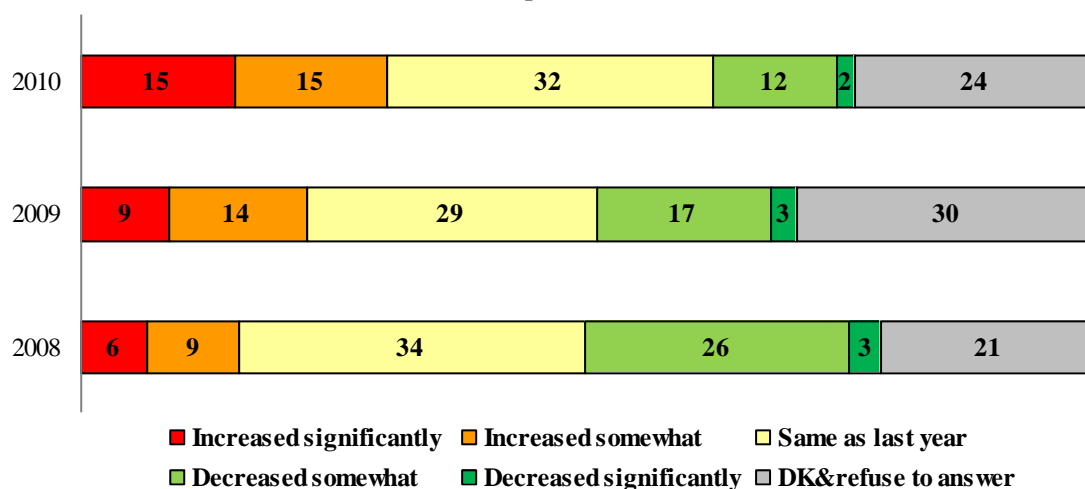
The percentage of respondents who think that the current level of corruption is higher than a year ago increased notably from 2008 to 2010. In 2010 more than one third (37%) of respondents indicated that the level of corruption became higher (much or somewhat) compared to the previous year. This figure has more than doubled since 2008 (17%). At the same time, the percentage of people (14%) who mentioned that the level of corruption became lower (much or somewhat) decreased by about half since 2008 when it was 30%. Thirty-seven percent, 38% and 35% of people in 2008, 2009 and 2010, respectively, perceived no change in the level of corruption (Figure 12). Thus, the opinions are rather split. Gender and age disaggregation of the 2010 data shows that there are no significant differences in the opinions on this issue between these groups.

Figure 12: How would you compare the level of corruption in Armenia today with the level of corruption a year ago? (% of respondents)

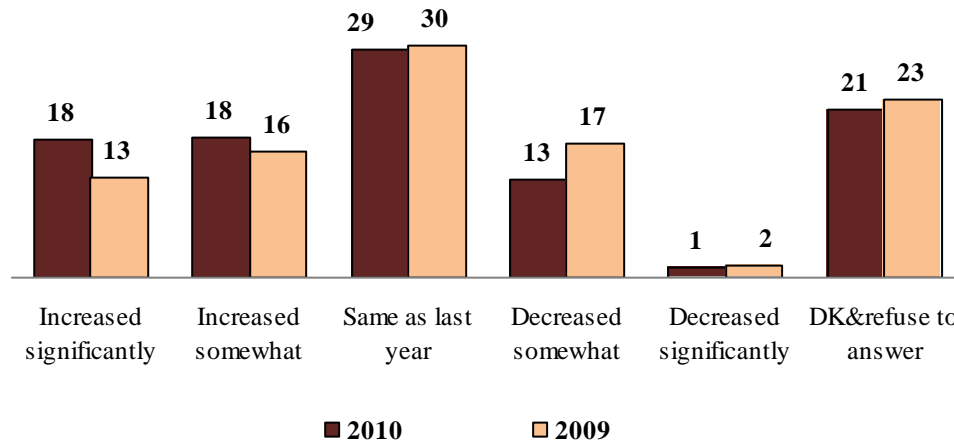


One third (30%) of respondents in 2010 said the frequency of demands for bribes significantly and somewhat increased compared to the previous year; this figure includes 15% of those who said that demands for bribes has significantly increased (Figure 13). Another third of the respondents (32%) said that the frequency of demands for bribes remained the same and another 14% said that had it decreased. Thus, the opinions here are also mixed. However, the number of people who think that there is a high frequency of demands for bribes has doubled from 2008 to 2010 (30% in 2010 and 15% in 2008). At the same time, the share of respondents who perceived less of a demand for bribes decreased from 29% in 2008 to 14% in 2010.

Figure 13: How would you compare the frequency of demands for bribe today with the year ago? (% of respondents)



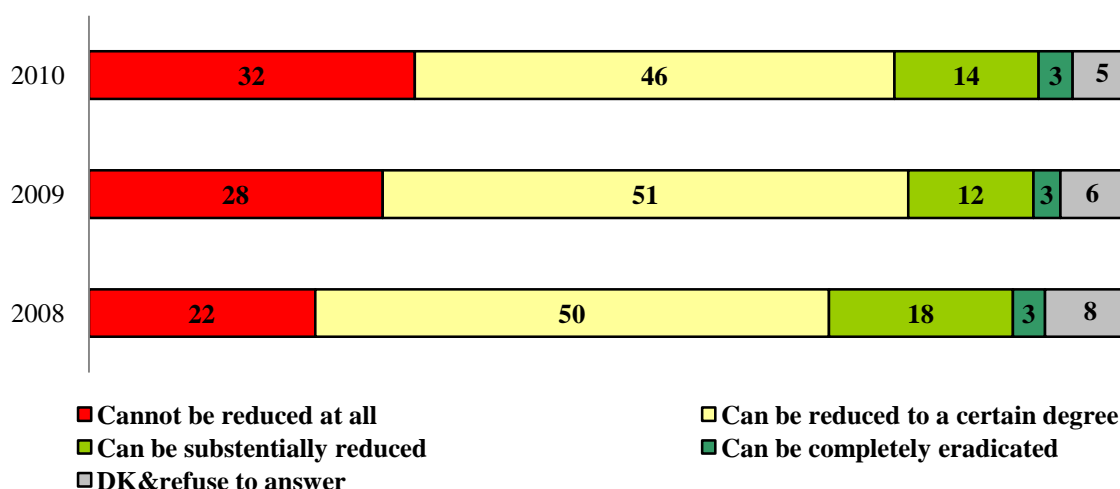
About 36% of respondents in 2010 said that there was an increase in the amounts demanded for bribes compared to the previous year (Figure 14). According to them, the demanded amounts somewhat (18%) and significantly (18%) increased. However, another one third of the respondents (29%) said that the amounts remained unchanged. The rest of the group (14%) mentioned that the amounts had decreased. Compared to the 2009 survey results, the proportion of those who perceive higher amounts demanded as bribes increased by 7 percentage points in 2010.

Figure 14: How would you compare the amounts demanded as bribes today with the year ago? (% of respondents)

Respondents became more pessimistic about the possibility of reducing or eradicating corruption in the country.

In 2010 almost one third (32%) of respondents said that corruption cannot be reduced in the country at all (Figure 15). Forty-six percent said that it can be reduced to a certain degree and only 17% of them indicated that it can be substantially reduced and eradicated. In 2009 this picture was slightly less pessimistic (28%, 51% and 15%, respectively). In 2008 the share of people who thought that corruption cannot be reduced in the country at all was at the lowest and made up 22%. Thus, the share of respondents with a pessimistic opinion on this issue increased by 10 percentage points from 2008 to 2010. Accordingly, the share of respondents with positive thinking decreased during the same period, but to a lower extent (by 5 percentage points). It should be mentioned that a large share of respondents (50%, 51% and 46% in 2008, 2009 and 2010, respectively) consistently believes that the level of corruption can be reduced in the country to a certain degree.

Respondents in Yerevan were less optimistic in 2010. Only 12% of them said that corruption can be substantially reduced or completely eradicated in contrast to 21% in other cities and 18% in rural area. Thirty-eight percent in Yerevan said it cannot be reduced at all, compared to 28% in other cities and 26% in rural areas.

Figure 15: To what extent corruption can be reduced in Armenia? (% of respondents)

Perceived levels of corruption in different institutions, sectors and among officials

Corruption is perceived as high in courts, the prosecution and the Central Election Commission.

Respondents were asked to assess the level of corruption within select state institutions and agencies (Figure 16). About 64% of the survey respondents in 2010 believe that the Prosecution and the courts are corrupt either to a great extent (37%) or to some extent (27%). The CEC is also perceived as one of the most corrupt agencies (60% of respondents) in the country with 35% of people saying that it is corrupt to a great extent and 25% to some extent. The CEC is followed by law enforcement institutions (57%) and ministries (56%). Next on the list are the regional government bodies: marzpetarans, the government staff and national assembly whom 52%, 48% and 47% of the respondents, respectively, think are to a great or some extent.³ Other institutions and offices on the list were also perceived to be corrupt, but at a lower frequency. It must be noted that the proportion of respondents who refused to answer or gave the answer do not know was sizeable for these categories. For the Office of the President, Yerevan city hall, the Civil Service Council and the Public Services Regulatory Commission, 45-52% of the answers were don't know or refuse to answer. While 41% of respondents perceived the Office of the President to be corrupt, more than a third of them (37%) either did not know or refused to answer the question. The situation is similar for the Yerevan city hall: 40% of respondents perceived the city hall to be corrupt, but another 45% of them either did not know or refused to answer the question. The Ombudsman (Human Rights Defender) is the only institution in which two times more respondents said it was not corrupt (43%), rather than corrupt (22%). From 2008 to 2010,

³ A marzpetaran (or governor) is the local authority for each marz. They are appointed by the President.

the prosecution, courts, CEC and law enforcement institutions were assessed as the most corrupt by the majority of respondents (58-66%). The differences between results from the 2010 and 2009 version of this question are small.

Figure 16: Assessment of level of corruption in different institutions and agencies in 2010 (% of respondents)

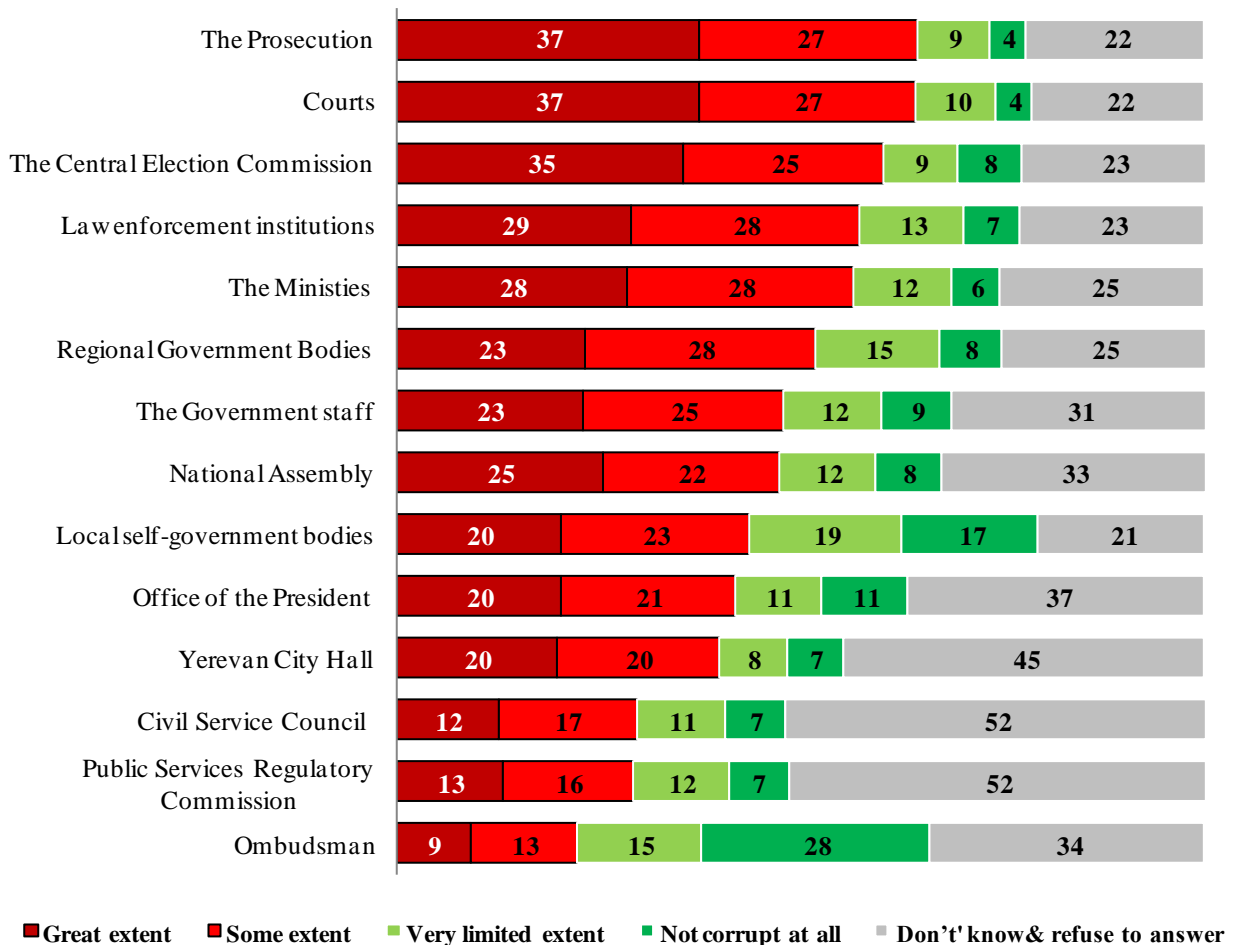


Table 4 shows that more often than not, residents of Yerevan declared these select institutions corrupt to some extent and corrupt to a great extent. The most visible difference is in the case of the Yerevan City Hall. The majority (62%) of the respondents living in Yerevan think that Yerevan City Hall is corrupt to a great extent or to some extent, while the corresponding figures for the respondents living in other cities and rural areas were 32% and 26%, respectively. At the same time, respondents in Yerevan are also more pessimistic about local self-government bodies and Marzpetarans.

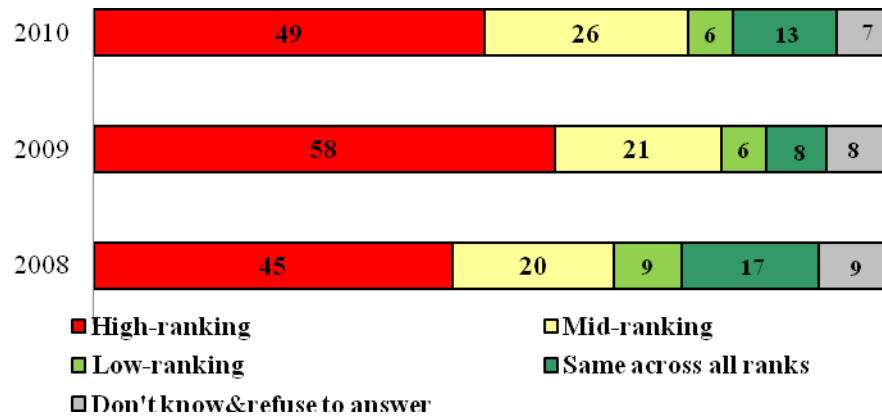
Table 4: Frequencies of answers on whether select institutions are corrupt to some extent and corrupt to a great extent in Yerevan, other cities and rural areas in 2010 (% of respondents)

Corrupt at some extent and at great extent	All	Yerevan	Other cities	Rural area
The Prosecution	64	74	62	58
Courts	64	74	61	57
The Central Election Commission	60	71	60	51
Law enforcement institutions	57	69	54	49
The Ministries	56	64	56	50
Regional Government Bodies	52	61	52	44
The Government staff	48	53	50	41
National Assembly	47	50	48	44
Local self-government bodies	44	58	46	29
The Office of the President	42	44	44	38
Yerevan City Hall	40	62	32	26
Civil Service Council	30	38	31	21
Public Services Regulatory Commission	30	38	28	22
Ombudsman	22	26	23	18

Nearly half of the respondents think that corruption is most common among high-ranking officials.

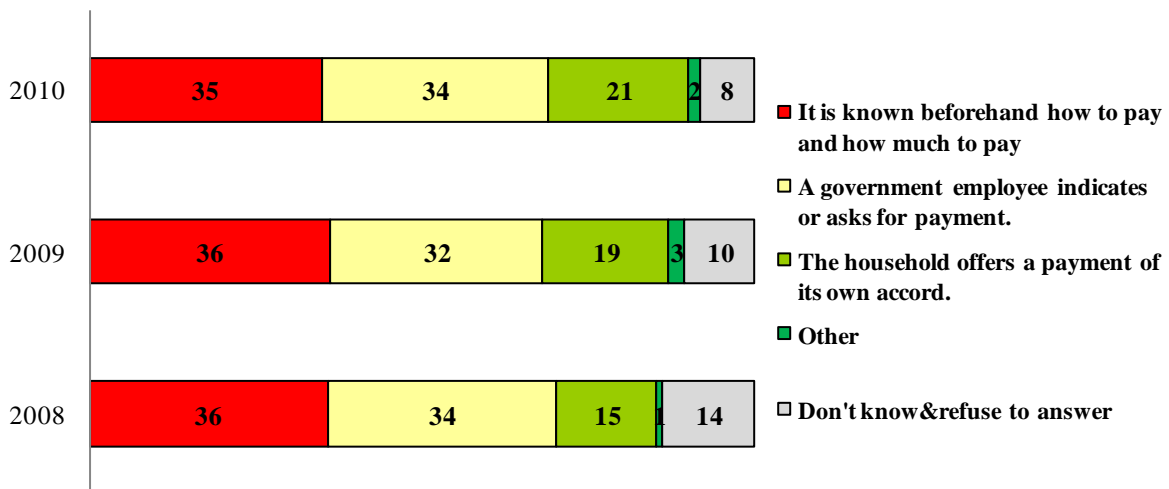
High-ranking officials, however, are perceived as less involved in corruption in 2010 compared to 2009. Respondents were asked among which level of officials (i.e. high-ranking, mid-ranking and low-ranking) the level corruption is most widespread in the public sector. Nearly half of the respondents (49%) indicated that corruption is most widespread among high-ranking public officials; 26% said corruption is most frequent among mid-ranking officials and only 6% believed it is most frequent among low-ranking officials. This indicates that the typical thinking in Armenia that corruption is a top-down rather than bottom-up phenomenon. The percent of respondents who believe the level of corruption is the same across all ranks comprised 13% in 2010. However, the percentages of respondents who believe high-ranking officials to be corrupt decreased by nearly 10% from 2009. At the same time, the share of those who think corruption is most frequent among mid-ranking officials increased (Figure 17).

Figure 17: Is corruption most widespread among low-ranking, mid-ranking or high-ranking public officials? (% of respondents)



Respondents were asked about the most frequent scenarios when giving a bribe to a public official. As Figure 18 shows, about 35% of respondents in 2010 said that it is known beforehand how to pay and how much to pay, so it is not discussed. Another 34% said that the governmental employee indicates or asks for the payment and 21% said the household offers a payment on its own accord. These figures were almost the same from 2008 to 2010, except for the scenario of a household offering a payment on its own accord. This increased by about 6 percentage points during this period.

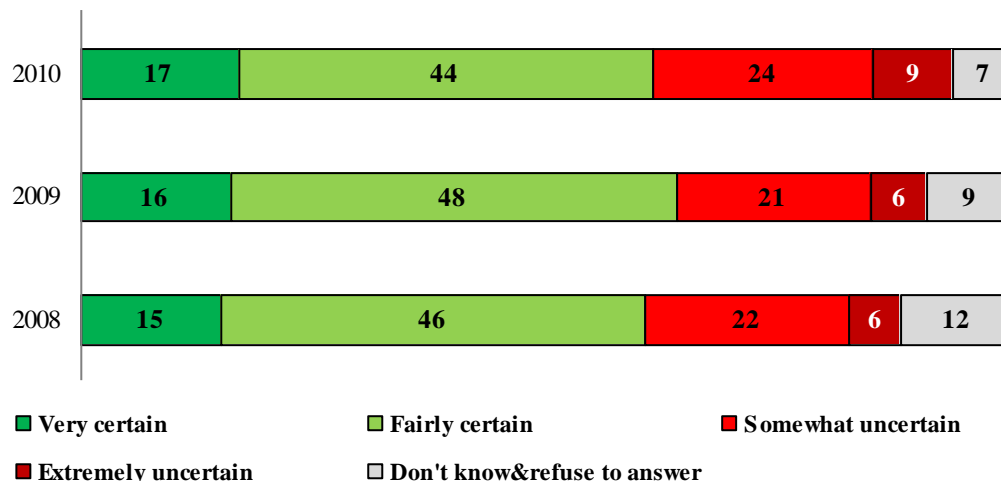
Figure 18: Most frequent scenarios when giving bribes to public officials in 2008, 2009 and 2010 (% of respondents)



A majority (61% in 2010) of respondents think that paying a bribe to a governmental employee is a low-risk action. Among them, 17% were very certain that if they pay, they will receive the service and another 44% were fairly certain about it (Figure 19). However, another third (33%)

of the respondents in 2010 were uncertain of the final outcome; 9% of this group was extremely uncertain. The share of those who are certain is rather stable, while the share of those who are uncertain increased by 5 percentage points from 2008 to 2010 (from 28% to 33%).

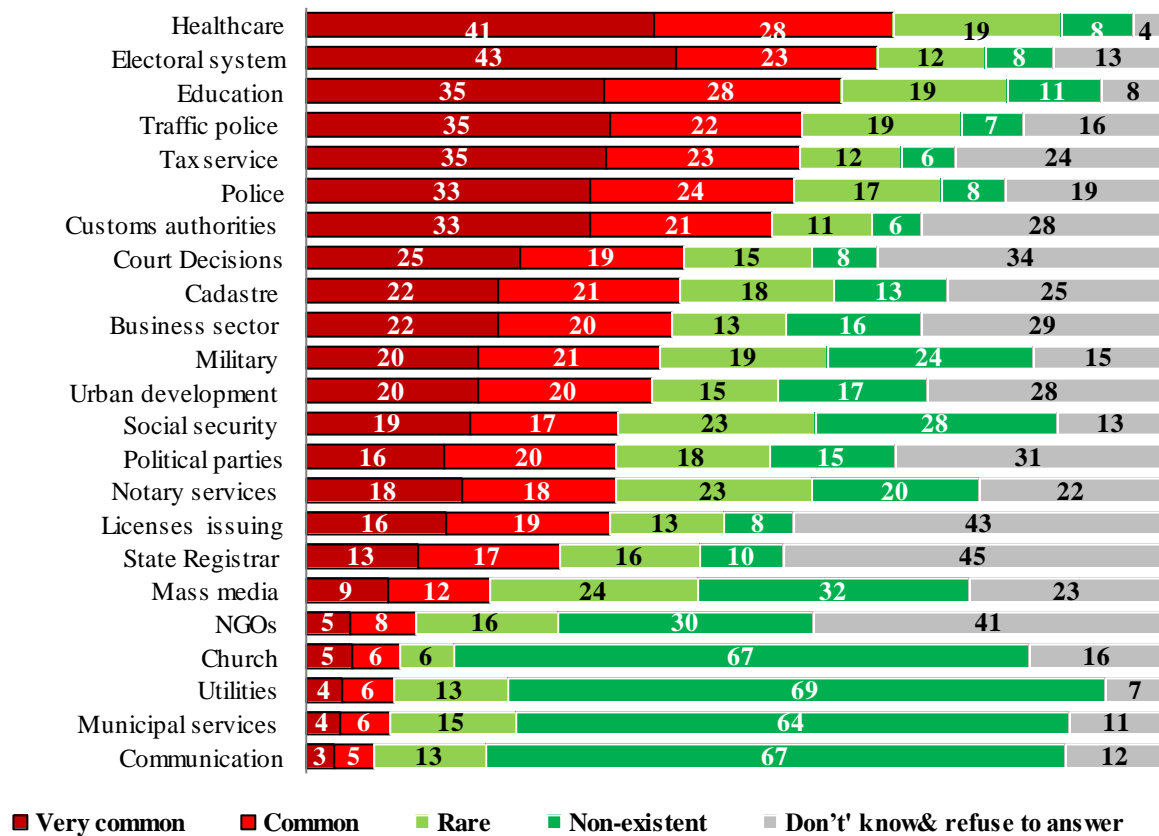
Figure 19: Certainty of receiving services in exchange for bribes in 2008, 2009 and 2010 (% of respondents)



According to the respondents, corruption is more common in healthcare, the electoral system, education, traffic police and regular police institutions, as well as tax and custom services.

Survey respondents were asked to assess how common corruption is in select sectors and services in Armenia. According to the 2010 survey results, corruption is more widespread in the healthcare system, the electoral system, education, traffic and regular police institutions, and tax and customs services (Figure 20). These sectors received the highest frequencies of very common and common answers. Sixty-eight percent of respondents believe that corruption is very common and common in the healthcare system, which received the highest frequency of the above mentioned answers, followed by the electoral system (66%), education (62%), traffic police (57%), tax service (58%), regular police (57%) and customs service (54%).

Contrastingly, corruption was perceived as rare or non-existent by the majority of the respondents in the public utilities sector (e.g., water, gas, and electricity), communications (e.g., telephone and internet), municipal services (e.g., waste collection and disposal and issuing permits) and the church. Eighty-three percent of respondents believe that corruption is very rare or non-existent in the public utilities sector, 80% in communications, 79% in municipal services and 73% in church. About 51% said corruption is rare in social security services, while 36% believe that corruption is widespread in that sector; 56% and 46% of respondents believed corruption is rare in mass media and in NGOs, respectively.

Figure 20: Perceived levels of corruption in sectors and services in 2010 (% of respondents)

The main differences between the results of the 2009 and 2010 surveys are the following. Healthcare shifted from the 2nd place in the ranked list of sectors and services by frequency of answers that corruption is common and very common in 2009 (61%) to 1st place in 2010; education shifted from the 5th place (56%) to 3rd place; and the police shifted from the 3rd (58%) place to the 6th place.

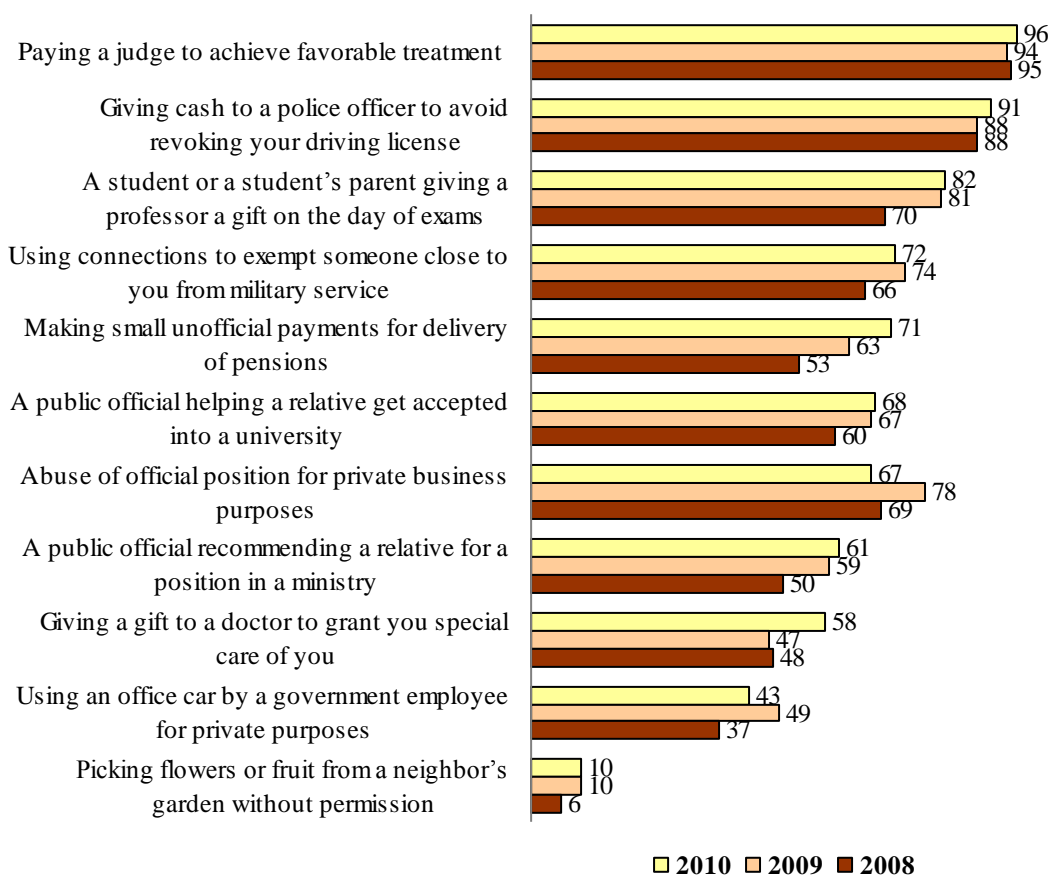
Respondents were asked to mention the three most corrupt services and sectors in Armenia. The healthcare, education and electoral systems were perceived to be the three most corrupt sectors in 2010. According to their evaluations, the healthcare system was perceived to be the most corrupt area in 2010 (45% of respondents), the education system was second (31% of respondents), and the electoral system was the third (28% of respondents). The picture was similar in 2009, except that healthcare was in first place (33% of respondents), the education system was in second (24% of respondents), and the courts were in third place (23% of respondents). There are no differences in ranking with respect to the most corrupt sectors in Yerevan, other cities and rural areas.

Perceptions of corrupt behavior

Most people understand the general meaning of the term “corruption” in Armenia.

In order to map the understanding of the word corruption, respondents were provided with a list of actions and asked whether they think these actions represent corruption (Figure 21). The overwhelming majority of the respondents in 2008-2010 described the following actions as corruption: paying a judge in order to receive favorable treatment (96%), giving cash to a police officer to avoid having a driver's license revoked (91%), giving a professor a gift on the day of exams (82%), using connections to exempt someone close from military service (72%) and paying unofficial small amounts of money for delivery of pensions (71%). Thus, these actions were clearly understood as corruption.

Other types of actions were understood to be corruption by a smaller share of the respondents. For example, 68% and 61% of respondents, respectively, mentioned that a public official helping a relative to get accepted into a university or a public official recommending a relative to a position in a ministry are acts of corruption. In the case of giving a gift to a doctor for special care, the opinions were split: 58% of respondents said this was corruption and 40% disagreed. Thus, there is no agreement on whether it is corruption or not. Only 43% of respondents agreed that using an office car by a government employee for private purposes is an act of corruption. The significant changes in public opinion between 2009 and 2010 are that in 2010 more people said that paying unofficial small amounts of money for the delivery of pensions is corruption (71% compared to 63% in 2009) and that giving a gift to a doctor for special care is corruption (58% compared to 47% in 2009).

Figure 21: Percent of respondents saying that the action represents corruption in 2008, 2009, 2010 (%)

CHAPTER 3: INDIVIDUAL BEHAVIOR AND CORRUPTION EXPERIENCES

More than half of the respondents expressed the opinion that people usually engage in corrupt activities in Armenia because it is the only way to get things done and because it helps to speed up processes. The percentage of respondents who are likely to give a bribe is nearly three times higher than the percentage of those who are likely to take it. More than half of respondents said that they will not abstain from paying bribes in case of need. At the same time, the overwhelming majority (73%) of respondents mentioned that they would refuse to take a bribe if it was offered to them. Women are more likely to refuse to take a bribe (75%) than men (69%). However, the percentage of women and men who said they would give a bribe is very close.

The majority of respondents would agree to take a bribe because of the need for money and because it is a common practice. The reasons for taking bribes are mostly connected to the need for money (47%) and the opinion that it is common in society (36%). With respect to giving a bribe, the majority of respondents would agree to give one because they are forced to do it. The main reason of giving bribes is connected to the fact that people know that they cannot solve their problem through the legal channels. Thus, they are forced to give bribes in order to obtain a result. Those who would refuse to give a bribe explained that it is unacceptable for them (56%). People who would not agree to take a bribe do so because of moral issues. This group stated that it is unacceptable for them (76%).

About one third of respondents can be described as a potential “anti-corruption force”, while only 17% of them are potential “supporters of corruption”. There are no significant differences in the representation of these two camps among female and male respondents. However, more men (22%) are “corruption supporters” than women (16%).

The majority of respondents believe they cannot have an active position in combating corruption in the country. For example, 84% of respondents say there is nothing they can personally do to reduce corruption in Armenia.

Respondents are also generally unwilling to report corruption. The most widespread reasons for not reporting cases of corruption in 2010 include disbelief that something will be done after reporting corruption and a sense that reporting corruption is perceived as socially unacceptable.

Although the healthcare system is perceived to be the most corrupt institution, only 22% of those respondents who had a contact with the healthcare system said that they were asked for a bribe. The majority (75%) of these cases of bribe giving happened in secondary and tertiary healthcare

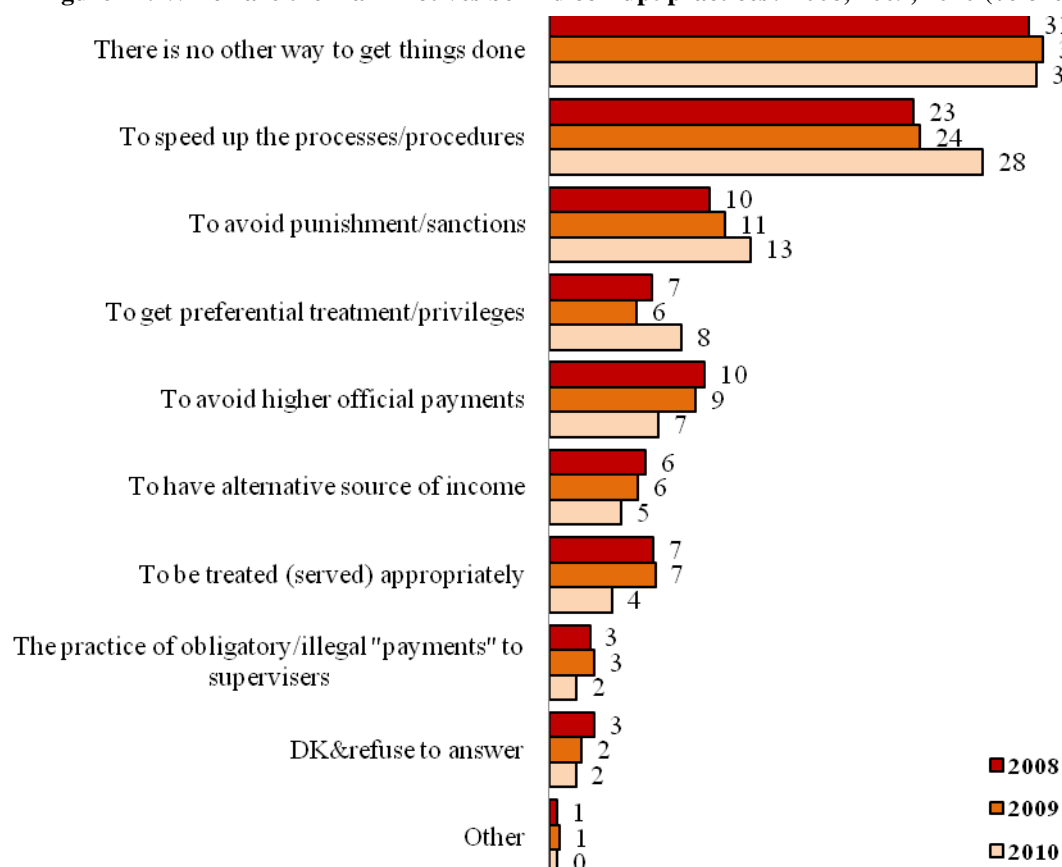
facilities. People were rarely asked to pay bribes during contact with public utilities and communications institutions; only 1% of those who dealt with them mentioned that they made some unofficial payments. Only 10% of those who had contacts with the education and social security systems were asked for a bribe over the past year.

Main motives for corruption

More than half of respondents said that people usually engage in corruption because it is the only way to get things done and because it helps to speed up the process.

Respondents were asked to identify and rank at most three main motives for corrupt practices in Armenia. The aggregation of responses shows that the most widespread motive is that people cannot get things done without corruption (around 31-32% of all three answers from 2008 to 2010). The second frequent motive behind corruption is the need to speed up the processes, i.e., to decrease the time for bureaucratic processes. The frequency of this answer comprised 23%, 24% and 28% in 2008, 2009 and 2010, respectively (Figure 22). Thus, it slightly increased in 2010. The third frequent motive is escaping punishment or sanctions (13% of all answers in 2010).

Some of the less frequently mentioned reasons were to get preferential treatment/privileges (8% in 2010), to avoid higher official payments (7% in 2010) and to have an alternative source of income (5% in 2010). There are no significant differences in the motives for corrupt practices for women and men or between age groups.

Figure 22: Which are the main motives behind corrupt practices? 2008, 2009, 2010 (% of all 3 answers)

The proportion of respondents who are liable to give a bribe is nearly three times higher than the proportion of those who are liable to take it.

Respondents were asked what their reaction would be to an offer to take or to give a bribe (Figure 23a and 23b). More than half of the respondents (58% in 2010) answered that they will not abstain from paying bribes and are ready to give a bribe in case of need. At the same time, the overwhelming majority of respondents (73% in 2010) mentioned that they would refuse to take a bribe if it was offered to them. The proportions of respondents who are liable to take or to avoid a bribe taking were stable in 2008-2009. The percentage of those who mentioned that they would give a bribe increased by 5 percentage points during the same period. Only 21% said they would take a bribe and 37% said that they would not give a bribe in 2010. The share of those who said they would not give a bribe slightly decreased in 2010.

Gender disaggregation of the data shows that women are less likely to take a bribe than men; seventy-five percent of female respondents mentioned that they would refuse to take a bribe if it was offered to them, while 69% of male respondents said the same in 2010. In the case of giving

a bribe, the proportions of women and men who said they would give it are very close (57% and 60%, respectively).

Figure 23a: Reaction to an offer to take a bribe in 2008, 2009, 2010 (% of respondents)

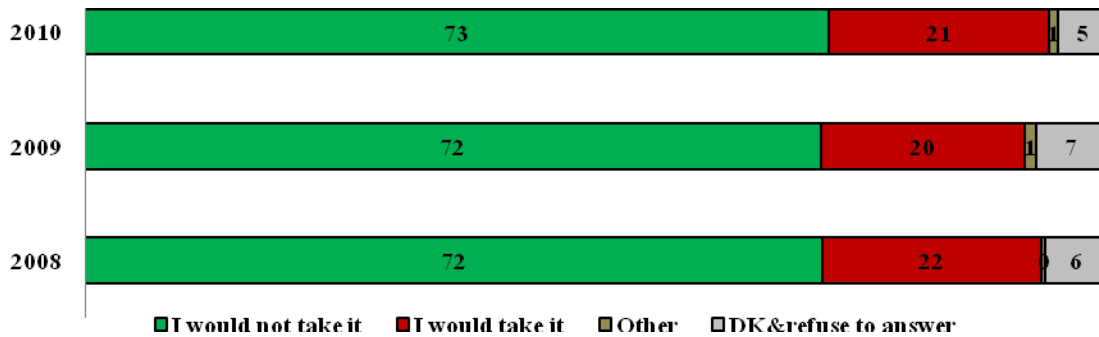
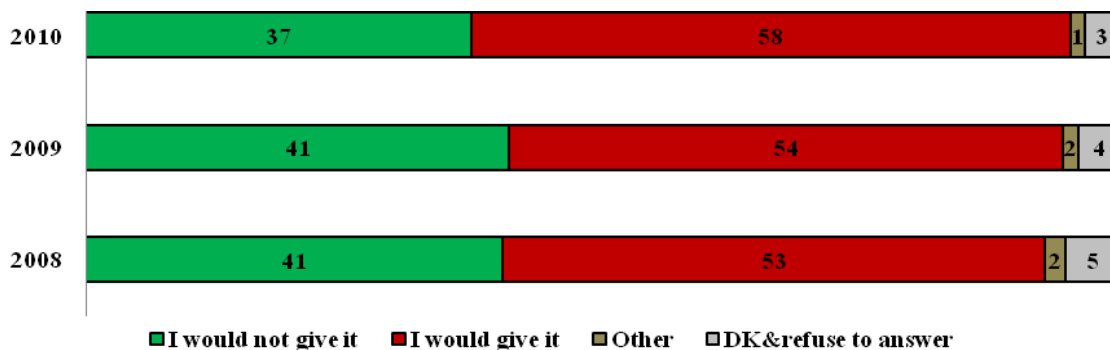


Figure 23b: Reaction to an offer to give a bribe in 2008, 2009, 2010 (% respondents)



As Table 5 shows, the majority of respondents would agree to take a bribe out of the need for money and because it is common, while they would refuse to take a bribe because of moral issues. The following pattern was observed when analyzing the motives behind the positive or negative reactions of respondents to an offer to take or give a bribe. The majority of those who would refuse to take a bribe explained that it is unacceptable for them (76% in 2009 and 2010). Another 13% in 2010 and 11% in 2008-2009 said they would not take a bribe because there is a high risk of being punished; these are the most common reasons for avoiding bribe taking. Thus, the main motives for avoiding not taking a bribe involve morality. At the same time, reasons for taking bribes are mostly connected to the need for money (47% in 2010) and because it is common in the society (36% in 2010).

Table 5: The reasons why a respondent would or would not take a bribe in 2008, 2009 and 2010 (% of respondents)

	Reasons	2010	2009	2008
Why would you take it?	Because everybody takes it	36	34	34
	Because I need money	47	52	48
	Because I like money	4	...	2
	Because I have to share it with my supervisor(s)	8	6	7
	Other	5	7	7
	DK & refuse to answer	1	2	2
	Total	100	100	100
Why would you not take it?	Because there is a high risk to be punished	13	11	11
	Because it is unacceptable for me	76	76	73
	Will try to resolve the issue through legal means	4	5	6
	To reduce/eliminate corruption	4	6	0
	Other	3	1	8
	DK & refuse to answer	1	1	2
	Total	100	100	100

The majority of respondents would agree to give a bribe because they feel compelled to do it and they would refuse to give a bribe on moral grounds. A majority of those who would refuse to give a bribe explained that it is unacceptable for them (66% in 2009 and 56% 2010). Another 11% in 2010 and 10% in 2009 said they would try to solve the issue through legal channels and means. These are the most common reasons for abstaining from bribing (Table 6). Thus, the main motives for refusing the bribe giving are also related to individual morality. At the same time, the main reason for giving bribes is connected to the fact that people think they cannot solve their problem through legal channels. Thus, they are compelled to give bribes in order to obtain a desired result. The share of people who mention this reason comprised the overwhelming majority (71% of respondents in 2010). This share decreased during 2009-2010 by 8 percentage points.

Table 6: The reasons why a respondent would or would not give a bribe in 2008, 2009 and 2010 (% of respondents)

		2010	2009	2008
Why would you give it?	Because everyone gives	6	10	8
	Because there's no other way I can obtain the service	71	79	77
	I will be able to negotiate the price	1	4	8
	To speed up the process	15	0	2
	To be sure I get what I need	5	0	1
	Other	2	5	4
	DK & refuse to answer	0	1	1
	Total	100	100	100
Why would you not take it?	Because there is a high risk to be punished	5	8	5
	Because it is unacceptable for me	56	66	58
	I will try to resolve the issue through legal means	11	10	19
	Because I have no money/means	23	6	8
	Other	4	9	6
	DK & refuse to answer	2	2	5
	Total	100	100	100

Individual behavior related to corruption

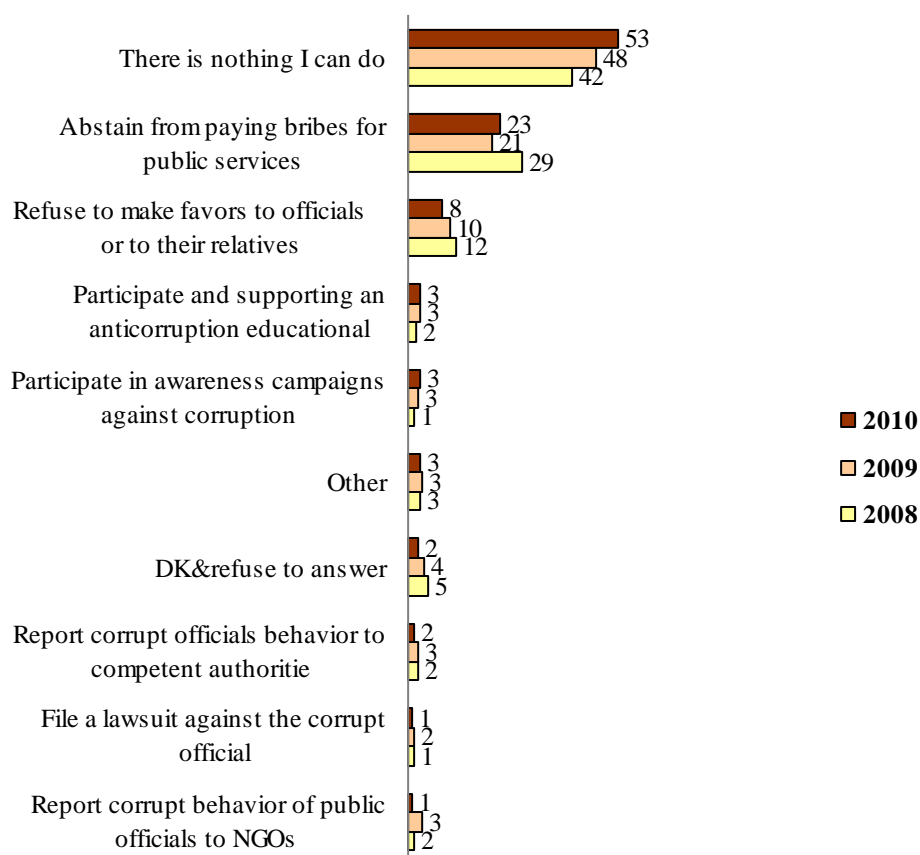
More than one third of respondents can be treated as a potential “anti-corruption” force, while only 17% of them are potential “supporters of corruption.”

Based on their potential reactions to an offer to take or give a bribe, respondents can be divided into following groups: those who are ready to take and give a bribe (so called “corruption supporters”), those who are ready to take but not give bribes (“pseudo-pragmatists”), those who would give, but not take bribes if requested (“passive players”) and those who would neither take nor give bribes (“anti-corruption force”). According to this scheme, corruption supporters made up 18% and 17%, while the anti-corruption force comprised 33% and 37% of respondents in 2010 and 2009, respectively (Table 7). Thus, on one hand the share of anti-corruption force is nearly two times higher than the share of corruption supporters. On the other hand, the share of corruption supporters was rather stable, while the share of anti-corruption force slightly decreased (by about 4 percentage points) from 2009 to 2010. There are no differences in representation of the anti-corruption forces among female and male respondents (34% and 32%, respectively). However, corruption supporters were higher among males (22%) than females (16%).

Table 7: Estimations of the shares a potential “anti-corruption force” and “corruption supporters” in society: attitudes towards taking and giving bribes in 2009 and 2010 (% of respondents)

	2010		2009	
	I would give it	I would not give it	I would give it	I would not give it
I would take it	18% corruption supporters	3% pseudo pragmatics	17% corruption supporters	3% pseudo pragmatics
I would not take it	36% passive players	33% anti- corruption force	32% passive players	37% anti-corruption force

At the same time, the majority of respondents believe that they cannot have an active position in combating corruption in the country. Respondents were asked what they can personally do to reduce corruption in Armenia. More than half of all respondents (53% in 2010) said that there was nothing they could do (Figure 24). It should be mentioned that the share of this answer increased from 2008 to 2010 by 11 percentage points. Another relatively large share of answers included abstaining from paying bribes for public services (23% in 2010). About 8% would refuse to make favors to officials or their relatives. Thus, the majority (84%) of answers to this question in 2010 reflect passive or discouraging attitudes of respondents. At the same time, very few respondents were willing to be more active or report corrupt officials to the authorities or an NGO. Few were also willing to participate in an anti-corruption educational or awareness campaign.

Figure 24: What can you personally do to reduce corruption in Armenia? (% of all answers)

The unwillingness of respondents to report corruption can be partially explained by a lack of information about how and to whom they can report. Only 24% of the respondents in 2009 and in 2010 say they know which institutions they can approach to report a case of corruption by a public official.

The most widespread reason that people did not want to report corruption in 2010 was a disbelief that something will be done after reporting it and the notion that reporting corruption is socially undesirable. Some 99% of respondents in 2009 and 2010 did not report any acts of corruption during the twelve months preceding the survey. As Table 8 shows, the main reason that people did not want to report cases of corruption in 2010 was that people thought no actions would be taken even if corruption was reported. The share of those having this opinion increased from 64% to 76% from 2008 to 2010. The next widespread reasons were because Armenian society does not reward those who report corruption (72% in 2010); those who report corruption will be subject to retribution/retaliation (57%), it is not worth reporting corruption if I am not personally hurt by it (55%), and most people who commit corruption only do so because of economic hardship (43% in 2010).

Table 8: Why are people in Armenia reluctant to report corrupt actions? (2008, 2009 and 2010) (% of respondents)

Reasons	2010	2009	2008
Those who report corruption will be subject to retribution/retaliation	57	47	47
No actions will be taken even if corruption is reported	76	69	64
It is not worth reporting corruption if I am not personally hurt by it	55	55	38
Most people who commit corruption only do so because of economic hardship	43	44	34
Our society does not reward those who report corruption	72	71	65

Corruption experiences

The respondents were asked whether they had any contact with different sectors of public services during 12 months preceding the survey and whether or not they were asked to pay a bribe for services during these contacts. Large shares of 2010 survey respondents had contacts with public utilities (72% of respondents), communications (61%), healthcare services (58%), social security (42%) and the education system (40%). For the rest of the public services, the cases of contacts were very limited. Thus, the representativeness of the data is low for these cases (Table 9).

During contacts with the public utilities and communications arena, people were very rarely asked to pay bribes; only 1% of those who had had a contact with these sectors mentioned that they made some unofficial payments. Although the healthcare system is perceived to be the most corrupt one, only 22% of those respondents who applied to the system said that they were asked for a bribe. The majority (75%) of these cases of bribe giving were in the secondary and tertiary healthcare facilities (clinics and hospitals). Only 10% of those who had contacts with the education and social security systems were asked for a bribe over the past year.

Table 9: Personal experience of giving bribes in the public sector and different services in 2010

	Number of respondents who had contact	Percent in total number of respondents	Number of respondents who were asked to pay bribes
Traffic police	260	17	85
Customs authorities	46	3	11
The Prosecution	26	2	6
Healthcare except free birth assistance	890	58	194
Courts	46	3	10
State-guaranteed free birth assistance	218	14	43
Court Decisions Enforcement Office	26	2	5
Cadastral	159	10	26
Police	39	3	5
Licenses/certificates/permits issuer	24	2	3
State Register	65	4	8
Notary services	163	11	19
Education	615	40	62
Social security	641	42	63
Tax service	114	7	11
Military	163	11	9
Utilities	1094	72	11
Communication	932	61	7

The respondents were asked also to describe the main scenarios of corruption cases in the public sector based on their personal experiences. In 2010, 22% of the respondents stated that in all cases, officials mostly do not directly demand a bribe. Rather, they show that they have expectations of money, some gift or favors. Another 14% say that in all cases, officials directly demand money, a gift or a favor. About 9% mentioned that in all cases they used their own contacts to get privileged treatment. Nevertheless, the majority of respondents mentioned that they rarely or never experienced bribe giving with public officials.

CHAPTER 4: AWARENESS OF ANTI-CORRUPTION INITIATIVES AND PERCEPTIONS OF THEIR EFFECTIVENESS

Respondents were asked about their level of awareness with respect to different anti-corruption initiatives. The overwhelming majority of respondents were unaware of NGOs involved in anti-corruption activities (85-87% of respondents in 2008-2010). Additionally, about 7% of respondents in 2009 and 2010 said that they do not know what an NGO is.

In spite of the fact that the majority of respondents were unaware of NGOs involved in anti-corruption activities, about 44% of survey respondents in 2010 fully or somewhat agree that NGOs are capable of combating corruption in Armenia. About 39% disagree with this statement. Thus, opinions are split on this issue.

With respect to specific anti-corruption initiatives, the majority of respondents (74%) were aware of the Human Rights Defender as an agency involved in anti-corruption activities. About half (48%) of respondents were aware of the Chamber of Control, while the percentage of people who were aware of the Anti-Corruption Strategy Monitoring Commission made up only 14% of respondents in 2010. Likewise, only 14% of respondents in 2010 had heard about the Advocacy and Assistance Centers (AACs). However, awareness of AACs has almost doubled from 2008 to 2010.

Eighty percent of respondents in 2010 said that they are not familiar with the anti-corruption initiatives being implemented by the government of Armenia in general and only 19% of them said that they are aware of these initiatives. The highest level of awareness was recorded in Yerevan (22% compared to 19% in other cities and 16% in rural areas). In addition, the percentage of those who know about the governmental anti-corruption initiatives considerably decreased from 2008 to 2010.

Regardless of their unawareness about governmental anti-corruption initiatives, all respondents were asked to evaluate the effectiveness of the government's fight against corruption. About one third (31%) of the respondents in 2010 assessed the government's fight against corruption as very or somewhat effective. The majority (57%) of respondents said that the government's fight against corruption is very or somewhat ineffective. The percentage of people with this perception increased nearly 1.5 times from 2008 to 2010. With respect to other anti-corruption initiatives, assessments of the effectiveness of the Human Rights Defender's anti-corruption activities are

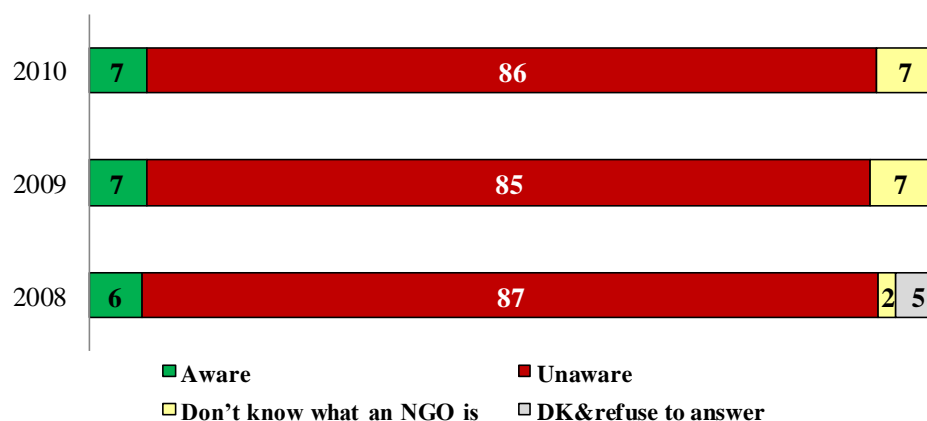
high (46% of those who were aware), while such assessments are quite diverse for the other public agencies.

Familiarity with NGOs, official organizations and agencies involved in the anti-corruption activities

The anti-corruption activities of NGOs remain unknown to the majority of respondents.

As Figure 25 reveals, the overwhelming majority of respondents are unaware of NGOs involved in anti-corruption activities. The percentage of those who are unaware is stable at 85-87% from 2008 to 2010. About 7% of respondents in 2009 and 2010 said that they do not know what an NGO is. Despite the fact that the majority of respondents were unaware of NGOs involved in anti-corruption activities, about 44% of 2010 survey respondents fully or somewhat agree that NGOs are capable of combating corruption in Armenia. At the same time, 39% disagree with this statement.

Figure 25: Knowledge of NGOs involved in anti-corruption activities in Armenia in 2008, 2009 and 2010 (% of respondents)



The level of unawareness in 2009 and 2010 was similarly low across settlement types. Between 6-9% of respondents in urban, capital and rural areas were aware of NGOs involved in anti-corruption activities. Differences in the levels of awareness between male and female respondents varied by no more than 1-2%, while people in the 30-49 age group seemed to be more aware than those in other age groups (Table 10).

Table 10: Percentage of respondents who are knowledgeable about NGOs involved in anti-corruption activities by area of residence, age groups and gender in 2010 (% of respondents in each group)

	Percentage who don't know	Percentage who know
Yerevan	91	7
Other cities	81	9
Rural area	85	6
18-29	88	6
30-39	83	9
40-49	83	9
50-59	85	6
60 years and over	85	5
Female	86	8
Male	85	6
Total	86	7

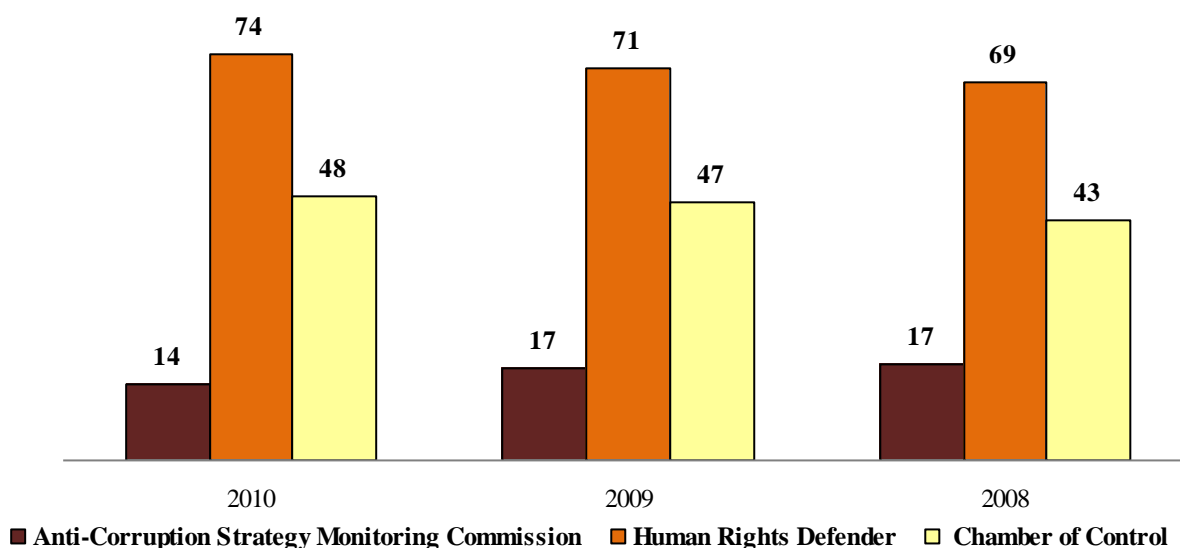
These respondents were asked to name some of the NGOs dealing with anti-corruption issues. The Armenian Young Lawyers Association (21%), the Yerevan Press Club (15%), the Transparency International (11%), the Freedom of Information Center of Armenia (8%) and the International Foundation for Electoral Systems Office in Armenia (8%) were the NGOs that respondents mentioned the most (out of 110 NGOs in total).

In addition to their knowledge on NGOs dealing with anti-corruption issues, respondents were also asked about the types of information or support on anti-corruption that they would like to receive from NGOs. As in 2008 and 2009, the majority of respondents in 2010 said that they would like to receive information about citizens' rights with regard to corruption (50% of respondents). Another 31% said that they would like to receive information regarding the obligations of citizens in terms of corruption, and some 27% said they would like to be informed about anti-corruption legislation. These were the most frequent forms of anti-corruption support that respondents would like to receive from NGOs during 2008-2010. Additionally, 42% said they would approach an NGO-run anti-corruption center if they were to be a victim of corruption (43% said that they would not).

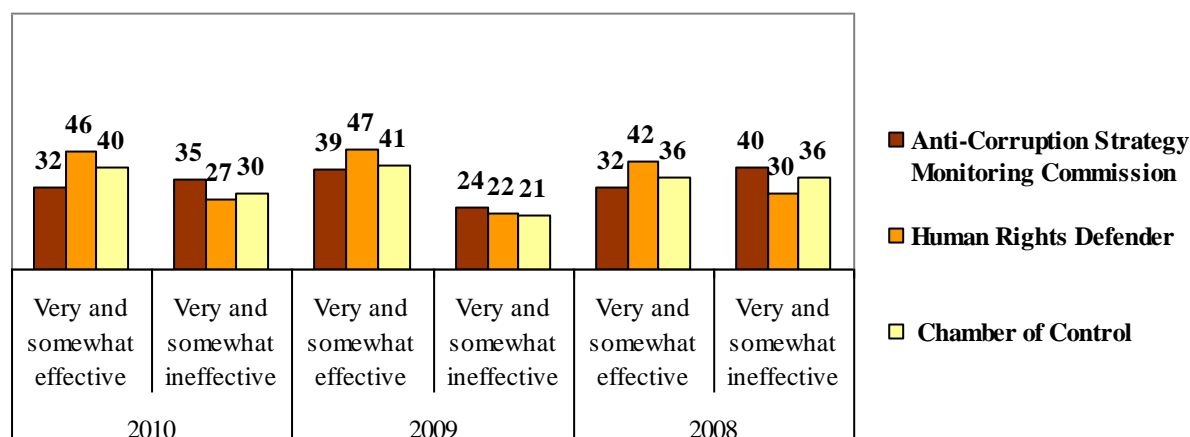
The majority of respondents (74%) were aware of the human rights defender as an agency involved in anti-corruption activities.

In addition to NGOs, respondents were asked if they knew about selected public agencies dedicated to fighting corruption (i.e. Anti-Corruption Strategy Monitoring Commission, Human Rights Defender and Chamber of Control). They were also asked how effective they thought each agency had been in fighting corruption. The highest awareness was recorded for the Human Rights Defender at 74% in 2010. During 2008-2010, the share of respondents who are familiar with the Human Rights Defender increased by 5 percentage points (Figure 26).

Figure 26: Respondents who were aware of the governmental agencies involved in the anti-corruption activities in Armenia in 2008, 2009 and 2010 (% of respondents)



Assessment of the effectiveness of Human Rights Defender was also the highest in 2010. Of those who were aware of the agency, 46% said that it is very or somewhat effective and 27% said that it is ineffective. Although assessments of effectiveness are high for the Human Rights Defender's anti-corruption activities, assessments are mixed for the other public agencies (Figure 27). Only 14% of respondents in 2010 were aware of the Anti-Corruption Strategy Monitoring Commission and this figure slightly decreased from 2008 to 2010. Out of those who were familiar with this agency, 32% said in 2010 that it is very or somewhat effective in fighting corruption, while another 35% said that this institution is very or somewhat ineffective. With regard to the Chamber of Control, about half (48%) of respondents were aware of the chamber and 40% assessed it as effective (30% of respondents assessed it as ineffective).

Figure 27: Assessment of the effectiveness of different public agencies fighting corruption (% of those aware of each agency)

Female respondents were less aware about all public agencies on the list in 2010 and awareness of the different agencies varied by area of residence as well. As Table 11 shows, respondents in Yerevan were more aware of the Anti-Corruption Strategy Monitoring Commission, while people living in other cities were more aware of the Human Rights Defender and Chamber of Control. Assessment of effectiveness was not analyzed in the different groups of respondents due to low numbers of people who were aware in each group.

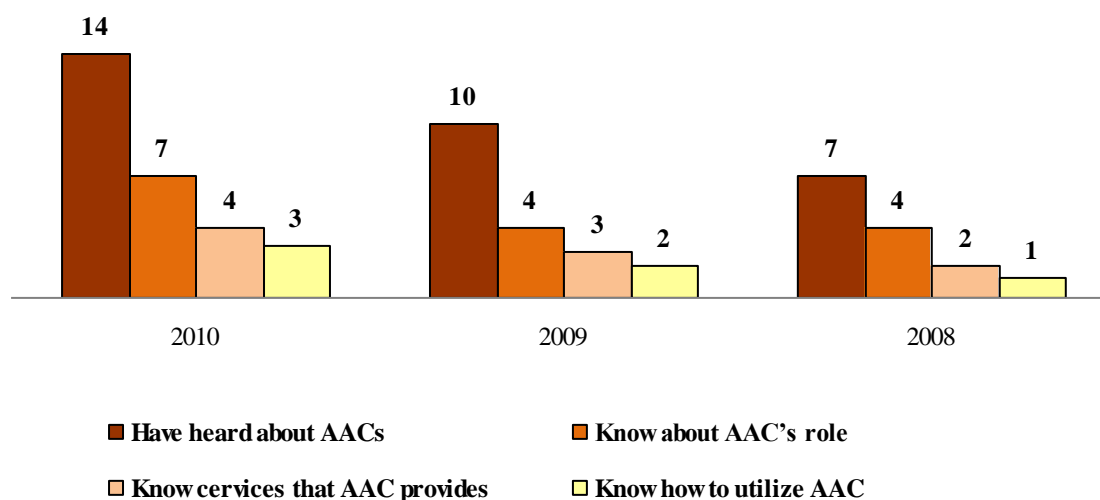
Table 11: Percentage of respondents who were aware of public agencies involved in anti-corruption activities by area of residence, age group and gender in 2010 (% of respondents in each group)

	Percent of aware respondents		
	Anti-Corruption Strategy Monitoring Commission	Human Rights Defender	Chamber of Control
Yerevan	16	71	47
Other cities	12	76	51
Rural areas	14	73	45
18-29	9	76	46
30-39	13	76	46
40-49	15	77	56
50-59	16	75	51
60 years and over	11	65	41
Female	12	71	44
Male	17	78	54
Total	14	74	48

Most of the respondents were unaware of AACs; however, their awareness of AACs has increased from 2008 to 2010.

The USAID Mobilizing Action Against Corruption Activity funds the Advocacy and Assistance Centers (AAC). These assist citizens in corruption related problems, including free legal assistance for corruption-related complaints to the victims of corruption. Respondents were asked whether they have heard about the AACs and about 14% of respondents said that they have. Awareness of AACs increased from 2008 to 2010 (Figure 28).

Figure 28: Awareness of AACs and their activities in 2008, 2009 and 2010 (% of respondents)



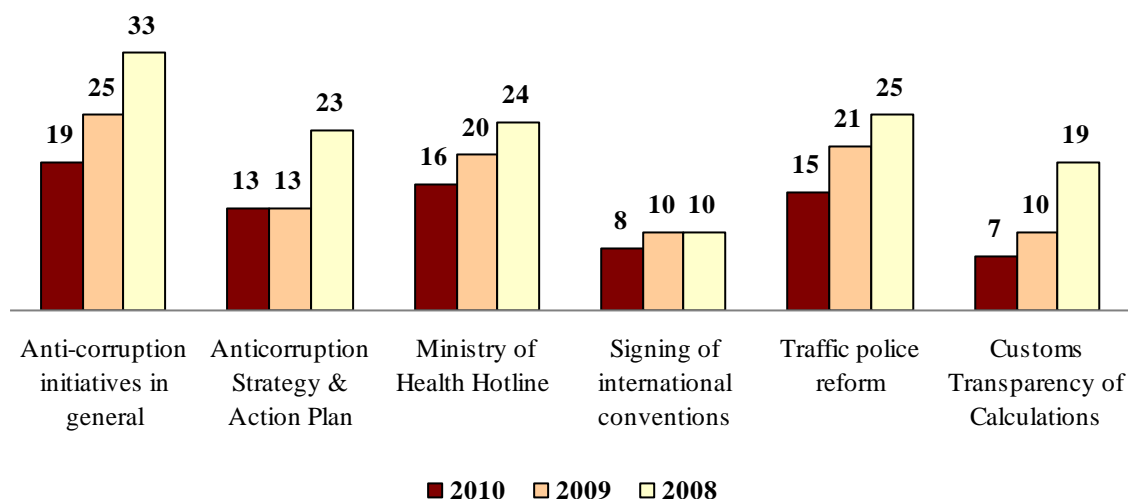
At the same time, very small shares of respondents know about the AAC's role (7% in 2010), how to utilize AAC (4% in 2010) and what kind of services are provided by AACs (3%).

Familiarity with governmental anti-corruption initiatives and assessment of their effectiveness

The absolute majority of respondents are unaware of governmental anti-corruption initiatives.

Eighty percent of respondents in 2010 said that they are not familiar with the anti-corruption initiatives being implemented by the government of Armenia in general (Figure 29). Only 19% of them said that they are aware of these initiatives. The highest level of awareness was revealed in Yerevan (22%), with 19% in other cities and 16% in rural areas. Male respondents (23%) were more familiar with these initiatives than female respondents (17%). The share of those who are familiar with the governmental anti-corruption initiatives decreased considerably from 2008 to 2010.

Figure 29: Respondents who were aware of governmental anti-corruption initiatives in Armenia in 2008, 2009 and 2010 (% of all respondents)

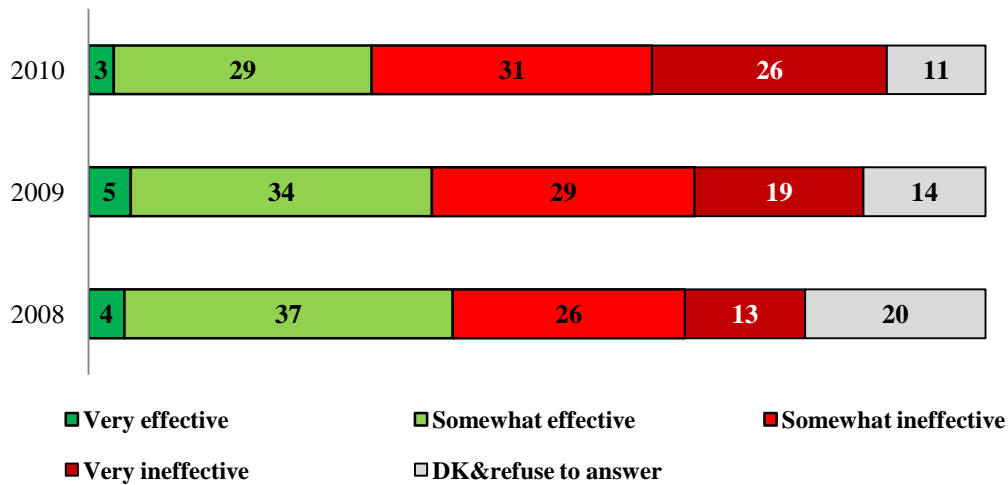


The results show that in 2010 only 13% of respondents were aware of the government's Anti-Corruption Strategy and Action Plan, 16% of the Ministry of Healthcare's hotline, 8% of the signing of international conventions related to corruption, 15% of the traffic police reform and 7% of the efforts at customs transparency. Thus, as in 2008 and 2009, comparatively higher levels of awareness were recorded for the Ministry of Healthcare's hotline and traffic police reform. In addition, the awareness of all specific anti-corruption initiatives was lower in 2010 compared to 2008-2009.

Those who were familiar with the government's Anti-Corruption Strategy and Action Plan assessed its effectiveness. The respondents had split opinions in 2010; 50% of them said that it is very and somewhat effective and 50% stated that it is very and somewhat ineffective. In 2009, the share of people with positive evaluations was higher (57%), while about 35% stated that it is either very or somewhat ineffective.

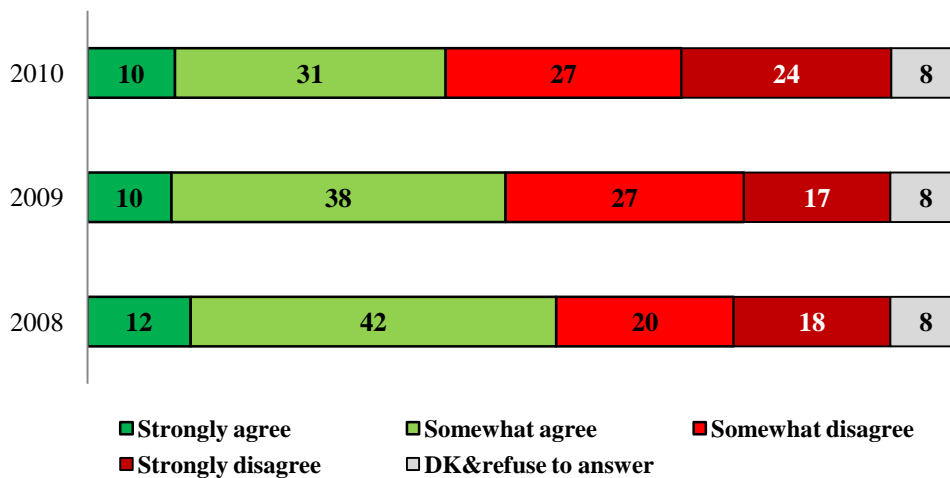
Regardless of their unawareness about governmental anti-corruption initiatives, all respondents were asked to evaluate the effectiveness of the government's fight against corruption (Figure 30). About one third (31%) of the respondents in 2010 assessed the government's fight against corruption as very or somewhat effective. The share of people with this opinion decreased from 2008 to 2010 by 8 percentage points. At the same time, the majority (57%) of respondents in 2010 said that the government's fight against corruption is very or somewhat ineffective; the percentage of respondents who shared this perception increased nearly 1.5 times from 2008 to 2010.

Figure 30: Perceptions of effectiveness of the government's fight against corruption in 2008, 2009 and 2010
(% of respondents)



During this period, the percentage of those who had no clear opinion on this issue also decreased. The share of those who believe that the government's efforts are ineffective made up 69% in Yerevan in 2010, 57% in other cities and 47% in rural areas. Also, about 41% of the respondents in 2010 agree that the current government of Armenia has a sincere desire and will to combat corruption (Figure 31).

Figure 31: Do you agree or disagree with the following statement: The current government of Armenia has a sincere desire and will to combat corruption (% of respondents)

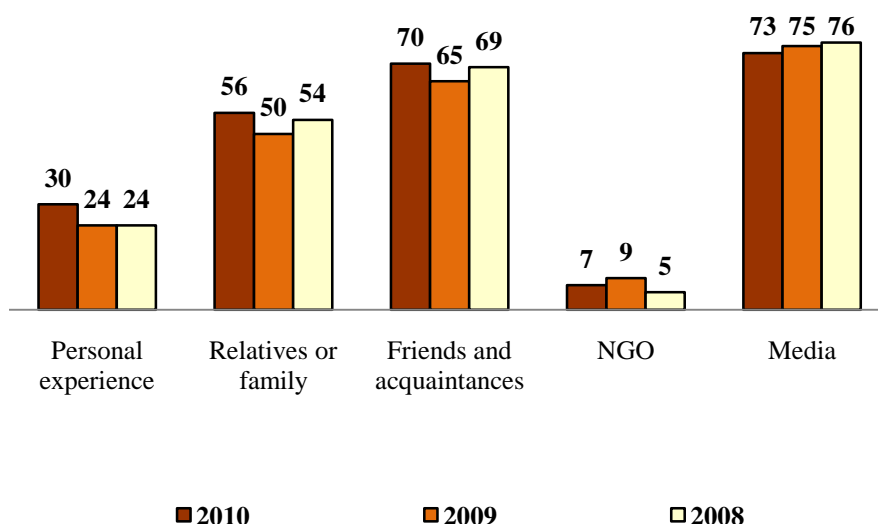


Mass media and word of mouth as sources of information on corruption

For most Armenians, mass media and word of mouth are the main sources of information about corruption.

In addition to asking respondents about their knowledge and assessment of different anti-corruption organizations, they were asked about how they obtain information about corruption. Seventy-three percent of 2010 survey respondents mentioned that mass media (i.e. TV, radio, and newspapers) is one of the three main sources of information about corruption (Figure 32). Word of mouth also plays a leading role in providing news to the people. About 70% of them said that they get information from conversations with friends and acquaintances and 56% rely on information provided by relatives or family members. Other means of obtaining information include personal experience (30%) and NGOs (7%).

Figure 32: Sources of information in assessing levels of corruption in the country (% respondents)



SURVEY AND SAMPLE METHODOLOGY

Sample size: 1,528 respondents representing the adult population of Armenia (18 and above) for 2010 survey, 1,515 respondents for the 2009 survey and 1,549 respondents for the 2008 survey.

Margin of error: $\pm 2.5\%$, with a 95% confidence interval.

Sampling method: Multistage cluster sampling with preliminary stratification by urban/rural areas and by administrative regions (marz).

Sampling frame: Household address list of electricity users (physical persons only) was provided by the Armenian Electricity Networks (CJSC). The following steps were implemented within a four-stage sampling approach:

- Grouping of electricity network branches into marzes; stratifying the sample proportionately by marz and by urban and rural areas.
- Random selection of Primary Sampling Units (PSUs), or clusters, within the marzes; each cluster comprised an average of 500 households and usually corresponded to an electricity transformation station.
- Selection of households (final sampling units) within PSUs was performed by a random selection method.
- Selection of respondents within households was performed by the next-birthday method.

Sample area by settlement types

Settlement	2010	2009	2008
Yerevan	502	528	540
Other urban areas	462	475	509
Rural areas	564	512	500

Sample area by marzes

Marz	2010	2009	2008
Aragatsotn	72	72	66
Ararat	129	121	117
Armavir	142	111	124
Gegharkunik	116	93	99
Kotayk	134	140	143
Lori	144	155	156
Shirak	136	131	136
Syunik	72	72	73
Vayots Dzor	24	24	29
Tavush	57	68	66
Yerevan	502	528	540

The main fieldwork period: 6 to 22 November 2010.

Method of empirical data collection: Face-to-face interview in a household dwelling, with the help of pen and paper.

Weights: Following data collection, the data was weighted by marz, age and gender to bring the realized sample in line with target population parameters. The initial weights derived from the sample were adjusted, taking into account the official data of the National Statistical Service (NSS) Armenia on the composition of adult population by marz, age and gender; non-response rates for each cluster are reflected in the weight calculation.

Additional indirect data quality assessments are based on interviewers' notes about the particular respondent and the interview process, recorded after the completion of each interview. Some indicators and numerical values for 2010 are given below as additional indirect quality assessments:

- 77% of the respondents were knowledgeable about over 60% of the questions asked;
- 71% of the respondents either did not ask to clarify the questions at all, or asked for clarifications of no more than 20% of questions;
- 16% of the respondents appeared as reluctant to answer either a substantial number of questions (6%) or some 10 to 20 questions (10%);
- Only 7% of the respondents were believed to be dishonest in their answers.

Interpretation of data: note that data should be interpreted with caution. The data set is available for further analysis at www.crrc.am under “Programs and Services”. Readers should beware of inferring causality. In all cross-tabulations, the confidence in the representativeness decreases with the number of respondents, and needs to be treated with special caution when the number of respondents is in the low double digits. Additional information about sampling errors and other indicators is available upon request from crrc@crrc.am.

Due care: although multiple rounds of review have been undertaken to ensure accuracy, we remain grateful for feedback. Please direct your comments to 52 Abovyan Street, Room 312 or via e-mail crrc@crrc.am.

ANNEX C: SELECTED CROSSTABS FOR 2010

Q1.How interested you are in matters of politics and government? * Urban/Rural Residence Crosstabulation

		Urban/Rural			Total
		Yerevan	Other urban	Rural	
Very interested	Count	55	56	58	169
	of total by settlements	11.0	12.1	10.4	11.1
Somewhat interested	Count	148	138	170	458
	of total by settlements	29.5	29.9	30.4	30.0
Not too interested	Count	120	106	147	373
	of total by settlements	24.0	23.0	26.3	24.5
Not at all interested	Count	178	161	184	525
	of total by settlements	35.5	34.9	32.9	34.4
Total	Count	501	461	559	1525
	of total by settlements	100.0	100.0	100.0	100.0

Q1.How interested you are in matters of politics and government? * Age group Crosstabulation

		Age Group						Total
		18-24	25-34	35-44	45-54	55-64	65 above	
Very interested	Count	10	12	14	35	43	55	169
	within age group	5.2	4.2	6.3	11.8	16.3	21.2	11.1
Somewhat interested	Count	49	84	68	82	98	73	454
	within age group	25.7	29.6	30.4	27.6	37.3	28.1	29.9
Not too interested	Count	66	85	58	72	49	43	373
	within age group	34.6	29.9	25.9	24.2	18.6	16.5	24.6
Not at all interested	Count	66	103	84	108	73	89	523
	within age group	34.6	36.3	37.5	36.4	27.8	34.2	34.4
Total	Count	191	284	224	297	263	260	1519
	within age group	100.0	100.0	100.0	100.0	100.0	100.0	100.0

Q1.How interested you are in matters of politics and government? * Gender Crosstabulation

		Gender		Total
		Male	Female	
Very interested	Count	89	78	167
	of total by gender	16.9	7.9	11.1
Somewhat interested	Count	148	304	452
	of total by gender	28.1	30.9	30.0
Not too interested	Count	120	249	369
	of total by gender	22.8	25.3	24.5
Not at all interested	Count	169	352	521
	of total by gender	32.1	35.8	34.5
Total	Count	526	983	1509
	of total by gender	100.0	100.0	100.0

ANNEX C: SELECTED CROSSTABS FOR 2010

Q2.In general, how would you describe the current economic situation in Armenia? * Age group Crosstabulation

		Age Group						Total
		18-24	25-34	35-44	45-54	55-64	65 above	
Very good	Count	1	3	0	4	3	3	14
	within age group	.5	1.1	.0	1.3	1.1	1.2	.9
Somewhat good	Count	11	14	7	3	4	11	50
	within age group	5.8	4.9	3.1	1.0	1.5	4.2	3.3
Neither good nor bad	Count	91	126	87	93	78	78	553
	within age group	47.6	44.4	38.8	31.3	29.7	30.0	36.4
Somewhat bad	Count	52	62	51	78	60	62	365
	within age group	27.2	21.8	22.8	26.3	22.8	23.8	24.0
Very bad	Count	36	79	79	119	118	106	537
	within age group	18.8	27.8	35.3	40.1	44.9	40.8	35.4
Total	Count	191	284	224	297	263	260	1519
	within age group	100.0	100.0	100.0	100.0	100.0	100.0	100.0

Q2.In general, how would you describe the current economic situation in Armenia? * Gender Crosstabulation

		Gender		Total
		Male	Female	
Very good	Count	2	12	14
	of total by gender	.4	1.2	.9
Somewhat good	Count	18	32	50
	of total by gender	3.4	3.3	3.3
Neither good nor bad	Count	170	375	545
	of total by gender	32.3	38.1	36.1
Somewhat bad	Count	142	222	364
	of total by gender	27.0	22.6	24.1
Very bad	Count	194	342	536
	of total by gender	36.9	34.8	35.5
Total	Count	526	983	1509
	of total by gender	100.0	100.0	100.0

ANNEX C: SELECTED CROSSTABS FOR 2010

Q2.In general, how would you describe the current economic situation in Armenia? * Urban/Rural Residence
Crosstabulation

		Urban/Rural			
		Yerevan	Other urban	Rural	
Very good	Count of total by settlements	5	5	4	14
		1.0	1.1	.7	.9
Somewhat good	Count of total by settlements	18	12	20	50
		3.6	2.6	3.6	3.3
Neither good nor bad	Count of total by settlements	141	179	234	557
		28.1	38.8	41.9	36.5
Somewhat bad	Count of total by settlements	125	107	133	365
		25.0	23.2	23.8	23.9
Very bad	Count of total by settlements	212	158	168	539
		42.3	34.3	30.1	35.3
Total	Count of total by settlements	501	461	559	1525
		100.0	100.0	100.0	100.0

Q3.How satisfied or dissatisfied you are with the overall situation in Armenia? * Age group Crosstabulation

		Age group						Total
		18-24	25-34	35-44	45-54	55-64	65 above	
Very satisfied	Count within age group	2	5	0	5	4	6	22
		1.1	1.8	.0	1.7	1.6	2.3	1.5
Somewhat satisfied	Count within age group	40	57	29	39	50	43	258
		21.4	20.5	13.4	13.4	19.4	16.6	17.3
Somewhat dissatisfied	Count within age group	84	106	93	104	67	85	539
		44.9	38.1	42.9	35.6	26.0	32.8	36.2
Very dissatisfied	Count within age group	61	110	95	144	137	125	672
		32.6	39.6	43.8	49.3	53.1	48.3	45.1
Total	Count within age group	187	278	217	292	258	259	1491
		100.0	100.0	100.0	100.0	100.0	100.0	100.0

Q3.How satisfied or dissatisfied you are with the overall situation in Armenia? * Gender Crosstabulation

		Gender		Total
		Male	Female	
Very satisfied	Count	12	10	22
	of total by gender	2.3	1.0	1.5
Somewhat satisfied	Count	95	160	255
	of total by gender	18.4	16.6	17.2
Somewhat dissatisfied	Count	168	366	534
	of total by gender	32.5	38.0	36.1
Very dissatisfied	Count	242	427	669
	of total by gender	46.8	44.3	45.2
Total	Count	517	963	1480
	of total by gender	100.0	100.0	100.0

Q3.How satisfied or dissatisfied you are with the overall situation in Armenia? * Urban/Rural Residence Crosstabulation

		Urban/Rural Residence			Total
		Yerevan	Other urban	Rural	
Very satisfied	Count	5	7	10	22
	of total by settlements	1.0	1.6	1.8	1.5
Somewhat satisfied	Count	69	77	112	259
	of total by settlements	13.9	17.1	20.5	17.3
Somewhat dissatisfied	Count	185	167	188	541
	of total by settlements	37.4	37.1	34.4	36.2
Very dissatisfied	Count	236	199	237	674
	of total by settlements	47.7	44.2	43.3	45.1
Total	Count	495	450	547	1496
	of total by settlements	100.0	100.0	100.0	100.0

Q4. What are in your view the most serious problems that are facing Armenia as a country today?

		Age Group						Total
		18-24	25-34	35-44	45-54	55-64	65 above	
Unemployment	Count	145	209	149	214	176	138	1031
	within age group	75.9	73.6	66.5	72.1	66.9	53.1	67.9
Inflation/high prices	Count	66	124	99	133	106	116	644
	within age group	34.6	43.7	44.2	44.8	40.3	44.6	42.4
Poverty	Count	52	83	67	107	88	110	505
	within age group	27.2	25.2	29.9	35.4	33.5	42.3	33.3
General Economic problems	Count	43	66	54	65	62	47	340
	within age group	22.5	23.2	25.4	21.9	23.6	18.1	22.4
Low income/salaries	Count	32	51	47	53	42	30	255
	within age group	16.8	18.0	21.0	17.8	16.0	11.5	16.8
Corruption	Count	36	35	29	39	34	22	195
	within age group	18.8	12.3	12.9	13.1	12.9	8.5	12.8
Emigration	Count	15	26	12	24	23	28	128
	within age group	7.9	9.2	5.4	8.1	8.7	10.8	8.4

Q4. What are in your view the most serious problems that are facing Armenia as a country today?

		Urban/Rural			Total
		Yerevan	Other urban	Rural	
Unemployment	Count	310	339	384	1033
	of total by settlements	61.9	73.5	68.7	67.9
Inflation/high prices	Count	204	185	252	641
	of total by settlements	40.7	40.1	45.1	42.1
Poverty	Count	132	154	220	506
	of total by settlements	26.3	33.4	39.4	33.3
General Economic problems	Count	134	94	115	343
	of total by settlements	26.7	20.4	20.6	22.6
Low income/salaries	Count	130	62	63	255
	of total by settlements	25.9	13.4	11.3	16.8
Corruption	Count	70	57	68	195
	of total by settlements	14.0	12.4	12.2	12.8
Emigration	Count	46	40	41	127
	of total by settlements	9.2	8.7	7.3	8.3

Q5.In your opinion, how serious of a problem is corruption in Armenia? * Gender Crosstabulation

		Gender		Total
		Male	Female	
Very serious	Count	321	579	900
	of total by gender	63.3	60.8	61.7
Somewhat serious	Count	100	229	329
	of total by gender	19.7	24.1	22.5
Not too serious	Count	72	131	203
	of total by gender	14.2	13.8	13.9
Not at all serious	Count	14	13	27
	of total by gender	2.8	1.4	1.9
Total	Count	507	952	1459
	of total by gender	100.0	100.0	100.0

Q5.In your opinion, how serious of a problem is corruption in Armenia? * Urban/Rural Residence Crosstabulation

		Urban/Rural			Total
		Yerevan	Other urban	Rural	
Very serious	Count	316	294	300	911
	of total by settlements	63.8	65.9	56.6	61.8
Somewhat serious	Count	114	88	128	332
	of total by settlements	23.0	19.7	24.2	22.5
Not too serious	Count	57	57	90	205
	of total by settlements	11.5	12.8	17.0	13.9
Not at all serious	Count	8	7	12	27
	of total by settlements	1.6	1.6	2.3	1.8
Total	Count	495	446	530	1475
	of total by settlements	100.0	100.0	100.0	100.0

ANNEX C: SELECTED CROSSTABS FOR 2010

Q5.In your opinion, how serious of a problem is corruption in Armenia? * Age group Crosstabulation

		Age Group						Total
		18-24	25-34	35-44	45-54	55-64	65 above	
Very serious	Count	109	153	138	185	160	166	911
	within age group	58.3	55.8	63.9	63.1	63.5	66.9	62.0
Somewhat serious	Count	39	75	47	71	48	49	329
	within age group	20.9	27.4	21.8	24.2	19.0	19.8	22.4
Not too serious	Count	36	40	28	31	42	26	203
	within age group	19.3	14.6	13.0	10.6	16.7	10.5	13.8
Not at all serious	Count	3	6	3	6	2	7	27
	within age group	1.6	2.2	1.4	2.0	.8	2.8	1.8
Total	Count	187	274	216	293	252	248	1470
	within age group	100.0	100.0	100.0	100.0	100.0	100.0	100.0

Q6.Do you agree with the statement that citizens of Armenia consider corruption as a fact of life?* Gender Crosstabulation

		Gender		Total
		Male	Female	
Yes, to a great extent	Count	211	365	576
	of total by gender	41.1	38.5	39.4
Yes, to some extent	Count	123	267	390
	of total by gender	23.9	28.2	26.7
No, to a very limited extent	Count	102	188	290
	of total by gender	19.8	19.9	19.8
No, not at all	Count	78	127	205
	of total by gender	15.2	13.4	14.0
Total	Count	514	947	1461
	of total by gender	100.0	100.0	100.0

Q6.Do you agree with the statement that citizens of Armenia consider corruption as a fact of life?* Urban/Rural Residence Crosstabulation

		Urban/Rural			Total
		Yerevan	Other urban	Rural	
Yes, to a great extent	Count	218	185	184	587
	of total by settlements	44.3	41.0	34.7	39.7
Yes, to some extent	Count	140	118	135	394
	of total by settlements	28.5	26.2	25.5	26.7
No, to a very limited extent	Count	65	84	138	290
	of total by settlements	13.2	18.6	26.0	19.6
No, not at all	Count	69	64	73	206
	of total by settlements	14.0	14.2	13.8	13.9
Total	Count	492	451	530	1477
	of total by settlements	100.0	100.0	100.0	100.0

ANNEX C: SELECTED CROSSTABS FOR 2010

**Q6.Do you agree with the statement that citizens of Armenia consider corruption as a fact of life? * Age group
Crosstabulation**

		Age Group						Total
		18-24	25-34	35-44	45-54	55-64	65 above	
Yes, to a great extent	Count	81	115	90	124	93	84	587
	within age group	43.3	41.4	41.1	42.9	36.8	34.3	39.9
Yes, to some extent	Count	51	73	62	64	69	70	389
	within age group	27.3	26.3	28.3	22.1	27.3	28.6	26.4
No, to a very limited extent	Count	34	58	44	55	44	55	290
	within age group	18.2	20.9	20.1	19.0	17.4	22.4	19.7
No, not at all	Count	21	32	23	46	47	36	205
	within age group	11.2	11.5	10.5	15.9	18.6	14.7	13.9
Total	Count	187	278	219	289	253	245	1471
	within age group	100.0	100.0	100.0	100.0	100.0	100.0	100.0

Q8.To what extent do you think corruption can be reduced in Armenia? * Gender Crosstabulation

		Gender		Total
		Male	Female	
Corruption cannot be reduced at all	Count	166	295	461
	of total by gender	34.1	32.7	33.2
Corruption can be reduced to a certain degree	Count	213	468	681
	of total by gender	43.7	51.9	49.1
Corruption can be substantially reduced	Count	83	115	198
	of total by gender	17.0	12.8	14.3
Corruption can be completely eradicated	Count	25	23	48
	of total by gender	5.1	2.6	3.5
	Count	487	901	1388
	of total by gender	100.0	100.0	100.0

Q8.To what extent do you think corruption can be reduced in Armenia? * Urban/Rural Residence Crosstabulation

		Urban/Rural			Total
		Yerevan	Other urban	Rural	
Corruption cannot be reduced at all	Count	192	128	145	465
	of total by settlements	41.1	29.7	28.9	33.1
Corruption can be reduced to a certain degree	Count	218	206	259	686
	of total by settlements	46.7	47.8	51.6	48.9
Corruption can be substantially reduced	Count	47	77	80	205
	of total by settlements	10.1	17.9	15.9	14.6
Corruption can be completely eradicated	Count	10	20	18	48
	of total by settlements	2.1	4.6	3.6	3.4
Total	Count	467	431	502	1404
	of total by settlements	100.0	100.0	100.0	100.0

Q8.To what extent do you think corruption can be reduced in Armenia? * Age group Crosstabulation

		Age Group						Total
		18-24	25-34	35-44	45-54	55-64	65 above	
Corruption cannot be reduced at all	Count	44	77	68	100	88	87	464
	within age group	25.0	29.2	32.7	36.0	35.8	38.2	33.1
Corruption can be reduced to a certain degree	Count	95	144	104	132	108	101	684
	within age group	54.0	54.5	50.0	47.5	43.9	44.3	48.9
Corruption can be substantially reduced	Count	33	36	26	38	41	30	204
	within age group	18.8	13.6	12.5	13.7	16.7	13.2	14.6
Corruption can be completely eradicated	Count	4	7	10	8	9	10	48
	within age group	2.3	2.7	4.8	2.9	3.7	4.4	3.4
Total	Count	176	264	208	278	246	228	1400
	within age group	100.0	100.0	100.0	100.0	100.0	100.0	100.0

ANNEX C: SELECTED CROSSTABS FOR 2010

Q17.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? * Age group Crosstabulation

		Age Group						Total
		18-24	25-34	35-44	45-54	55-64	65 above	
A government employee indicates or asks for payment	Count	62	106	61	112	95	84	520
	within age group	34.3	39.1	29.8	40.6	39.9	37.3	37.2
The household offers a payment of its own accord	Count	34	62	48	67	52	56	319
	within age group	18.8	22.9	23.4	24.3	21.8	24.9	22.9
It is known beforehand how to pay and how much to pay, so	Count	85	102	86	92	88	78	531
	within age group	47.0	37.6	42.0	33.3	37.0	34.7	38.0
Total	Count	181	271	205	276	238	225	1396
	within age group	100.0	100.0	100.0	100.0	100.0	100.0	100.0

Q17.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? * Urban/Rural Residence Crosstabulation

		Urban/Rural			Total
		Yerevan	Other urban	Rural	
A government employee indicates or asks for payment	Count	164	169	185	522
	of total by settlements	35.3	39.5	36.6	37.3
The household offers a payment of its own accord	Count	75	102	143	320
	of total by settlements	16.2	23.8	28.3	22.8
It is known beforehand how to pay and how much to pay, so	Count	220	152	161	533
	of total by settlements	47.4	35.5	31.9	38.0
Other	Count	5	5	16	26
	of total by settlements	1.1	1.2	3.2	1.9
Total	Count	464	428	505	1401
	of total by settlements	100.0	100.0	100.0	100.0

ANNEX C: SELECTED CROSSTABS FOR 2010

Q18.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? * Urban/Rural Residence Crosstabulation

		Urban/Rural			Total
		Yerevan	Other urban	Rural	
Very certain	Count of total by settlements	91	74	92	257
		19.3	17.2	17.8	18.0
Fairly certain	Count of total by settlements	200	225	253	679
		42.4	52.2	48.8	47.6
Somewhat uncertain	Count of total by settlements	119	101	136	359
		25.2	23.4	26.3	25.2
Extremely uncertain	Count of total by settlements	62	31	37	130
		13.1	7.2	7.1	9.1
Total	Count of total by settlements	472	431	518	1425
		100.0	100.0	100.0	100.0

Q18.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? * Age group Crosstabulation

		Age Group						Total
		18-24	25-34	35-44	45-54	55-64	65 above	
Very certain	Count within age group	31	55	34	57	43	36	256
		17.0	20.1	15.9	20.6	18.0	15.4	18.0
Fairly certain	Count within age group	90	130	113	127	104	113	677
		49.5	47.4	52.8	45.8	43.5	48.3	47.7
Somewhat uncertain	Count within age group	48	61	53	66	67	62	357
		26.4	22.3	24.8	23.8	28.0	26.5	25.1
Extremely uncertain	Count within age group	13	28	14	27	25	23	130
		7.1	10.2	6.5	9.7	10.5	9.8	9.2
Total	Count within age group	182	274	214	277	239	234	1420
		100.0	100.0	100.0	100.0	100.0	100.0	100.0

Q18.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? * Gender Crosstabulation

		Gender		Total
		Male	Female	
Very certain	Count of total by gender	89	165	254
		18.1	18.0	18.0
Fairly certain	Count of total by gender	236	434	670
		47.9	47.4	47.6
Somewhat uncertain	Count of total by gender	128	228	356
		26.0	24.9	25.3
Extremely uncertain	Count of total by gender	40	89	129
		8.1	9.7	9.2
Total	Count of total by gender	493	916	1409
		100.0	100.0	100.0

ANNEX C: SELECTED CROSSTABS FOR 2010

Q20.How would you react if you were offered to take a bribe (money, gift, asked for an exchange of favor, etc.)? * Gender Crosstabulation

		Gender		Total
		Male	Female	
I would not take it	Count	365	737	1102
	of total by gender	72.7	78.6	76.5
I would take it	Count	134	191	325
	of total by gender	26.7	20.4	22.6
Total	Count	502	938	1440
	of total by gender	100.0	100.0	100.0

Q20.How would you react if you were offered to take a bribe (money, gift, asked for an exchange of favor, etc.)? * Urban/Rural Residence Crosstabulation

		Urban/Rural			Total
		Yerevan	Other urban	Rural	
I would not take it	Count	351	345	410	1109
	of total by settlements	76.3	78.2	75.5	76.6
I would take it	Count	109	89	127	326
	of total by settlements	23.7	20.2	23.4	22.5
Total	Count	460	441	543	1448
	of total by settlements	100.0	100.0	100.0	100.0

Q20.How would you react if you were offered to take a bribe (money, gift, asked for an exchange of favor, etc.)? * Age group Crosstabulation

		Age Group						Total
		18-24	25-34	35-44	45-54	55-64	65 above	
I would not take it	Count	144	202	154	220	185	202	1107
	within age group	78.3	77.7	73.7	76.9	74.3	78.6	76.6
I would take it	Count	38	56	53	65	61	52	325
	within age group	20.7	21.5	25.4	22.7	24.5	20.2	22.5
Total	Count	184	260	209	286	249	257	1445
	within age group	100.0	100.0	100.0	100.0	100.0	100.0	100.0

ANNEX C: SELECTED CROSSTABS FOR 2010

Q23.How would you react if you were asked to give a bribe (money, gift, asked for an exchange of favor, etc.)? * Gender Crosstabulation

		Gender		Total
		Male	Female	
I would not give it	Count of total by gender	192 37.6	369 38.9	561 38.5
I would give it	Count of total by gender	315 61.8	562 59.2	877 60.1
Other	Count of total by gender	3 .6	18 1.9	21 1.4
Total	Count of total by gender	510 100.0	949 100.0	1459 100.0

Q23.How would you react if you were asked to give a bribe (money, gift, asked for an exchange of favor, etc.)? * Urban/Rural Residence Crosstabulation

			Urban/Rural		Total
			Yerevan	Other urban	Rural
I would not give it	Count of total by settlements	149 31.4	179 40.5	237 43.3	566 38.6
I would give it	Count of total by settlements	324 68.2	252 57.0	302 55.2	881 60.0
Total	Count of total by settlements	475 100.0	442 100.0	547 100.0	1468 100.0

Q23.How would you react if you were asked to give a bribe (money, gift, asked for an exchange of favor, etc.)? * Age group Crosstabulation

		Age group						Total
		18-24	25-34	35-44	45-54	55-64	65 above	
I would not give it	Count within age group	69 37.9	89 32.8	67 30.9	101 35.1	102 40.2	136 54.0	564 38.5
I would give it	Count within age group	110 60.4	176 64.9	149 68.7	182 63.2	149 58.7	113 44.8	879 60.0
Total	Count within age group	182 100.0	271 100.0	217 100.0	288 100.0	254 100.0	252 100.0	1464 100.0

ANNEX C: SELECTED CROSSTABS FOR 2010

Q35.Do you know what institutions to contact in order to report a corrupt act by a public official? * Gender Crosstabulation

		Gender		Total
		Male	Female	
No	Count of total by gender	375 72.4	753 77.4	1128 75.7
Yes	Count of total by gender	143 27.6	220 22.6	363 24.3
Total	Count of total by gender	518 100.0	973 100.0	1491 100.0

Q35.Do you know what institutions to contact in order to report a corrupt act by a public official? * Gender Crosstabulation

		Gender		Total
		Male	Female	
No	Count of total by gender	375 72.4	753 77.4	1128 75.7
Yes	Count of total by gender	143 27.6	220 22.6	363 24.3
Total	Count of total by gender	518 100.0	973 100.0	1491 100.0

Q35.Do you know what institutions to contact in order to report a corrupt act by a public official? * Age group Crosstabulation

		Age group						Total
		18-24	25-34	35-44	45-54	55-64	65 above	
No	Count within Age group	147 77.8	207 73.7	165 74.3	212 71.9	194 74.6	212 83.1	1137 75.7
Yes	Count within age group	42 22.2	74 26.3	57 25.7	83 28.1	66 25.4	43 16.9	365 24.3
Total	Count within age group	189 100.0	281 100.0	222 100.0	295 100.0	260 100.0	255 100.0	1502 100.0

Q45.Do you know of any Non-Governmental Organizations (NGOs) that are active in the domain of fighting corruption Armenia? * Gender Crosstabulation

		Gender		Total
		Male	Female	
No	Count of total by gender	447 86.0	851 86.7	1298 86.5
Yes	Count of total by gender	40 7.7	61 6.2	101 6.7
(Don't know what an NGO is)	Count of total by gender	33 6.3	69 7.0	102 6.8
Total	Count of total by gender	520 100.0	981 100.0	1501 100.0

Q45.Do you know of any Non-Governmental Organizations (NGOs) that are active in the domain of fighting corruption Armenia? * Urban/Rural Residence Crosstabulation

		Urban/Rural			Total
		Yerevan	Other urban	Rural	
No	Count of total by settlements	457 92.3	373 81.6	474 85.1	1307 86.4
Yes	Count of total by settlements	33 6.7	40 8.8	31 5.6	104 6.9
(Don't know what an NGO is)	Count of total by settlements	5 1.0	44 9.6	52 9.3	102 6.7
Total	Count of total by settlements	495 100.0	457 100.0	557 100.0	1513 100.0

Q45.Do you know of any Non-Governmental Organizations (NGOs) that are active in the domain of fighting corruption Armenia? * Age group Crosstabulation

		Age group						Total
		18-24	25-34	35-44	45-54	55-64	65 above	
No	Count within age group	176 92.6	239 84.5	191 85.3	255 86.7	226 85.9	219 85.2	1306 86.4
Yes	Count within age group	10 5.3	25 8.8	21 9.4	21 7.1	15 5.7	12 4.7	104 6.9
(Don't know what an NGO is)	Count within age group	4 2.1	19 6.7	12 5.4	18 6.1	22 8.4	26 10.1	101 6.7
Total	Count within age group	190 100.0	283 100.0	224 100.0	294 100.0	263 100.0	257 100.0	1511 100.0

ANNEX C: SELECTED CROSSTABS FOR 2010

Q47.Do you agree or disagree that NGOs are capable of combating corruption in Armenia? * Gender Crosstabulation

		Gender		Total
		Male	Female	
Strongly agree	Count	67	137	204
	of total by gender	15.0	16.9	16.2
Somewhat agree	Count	167	296	463
	of total by gender	37.3	36.4	36.7
Somewhat disagree	Count	128	226	354
	of total by gender	28.6	27.8	28.1
Strongly disagree	Count	86	154	240
	of total by gender	19.2	18.9	19.0
Total	Count	448	813	1261
	of total by gender	100.0	100.0	100.0

Q47.Do you agree or disagree that NGOs are capable of combating corruption in Armenia? * Urban/Rural Residence Crosstabulation

		Urban/Rural			Total
		Yerevan	Other urban	Rural	
Strongly agree	Count	59	70	75	204
	of total by settlements	12.9	18.7	17.1	16.0
Somewhat agree	Count	156	135	178	472
	of total by settlements	34.1	36.1	40.6	37.1
Somewhat disagree	Count	132	99	125	356
	of total by settlements	28.8	26.5	28.5	28.0
Strongly disagree	Count	111	70	60	241
	of total by settlements	24.2	18.7	13.7	18.9
Total	Count	458	374	438	1273
	of total by settlements	100.0	100.0	100.0	100.0

Q47.Do you agree or disagree that NGOs are capable of combating corruption in Armenia? * Age group Crosstabulation

		Age group						Total
		18-24	25-34	35-44	45-54	55-64	65 above	
Strongly agree	Count	28	39	27	47	38	25	204
	within age group	16.1	16.3	13.5	18.0	17.5	13.8	16.0
Somewhat agree	Count	66	100	82	78	72	74	472
	within age group	37.9	41.8	41.0	29.9	33.2	40.9	37.1
Somewhat disagree	Count	46	64	62	67	64	52	355
	within age group	26.4	26.8	31.0	25.7	29.5	28.7	27.9
Strongly disagree	Count	34	36	29	69	43	30	241
	within age group	19.5	15.1	14.5	26.4	19.8	16.6	18.9
Total	Count	174	239	200	261	217	181	1272
	within age group	100.0	100.0	100.0	100.0	100.0	100.0	100.0

Q58.Are you aware of the Anti-Corruption Strategy and Action Plan implemented by the Government of Armenia? * Gender Crosstabulation

		Gender		Total
		Male	Female	
No	Count	445	846	1291
	of total by gender	85.9	87.1	86.7
Yes	Count	73	125	198
	of total by gender	14.1	12.9	13.3
Total	Count	518	971	1489
	of total by gender	100.0	100.0	100.0

Q58.Are you aware of the Anti-Corruption Strategy and Action Plan implemented by the Government of Armenia? * Urban/Rural Residence Crosstabulation

		Urban/Rural			Total
		Yerevan	Other urban	Rural	
No	Count	419	383	498	1302
	of total by settlements	84.8	85.3	89.7	86.7
Yes	Count	75	66	57	200
	of total by settlements	15.2	14.7	10.3	13.3
Total	Count	494	449	555	1502
	of total by settlements	100.0	100.0	100.0	100.0

Q58.Are you aware of the Anti-Corruption Strategy and Action Plan implemented by the Government of Armenia?

		Age group						Total
		18-24	25-34	35-44	45-54	55-64	65 above	
No	Count	159	249	189	255	215	233	1300
	within age group	84.6	88.6	84.8	87.0	82.1	92.1	86.7
Yes	Count	29	32	34	38	47	20	200
	within age group	15.4	11.4	15.2	13.0	17.9	7.9	13.3
Total	Count	188	281	223	293	262	253	1500
	within age group	100.0	100.0	100.0	100.0	100.0	100.0	100.0

ANNEX C: SELECTED CROSSTABS FOR 2010

Q17.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? * Gender Crosstabulation

		Gender		Total
		Male	Female	
A government employee indicates or asks for payment	Count	160	355	515
	of total by gender	33.1	39.3	37.1
The household offers a payment of its own accord	of total by gender	133	185	318
	of total by gender	27.5	20.5	22.9
It is known beforehand how to pay and how much to pay, so	Count	180	348	528
	of total by gender	37.2	38.5	38.1
Total	Count	484	903	1387
	of total by gender	100.0	100.0	100.0