



CRRC-Armenia

Human Rights and Access to Justice in Armenia

Marz |__|__|

Date of the interview |__|__|. |__|__|

(day/month)

Settlement name _____

Time |__|__|:|__|__|

HH number |__|__|__|

(hour/minute, 24-hour format)

Interviewer number |__|__|__|__|

Preface

Interviewer Hello, my name is /last name and first name/. I represent the Caucasus Research Resource Center-Armenia Foundation and collect data for the Rule of Law Initiative of the American Bar Association (ABA ROLI). Your household along with 1000 others was randomly selected to participate in this study. The findings from this survey will be used within the framework of ABA ROLI "Assessment of Human Rights and Access to Justice in Armenia" project only. The information you provide will be treated confidentially and will be used for research purposes only. Now, if you are ready let's start the interview.

Note: In the framework of this research project, we define a household as people currently living together regardless of their legal place of residence and family relations, sharing income and expenses and having common provision for food or other essentials for living.

Access to Justice Assessment Tool (AJAT) Questionnaire

I. Legal Knowledge (Element 2 of AJAT)

A. General awareness and knowledge of human rights		
Q1	In your daily life, how often do you hear the term “human rights”? Do you hear it daily, frequently, sometimes, rarely, or never? READ OUT IF NECESSARY. By “human rights” we mean “the rights you have as a person, such as right to education, civic rights.”	1=Never.....(Go to Q3) 2=Rarely 3=Sometimes 4=Frequently 5=Daily 99=Don’t know/No answer
Q2	Where do you get your sources of information about human rights”? [DON’T READ OPTIONS, SELECT ALL THAT APPLY]	1=Armenian news media (newspapers, radio, TV or online) 2=Foreign news media (newspaper, radio, TV or online) 3=Online social media 4=Friends, family or people in my community 5=Politicians 6=Government agencies 7=Human right organizations activists or workers 8=Religious leaders or institutions 9=Traditional rulers 10=Everywhere, all around 11=School 12= Other source 99=Don’t know/No answer
Q3	[Show card 3] I would like to know what you associate the term “human rights” with. In your opinion, on a 4-point scale, where code 1 means “not at all” and code 4 means “a lot,” how strongly will you associate the terms “human rights” with.....? [SURVEYOR: Read the answers with a random sequence]	
a.	Promoting equal access to housing, health care, education and social	1=None

	services	2=A little bit 3=Some 4=A lot 99=Don't know/No answer
b.	Protecting people from torture and murder	1=Not at all 2=A little bit 3=Some 4=A lot 99=Don't know/No answer
c.	Promoting free and fair elections	1=Not at all 2=A little bit 3=Some 4=A lot 99=Don't know/No answer
d.	Promoting foreign values and ideas	1=Not at all 2=A little bit 3=Some 4=A lot 99=Don't know/No answer
e.	Protecting the interests of people in cities	1=Not at all 2=A little bit 3=Some 4=A lot 99=Don't know/No answer
f.	Not really protecting the rights of anyone	1=Not at all 2=A little bit 3=Some 4=A lot 99=Don't know/No answer
g.	Protecting women's rights	1=Not at all 2=A little bit 3=Some 4=A lot

		99=Don't know/No answer
h.	Protecting foreign business interests	1=Not at all 2=A little bit 3=Some 4=A lot 99=Don't know/No answer
i.	Protecting the interests of people in rural areas	1=Not at all 2=A little bit 3=Some 4=A lot 99=Don't know/No answer
Q4	How much respect is there for human rights nowadays in Armenia?	1=No respect at all 2=Not much respect 3=Some respect 4=A lot of respect 99=Don't know/No answer

B. Human rights organizations		
Q5	Please tell me which of the following statements you agree with?	
	[SURVEYOR: After the respondent chooses the statement, ask "Do you agree with this statement or do you agree very strongly with this statement?" Accept only one answer.]	
	READ OUT IF NECESSARY. By "human rights organization" we mean a non-governmental organization that dedicates its efforts to protecting human rights and ending human rights abuses.	
	Statement 1: Human rights organizations in Armenia are not helpful.	Statement 2: Human rights organizations in Armenia are helpful.

	Agree very strongly with Statement 1 1	Agree with Statement 1 2	Agree with Statement 2 3
			Agree very strongly with Statement 2 4
	[DO NOT READ] Agree with neither		5
	Don't know/No answer		99

Q6 Please tell me which of the following statements you agree with?

[SURVEYOR: After the respondent chooses the statement, ask "Do you agree with this statement or do you agree very strongly with this statement?" Accept only one answer.]

	Statement 1: Human rights organizations in Armenia are trustworthy.	Statement 2: Human rights organizations in Armenia not trustworthy.	
	Agree very strongly with Statement 1 1	Agree with Statement 1 2	Agreement with Statement 2 3
			Agree very strongly with Statement 2 4
	[DO NOT READ] Agree with neither		5
	Don't know/No answer		99

C. Trust of social institutions and human rights institutions

Q7 READ: I will read out a list of social institutions and human rights institutions in Armenia. Please assess your level of trust toward each of them on a 5-point scale, where code "1" means "Fully distrust" and code "5" means "Fully trust". First, please tell me how much do you trust or distrust the Armenian...

		Fully trust	Rather trust	Neither trust nor distrust	Rather distrust	Fully distrust	Don't know/No answer
a.	Healthcare system?	1	2	3	4	5	99
b.	Education system?	1	2	3	4	5	99
c.	Parliament?	1	2	3	4	5	99

d.	Executive government (Prime Minister and ministers)?	1	2	3	4	5	99
e.	President?	1	2	3	4	5	99
f.	Police?	1	2	3	4	5	99
g.	Court system?	1	2	3	4	5	99
h.	Ombudsman/National Human Rights Institution?	1	2	3	4	5	99
i.	Human rights NGOs?	1	2	3	4	5	99
j.	Local informal justice system in your community? ¹	1	2	3	4	5	99
k.	Local government?	1	2	3	4	5	99
l.	Religious institutions to which you belong?	1	2	3	4	5	99
m.	Media?	1	2	3	4	5	99

II. Legal Counseling and Representation/Access to a Justice Institution/Fair Procedures/Enforceable Remedy (Elements 3-6 of AJAT)

A. Hypothetical Situations	
Q8	READ: The next questions are about your views of people’s rights in different hypothetical situations.
a.	<p>I’d like you to imagine a man is kept in prison for three months, during which he has only one small meal per day and no access to medical services. He has a brain stroke, requiring surgery, and the hospital lacks the necessary medical equipment to treat his stroke. The prison administrators refuse to give him medication, or to allow surgery to be carried out outside of the prison, and he dies. Do you think that the man’s human rights have been violated?</p> <p>1. Definitely they have 2. Probably they have 3. Probably they have not 4. Definitely they have not</p> <p>99.DO NOT PROMPT Don’t know/No answer</p>
b.	<p>I’d like you to imagine, while pregnant, a woman who was employed as a nurse becomes ill and seeks medical attention from her doctor. The doctor carries out some tests, including blood tests, without disclosing the nature of the tests. He later informs the</p> <p>1. Definitely they have 2. Probably they have 3. Probably they have not</p>

¹ The term refers to influential individuals in the community network of the respondent.

	woman that she tested positive for Hepatitis C. The woman never consented to testing and received no pre- or post- test counseling. The doctor subsequently fires the woman on the grounds of her Hepatitis C status, explicitly citing concerns that she would infect others. All attempts by the woman to plead with the doctor for her job back fail; there is no severance or compensation paid. The resulting psychological trauma causes the woman to have a miscarriage. Do you think that the woman's human rights have been violated?	4. Definitely they have not 99. DO NOT PROMPT Don't know/No answer
c.	I'd like you to imagine a couple who have a school-aged daughter who is paralyzed and unable to move independently, and also has problems with speech. The couple goes to the school in their village to register their daughter. The school tells the couple that they should not bother to register their daughter because she will not be able to communicate with the other students and would negatively impact the classes. Do you think the girl's human rights have been violated?	1. Definitely they have 2. Probably they have 3. Probably they have not 4. Definitely they have not 99. DO NOT PROMPT Don't know/No answer
d.	I'd like you to imagine a journalist who is actively involved in covering mass demonstrations against the Government's new policy that increases the price of electricity and other utilities. During the demonstrations, the police severely beat those persons in attendance, including the journalist, even though the journalist was wearing press credentials and it was otherwise clear that he was at the demonstrations in his professional capacity. Do you think the journalist's human rights have been violated?	1. Definitely they have 2. Probably they have 3. Probably they have not 4. Definitely they have not 99. DO NOT PROMPT Don't know/No answer

B. Problem Identification

[SURVEYOR: Problems to be presented in random order. Note that each respondent is asked the question contained in this section with regards to his or her two most recent problems. However, many respondents will not have experienced any problems or may have experienced only one problem.]

[Reference period [18 months] is calculated from the month of interview – e.g. if interview is taking place in October 2017, substitute 'April 2016'.]

[SHOW CALENDAR]

Read: I would now like to ask you about different kinds of problems you or your household might have had. Please only include problems you or a household member has had, not situations where you or a household member helped somebody else with their problem. Some of these problems may be hard to talk about, so we appreciate your courage and honesty.

[SURVEYOR: GIVE CALENDAR TO RESPONDENT AND MARK WHERE THE REFERENCE PERIOD BEGINS [18 months ago)].

Q9	Problem Type Code		
	A	Torture or inhumane treatment	Yes.....1 No.....2 (DON'T READ) Don't know/No answer.....99
	B	Arrest or detention without any justifiable reason	Yes.....1 No.....2 (DON'T READ) Don't know/No answer.....99
	C	Harassment	Yes.....1 No.....2 (DON'T READ) Don't know/No answer.....99
	D	Corruption, extortion or bribery	Yes.....1 No.....2 (DON'T READ) Don't know/No answer.....99
	E	Physical violence or abuse	Yes.....1 No.....2 (DON'T READ) Don't know/No answer.....99

F	Hate speech or harassment	Yes.....1 No.....2 (DON'T READ) Don't know/No answer.....99
G	Threats of violence, blackmail	Yes.....1 No.....2 (DON'T READ) Don't know/No answer.....99
H	Domestic violence	Yes.....1 No.....2 (DON'T READ) Don't know/No answer.....99
I	Inequality of educational opportunity	Yes.....1 No.....2 (DON'T READ) Don't know/No answer.....99
J	Lack of equal access to social services	Yes.....1 No.....2 (DON'T READ) Don't know/No answer.....99
K	Violence or abuse by a religious group	Yes.....1 No.....2 (DON'T READ) Don't know/No answer.....99
L	Lack of equal opportunities in employment	Yes.....1 No.....2

			(DON'T READ) Don't know/No answer.....99
	M	Restrictions of free movement	Yes.....1 No.....2 (DON'T READ) Don't know/No answer.....99
	N	Problems obtaining identification cards or birth certificates	Yes.....1 No.....2 (DON'T READ) Don't know/No answer.....99
	O	Problems obtaining marriage or divorce certificates	Yes.....1 No.....2 (DON'T READ) Don't know/No answer.....99
	P	Land disputes	Yes.....1 No.....2 (DON'T READ) Don't know/No answer.....99
	Q	Other: In the past 18 months, have you or your household had any other problems with other people?	Open Response [Text]
<p>[SURVEYOR: If respondent has not experienced any problems, go to Q21. If respondent has experienced one or more problems, proceed to ask Q10-Q20.]</p>			
Q10	Do you think you or your household was being targeted/ discriminated against on the basis of any of the things on this card?		1=No, none of these 2=Being targeted/ discriminated against because of race

		<p>3=Being targeted/ discriminated against because of gender</p> <p>4=Being targeted/ discriminated against because of sexual orientation</p> <p>5= Being targeted/ discriminated against because of age</p> <p>6=Being targeted/ discriminated against because of religion</p> <p>7=Being targeted/ discriminated against because of disability</p> <p>(DON'T READ) 99=Don't know/No answer</p>
Q11	Of the problems that you or your household experienced, can you please tell me which of them was the most recent and the second most recent?	<p>Most recent: _____</p> <p>Second most recent: _____</p> <p>[Enter letter code of dispute type (A-Q)]</p> <p>(DON'T READ) Don't know/No answer.....99</p>
Q12	Of the problems that you or your household experienced, can you please rank the importance of each problem, looking at this scale, where the top bar represents the most serious type of problem you could face and the bottom represents the least serious—please mark where on the scale you would place the [most recent problem, second most recent problem]. Two problems are already placed on the scale as reference points. You can put the mark anywhere on the line, including above or below the problems already on the card.	SURVEYOR: PLEASE ENSURE THE SHOWCARD IS MARKED CLEARLY WITH [MOST RECENT PROBLEM, SECOND MOST RECENT PROBLEM] WRITTEN NEXT TO THE SCALE.
Q13	Concerning the MOST RELEVANT/SERIOUS problem on the scale by your or your household, who was the problem with?	<p>1= Your family</p> <p>2= Another family</p>

	<p>[SURVEYOR: DO NOT READ OUT OPTIONS. ALLOW RESPONDENT TO ANSWER FREELY. MARK A SINGLE ANSWER]</p>	<p>3= A neighbor</p> <p>4= A government official</p> <p>5= A company</p> <p>6= The police</p> <p>7= The local government</p> <p>8= The national government</p> <p>9= Other</p> <p>99= Don't know/No answer</p>
<p>Q14</p>	<p>While the problem was occurring, did you or anyone in your household receive legal advice or legal help from another person or group, for example, a community opinion-maker², an attorney?</p>	<p>Yes.....1</p> <p>No.....2(GO TO Q16)</p> <p>(DON'T READ) Don't know/No answer.....99(GO TO Q17)</p>
<p>Q15</p>	<p>From whom did you receive the help?</p> <p>[SURVEYOR: DO NOT READ OUT OPTIONS. ALLOW RESPONDENT TO ANSWER FREELY. MARK ALL MENTIONED ANSWERS]</p>	<p>1= A family member of a friend</p> <p>2= A local religious leader</p> <p>3= A local community opinion-maker</p> <p>4= A private attorney or law firm</p> <p>5= A government legal aid office</p> <p>6= A human rights organization</p> <p>7= Other organization</p> <p>(DON'T READ) Don't know/ No answer.....99</p>

² "Community opinion-maker" is referred to a broad range of individuals possessing formal or informal power in a local community, having influence in the reference network of the respondent. This varies from community to community.

<p>Q16</p>	<p>Why didn't you attempt to get legal advice or legal help?</p> <p>[SURVEYOR: DO NOT READ OUT OPTIONS. ALLOW RESPONDENT TO ANSWER FREELY. MARK ALL MENTIONED ANSWERS]</p>	<p>1=I did not think I needed advice or legal help</p> <p>2=I did not know who to call</p> <p>3=I did not think that I could afford a legal assistant or a lawyer</p> <p>4=I do not trust legal assistants or lawyers</p> <p>5=Lawyers and legal aid offices are ineffective</p> <p>6=Other (specify)</p> <p>If "Other" is selected, specify:</p> <p>(DON'T READ) Don't know/No answer.....99</p>
<p>Q17</p>	<p>Did any of the parties resort to threats or physical violence during the problem or in the process of settling the problem?</p>	<p>Yes.....1</p> <p>No.....2</p> <p>(DON'T READ) Don't know/No answer.....99</p>

SURVEYOR, read: Now, I am going to ask you some questions about how you or other members of your household resolved the problem that you indicated as the second most recent one.

<p>Q18</p>	<p>Did you (or the person in your household go to a person, group or institution to look for a resolution to your problem?</p>	<p>Yes.....1 (Go to Q20)</p> <p>No.....2(GO TO Q19)</p> <p>(DON'T READ) Don't know/No answer.....99(GO TO Q20e)</p>
<p>Q19</p>	<p>Why didn't you or other members of your household go to another person, group, or institution to look for a resolution to your problem?</p> <p>[SURVEYOR: DO NOT READ OUT OPTIONS. ALLOW RESPONDENT TO ANSWER FREELY. MARK ALL MENTIONED ANSWERS]</p> <p>[SURVEYOR: GO TO Q21]</p>	<p>1=A peaceful resolution was reached by the two parties</p> <p>2=I caused the problem/I thought the other person was right</p> <p>3= Not important enough/No material loss or damage took place</p> <p>4=It would only waste time/ It would be useless anyway (sense of powerlessness)</p> <p>5=It would only waste time/ It would be useless anyway because I know my rights and understand my options, and feel confident that it wouldn't be worth the trouble (sense of empowerment)</p> <p>6=Did not have evidence</p> <p>7=Did not know what to do or where to go</p> <p>8=The person who could assist was too far</p> <p>9=It would cost too much</p> <p>10=Afraid it would result in violence</p> <p>11=The other party is much more powerful than we are/No chance of winning</p> <p>12=It would create problems for my family</p> <p>13=It would damage the relationship with the other party</p> <p>14=It was a private family matter</p> <p>15=Other</p>

		<p>If "Other" is selected, specify:</p> <p>[SURVEYOR: GO TO Q21]</p>
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Q20		
a.	Where was the problem taken?	<p>1=To a court</p> <p>2=To commercial arbitration</p> <p>3= To a community opinion-maker</p> <p>4=To the police</p> <p>5=To a government body</p> <p>6=To a human rights organization or a non-profit</p> <p>7=To a third-party (family, friend, local leader) for mediation or negotiation</p> <p>8=To a religious institution to which you belong</p> <p>9=To the national human rights institution/ the Ombudsman</p> <p>10=Other</p> <p>99=Don't know/No answer</p>
b.	Who chose to take the problem to this person, group or institution?	<p>1=You or your household</p> <p>2=The other party</p> <p>3=Both</p> <p>99=(Don't Read) Don't know/No answer</p>

<p>c.</p>	<p>What was the main reason why you or someone in your household decided to go to this particular person, group, or institution instead of going somewhere else?</p> <p>[SURVEYOR: DO NOT READ OUT OPTIONS. ALLOW RESPONDENT TO ANSWER FREELY. MARK A SINGLE ANSWER]</p>	<p>1=Cost</p> <p>2=Person/group/institution has community respect</p> <p>3= Person/group/institution has skills/knowledge</p> <p>4= Person/group/institution is impartial</p> <p>5= Person/group/institution is very prompt</p> <p>6=Would cause least disruption to life</p> <p>7= Person/group/institution is familiar to me</p> <p>8=Everybody goes to this person/group/institution</p> <p>9=They have responsibility/authority</p> <p>10=I am most comfortable with this person/group/ institution</p> <p>99=(Don't Read) Don't know/No answer</p>
<p>d.</p>	<p>What was the one main outcome that you hoped to achieve from this person, group, or institution?</p> <p>[SURVEYOR: DO NOT READ OUT OPTIONS. ALLOW RESPONDENT TO ANSWER FREELY. MARK A SINGLE ANSWER]</p>	<p>1=A fair application of the law to my problem</p> <p>2=Revenge</p> <p>3=Apology</p> <p>4=Monetary compensation</p> <p>5=Other</p> <p>99=Don't know/No answer</p>
<p>e.</p>	<p>Was the resolution process conducted in your preferred language?</p>	<p>Yes.....1(GO TO Q20g)</p> <p>No.....2</p> <p>Not applicable.....98</p>

		(DON'T READ) Don't know/No answer.....99
f.	Did you have access to an interpreter?	Yes.....1 No.....2 Not applicable.....3 (DON'T READ) Don't know/No answer.....99
g.	Did this institution come to a resolution for the problem?	Yes.....1 No.....2(GO TO Q20k) (DON'T READ) Don't know/No answer.....99(GO TO Q20l)
h.	How long did it take between taking the problem to this person, group, or institution and finding a resolution?	Less than one month.....1 Between one month and one year.....2 Between one and one-and-a-half years.....3 (DON'T READ) Don't know/No answer.....99
i.	Did you comply with this resolution?	Yes.....1 No.....2 Not applicable.....98 (DON'T READ) Don't know/No answer.....99
j.	Did the other party comply with this resolution?	Yes.....1 No.....2 Not applicable.....98 (DON'T READ) Don't know/No answer.....99

k.	Do you think that this resolution was fair?	Yes.....1 No.....2 (DON'T READ) Don't know/No answer.....99
l.	Regardless of the resolution, do you think that the process was fair?	Yes.....1 No.....2 (DON'T READ) Don't know/No answer.....99
m.	After the resolution was reached, did you have another problem with the same party?	Yes.....1 No.....2 (DON'T READ) Don't know/No answer.....99
n.	During the process were you asked to pay a bribe?	Yes.....1 No.....2 (DON'T READ) Don't know/No answer.....99
o.	In total, how much money (if anything) did your household spend on legal fees?	[] LOCAL CURRENCY [Surveyor: If nothing, write "0"]
p.	Do you think that the process was slow or fast?	Fast.....1 Slow.....2 (DON'T READ) Don't know/No answer.....99
q.	Do you think that the process was expensive or cheap?	Expensive.....1 Cheap.....2

		(DON'T READ) Don't know/No answer.....99
r.	In addition to this person, group, or institution, did someone in your household, or the other party, take the problem somewhere else? For example, to look for a different outcome, appeal the decision, or find a faster solution?	Yes.....1 No.....2 (DON'T READ) Don't know/No answer.....99
Q21	<p>[SURVEYOR: If respondent has not had any problems or respondent did not take his or her problem anywhere, ask the following questions based on one of four hypothetical situations that are randomly assigned.]</p> <p>READ: I'd like you to remember the hypothetical situation [about the man in prison, pregnant woman, daughter with a disability, journalist), and imagine what you would do if you were in that situation.</p>	
a.	Would you go to a person, group or institution to look for a resolution to your problem?	Yes.....1 No.....2(END) (DON'T READ) Don't know/No answer.....99(END)
b.	Where would you take the problem?	1=To a court 2=To commercial arbitration 3=To a community opinion-maker 4=To the police 5=To a government body 6=To a human rights organization or a non-profit 7=To a third-party (family, friend, local leader) for mediation or

		negotiation 8=To a religious institution to which you belong 9=To the national human rights institution/ the Ombudsman 10=Other
c.	Do you think that the resolution would be fair?	Yes.....1 No.....2 (DON'T READ) Don't know/No answer.....99
d.	Do you think that, during the process, you would be asked to pay a bribe?	Yes.....1 No.....2 (DON'T READ) Don't know/No answer.....99
e.	Do you think that the process would be fast or slow?	Fast.....1 Slow.....2 (DON'T READ) Don't know/No answer.....99
f.	Do you think the process would be expensive or cheap?	Expensive.....1 Cheap.....2 (DON'T READ) Don't know/No answer.....99
g.	In addition to this person, group, or institution, would you take the problem somewhere else? For example, to look for a different outcome, appeal the decision, or find a faster solution?	Yes.....1 No.....2 (DON'T READ) Don't know/No answer.....99

Part 4. Social and Demographic Profile of the Respondent

4.1 Gender

1	Male
2	Female

4.2. Age

4.3. What is the highest level of education you have received?

0	Have not attended primary school
1	Primary (complete or incomplete)
2	Secondary (incomplete)
3	Secondary(complete)
4	Vocational
5	Higher education (incomplete)

6	Higher education (complete)
7	PhD

4.4. Which of the following best describes your family's economic situation?

1	Family income is not enough for purchase of food.
2	Family income is enough for purchase of food, but not for clothes.
3	Family income is enough for purchase of food and clothes, but is insufficient for buying expensive household items, such as refrigerator or washing machine.
4	We can afford to buy expensive items, such as refrigerator or washing machine.
5	We can afford to buy anything we want.

4.5 Employment status

1	Employed
2	Unemployed
3	Self-employed
4	Unemployed Student
5	Employed Student

6	Not Working Retired
7	Working Retired
-2	RA

4.6 Marital status

1	Married
2	Living together
3	Divorced
4	Living separately
5	Widowed
6	Never married
-1	DK
-2	RA

4.7 Now I am going to read a list of group types. For each group, could you please indicate whether you are a member or not, and if YES, under what terms.

(0. Not a member, 1. Passive member, 2. Active member, 3. Official leader)

1	A political party or its local branch	
2	An NGO, a community-based organization or an association	
3	A group of political activists	
4	A religious group	
5	Other voluntary association (e.g., youth group or business association) (please, specify)	

C10.	<p>[CARD C10] Using this card, imagine that it is a ten-point scale of all of Armenia's households' economic situation. Under point 1 are households with the lowest economic status and 10 are households with the highest economic status. [CURRUNG]</p> <p>[SURVEYOR : Mark the number from the card]</p>	_ _ _ Point	
		(DK)	-1
		(RA)	-2

C11.	[CARD C10] Using the same card, where will your household be in five years?[FUTRUNG]	_ _ _
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	[SURVEYOR : Mark the number from the card]	Point	
		(DK)	-1
		(RA)	-2

C12.	Compared to other households around you, how will you characterize your household's economic situation ? [RELCOND] [SURVEYOR. Read out loud]	Very good	5	Very bad	1
		Good	4	(DK)	-1
		Medium	3	(RA)	-2
		Bad	2		

Thank You

Please, note that according to the established code of conduct, some interviews will be checked by our company a few days after the interview. It may be likely that your interview is not checked, but I would like to ask your telephone number (home phone number, mobile phone number) in case you are selected for a backcheck. The only aim of such a check is to make sure that the interviews were conducted according to the required standards of quality. In any case, please note that all your answers will remain strictly confidential.

Please, give your home phone number or mobile phone number. I guarantee that they will be only used to contact you.

Whom to ask	Phone number

End time |__|__|:|__|__|

(hour/minute, 24-hour format)

INTERVIEWER EVALUATION FORM

11. How frequently did the respondent have difficulty answering 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 20-40%)</i>	3
<i>For a substantial number of questions, but less than half of the interview</i>	4
<i>More than half of the questions.</i>	5

12. Which questions did the respondents answer reluctantly?

13. How would you assess the honesty of the responses by the respondent?

Completely honest										Completely dishonest
1	2	3	4	5	6	7	8	9	10	