

THE WORLD JUSTICE PROJECT EUROVOICES: GENERAL POPULATION POLL 2024

**READ:** Good morning. My name is \_\_\_\_\_. I am from \_\_\_\_\_, an independent polling organization. I do not represent the government or any political party. You are being asked to participate in a research study. The goal of the study is to understand the views of people living in [COUNTRY] about their experiences with the law. The study is being carried out by the World Justice Project. Before continuing, I need to decide who to interview from this household.

**Surveyor:** Please randomly select a respondent from the individuals that are currently present in the household. Methods of random selection can include a Kish Grid, a random number generator, or the last birthday method. If you choose to use a Kish Grid, please see the Supplemental Survey Materials for an example of a Kish Grid.

Please note that there are quotas for city, gender, age, and income. Once the respondent has been randomly selected, and they agree to participate in the interview, please proceed to the three demographic questions on gender, age, and income. If the gender, age, and income categories of the respondent have not been filled, then proceed with the interview. If the randomly selected respondent falls into an already completed quota category (gender, age, or income), then please move on to the next house in the random sampling route.

**READ:** The selected adult(s) is (are) [NAME OF SELECTED ADULT]. (Surveyor: Ask to speak to that person)

**S1:** Selected adult= [Type code]

You have been randomly selected to participate in this survey. This survey is completely voluntary and it will take about 45 minutes to complete. Your answers will be kept confidential. We will not ask for your name and no one will ever be able to learn how you responded. Your answers will be put together with the answers of at least [TOTAL COUNTRY SAMPLE] other people and we will never disclose your individual opinion. Rather, we will talk about national and regional trends and patterns. There are no right or wrong answers; our researchers value your opinions and want to know what you really think and feel about the topic being discussed. You can leave any questions unanswered, and you may stop the interview at any time. There is no penalty for refusing to participate.

Do you wish to participate? \_\_\_ Yes \_\_\_ No

**Surveyor:**

- If no, please fill in the Table of Incidents included in the Supplemental Survey Materials.
- If yes, please continue below.

**READ:** Before proceeding, I would like to ask you a few demographic questions.

<b>Gend</b>	Gender (Please fill in the gender of the respondent.)	Male..... 1 Female..... 2 Nonbinary..... 3 Do not recognize yourself in the above categories..... 4
<b>Age</b>	What is your age as of today?	Open Response [Numeric]
<b>Income</b>	Would you please tell me the bracket that best represents your household's total income from all sources? This should include wages and salaries, net income from businesses, pensions, dividends, remittances, rents, and any other money income received by all members of the household. (Please refer to Supplemental Survey Materials for instructions on how to construct this variable.)	1 <sup>st</sup> quintile range..... 1 2 <sup>nd</sup> quintile range..... 2 3 <sup>rd</sup> quintile range..... 3 4 <sup>th</sup> quintile range..... 4 5 <sup>th</sup> quintile range..... 5 (DON'T READ) Don't know... 98 (DON'T READ) No answer... 99
<b>income_cur</b>	Surveyor: Write the currency used for reporting the household's total income. Please standardize for all respondents.	Open Response [Text]
<b>income_time</b>	Surveyor: Write the time period used for reporting the household's total income. Please standardize for all respondents.	Weekly, Monthly, or Annual Income

If the randomly selected respondent falls into an already completed quota category (gender, age, or income), then please fill in the Table of Incidents and move on to the next house in the random sampling route. If the gender, age, and income categories of the respondent have not been filled, then proceed with the interview below.

**1. TRUST**

**READ:** Please tell me, how much TRUST do you have in each of the following categories of people, groups of people, and institutions?

<b>q1a</b>	People living in this country	A lot.....	1
		Some.....	2
		A little.....	3
		No trust.....	4
		<b>(DON'T READ)</b> Don't know.....	98
		<b>(DON'T READ)</b> No answer.....	99
<b>q1b</b>	Officials working in the local government	A lot.....	1
		Some.....	2
		A little.....	3
		No trust.....	4
		<b>(DON'T READ)</b> Don't know.....	98
		<b>(DON'T READ)</b> No answer.....	99
<b>q1c</b>	Officials working in the national government	A lot.....	1
		Some.....	2
		A little.....	3
		No trust.....	4
		<b>(DON'T READ)</b> Don't know.....	98
		<b>(DON'T READ)</b> No answer.....	99
<b>q1d</b>	Officials working in the EU's Institutions and Agencies	A lot.....	1
		Some.....	2
		A little.....	3
		No trust.....	4
		<b>(DON'T READ)</b> Don't know.....	98
		<b>(DON'T READ)</b> No answer.....	99
<b>q1e</b>	The police	A lot.....	1
		Some.....	2
		A little.....	3
		No trust.....	4
		<b>(DON'T READ)</b> Don't know.....	98
		<b>(DON'T READ)</b> No answer.....	99
<b>q1f</b>	The prosecutors in charge of criminal investigations	A lot.....	1
		Some.....	2
		A little.....	3
		No trust.....	4
		<b>(DON'T READ)</b> Don't know.....	98
		<b>(DON'T READ)</b> No answer.....	99
<b>q1g</b>	Public defense attorneys	A lot.....	1
		Some.....	2
		A little.....	3
		No trust.....	4
		<b>(DON'T READ)</b> Don't know.....	98
		<b>(DON'T READ)</b> No answer.....	99

q1h	Judges and magistrates	A lot .....	1
		Some .....	2
		A little .....	3
		No trust .....	4
		(DON'T READ) Don't know .....	98
		(DON'T READ) No answer .....	99
q1i	The news media	A lot .....	1
		Some .....	2
		A little .....	3
		No trust .....	4
		(DON'T READ) Don't know .....	98
		(DON'T READ) No answer .....	99
q1j	Political parties	A lot .....	1
		Some .....	2
		A little .....	3
		No trust .....	4
		(DON'T READ) Don't know .....	98
		(DON'T READ) No answer .....	99
q1k	Members of Parliament/Congress	A lot .....	1
		Some .....	2
		A little .....	3
		No trust .....	4
		(DON'T READ) Don't know .....	98
		(DON'T READ) No answer .....	99

**2. CORRUPTION**

**READ:** What is your opinion about the following behaviors? Is it always acceptable, usually acceptable, sometimes acceptable, or not acceptable?

q2a	A public official being recruited on the basis of family ties and friendship networks	Always Acceptable .....	1
		Usually Acceptable .....	2
		Sometimes Acceptable .....	3
		Not Acceptable .....	4
		(DON'T READ) Don't know .....	98
		(DON'T READ) No answer .....	99
q2b	A public official asking for a bribe to speed up administrative procedures	Always Acceptable .....	1
		Usually Acceptable .....	2
		Sometimes Acceptable .....	3
		Not Acceptable .....	4
		(DON'T READ) Don't know .....	98
		(DON'T READ) No answer .....	99
q2c	A private citizen offering a bribe to a public official to speed up administrative procedures	Always Acceptable .....	1
		Usually Acceptable .....	2
		Sometimes Acceptable .....	3
		Not Acceptable .....	4
		(DON'T READ) Don't know .....	98
		(DON'T READ) No answer .....	99
q2d	An elected official taking public funds for private use	Always Acceptable .....	1
		Usually Acceptable .....	2
		Sometimes Acceptable .....	3
		Not Acceptable .....	4
		(DON'T READ) No answer .....	99

		(DON'T READ) Don't know.....	98
		(DON'T READ) No answer.....	99
q2e	An elected official using stolen public funds to assist their community	Always Acceptable.....	1
		Usually Acceptable.....	2
		Sometimes Acceptable.....	3
		Not Acceptable.....	4
		(DON'T READ) Don't know.....	98
		(DON'T READ) No answer.....	99
q2f	A law enforcement official (police, customs, immigration, civil guard, military police) asking for a bribe	Always Acceptable.....	1
		Usually Acceptable.....	2
		Sometimes Acceptable.....	3
		Not Acceptable.....	4
		(DON'T READ) Don't know.....	98
		(DON'T READ) No answer.....	99

**READ:** Corruption exists in all countries and societies in some form or another. How many of the following people in [COUNTRY] do you think are involved in corrupt practices?

q3a	Members of Parliament/Congress	None.....	1
		Some of them.....	2
		Most of them.....	3
		All of them.....	4
		(DON'T READ) Don't know.....	98
		(DON'T READ) No answer.....	99
q3b	Officials working in the national government	None.....	1
		Some of them.....	2
		Most of them.....	3
		All of them.....	4
		(DON'T READ) Don't know.....	98
		(DON'T READ) No answer.....	99
q3c	Officials working in the local government	None.....	1
		Some of them.....	2
		Most of them.....	3
		All of them.....	4
		(DON'T READ) Don't know.....	98
		(DON'T READ) No answer.....	99
q3d	Judges and magistrates	None.....	1
		Some of them.....	2
		Most of them.....	3
		All of them.....	4
		(DON'T READ) Don't know.....	98
		(DON'T READ) No answer.....	99
q3e	The prosecutors in charge of criminal investigations	None.....	1
		Some of them.....	2
		Most of them.....	3
		All of them.....	4
		(DON'T READ) Don't know.....	98
		(DON'T READ) No answer.....	99
q3f	Public defense attorneys	None.....	1
		Some of them.....	2
		Most of them.....	3
		All of them.....	4
		(DON'T READ) Don't know.....	98

		(DON'T READ) No answer.....	99
q3g	Police officers	None.....	1
		Some of them.....	2
		Most of them.....	3
		All of them.....	4
		(DON'T READ) Don't know.....	98
		(DON'T READ) No answer.....	99
q3h	Land registry officials	None.....	1
		Some of them.....	2
		Most of them.....	3
		All of them.....	4
		(DON'T READ) Don't know.....	98
		(DON'T READ) No answer.....	99
q3i	Car registration/driver license agency officials	None.....	1
		Some of them.....	2
		Most of them.....	3
		All of them.....	4
		(DON'T READ) Don't know.....	98
		(DON'T READ) No answer.....	99
q3j	Political parties	None.....	1
		Some of them.....	2
		Most of them.....	3
		All of them.....	4
		(DON'T READ) Don't know.....	98
		(DON'T READ) No answer.....	99
q3k	Officials working in the EU's Institutions and Agencies	None.....	1
		Some of them.....	2
		Most of them.....	3
		All of them.....	4
		(DON'T READ) Don't know.....	98
		(DON'T READ) No answer.....	99

**READ:** Please tell me to what extent do you agree or disagree with each of the following?

q4a	Corruption is part of the business culture in [COUNTRY]	Strongly Agree.....	1
		Agree.....	2
		Disagree.....	3
		Strongly Disagree.....	4
		(DON'T READ) Don't know.....	98
		(DON'T READ) No answer.....	99
q4b	In [COUNTRY] the only way to succeed in business is to have political connections	Strongly Agree.....	1
		Agree.....	2
		Disagree.....	3
		Strongly Disagree.....	4
		(DON'T READ) Don't know.....	98
		(DON'T READ) No answer.....	99
q4c	You are personally affected by corruption in your daily life	Strongly Agree.....	1
		Agree.....	2
		Disagree.....	3
		Strongly Disagree.....	4
		(DON'T READ) Don't know.....	98
		(DON'T READ) No answer.....	99
q4d	[NATIONALITY] government efforts to combat corruption are effective	Strongly Agree.....	1
		Agree.....	2
		Disagree.....	3

		Strongly Disagree..... 4 (DON'T READ) Don't know..... 98 (DON'T READ) No answer..... 99
<b>q4e</b>	In [COUNTRY], measures against corruption are applied impartially and without ulterior motives	Strongly Agree..... 1 Agree..... 2 Disagree..... 3 Strongly Disagree..... 4 (DON'T READ) Don't know..... 98 (DON'T READ) No answer..... 99
<b>q4f</b>	Citizens can make a difference in the fight against corruption	Strongly Agree..... 1 Agree..... 2 Disagree..... 3 Strongly Disagree..... 4 (DON'T READ) Don't know..... 98 (DON'T READ) No answer..... 99
<b>q5</b>	In the past three years, would you say that the level of corruption in [COUNTRY] has...?	Significantly Increased..... 1 Increased..... 2 Remained the Same..... 3 Decreased..... 4 Significantly Decreased..... 5 (DON'T READ) Don't know..... 98 (DON'T READ) No answer..... 99

**READ:** Now let me ask you about personal experiences with corruption and bribe solicitation. Let me remind you that your answers to all questions in this survey will remain completely confidential.

	<b>q6.</b> In the last <b>three years</b> , did you:	<b>q7.</b> Did you have to pay a <b>bribe</b> to receive the service or expedite the process?
a. Request a government permit, or process any kind of document (like a license, building permit, etc.) in a local government office?	Yes..... 1 (GO TO q7a) No..... 2 (GO TO q6b) (DON'T READ) Don't Know..... 98 (GO TO q6b) (DON'T READ) No Answer..... 99 (GO TO q6b)	Yes..... 1 (GO TO q6b) No..... 2 (GO TO q6b) (DON'T READ) Don't Know..... 98 (GO TO q6b) (DON'T READ) No Answer..... 99 (GO TO q6b)
b. (Did you) Request public benefits or government assistance, such as cash transfers, pensions, or disability benefits?	Yes..... 1 (GO TO q7b) No..... 2 (GO TO q6c) (DON'T READ) Don't Know..... 98 (GO TO q6c) (DON'T READ) No Answer..... 99 (GO TO q6c)	Yes..... 1 (GO TO q6c) No..... 2 (GO TO q6c) (DON'T READ) Don't Know..... 98 (GO TO q6c) (DON'T READ) No Answer..... 99 (GO TO q6c)
c. (Did you) Request a birth certificate for you or your children or a government issued ID card?	Yes..... 1 (GO TO q7c) No..... 2 (GO TO q6d) (DON'T READ) Don't Know..... 98 (GO TO q6d) (DON'T READ) No Answer..... 99 (GO TO q6d)	Yes..... 1 (GO TO q6d) No..... 2 (GO TO q6d) (DON'T READ) Don't Know..... 98 (GO TO q6d) (DON'T READ) No Answer..... 99 (GO TO q6d)
d. (Did you) Request a place at a public school?	Yes..... 1 (GO TO q7d) No..... 2 (GO TO q6e) (DON'T READ) Don't Know..... 98 (GO TO q6e) (DON'T READ) No Answer..... 99 (GO TO q6e)	Yes..... 1 (GO TO q6e) No..... 2 (GO TO q6e) (DON'T READ) Don't Know..... 98 (GO TO q6e) (DON'T READ) No Answer..... 99 (GO TO q6e)
e. (Did you) Use any PUBLIC health services?	Yes..... 1 (GO TO q7e) No..... 2 (GO TO q8a)	Yes..... 1 (GO TO q8a) No..... 2 (GO TO q8a)

	(DON'T READ) Don't Know.....98 (GO TO q8a)	(DON'T READ) Don't Know.....98 (GO TO q8a)
	(DON'T READ) No Answer.....99 (GO TO q8a)	(DON'T READ) No Answer.....99 (GO TO q8a)

**3. INFORMATION REQUESTS**

**READ:** To what extent do you agree or disagree with each of the following statements. Local authorities:

<b>q8a</b>	Provide people with information about their rights	Strongly Agree.....1 Agree.....2 Disagree.....3 Strongly Disagree.....4 (DON'T READ) Don't know.....98 (DON'T READ) No answer.....99
<b>q8b</b>	Provide information for people in a simple, easy-to-read way	Strongly Agree.....1 Agree.....2 Disagree.....3 Strongly Disagree.....4 (DON'T READ) Don't know.....98 (DON'T READ) No answer.....99
<b>q8c</b>	Make information easy to find online	Strongly Agree.....1 Agree.....2 Disagree.....3 Strongly Disagree.....4 (DON'T READ) Don't know.....98 (DON'T READ) No answer.....99
<b>q8d</b>	Make information easy to find without using the internet, such as using leaflets or posters	Strongly Agree.....1 Agree.....2 Disagree.....3 Strongly Disagree.....4 (DON'T READ) Don't know.....98 (DON'T READ) No answer.....99

**READ:** Now, I am going to read a list of information held by government agencies. If you were to request to have access to these documents, how likely do you think it is that the government agency will grant it, assuming the information is properly requested? Would you say that it is **very likely, likely, unlikely, or very unlikely?**

<b>q9a</b>	Detailed budget figures of government agencies	Very likely.....1 Likely.....2 Unlikely.....3 Very unlikely.....4 (DON'T READ) Don't know.....98 (DON'T READ) No answer.....99
<b>q9b</b>	Copies of government contracts	Very likely.....1 Likely.....2 Unlikely.....3 Very unlikely.....4 (DON'T READ) Don't know.....98 (DON'T READ) No answer.....99
<b>q9c</b>	Disclosure records of senior government officials (such as tax records or property holdings)	Very likely.....1 Likely.....2 Unlikely.....3

		Very unlikely..... 4 (DON'T READ) Don't know..... 98 (DON'T READ) No answer..... 99
q9d	Sources of campaign financing of elected officials and legislators	Very likely..... 1 Likely..... 2 Unlikely..... 3 Very unlikely..... 4 (DON'T READ) Don't know..... 98 (DON'T READ) No answer..... 99

**4. SECURITY**

q10	How safe do you feel walking in your neighborhood at night?	Very safe..... 1 Safe..... 2 Unsafe..... 3 Very unsafe..... 4 (DON'T READ) Don't know..... 98 (DON'T READ) No answer..... 99
q11	How safe do you feel at home after dark?	Very safe..... 1 Safe..... 2 Unsafe..... 3 Very unsafe..... 4 (DON'T READ) Don't know..... 98 (DON'T READ) No answer..... 99

**Read:** Do you know or have you heard if the following situations happen or occur in your community or neighborhood?

q12a	Domestic violence against children	Yes..... 1 No..... 2 (DON'T READ) Don't know..... 98 (DON'T READ) No answer..... 99
q12b	Violence against women	Yes..... 1 No..... 2 (DON'T READ) Don't know..... 98 (DON'T READ) No answer..... 99
q12c	Violence against LGBTQIA+ people	Yes..... 1 No..... 2 (DON'T READ) Don't know..... 98 (DON'T READ) No answer..... 99
q12d	Violence against immigrants	Yes..... 1 No..... 2 (DON'T READ) Don't know..... 98 (DON'T READ) No answer..... 99
q12e	Racially motivated violence	Yes..... 1 No..... 2 (DON'T READ) Don't know..... 98 (DON'T READ) No answer..... 99
q12f	Street violence (violent property crime, violent injury, gun violence)	Yes..... 1 No..... 2 (DON'T READ) Don't know..... 98 (DON'T READ) No answer..... 99



q12g	Organized crime	Yes.....	1
		No.....	2
		<b>(DON'T READ)</b> Don't know.....	98
		<b>(DON'T READ)</b> No answer.....	99
q12h	Police violence against people	Yes.....	1
		No.....	2
		<b>(DON'T READ)</b> Don't know.....	98
		<b>(DON'T READ)</b> No answer.....	99

## 5. DISCRIMINATION

**Read:** In [COUNTRY], do you feel that you personally experienced any form of discrimination or harassment during the past 12 months, since [MONTH OF INTERVIEW] [YEAR OF INTERVIEW MINUS 1], on any of the following grounds?

**SURVEYOR: READ OPTIONS IN BOLD. IF THE RESPONDENT IS CONFUSED, READ DESCRIPTIONS IN PARENTHESES.**

q13a	<b>Sex</b> (Such as being a woman, a man, or nonbinary?)	Yes.....	1
		No.....	2
		<b>(DON'T READ)</b> Don't know.....	98
		<b>(DON'T READ)</b> No answer.....	99
q13b	<b>Age</b> (Such as you are perceived to be too young or too old?)	Yes.....	1
		No.....	2
		<b>(DON'T READ)</b> Don't know.....	98
		<b>(DON'T READ)</b> No answer.....	99
q13c	<b>Disability or health status</b> (Such as having difficulty in seeing, hearing, walking or moving, concentrating or communicating, having a disease or other health conditions and no reasonable accommodation provided for it?)	Yes.....	1
		No.....	2
		<b>(DON'T READ)</b> Don't know.....	98
		<b>(DON'T READ)</b> No answer.....	99
q13d	<b>Ethnicity, skin color, language</b> (Such as skin color or physical appearance, ethnic origin or way of dressing, culture, traditions, native language or accent, indigenous status, or being of African descent?)	Yes.....	1
		No.....	2
		<b>(DON'T READ)</b> Don't know.....	98
		<b>(DON'T READ)</b> No answer.....	99
q13e	<b>Migration status</b> (Such as nationality or national origin, country of birth, refugees, asylum seekers, migrant status, undocumented migrants or stateless persons: not considered a citizen of any country?)	Yes.....	1
		No.....	2
		<b>(DON'T READ)</b> Don't know.....	98
		<b>(DON'T READ)</b> No answer.....	99
q13f	<b>Socio-economic status</b> (Such as wealth or education level, being perceived to be from a lower or different social or economic group or class, land or home ownership or not?)	Yes.....	1
		No.....	2
		<b>(DON'T READ)</b> Don't know.....	98
		<b>(DON'T READ)</b> No answer.....	99
q13g	<b>Geographic location or place of residence</b> (Such as living in urban or rural areas, formal or informal settlements?)	Yes.....	1
		No.....	2
		<b>(DON'T READ)</b> Don't know.....	98
		<b>(DON'T READ)</b> No answer.....	99
q13h	<b>Religion</b> (Such as having or not a religion or religious beliefs?)	Yes.....	1
		No.....	2
		<b>(DON'T READ)</b> Don't know.....	98
		<b>(DON'T READ)</b> No answer.....	99
q13i	<b>Marital and family status</b> (Such as being single, married, divorced, widowed, pregnant, with or without children, orphan or born from unmarried parents, or having children outside wedlock?)	Yes.....	1
		No.....	2
		<b>(DON'T READ)</b> Don't know.....	98
		<b>(DON'T READ)</b> No answer.....	99

q13j	<b>Sexual orientation or gender identity</b> (Such as being attracted to person of the same sex, self-identifying differently from sex assigned at birth or as being either sexually, bodily and/or gender diverse?)	Yes.....	1
		No.....	2
		(DON'T READ) Don't know.....	98
		(DON'T READ) No answer.....	99
q13k	<b>Political opinion</b> (Such as expressing political views, defending the rights of others, being a member or not of a political party or trade union?)	Yes.....	1
		No.....	2
		(DON'T READ) Don't know.....	98
		(DON'T READ) No answer.....	99

**q14. SURVEYOR INSTRUCTIONS:**

- **ASK q14 ONLY TO THOSE ANSWERING “YES” TO AT LEAST ONE OF THE QUESTIONS IN q13.**
- **IF THE RESPONDENT DID NOT ANSWER “YES” TO ANY OF THE QUESTIONS IN q13, GO TO q15.**

q14	In what types of situations have you experienced these incidents? [ASK EACH OPTION SEPARATELY. MARK ALL THAT APPLY]	At work.....	1
		When applying for a job.....	2
		In a shop, bank, restaurant, bar, night club, or hotel.....	3
		On public transportation, on the street or in other places.....	4
		In my household.....	5
		When seeking or using healthcare services.....	6
		When attending school or classes.....	7
		When looking for housing.....	8
		When dealing with the police or courts.....	9
		When voting, running for public office, or participating in public consultation.....	10
		On social media.....	11
		Other.....	12
		(DON'T READ) Don't know.....	98
		(DON'T READ) No answer.....	99

**6. ACCESS TO JUSTICE**

**READ:** I am going to read you a list of problems and disputes that people commonly experience in everyday life. In each case, please tell me whether or not you have had any such problem during the past two years, by which I mean a problem that started after [MONTH OF INTERVIEW] [YEAR OF INTERVIEW MINUS 2] or started before then, but continued afterwards.

In the last two years, have you had ...?

**(SURVEYOR: SHOW DISPUTES SHOWCARDS ONE AT A TIME. ASK ONLY FOR THE RESPONDENT TO MARK THE ONES THEY HAVE HAD.)**

Problem Type Code	Problem Type Description	q15	q16
A1	Problems related to poor or incomplete professional services (for example, services from a lawyer, builder, mechanic, etc.)	Yes.....1 No.....2	0 1 2 3 4 5 6 7 8 9 10 DK NA
A2	Problems related to obtaining a refund for faulty or damaged goods	Yes.....1 No.....2	0 1 2 3 4 5 6 7 8 9 10 DK NA

<b>A3</b>	Major disruptions in the supply of utilities (e.g., water, electricity, phone) or incorrect billing	Yes.....1 No.....2	0 1 2 3 4 5 6 7 8 9 10 DK NA
<b>B1</b>	Problems obtaining land titles, property titles, or permission for building projects for your own home	Yes.....1 No.....2	0 1 2 3 4 5 6 7 8 9 10 DK NA
<b>B2</b>	Problems related to squatting and land grabbing	Yes.....1 No.....2	0 1 2 3 4 5 6 7 8 9 10 DK NA
<b>B3</b>	Problems with your neighbors over boundaries or the right to pass through property, fences, or trees	Yes.....1 No.....2	0 1 2 3 4 5 6 7 8 9 10 DK NA
<b>B4</b>	Problems with co-owners or community members over selling property	Yes.....1 No.....2	0 1 2 3 4 5 6 7 8 9 10 DK NA
<b>C1</b>	Problems with a landlord about rental agreements, payments, repairs, deposits, or eviction	Yes.....1 No.....2	0 1 2 3 4 5 6 7 8 9 10 DK NA
<b>C2</b>	Problems with a tenant about rental agreements or property damage	Yes.....1 No.....2	0 1 2 3 4 5 6 7 8 9 10 DK NA
<b>C3</b>	Problems with your neighbors over noise, litter, parking spots, or pets	Yes.....1 No.....2	0 1 2 3 4 5 6 7 8 9 10 DK NA
<b>C4</b>	Becoming homeless	Yes.....1 No.....2	0 1 2 3 4 5 6 7 8 9 10 DK NA
<b>D1</b>	Divorce or separation	Yes.....1 No.....2	0 1 2 3 4 5 6 7 8 9 10 DK NA
<b>D2</b>	Difficulties obtaining child support payments	Yes.....1 No.....2	0 1 2 3 4 5 6 7 8 9 10 DK NA
<b>D3</b>	Difficulties paying child support	Yes.....1 No.....2	0 1 2 3 4 5 6 7 8 9 10 DK NA
<b>D4</b>	Dispute over child custody or visitation arrangements	Yes.....1 No.....2	0 1 2 3 4 5 6 7 8 9 10 DK NA
<b>D5</b>	Threats or physical violence from a current partner, ex-partner, or other household member	Yes.....1 No.....2	0 1 2 3 4 5 6 7 8 9 10 DK NA
<b>D6</b>	Disagreement over the content of a will or the division of property after the death of a family member	Yes.....1 No.....2	0 1 2 3 4 5 6 7 8 9 10 DK NA
<b>E1</b>	Difficulties obtaining a place at a school or other educational institution that you or your children are eligible to attend	Yes.....1 No.....2	0 1 2 3 4 5 6 7 8 9 10 DK NA
<b>E2</b>	You or your children being bullied or harassed at school or another educational institution	Yes.....1 No.....2	0 1 2 3 4 5 6 7 8 9 10 DK NA
<b>E3</b>	Problems with gangs, vandalism, or consumption of drugs or alcohol on the streets	Yes.....1 No.....2	0 1 2 3 4 5 6 7 8 9 10 DK NA
<b>F1</b>	Injuries or health problems sustained as a result of an accident or due to poor working conditions	Yes.....1 No.....2	0 1 2 3 4 5 6 7 8 9 10 DK NA

<b>F2</b>	Injuries or health problems sustained as a result of negligent or wrong medical or dental treatment	Yes.....1 No.....2	0 1 2 3 4 5 6 7 8 9 10 DK NA
<b>G1</b>	Being dismissed from a job unfairly	Yes.....1 No.....2	0 1 2 3 4 5 6 7 8 9 10 DK NA
<b>G2</b>	Difficulties obtaining wages or employment benefits that were agreed on in advance	Yes.....1 No.....2	0 1 2 3 4 5 6 7 8 9 10 DK NA
<b>G3</b>	Harassment at work	Yes.....1 No.....2	0 1 2 3 4 5 6 7 8 9 10 DK NA
<b>H1</b>	Difficulties obtaining public benefits or government assistance, such as cash transfers, pensions, or disability benefits.	Yes.....1 No.....2	0 1 2 3 4 5 6 7 8 9 10 DK NA
<b>H2</b>	Difficulties accessing care in public clinics or hospitals	Yes.....1 No.....2	0 1 2 3 4 5 6 7 8 9 10 DK NA
<b>H3</b>	Lack of access to water, sanitation, and/or electricity	Yes.....1 No.....2	0 1 2 3 4 5 6 7 8 9 10 DK NA
<b>I1</b>	Being beaten up or arrested without justification by a member of the police or the military.	Yes.....1 No.....2	0 1 2 3 4 5 6 7 8 9 10 DK NA
<b>J1</b>	Difficulties obtaining birth certificates for you or your children	Yes.....1 No.....2	0 1 2 3 4 5 6 7 8 9 10 DK NA
<b>J2</b>	Difficulties obtaining a government-issued ID card	Yes.....1 No.....2	0 1 2 3 4 5 6 7 8 9 10 DK NA
<b>J3</b>	Problems with you or your children's citizenship, residency, or immigration status	Yes.....1 No.....2	0 1 2 3 4 5 6 7 8 9 10 DK NA
<b>J4</b>	Tax disputes or disputes with other government bodies	Yes.....1 No.....2	0 1 2 3 4 5 6 7 8 9 10 DK NA
<b>K1</b>	Being behind on and unable to pay credit cards, utility bills (e.g., water, electricity, gas), or a loan	Yes.....1 No.....2	0 1 2 3 4 5 6 7 8 9 10 DK NA
<b>K2</b>	Being threatened by debt collectors over unpaid loans or bills	Yes.....1 No.....2	0 1 2 3 4 5 6 7 8 9 10 DK NA
<b>K3</b>	Being threatened, harassed, or extorted by a mob, a gang, or another criminal organization	Yes.....1 No.....2	0 1 2 3 4 5 6 7 8 9 10 DK NA
<b>L1</b>	Difficulties collecting money owed to you	Yes.....1 No.....2	0 1 2 3 4 5 6 7 8 9 10 DK NA
<b>L2</b>	Insurance claims being denied	Yes.....1 No.....2	0 1 2 3 4 5 6 7 8 9 10 DK NA

**q16. SURVEYOR INSTRUCTIONS:**

- IF THE RESPONDENT DID NOT ANSWER “YES” TO ANY OF THE QUESTIONS IN q15, GO TO q39a.

- **IF THE RESPONDENT DID ANSWER “YES” TO ANY OF THE QUESTIONS IN q15, SHOW SHOWCARD “A” AND READ:** Thinking about the problems that you have experienced and looking at this scale where 0 represents the least serious and 10 represents the most serious problem you could ever face in your lifetime, please mark where on the scale you would place each of the issues or problems you have experienced. For example, a score of 2 might be a problem with a neighbor over a noisy party and a score of 8 might be being made homeless.
- **REVIEW ALL THE PROBLEMS CODED AS “YES” IN q15 AND READ EACH PROBLEM DESCRIPTION AS WORDED, THEN RECORD THE RESPONSE IN q16 ABOVE.**

**q17. SURVEYOR INSTRUCTIONS: YOU WILL NOW CHOOSE ONE OF THE PROBLEMS IDENTIFIED IN q15 TO ASK THE RESPONDENT ADDITIONAL QUESTIONS ABOUT IT.**

- **USE A RANDOM NUMBER GENERATOR TO PICK AMONG THOSE DISPUTES WITH A DEGREE OF SERIOUSNESS GREATER THAN 3 (4-10).**
- **IF THE RESPONDENT DOES NOT HAVE A DISPUTE WITH A DEGREE OF SERIOUSNESS BETWEEN 4 AND 10, USE A RANDOM NUMBER GENERATOR TO SELECT FROM AMONG ALL DISPUTES THAT WERE MARKED AS “YES” IN q15.**
- **IF IT IS NOT POSSIBLE TO USE A RANDOM NUMBER GENERATOR, PLEASE REFER TO THE SUPPLEMENTAL SURVEY MATERIALS FOR INSTRUCTIONS ON HOW TO SELECT A DISPUTE FOR q17.**

<b>q17</b>	<b>[SURVEYOR: ENTER THE CODE OF THE PROBLEM TYPE SELECTED (A1 – L2)]</b>	Code (A1-L2).....
------------	--	-------------------

**READ:** You said you had [problem descriptor identified in q17]. I am now going to ask you some questions about how you went about dealing with this particular problem.

<b>q18a</b>	<b>(ASK IF q17 = A1, A2, A3, B1, B2, B3, B4, C1, F1, I1 J4, K1, K2, K3, L1, L2)</b> Was this problem related to your self-employment activity (own business, professional practice, or farm)?	Yes ..... 1 No ..... 2 <b>(DON'T READ)</b> Don't know ..... 98 <b>(DON'T READ)</b> No answer ..... 99
<b>q18b</b>	Did any of the parties resort to physical violence during the dispute or in the process of settling the dispute?	Yes ..... 1 No ..... 2 <b>(DON'T READ)</b> Don't know ..... 98 <b>(DON'T READ)</b> No answer ..... 99
<b>q19</b>	Did you obtain any information from the Internet, a software app, a video, printed material or the media to help you better understand or resolve the problem?	Yes ..... 1 No ..... 2 <b>(DON'T READ)</b> Don't know ..... 98 <b>(DON'T READ)</b> No answer ..... 99
<b>q20</b>	Apart from anything you have told me about already, did you, or someone acting on your behalf, obtain information, advice or representation from any person or organization to help you better understand or resolve the problem? Please exclude any help provided by the other party.  <b>(SURVEYOR: IF THE RESPONDENT IS CONFUSED, READ:</b> For example, from family or friends, a lawyer, a court, a religious or community leader, a trusted person or organization, or anybody else.)	Yes ..... 1 (GO TO q21) No ..... 2 (GO TO q23) <b>(DON'T READ)</b> Don't know ..... 98 (GO TO q24) <b>(DON'T READ)</b> No answer ..... 99 (GO TO q24)
<b>q21</b>	Which advisers did you contact? <b>(SURVEYOR: DO NOT READ. MARK ALL MENTIONED ANSWERS. PROMPT WITH:</b> Any other legal advisers?)	A relative, friend, or acquaintance ..... 1 A lawyer, professional advisor, or advice service ..... 2 (GO TO q24) A government legal aid office ..... 3 (GO TO q24)

	<b>(SURVEYOR: IF THE RESPONDENT ANSWERED “1”, REGARDLESS OF HOW MANY ANSWERS THE RESPONDENT GAVE, GO TO q22.)</b>	A court, government body, or the police ..... 4 (GO TO q24) A health or welfare professional ..... 5 (GO TO q24) A trade union or employer ..... 6 (GO TO q24) A religious or community leader or organization ..... 7 (GO TO q24) A civil society organization or charity ..... 8 (GO TO q24) Other organization ..... 9 (GO TO q24) <b>(DON'T READ)</b> Don't know ..... 98 (GO TO q24) <b>(DON'T READ)</b> No answer ..... 99 (GO TO q24)
q22	Did any of the family or friends who you contacted go to law school or work in an organization that provides legal advice?	Yes ..... 1 (GO TO q24) No ..... 2 (GO TO q24) <b>(DON'T READ)</b> Don't know ..... 98 (GO TO q24) <b>(DON'T READ)</b> No answer ..... 99 (GO TO q24)
q23	What was the main reason why you did not consider getting information, advice, or representation from anyone? <b>(SURVEYOR: DO NOT READ OUT OPTIONS. ALLOW RESPONDENTS TO ANSWER FREELY. MARK ONLY ONE OPTION.)</b>	I thought the issue was not important or not difficult to resolve ..... 1 Thought the other side was right ..... 2 I did not think I needed advice ..... 3 I was concerned about the financial cost ..... 4 I had received help with a problem before and did not find it useful ..... 5 I did not know who to call or where to get advice ..... 6 I did not know I could get advice for this problem ..... 7 Was scared to get advice ..... 8 Advisers were too far away or it would take too much time ..... 9 Other ..... 10 <b>(DON'T READ)</b> Don't know ..... 98 <b>(DON'T READ)</b> No answer ..... 99
q24	Did you, somebody acting on your behalf, the other party or anybody else, make a claim to a court or turn to any other third-party individual or organization to adjudicate, mediate or intervene to help resolve the problem?  <b>(SURVEYOR: IF THE RESPONDENT IS CONFUSED, READ: such as the police, a respected family member, or a community or religious leader.)</b>	Yes ..... 1 (GO TO q28a) No ..... 2 (GO TO q25) <b>(DON'T READ)</b> Don't know ..... 98 (GO TO q26) <b>(DON'T READ)</b> No answer ..... 99 (GO TO q26)
q25	Why did you not go to anybody? <b>(SURVEYOR: DO NOT READ OUT OPTIONS. ALLOW RESPONDENT TO ANSWER FREELY. MARK ONE OPTION.)</b>	I thought the problem was not important enough or easy to resolve ..... 1 I was confident I could resolve it by myself ..... 2 Resolving the problem would have taken a long time or a lot of bureaucratic procedures ..... 3 I did not have evidence or a strong case ..... 4 Scared of the consequences / The other party is much more powerful ..... 5 I did not know what to do, where to go, or how to do it ..... 6

		Access problems (cost, distance, schedule, etc.) ..... 7 I did not trust the authorities ..... 8 It would create problems for my family or damage a relationship ..... 9 I caused the problem / It was up to the other party ..... 10 Other ..... 11 (DON'T READ) Don't know ..... 98 (DON'T READ) No answer ..... 99
q26	Is the problem ongoing or done with? By 'done with' I mean that the problem is either completely resolved or that it persists, but you and everybody else have given up all actions to resolve it further.	Ongoing ..... 1 (GO TO q35) Too early to say ..... 2 (GO TO q35) Done with, but problem persists ..... 3 (GO TO q27) Done with, problem fully resolved ..... 4 (GO TO q27) (DON'T READ) Don't know ..... 98 (GO TO q36) (DON'T READ) No answer ..... 99 (GO TO q36)
q27	Which of the following statements best reflects how the problem was settled? The problem was settled through (SURVEYOR: SHOW SHOWCARD "B". MARK ONLY ONE OPTION.)  (SURVEYOR: GO TO q32a)	Agreement between you and the other party ..... 1 (GO TO q32a) The other party independently doing what you wanted ..... 2 (GO TO q32a) You independently doing what the other party wanted ..... 3 (GO TO q32a) The problem sorting itself out ..... 4 (GO TO q32a) You moving away from the problem (e.g., moving homes, changing jobs) ..... 5 (GO TO q32a) You and/or all other parties giving up trying to resolve the problem ..... 6 (GO TO q32a) None of these ..... 7 (GO TO q32a) (DON'T READ) Don't know ..... 98 (GO TO q32a) (DON'T READ) No answer ..... 99 (GO TO q32a)

		<b>q28:</b> Did you, somebody acting on your behalf, the other party or anybody else:	<b>q29:</b> Who initiated it (contact), you (or somebody acting on your behalf), the other party, or someone else?
A	Make a claim to a court or tribunal	Yes ..... 1 (GO TO q29a) No ..... 2 (GO TO q28b) (DON'T READ) Don't Know ..... 98 (GO TO q28b) (DON'T READ) No Answer ..... 99 (GO TO q28b)	Myself (or someone on my behalf) ..... 1 (GO TO q28b) The other party ..... 2 (GO TO q28b) Someone else ..... 3

			(GO TO q28b) <b>(DON'T READ)</b> Don't Know..... 98 (GO TO q28b) <b>(DON'T READ)</b> No Answer..... 99 (GO TO q28b)
<b>B</b>	Contact the police (or other prosecution authority)	Yes..... 1 (GO TO 29b) No..... 2 (GO TO q28c) <b>(DON'T READ)</b> Don't Know... 98 (GO TO q28c) <b>(DON'T READ)</b> No Answer... 99 (GO TO q28c)	Myself (or someone on my behalf)..... 1 (GO TO q28c) The other party..... 2 (GO TO q28c) Someone else..... 3 (GO TO q28c) <b>(DON'T READ)</b> Don't Know..... 98 (GO TO q28c) <b>(DON'T READ)</b> No Answer..... 99 (GO TO q28c)
<b>C</b>	Contact a government office or other formal designated authority or agency	Yes..... 1 (GO TO q29c) No..... 2 (GO TO q28d) <b>(DON'T READ)</b> Don't Know... 98 (GO TO q28d) <b>(DON'T READ)</b> No Answer... 99 (GO TO q28d)	Myself (or someone on my behalf)..... 1 (GO TO q28d) The other party..... 2 (GO TO q28d) Someone else..... 3 (GO TO q28d) <b>(DON'T READ)</b> Don't Know..... 98 (GO TO q28d) <b>(DON'T READ)</b> No Answer..... 99 (GO TO q28d)
<b>D</b>	Turn to a religious authority or community leader or organization	Yes..... 1 (GO TO q29d) No..... 2 (GO TO q28e) <b>(DON'T READ)</b> Don't Know... 98 (GO TO q28e) <b>(DON'T READ)</b> No Answer... 99 (GO TO q28e)	Myself (or someone on my behalf)..... 1 (GO TO q28e) The other party..... 2 (GO TO q28e) Someone else..... 3 (GO TO q28e) <b>(DON'T READ)</b> Don't Know..... 98 (GO TO q28e) <b>(DON'T READ)</b> No Answer..... 99 (GO TO q28e)
<b>E</b>	Turn to a third-party to mediate the problem or turn to a formal conciliation or arbitration	Yes..... 1 (GO TO q29e) No..... 2 (GO TO q28f) <b>(DON'T READ)</b> Don't Know... 98 (GO TO q28f) <b>(DON'T READ)</b> No Answer... 99 (GO TO q28f)	Myself (or someone on my behalf)..... 1 (GO TO q28f) The other party..... 2 (GO TO q28f) Someone else..... 3 (GO TO q28f) <b>(DON'T READ)</b> Don't Know..... 98 (GO TO q28f) <b>(DON'T READ)</b> No Answer..... 99 (GO TO q28f)
<b>F</b>	Turn to a formal complaints or appeal process.	Yes..... 1 (GO TO q29f) No..... 2 (GO TO q28g) <b>(DON'T READ)</b> Don't Know... 98 (GO TO q28g) <b>(DON'T READ)</b> No Answer... 99 (GO TO q28g)	Myself (or someone on my behalf)..... 1 (GO TO q28g) The other party..... 2 (GO TO q28g) Someone else..... 3 (GO TO q28g) <b>(DON'T READ)</b> Don't Know..... 98 (GO TO q28g) <b>(DON'T READ)</b> No Answer..... 99 (GO TO q28g)



<b>G</b>	Turn to another institution or actor	Yes..... 1 (GO TO q29g) No..... 2 (GO TO q30) <b>(DON'T READ) Don't Know</b> ..... 98 (GO TO q30) <b>(DON'T READ) No Answer</b> ..... 99 (GO TO q30)	Myself (or someone on my behalf)..... 1 (GO TO q30) The other party..... 2 (GO TO q30) Someone else..... 3 (GO TO q30) <b>(DON'T READ) Don't Know</b> ..... 98 (GO TO q30) <b>(DON'T READ) No Answer</b> ..... 99 (GO TO q30)
----------	--------------------------------------	---	--

<b>q30</b>	Is the problem ongoing or done with? By 'done with' I mean that the problem is either completely resolved or that it persists, but you and everybody else have given up all actions to resolve it further.	Ongoing..... 1 (GO TO q35) Too early to say..... 2 (GO TO q35) Done with, but problem persists..... 3 (GO TO q31) Done with, problem fully resolved..... 4 (GO TO q31) <b>(DON'T READ) Don't Know</b> ..... 98 (GO TO q36) <b>(DON'T READ) No Answer</b> ..... 99 (GO TO q36)
<b>q31</b>	Which of the following statements best reflects how the problem was settled? The problem was settled through <b>(SURVEYOR: SHOW SHOWCARD "C". MARK ONLY ONE OPTION.)</b>	A decision or intervention by a court or a formal authority..... 1 ..... 1 Mediation or arbitration..... 2 Action by another third party..... 3 Agreement between you and the other party..... 4 The other party independently doing what you wanted..... 5 You independently doing what the other party wanted..... 6 ..... 6 The problem sorting itself out..... 7 You moving away from the problem (e.g., moving homes, changing jobs)..... 8 You and/or all other parties giving up trying to resolve the problem..... 9 None of these..... 10 <b>(DON'T READ) Don't Know</b> ..... 98 <b>(DON'T READ) No Answer</b> ..... 99

**READ:** Regardless of the outcome, do you think that the process followed to solve the problem was:

<b>q32a</b>	Fair?	Yes..... 1 No..... 2 <b>(DON'T READ) Don't Know</b> ..... 98 <b>(DON'T READ) No Answer</b> ..... 99
<b>q32b</b>	Slow?	Yes..... 1 No..... 2 <b>(DON'T READ) Don't Know</b> ..... 98 <b>(DON'T READ) No Answer</b> ..... 99
<b>q32c</b>	Expensive?	Yes..... 1

		No ..... 2 (DON'T READ) Don't Know ..... 98 (DON'T READ) No Answer ..... 99
q33a	To what extent was the outcome of the problem or dispute in your favor?	Mostly in my favor ..... 1 Somewhat in my favor ..... 2 Mostly not in my favor ..... 3 (DON'T READ) Don't Know ..... 98 (DON'T READ) No Answer ..... 99
q33b	How many months did it take to resolve the problem, from the moment you turned to a court, government office, or third-party? (REGISTER NUMBER)	Open Response [Numeric]
q33c	Did you, personally, incur costs (other than your time) in order to solve the problem?	Yes ..... 1 No ..... 2 (GO TO q34) (DON'T READ) Don't Know ..... 98 (GO TO q34) (DON'T READ) No Answer ..... 99 (GO TO q34)
q33d	How difficult was it to find the money to meet these costs?	Very easy ..... 1 Somewhat easy ..... 2 Difficult ..... 3 Nearly impossible ..... 4 (DON'T READ) Don't Know ..... 98 (DON'T READ) No Answer ..... 99
q34	How satisfied or dissatisfied are you with the outcome of the problem?	Very satisfied ..... 1 (GO TO q36) Satisfied ..... 2 (GO TO q36) Dissatisfied ..... 3 (GO TO q36) Very dissatisfied ..... 4 (GO TO q36) (DON'T READ) Don't Know ..... 98 (GO TO q36) (DON'T READ) No Answer ..... 99 (GO TO q36)
q35	How satisfied or dissatisfied are you with how things are turning out so far with the problem?	Very satisfied ..... 1 Satisfied ..... 2 Dissatisfied ..... 3 Very dissatisfied ..... 4 (DON'T READ) Don't Know ..... 98 (DON'T READ) No Answer ..... 99

**READ:** Which of the following describes the problem?

q36	Which of the following describes the problem? You can choose more than one option, or none. (ASK EACH OPTION SEPARATELY. MARK ALL THAT APPLY.)	Bad luck / part of life ..... 1 Bureaucratic ..... 2 A family or private matter ..... 3 Legal ..... 4 Political ..... 5 A social or community matter ..... 6 Economic ..... 7 None of these ..... 8 (DON'T READ) Don't Know ..... 98 (DON'T READ) No Answer ..... 99
-----	--	---

**READ:** To what extent do you agree or disagree with the following statements about the problem?

<b>q37a</b>	I understood or came to understand my legal rights and responsibilities.	Strongly Agree ..... 1 Agree ..... 2 Disagree ..... 3 Strongly Disagree ..... 4 <b>(DON'T READ) Don't Know</b> ..... 98 <b>(DON'T READ) No Answer</b> ..... 99
<b>q37b</b>	I knew where to get good information and advice about resolving the problem.	Strongly Agree ..... 1 Agree ..... 2 Disagree ..... 3 Strongly Disagree ..... 4 <b>(DON'T READ) Don't Know</b> ..... 98 <b>(DON'T READ) No Answer</b> ..... 99
<b>q37c</b>	I was able to get all the expert help I wanted.	Strongly Agree ..... 1 Agree ..... 2 Disagree ..... 3 Strongly Disagree ..... 4 <b>(DON'T READ) Don't Know</b> ..... 98 <b>(DON'T READ) No Answer</b> ..... 99
<b>q37d</b>	I was (am) confident I could (can) achieve a fair outcome.	Strongly Agree ..... 1 Agree ..... 2 Disagree ..... 3 Strongly Disagree ..... 4 <b>(DON'T READ) Don't Know</b> ..... 98 <b>(DON'T READ) No Answer</b> ..... 99

**READ:** At any time, did the problem cause you to experience:

<b>q38a</b>	Stress-related illness, injuries, or physical ill health	Yes ..... 1 No ..... 2 <b>(DON'T READ) Don't Know</b> ..... 98 <b>(DON'T READ) No Answer</b> ..... 99
<b>q38b</b>	Relationship breakdown or damage to a family relationship.	Yes ..... 1 No ..... 2 <b>(DON'T READ) Don't Know</b> ..... 98 <b>(DON'T READ) No Answer</b> ..... 99
<b>q38c</b>	Loss of income, loss of employment, financial strain or need to relocate.	Yes ..... 1 No ..... 2 <b>(DON'T READ) Don't Know</b> ..... 98 <b>(DON'T READ) No Answer</b> ..... 99
<b>q38d</b>	Problems with alcohol or drugs	Yes ..... 1 No ..... 2 <b>(DON'T READ) Don't Know</b> ..... 98 <b>(DON'T READ) No Answer</b> ..... 99

**SURVEYOR: REVIEW QUESTIONS q38a TO q38d.**

- **IF THE RESPONDENT ANSWERED “YES” TO ONE OR MORE OF THESE QUESTIONS, GO TO q38e.**
- **IF THE RESPONDENT ANSWERED “NO” OR “DON’T KNOW/NO ANSWER” TO ALL OF THESE QUESTIONS, GO TO q39.**

You said that your problem resulted in a hardship. We would like to learn a little bit more about this situation.

q38e	How many days, if any, did you not work as a result of this hardship?	[Open Response] _____ days
q38f	How much income, if any, did you lose from not working?	[Open Response] _____ [insert income currency]
q38g	Did this hardship cause you to visit a healthcare professional (that is, a medical doctor, therapist, psychologist, etc.)?	Yes ..... 1 (GO TO q38g_1) No ..... 2 (GO TO q38h) (DON'T READ) Don't know ..... 98 (GO TO q38h) (DON'T READ) No answer ..... 99 (GO TO q38h)
q38g_1	(ASK IF q38g = 1) If it caused you to visit a healthcare professional, how many visits did you make?	[Open Response] _____ visits to a healthcare professional
q38h	Did this hardship cause you to be hospitalized?	Yes ..... 1 (GO TO q38h_1) No ..... 2 (GO TO q39) (DON'T READ) Don't know ..... 98 (GO TO q39) (DON'T READ) No answer ..... 99 (GO TO q39)
q38h_1	(ASK IF q38h = 1) If it caused you to be hospitalized, how many days were you in the hospital?	[Open Response] _____ days spent in the hospital

**7. CIVIC PARTICIPATION**

**OPTION A**

**SURVEYOR: THE SURVEY WILL RANDOMLY ASSIGN OPTION A OR OPTION B TO EACH RESPONDENT.**

**READ:** Please indicate whether you **strongly agree, agree, disagree, or strongly disagree** with the following statements.

q39a_G1	In practice, the basic laws of [COUNTRY] are available in all official languages	Strongly Agree ..... 1 Agree ..... 2 Disagree ..... 3 Strongly Disagree ..... 4 (DON'T READ) Don't Know ..... 98 (DON'T READ) No Answer ..... 99
q39b_G1	In [COUNTRY], the media (TV, radio, newspapers) can freely express opinions against government officials, policies and actions without fear of retaliation	Strongly Agree ..... 1 Agree ..... 2 Disagree ..... 3 Strongly Disagree ..... 4 (DON'T READ) Don't Know ..... 98 (DON'T READ) No Answer ..... 99
q39c_G1	In practice, in [COUNTRY], local government officials are elected through a clean process	Strongly Agree ..... 1 Agree ..... 2 Disagree ..... 3 Strongly Disagree ..... 4 (DON'T READ) Don't Know ..... 98 (DON'T READ) No Answer ..... 99
q39d_G1	In practice, in [COUNTRY], people can vote freely without feeling harassed or pressured	Strongly Agree ..... 1 Agree ..... 2 Disagree ..... 3 Strongly Disagree ..... 4 (DON'T READ) Don't Know ..... 98

		(DON'T READ) No Answer..... 99
q39e_G1	In practice, in [COUNTRY], people can freely join any (unforbidden) political organization they want	Strongly Agree..... 1 Agree..... 2 Disagree..... 3 Strongly Disagree..... 4 (DON'T READ) Don't Know..... 98 (DON'T READ) No Answer..... 99
q39f_G1	In practice, people in this neighborhood can get together with others and present their concerns to members of Parliament/Congress	Strongly Agree..... 1 Agree..... 2 Disagree..... 3 Strongly Disagree..... 4 (DON'T READ) Don't Know..... 98 (DON'T READ) No Answer..... 99
q39g_G1	In practice, people in this neighborhood can get together with others and present their concerns to local government officials	Strongly Agree..... 1 Agree..... 2 Disagree..... 3 Strongly Disagree..... 4 (DON'T READ) Don't Know..... 98 (DON'T READ) No Answer..... 99
q39h_G1	In [COUNTRY], the media (TV, radio, newspapers) are free to report the news without government influence or fear of retaliation	Strongly Agree..... 1 Agree..... 2 Disagree..... 3 Strongly Disagree..... 4 (DON'T READ) Don't Know..... 98 (DON'T READ) No Answer..... 99
q39i_G1	In practice, the government collaborates with civil society organizations in designing public policy	Strongly Agree..... 1 Agree..... 2 Disagree..... 3 Strongly Disagree..... 4 (DON'T READ) Don't Know..... 98 (DON'T READ) No Answer..... 99
q39j_G1	In practice, the local government considers the views of people like me when making decisions.	Strongly Agree..... 1 Agree..... 2 Disagree..... 3 Strongly Disagree..... 4 (DON'T READ) Don't Know..... 98 (DON'T READ) No Answer..... 99

**READ:** There are different ways of trying to improve things in [COUNTRY] or help prevent things from going wrong. During the past 12 months, have you:

q40_G1	Attended a legal demonstration or protest march?	Yes..... 1 No..... 2 (DON'T READ) Don't Know..... 98 (DON'T READ) No Answer..... 99
q41_G1	Participated in a public consultation in person or online?	Yes..... 1 No..... 2 (DON'T READ) Don't Know..... 98 (DON'T READ) No Answer..... 99
q42_G1	Engaged with civil society organizations by volunteering, engaging with them online or on social networks, or donating money?	Yes..... 1 No..... 2 (DON'T READ) Don't Know..... 98 (DON'T READ) No Answer..... 99

**OPTION B****SURVEYOR: THE SURVEY WILL RANDOMLY ASSIGN OPTION A OR OPTION B TO EACH RESPONDENT.****READ:** Please indicate whether you **strongly agree, agree, disagree, or strongly disagree** with the following statements.

<b>q39a_G2</b>	In practice, the local government (Metropolitan, Municipal, or District administration) provides effective ways to make complaints about public services.	Strongly Agree ..... 1 Agree ..... 2 Disagree ..... 3 Strongly Disagree ..... 4 (DON'T READ) Don't Know ..... 98 (DON'T READ) No Answer ..... 99
<b>q39b_G2</b>	In practice, the local government (Metropolitan, Municipal, or District administration) provides effective ways to handle complaints against local government officials.	Strongly Agree ..... 1 Agree ..... 2 Disagree ..... 3 Strongly Disagree ..... 4 (DON'T READ) Don't Know ..... 98 (DON'T READ) No Answer ..... 99
<b>q39c_G2</b>	In [COUNTRY], people can freely join together with others to draw attention to an issue or sign a petition	Strongly Agree ..... 1 Agree ..... 2 Disagree ..... 3 Strongly Disagree ..... 4 (DON'T READ) Don't Know ..... 98 (DON'T READ) No Answer ..... 99
<b>q39d_G2</b>	In practice, workers in [COUNTRY] can freely form labor unions and bargain for their rights with their employers	Strongly Agree ..... 1 Agree ..... 2 Disagree ..... 3 Strongly Disagree ..... 4 (DON'T READ) Don't Know ..... 98 (DON'T READ) No Answer ..... 99
<b>q39e_G2</b>	In [COUNTRY], people can freely express opinions against the government	Strongly Agree ..... 1 Agree ..... 2 Disagree ..... 3 Strongly Disagree ..... 4 (DON'T READ) Don't Know ..... 98 (DON'T READ) No Answer ..... 99
<b>q39f_G2</b>	In [COUNTRY], people can freely attend community meetings	Strongly Agree ..... 1 Agree ..... 2 Disagree ..... 3 Strongly Disagree ..... 4 (DON'T READ) Don't Know ..... 98 (DON'T READ) No Answer ..... 99
<b>q39g_G2</b>	In [COUNTRY], the media <sup>1</sup> (TV, radio, newspapers) can freely expose cases of corruption by high-ranking government officials without fear of retaliation	Strongly Agree ..... 1 Agree ..... 2 Disagree ..... 3 Strongly Disagree ..... 4 (DON'T READ) Don't Know ..... 98 (DON'T READ) No Answer ..... 99
<b>q39h_G2</b>	In [COUNTRY], civil society organizations can freely express opinions against government policies and actions without fear of retaliation	Strongly Agree ..... 1 Agree ..... 2 Disagree ..... 3 Strongly Disagree ..... 4 (DON'T READ) Don't Know ..... 98 (DON'T READ) No Answer ..... 99

<sup>1</sup> Please adapt to local usage: Newspapers, TV news, etc., as applicable.

q39i_G2	In [COUNTRY], political parties can freely express opinions against government policies and actions without fear of retaliation	Strongly Agree.....	1
		Agree.....	2
		Disagree.....	3
		Strongly Disagree.....	4
		(DON'T READ) Don't Know.....	98
		(DON'T READ) No Answer.....	99
q39j_G2	In practice, in [COUNTRY], people can freely participate in peaceful protests and demonstrations without fear of reprisal	Strongly Agree.....	1
		Agree.....	2
		Disagree.....	3
		Strongly Disagree.....	4
		(DON'T READ) Don't Know.....	98
		(DON'T READ) No Answer.....	99

**READ:** There are different ways of trying to improve things in [COUNTRY] or help prevent things from going wrong. During the past 12 months, have you:

q40_G2	Attended a legal demonstration or protest march?	Yes.....	1
		No.....	2
		(DON'T READ) Don't Know.....	98
		(DON'T READ) No Answer.....	99
q41_G2	Participated in a public consultation in person or online?	Yes.....	1
		No.....	2
		(DON'T READ) Don't Know.....	98
		(DON'T READ) No Answer.....	99
q42_G2	Engaged with civil society organizations by volunteering, engaging with them online or on social networks, or donating money?	Yes.....	1
		No.....	2
		(DON'T READ) Don't Know.....	98
		(DON'T READ) No Answer.....	99

**8. INSTITUTIONAL PERFORMANCE**

**OPTION A**

**SURVEYOR: THE SURVEY WILL RANDOMLY ASSIGN OPTION A OR OPTION B TO EACH RESPONDENT.**

**READ:** In talking to people about their local government, we often find important differences in how well the government, police, and the courts perform their jobs. Please tell me to what extent do you agree that:

q43a_G1	The police in [COUNTRY] act according to the law	Strongly Agree.....	1
		Agree.....	2
		Disagree.....	3
		Strongly Disagree.....	4
		(DON'T READ) Don't Know.....	98
		(DON'T READ) No Answer.....	99
q43b_G1	Police investigators in [COUNTRY] perform serious and law-abiding investigations to find the perpetrators of a crime	Strongly Agree.....	1
		Agree.....	2
		Disagree.....	3
		Strongly Disagree.....	4
		(DON'T READ) Don't Know.....	98
		(DON'T READ) No Answer.....	99
q43c_G1	In [COUNTRY], the basic rights of suspects are respected by the police	Strongly Agree.....	1
		Agree.....	2
		Disagree.....	3

		Strongly Disagree ..... 4 (DON'T READ) Don't Know ..... 98 (DON'T READ) No Answer ..... 99
q43d_G1	In [COUNTRY], if members of the police violate the law, they are punished for these violations	Strongly Agree ..... 1 Agree ..... 2 Disagree ..... 3 Strongly Disagree ..... 4 (DON'T READ) Don't Know ..... 98 (DON'T READ) No Answer ..... 99
q43e_G1	In [COUNTRY], members of the police do not use excessive or unnecessary force	Strongly Agree ..... 1 Agree ..... 2 Disagree ..... 3 Strongly Disagree ..... 4 (DON'T READ) Don't Know ..... 98 (DON'T READ) No Answer ..... 99
q43f_G1	In [COUNTRY], if members of the police request bribes from the public, they will be held accountable	Strongly Agree ..... 1 Agree ..... 2 Disagree ..... 3 Strongly Disagree ..... 4 (DON'T READ) Don't Know ..... 98 (DON'T READ) No Answer ..... 99
q43g_G1	In [COUNTRY], if members of the police accept bribes from gangs or criminal organizations, they will be held accountable	Strongly Agree ..... 1 Agree ..... 2 Disagree ..... 3 Strongly Disagree ..... 4 (DON'T READ) Don't Know ..... 98 (DON'T READ) No Answer ..... 99
q43h_G1	In [COUNTRY], if someone makes a complaint against a member of the police, the accusation will be investigated	Strongly Agree ..... 1 Agree ..... 2 Disagree ..... 3 Strongly Disagree ..... 4 (DON'T READ) Don't Know ..... 98 (DON'T READ) No Answer ..... 99
q43i_G1	The public defenders of [COUNTRY] do everything they can to defend poor people that are accused of committing a crime	Strongly Agree ..... 1 Agree ..... 2 Disagree ..... 3 Strongly Disagree ..... 4 (DON'T READ) Don't Know ..... 98 (DON'T READ) No Answer ..... 99

**READ:** Please tell us how confident you are that the criminal justice system as a whole:

q44a_G1	Is effective in bringing people who commit crimes to justice?	Very confident ..... 1 Fairly confident ..... 2 Not very confident ..... 3 Not at all confident ..... 4 (DON'T READ) Don't Know ..... 98 (DON'T READ) No Answer ..... 99
q44b_G1	Deals with cases promptly and efficiently?	Very confident ..... 1 Fairly confident ..... 2 Not very confident ..... 3 Not at all confident ..... 4 (DON'T READ) Don't Know ..... 98 (DON'T READ) No Answer ..... 99
q44c_G1	Makes sure everyone has access to the justice system if they	Very confident ..... 1



	need it?	Fairly confident ..... 2 Not very confident ..... 3 Not at all confident ..... 4 <b>(DON'T READ) Don't Know</b> ..... 98 <b>(DON'T READ) No Answer</b> ..... 99
q44d_G1	Functions the same regardless of where you live?	Very confident ..... 1 Fairly confident ..... 2 Not very confident ..... 3 Not at all confident ..... 4 <b>(DON'T READ) Don't Know</b> ..... 98 <b>(DON'T READ) No Answer</b> ..... 99
q44e_G1	Gives punishments that fit the crime?	Very confident ..... 1 Fairly confident ..... 2 Not very confident ..... 3 Not at all confident ..... 4 <b>(DON'T READ) Don't Know</b> ..... 98 <b>(DON'T READ) No Answer</b> ..... 99
q44f_G1	Respects the rights of victims?	Very confident ..... 1 Fairly confident ..... 2 Not very confident ..... 3 Not at all confident ..... 4 <b>(DON'T READ) Don't Know</b> ..... 98 <b>(DON'T READ) No Answer</b> ..... 99
q44g_G1	Allows all victims of crime to seek justice regardless of who they are?	Very confident ..... 1 Fairly confident ..... 2 Not very confident ..... 3 Not at all confident ..... 4 <b>(DON'T READ) Don't Know</b> ..... 98 <b>(DON'T READ) No Answer</b> ..... 99
q44h_G1	Allows all those accused of crimes to get a fair trial regardless of who they are?	Very confident ..... 1 Fairly confident ..... 2 Not very confident ..... 3 Not at all confident ..... 4 <b>(DON'T READ) Don't Know</b> ..... 98 <b>(DON'T READ) No Answer</b> ..... 99
q44i_G1	Provides victims of crime with the service and support they need?	Very confident ..... 1 Fairly confident ..... 2 Not very confident ..... 3 Not at all confident ..... 4 <b>(DON'T READ) Don't Know</b> ..... 98 <b>(DON'T READ) No Answer</b> ..... 99
q44j_G1	Treats those accused of crime as 'innocent until proven guilty'?	Very confident ..... 1 Fairly confident ..... 2 Not very confident ..... 3 Not at all confident ..... 4 <b>(DON'T READ) Don't Know</b> ..... 98 <b>(DON'T READ) No Answer</b> ..... 99
q44k_G1	Guarantee the safety and human rights of people deprived of their liberty.	Very confident ..... 1 Fairly confident ..... 2 Not very confident ..... 3 Not at all confident ..... 4 <b>(DON'T READ) Don't Know</b> ..... 98 <b>(DON'T READ) No Answer</b> ..... 99

**READ:** Please indicate whether you **strongly agree, agree, disagree, or strongly disagree** with the following statements that I am going to read. Based on your experience or on what you have heard, would you say that:

<b>q45a_G1</b>	In [COUNTRY], equality between women and men is effectively guaranteed in all areas of public and private life, including employment, work and pay.	Strongly Agree ..... 1 Agree ..... 2 Disagree ..... 3 Strongly Disagree ..... 4 (DON'T READ) Don't Know ..... 98 (DON'T READ) No Answer ..... 99
<b>q45b_G1</b>	In [COUNTRY], consumer rights are effectively protected, including protection from fraudulent practices and defective or dangerous products, and the right to redress if these rights are violated.	Strongly Agree ..... 1 Agree ..... 2 Disagree ..... 3 Strongly Disagree ..... 4 (DON'T READ) Don't Know ..... 98 (DON'T READ) No Answer ..... 99
<b>q45c_G1</b>	In [COUNTRY], working conditions are good, including working time, work organization, health and safety at work, employee representation, and relation with the employer.	Strongly Agree ..... 1 Agree ..... 2 Disagree ..... 3 Strongly Disagree ..... 4 (DON'T READ) Don't Know ..... 98 (DON'T READ) No Answer ..... 99
<b>q45d_G1</b>	In [COUNTRY], the government carries out effective actions to protect the environment and prevent and respond to climate change and displacement.	Strongly Agree ..... 1 Agree ..... 2 Disagree ..... 3 Strongly Disagree ..... 4 (DON'T READ) Don't Know ..... 98 (DON'T READ) No Answer ..... 99
<b>q45e_G1</b>	In [COUNTRY], the core values of the EU, such as fundamental rights, democracy, and the rule of law are well protected.	Strongly Agree ..... 1 Agree ..... 2 Disagree ..... 3 Strongly Disagree ..... 4 (DON'T READ) Don't Know ..... 98 (DON'T READ) No Answer ..... 99
<b>q46_G1</b>	Speaking in general of the current administration, how would you rate the job performance of President/Prime Minister [NAME CURRENT PRESIDENT/PRIME MINISTER]?	Very Good ..... 1 Good ..... 2 Neither good nor bad (fair) ..... 3 Bad ..... 4 Very Bad ..... 5 (DON'T READ) Don't Know ..... 98 (DON'T READ) No Answer ..... 99
<b>q47_G1</b>	Speaking in general of the current administration, how would you rate the job performance of local authorities (Metropolitan, Municipal, or District administration)?  [ADAPT BY COUNTRY]	Very Good ..... 1 Good ..... 2 Neither good nor bad (fair) ..... 3 Bad ..... 4 Very Bad ..... 5 (DON'T READ) Don't Know ..... 98 (DON'T READ) No Answer ..... 99

**READ:** The following questions are about your perceptions of top government officials of the national government. Top government officials include the President/Prime Minister, secretaries, cabinet members, and other high-ranking officials working within the executive branch.

Please indicate whether you **strongly agree, agree, disagree, or strongly disagree** with the following statements. In [COUNTRY], top government officials of the national government ...

q48_G1	... censor information from abroad.	Strongly Agree ..... 1 Agree ..... 2 Disagree ..... 3 Strongly Disagree ..... 4 <b>(DON'T READ) Don't Know</b> ..... 98 <b>(DON'T READ) No Answer</b> ..... 99
q49_G1	... censor opposition voices domestically.	Strongly Agree ..... 1 Agree ..... 2 Disagree ..... 3 Strongly Disagree ..... 4 <b>(DON'T READ) Don't Know</b> ..... 98 <b>(DON'T READ) No Answer</b> ..... 99
q50_G1	... blame different members or groups of society for domestic problems.	Strongly Agree ..... 1 Agree ..... 2 Disagree ..... 3 Strongly Disagree ..... 4 <b>(DON'T READ) Don't Know</b> ..... 98 <b>(DON'T READ) No Answer</b> ..... 99
q51_G1	... blame external forces (i.e., other countries, regional or international governing bodies) for domestic problems.	Strongly Agree ..... 1 Agree ..... 2 Disagree ..... 3 Strongly Disagree ..... 4 <b>(DON'T READ) Don't Know</b> ..... 98 <b>(DON'T READ) No Answer</b> ..... 99
q52_G1	... seek to limit the courts' competences and freedom to interpret the law.	Strongly Agree ..... 1 Agree ..... 2 Disagree ..... 3 Strongly Disagree ..... 4 <b>(DON'T READ) Don't Know</b> ..... 98 <b>(DON'T READ) No Answer</b> ..... 99
q53_G1	... refuse to comply with court rulings that are not in their favor.	Strongly Agree ..... 1 Agree ..... 2 Disagree ..... 3 Strongly Disagree ..... 4 <b>(DON'T READ) Don't Know</b> ..... 98 <b>(DON'T READ) No Answer</b> ..... 99
q54_G1	... seek to influence the promotion and removal of judges.	Strongly Agree ..... 1 Agree ..... 2 Disagree ..... 3 Strongly Disagree ..... 4 <b>(DON'T READ) Don't Know</b> ..... 98 <b>(DON'T READ) No Answer</b> ..... 99
q55_G1	... attack or discredit opposition parties.	Strongly Agree ..... 1 Agree ..... 2 Disagree ..... 3 Strongly Disagree ..... 4 <b>(DON'T READ) Don't Know</b> ..... 98 <b>(DON'T READ) No Answer</b> ..... 99
q56_G1	... prosecute and convict members of opposition parties.	Strongly Agree ..... 1 Agree ..... 2 Disagree ..... 3 Strongly Disagree ..... 4 <b>(DON'T READ) Don't Know</b> ..... 98 <b>(DON'T READ) No Answer</b> ..... 99

<p><b>q57_G1</b></p> <p>Assume that a high-ranking government official is taking government money for personal benefit. Assume that one of his employees witnesses this conduct, reports it to the relevant authority, and provides sufficient evidence to prove it. Assume that the press obtains the information and publishes the story.</p> <p>Which one of the following outcomes is most likely?</p>		<p>The accusation is completely ignored by the authorities..... 1</p> <p>An investigation is opened, but it never reaches any conclusions..... 2</p> <p>The high-ranking government official is prosecuted and punished (through fines, or time in prison)..... 3</p> <p><b>(DON'T READ)</b> Don't know..... 98</p> <p><b>(DON'T READ)</b> No answer..... 99</p>
--	--	--

**OPTION B**

**SURVEYOR: THE SURVEY WILL RANDOMLY ASSIGN OPTION A OR OPTION B TO EACH RESPONDENT.**

**READ:** In talking to people about their local government, we often find important differences in how well the government, police, and the courts perform their jobs. Please tell me to what extent do you agree that:

<p><b>q43a_G2</b></p>	<p>The police in [COUNTRY] resolve the safety problems in your community.</p>	<p>Strongly Agree..... 1</p> <p>Agree..... 2</p> <p>Disagree..... 3</p> <p>Strongly Disagree..... 4</p> <p><b>(DON'T READ)</b> Don't know..... 98</p> <p><b>(DON'T READ)</b> No answer..... 99</p>
<p><b>q43b_G2</b></p>	<p>The police in [COUNTRY] help you and your family to feel safe within and outside of your house.</p>	<p>Strongly Agree..... 1</p> <p>Agree..... 2</p> <p>Disagree..... 3</p> <p>Strongly Disagree..... 4</p> <p><b>(DON'T READ)</b> Don't know..... 98</p> <p><b>(DON'T READ)</b> No answer..... 99</p>
<p><b>q43c_G2</b></p>	<p>The police in [COUNTRY] are available to help you when you need it.</p>	<p>Strongly Agree..... 1</p> <p>Agree..... 2</p> <p>Disagree..... 3</p> <p>Strongly Disagree..... 4</p> <p><b>(DON'T READ)</b> Don't know..... 98</p> <p><b>(DON'T READ)</b> No answer..... 99</p>
<p><b>q43d_G2</b></p>	<p>The police in [COUNTRY] treat all people with kindness and respect.</p>	<p>Strongly Agree..... 1</p> <p>Agree..... 2</p> <p>Disagree..... 3</p> <p>Strongly Disagree..... 4</p> <p><b>(DON'T READ)</b> Don't know..... 98</p> <p><b>(DON'T READ)</b> No answer..... 99</p>
<p><b>q43e_G2</b></p>	<p>Police investigators in [COUNTRY] investigate crimes in an independent manner and are not subject to any sort of pressure.</p>	<p>Strongly Agree..... 1</p> <p>Agree..... 2</p> <p>Disagree..... 3</p> <p>Strongly Disagree..... 4</p> <p><b>(DON'T READ)</b> Don't know..... 98</p> <p><b>(DON'T READ)</b> No answer..... 99</p>
<p><b>q43f_G2</b></p>	<p>Prosecutors in [COUNTRY] prosecute crimes committed in an independent manner and are not subject to any sort of pressure.</p>	<p>Strongly Agree..... 1</p> <p>Agree..... 2</p> <p>Disagree..... 3</p> <p>Strongly Disagree..... 4</p> <p><b>(DON'T READ)</b> Don't know..... 98</p> <p><b>(DON'T READ)</b> No answer..... 99</p>
<p><b>q43g_G2</b></p>	<p>The police in [COUNTRY] serve the interests of people like you.</p>	<p>Strongly Agree..... 1</p>

		Agree..... 2 Disagree..... 3 Strongly Disagree..... 4 (DON'T READ) Don't know..... 98 (DON'T READ) No answer..... 99
q43h_G2	The police in [COUNTRY] serve the interests of your community.	Strongly Agree..... 1 Agree..... 2 Disagree..... 3 Strongly Disagree..... 4 (DON'T READ) Don't know..... 98 (DON'T READ) No answer..... 99

**READ:** Please indicate whether you **strongly agree, agree, disagree, or strongly disagree** with the following statements that I am going to read. Based on your experience or on what you have heard, would you say that:

q44a_G2	People are aware of their rights when they face a legal problem.	Strongly Agree..... 1 Agree..... 2 Disagree..... 3 Strongly Disagree..... 4 (DON'T READ) Don't know..... 98 (DON'T READ) No answer..... 99
q44b_G2	People know where to get information and advice when they face a legal problem.	Strongly Agree..... 1 Agree..... 2 Disagree..... 3 Strongly Disagree..... 4 (DON'T READ) Don't know..... 98 (DON'T READ) No answer..... 99
q44c_G2	People have access to affordable legal assistance and representation when they face a legal problem.	Strongly Agree..... 1 Agree..... 2 Disagree..... 3 Strongly Disagree..... 4 (DON'T READ) Don't know..... 98 (DON'T READ) No answer..... 99
q44d_G2	People can easily meet the costs of turning to a state dispute resolution mechanism (courts, small claims courts, administrative agencies, etc.) when they face a legal problem.	Strongly Agree..... 1 Agree..... 2 Disagree..... 3 Strongly Disagree..... 4 (DON'T READ) Don't know..... 98 (DON'T READ) No answer..... 99
q44e_G2	Civil and commercial courts adjudicate disputes quickly (starting from the moment the case is filed to the moment a decision or agreement is reached).	Strongly Agree..... 1 Agree..... 2 Disagree..... 3 Strongly Disagree..... 4 (DON'T READ) Don't know..... 98 (DON'T READ) No answer..... 99
q44f_G2	State dispute resolution mechanisms (courts, small claims courts, administrative agencies, etc.) produce fair outcomes for each involved party.	Strongly Agree..... 1 Agree..... 2 Disagree..... 3 Strongly Disagree..... 4 (DON'T READ) Don't know..... 98 (DON'T READ) No answer..... 99
q44g_G2	All parties are treated equally and fairly within the civil justice system.	Strongly Agree..... 1 Agree..... 2 Disagree..... 3 Strongly Disagree..... 4

		(DON'T READ) Don't know ..... 98 (DON'T READ) No answer ..... 99
q44h_G2	Local courts are free of corruption.	Strongly Agree ..... 1 Agree ..... 2 Disagree ..... 3 Strongly Disagree ..... 4 (DON'T READ) Don't know ..... 98 (DON'T READ) No answer ..... 99
q44i_G2	Local courts are free of political influence in their application of power.	Strongly Agree ..... 1 Agree ..... 2 Disagree ..... 3 Strongly Disagree ..... 4 (DON'T READ) Don't know ..... 98 (DON'T READ) No answer ..... 99
q44j_G2	Judges in [COUNTRY] decide cases in an independent manner and are not subject to any sort of pressure.	Strongly Agree ..... 1 Agree ..... 2 Disagree ..... 3 Strongly Disagree ..... 4 (DON'T READ) Don't know ..... 98 (DON'T READ) No answer ..... 99
q44k_G2	Local courts guarantee everyone a fair trial.	Strongly Agree ..... 1 Agree ..... 2 Disagree ..... 3 Strongly Disagree ..... 4 (DON'T READ) Don't know ..... 98 (DON'T READ) No answer ..... 99
q44l_G2	Winning parties can enforce court decisions quickly and effectively.	Strongly Agree ..... 1 Agree ..... 2 Disagree ..... 3 Strongly Disagree ..... 4 (DON'T READ) Don't know ..... 98 (DON'T READ) No answer ..... 99
q44m_G2	People can easily turn to alternative justice mechanisms (mediation, arbitration, restorative justice, etc.) when they face a legal problem.	Strongly Agree ..... 1 Agree ..... 2 Disagree ..... 3 Strongly Disagree ..... 4 (DON'T READ) Don't know ..... 98 (DON'T READ) No answer ..... 99

**READ:** Please indicate whether you **strongly agree**, **agree**, **disagree**, or **strongly disagree** with the following statements that I am going to read. Based on your experience or on what you have heard, would you say that:

q45a_G2	In [COUNTRY], equality between women and men is effectively guaranteed in all areas of public and private life, including employment, work and pay.	Strongly Agree ..... 1 Agree ..... 2 Disagree ..... 3 Strongly Disagree ..... 4 (DON'T READ) Don't know ..... 98 (DON'T READ) No answer ..... 99
q45b_G2	In [COUNTRY], consumer rights are effectively protected, including protection from fraudulent practices and defective or dangerous products, and the right to redress if something goes wrong.	Strongly Agree ..... 1 Agree ..... 2 Disagree ..... 3 Strongly Disagree ..... 4 (DON'T READ) Don't know ..... 98 (DON'T READ) No answer ..... 99
q45c_G2	In [COUNTRY], working conditions are good, including working	Strongly Agree ..... 1

	time, work organization, health and safety at work, employee representation, and relation with the employer.	Agree.....2 Disagree.....3 Strongly Disagree.....4 (DON'T READ) Don't know.....98 (DON'T READ) No answer.....99
q45d_G2	In [COUNTRY], the government carries out effective actions to protect the environment and prevent and respond to climate change and displacement.	Strongly Agree.....1 Agree.....2 Disagree.....3 Strongly Disagree.....4 (DON'T READ) Don't know.....98 (DON'T READ) No answer.....99
q45e_G2	In [COUNTRY], the core values of the EU, such as fundamental rights, democracy, and the rule of law are well protected.	Strongly Agree.....1 Agree.....2 Disagree.....3 Strongly Disagree.....4 (DON'T READ) Don't know.....98 (DON'T READ) No answer.....99
q46_G2	Speaking in general of the current administration, how would you rate the job performance of President/Prime Minister [NAME CURRENT PRESIDENT/PRIME MINISTER]?	Very Good.....1 Good.....2 Neither good nor bad (fair).....3 Bad.....4 Very Bad.....5 (DON'T READ) Don't know.....98 (DON'T READ) No answer.....99
q47_G2	Speaking in general of the current administration, how would you rate the job performance of local authorities (Metropolitan, Municipal, or District administration)?  [ADAPT BY COUNTRY]	Very Good.....1 Good.....2 Neither good nor bad (fair).....3 Bad.....4 Very Bad.....5 (DON'T READ) Don't know.....98 (DON'T READ) No answer.....99

**READ:** The following questions are about your perceptions of top government officials of the national government. Top government officials include the President/Prime Minister, secretaries, cabinet members, and other high-ranking officials working within the executive branch.

Please indicate whether you **strongly agree, agree, disagree, or strongly disagree** with the following statements. In [COUNTRY], top government officials of the national government ...

q48_G2	... use misinformation to shape public opinion in their favor.	Strongly Agree.....1 Agree.....2 Disagree.....3 Strongly Disagree.....4 (DON'T READ) Don't know.....98 (DON'T READ) No answer.....99
q49_G2	... generate distractions from important issues and blame external enemies or internal traitors.	Strongly Agree.....1 Agree.....2 Disagree.....3 Strongly Disagree.....4 (DON'T READ) Don't know.....98 (DON'T READ) No answer.....99
q50_G2	... deny criticisms and facts, and undermine the credibility of those presenting them.	Strongly Agree.....1 Agree.....2 Disagree.....3 Strongly Disagree.....4

		(DON'T READ) Don't know..... 98 (DON'T READ) No answer..... 99
q51_G2	... seek to centralize government functions and remove autonomy local authorities.	Strongly Agree..... 1 Agree..... 2 Disagree..... 3 Strongly Disagree..... 4 (DON'T READ) Don't know..... 98 (DON'T READ) No answer..... 99
q52_G2	... attack or discredit the media and civil society organizations that criticize them.	Strongly Agree..... 1 Agree..... 2 Disagree..... 3 Strongly Disagree..... 4 (DON'T READ) Don't know..... 98 (DON'T READ) No answer..... 99
q53_G2	... prosecute and convict journalists and leaders of civil society organizations that criticize them.	Strongly Agree..... 1 Agree..... 2 Disagree..... 3 Strongly Disagree..... 4 (DON'T READ) Don't know..... 98 (DON'T READ) No answer..... 99
q54_G2	... use emergency powers to bypass institutional checks and balances.	Strongly Agree..... 1 Agree..... 2 Disagree..... 3 Strongly Disagree..... 4 (DON'T READ) Don't know..... 98 (DON'T READ) No answer..... 99
q55_G2	... attack or discredit the electoral system and the electoral supervisory organs.	Strongly Agree..... 1 Agree..... 2 Disagree..... 3 Strongly Disagree..... 4 (DON'T READ) Don't know..... 98 (DON'T READ) No answer..... 99
q56_G2	... manipulate the election process to win power.	Strongly Agree..... 1 Agree..... 2 Disagree..... 3 Strongly Disagree..... 4 (DON'T READ) Don't know..... 98 (DON'T READ) No answer..... 99
q57_G2	Assume that a high-ranking government official is taking government money for personal benefit. Assume that one of his employees witnesses this conduct, reports it to the relevant authority, and provides sufficient evidence to prove it. Assume that the press obtains the information and publishes the story.  Which one of the following outcomes is most likely?	The accusation is completely ignored by the authorities..... 1 An investigation is opened, but it never reaches any conclusions..... 2 The high-ranking government official is prosecuted and punished (through fines, or time in prison)..... 3 (DON'T READ) Don't know..... 98 (DON'T READ) No answer..... 99



**9. RULE OF LAW**

**READ:** How important for you personally are the following points:

<b>q58a</b>	The same laws and rules apply equally to every person, including all public authorities, irrespective of their personal circumstances, social status, wealth, political connections or origin	Essential ..... 1 Important ..... 2 Not so important ..... 3 Not important at all ..... 4 (DON'T READ) Don't know ..... 98 (DON'T READ) No answer ..... 99
<b>q58b</b>	There are independent controls to ensure that laws can be challenged and tested.	Essential ..... 1 Important ..... 2 Not so important ..... 3 Not important at all ..... 4 (DON'T READ) Don't know ..... 98 (DON'T READ) No answer ..... 99
<b>q58c</b>	Public officials and politicians do not use their positions to obtain benefits for themselves or their family members but take decisions in the public interest	Essential ..... 1 Important ..... 2 Not so important ..... 3 Not important at all ..... 4 (DON'T READ) Don't know ..... 98 (DON'T READ) No answer ..... 99
<b>q58d</b>	Corruption involving public officials and politicians is properly investigated and those responsible are brought to justice	Essential ..... 1 Important ..... 2 Not so important ..... 3 Not important at all ..... 4 (DON'T READ) Don't know ..... 98 (DON'T READ) No answer ..... 99
<b>q58e</b>	If your rights are not respected, you can have them upheld by an independent court	Essential ..... 1 Important ..... 2 Not so important ..... 3 Not important at all ..... 4 (DON'T READ) Don't know ..... 98 (DON'T READ) No answer ..... 99
<b>q58f</b>	Public authorities and politicians respect and apply court rulings	Essential ..... 1 Important ..... 2 Not so important ..... 3 Not important at all ..... 4 (DON'T READ) Don't know ..... 98 (DON'T READ) No answer ..... 99
<b>q58g</b>	Media and civil society organizations can operate freely and criticize the government or major economic interests without risk of intimidation	Essential ..... 1 Important ..... 2 Not so important ..... 3 Not important at all ..... 4 (DON'T READ) Don't know ..... 98 (DON'T READ) No answer ..... 99
<b>q58h</b>	Public authorities respect the competences, mandates, and legal powers of independent government bodies or other autonomous authorities.	Essential ..... 1 Important ..... 2 Not so important ..... 3 Not important at all ..... 4 (DON'T READ) Don't know ..... 98 (DON'T READ) No answer ..... 99

q58i	Public authorities respect the media, civil society organizations, and opposition groups and welcome their input.	Essential ..... 1 Important ..... 2 Not so important ..... 3 Not important at all ..... 4 (DON'T READ) Don't know ..... 98 (DON'T READ) No answer ..... 99
q58j	Citizens obey the government in power, regardless of who they voted for.	Essential ..... 1 Important ..... 2 Not so important ..... 3 Not important at all ..... 4 (DON'T READ) Don't know ..... 98 (DON'T READ) No answer ..... 99

**READ:** Please tell me whether the following points need to be improved in [COUNTRY]:

q59a	The same laws and rules apply equally to every person, including all public authorities, irrespective of their personal circumstances, social status, wealth, political connections or origin	Yes, ..... 1 Maybe, somewhat ..... 2 No, it's already fine ..... 3 (DON'T READ) Don't know ..... 98 (DON'T READ) No answer ..... 99
q59b	There are independent controls to ensure that laws can be challenged and tested.	Yes, ..... 1 Maybe, somewhat ..... 2 No, it's already fine ..... 3 (DON'T READ) Don't know ..... 98 (DON'T READ) No answer ..... 99
q59c	Public officials and politicians do not use their positions to obtain benefits for themselves or their family members but take decisions in the public interest	Yes, ..... 1 Maybe, somewhat ..... 2 No, it's already fine ..... 3 (DON'T READ) Don't know ..... 98 (DON'T READ) No answer ..... 99
q59d	Corruption involving public officials and politicians is properly investigated and those responsible are brought to justice	Yes, ..... 1 Maybe, somewhat ..... 2 No, it's already fine ..... 3 (DON'T READ) Don't know ..... 98 (DON'T READ) No answer ..... 99
q59e	If your rights are not respected, you can have them upheld by an independent court	Yes, ..... 1 Maybe, somewhat ..... 2 No, it's already fine ..... 3 (DON'T READ) Don't know ..... 98 (DON'T READ) No answer ..... 99
q59f	Public authorities and politicians respect and apply court rulings	Yes, ..... 1 Maybe, somewhat ..... 2 No, it's already fine ..... 3 (DON'T READ) Don't know ..... 98 (DON'T READ) No answer ..... 99
q59g	Media and civil society organizations can operate freely and criticize the government or major economic interests without risk of intimidation	Yes, ..... 1 Maybe, somewhat ..... 2 No, it's already fine ..... 3 (DON'T READ) Don't know ..... 98 (DON'T READ) No answer ..... 99

<b>q59h</b>	Public authorities respect the competences, mandates, and legal powers of independent government bodies or other autonomous authorities.	Yes,..... 1 Maybe, somewhat ..... 2 No, it's already fine ..... 3 (DON'T READ) Don't know ..... 98 (DON'T READ) No answer ..... 99
<b>q59i</b>	Public authorities respect the media, civil society organizations, and opposition groups and welcome their input.	Yes,..... 1 Maybe, somewhat ..... 2 No, it's already fine ..... 3 (DON'T READ) Don't know ..... 98 (DON'T READ) No answer ..... 99
<b>q59j</b>	Citizens obey the government in power, regardless of who they voted for.	Yes,..... 1 Maybe, somewhat ..... 2 No, it's already fine ..... 3 (DON'T READ) Don't know ..... 98 (DON'T READ) No answer ..... 99

**SURVEYOR: THE SURVEY WILL RANDOMLY ASSIGN GROUP 1, GROUP 2, OR GROUP 3 TO EACH RESPONDENT**

**READ:** Could you please tell me the first three words that come to your mind when you hear:

<b>q60_G1</b>	“Rule of law” [SURVEYOR: Only three words should be collected. Each should be coded as a separate answer response for this question.]	[Open ended response] (DON'T READ) Don't know ..... 98 (DON'T READ) No answer ..... 99
<b>q60_G2</b>	“Justice” [SURVEYOR: Only three words should be collected. Each should be coded as a separate answer response for this question.]	[Open ended response] (DON'T READ) Don't know ..... 98 (DON'T READ) No answer ..... 99
<b>q60_G3</b>	“Governance” [SURVEYOR: Only three words should be collected. Each should be coded as a separate answer response for this question.]	[Open ended response] (DON'T READ) Don't know ..... 98 (DON'T READ) No answer ..... 99

**10. DEMOGRAPHICS**

**READ:** For the final section of the survey, I would like to ask you some demographic questions.

<b>Relig</b>	What is your religious preference? Are you...	[ADAPT BY COUNTRY] (DON'T READ) Don't know ..... 98 (DON'T READ) No answer ..... 99
<b>Ethni</b>	What is your racial-ethnic background? Are you...	[ADAPT BY COUNTRY ACCORDING TO <a href="#">ESCEG INDICATORS</a> ] [FOR COUNTRY SPECIFIC EXAMPLES SEE <a href="#">THIS DOCUMENT</a> ] (DON'T READ) Don't know ..... 98 (DON'T READ) No answer ..... 99
<b>Nation</b>	What is your current nationality? Are you...	National (Citizen)..... 1 Foreigner ..... 2 (DON'T READ) Don't know ..... 98 (DON'T READ) No answer ..... 99

<b>Fin</b>	Which of the following statements best describes your household's financial situation?	Money is not enough even for basic necessities and buying clothes is difficult ..... 1 Can buy basic products but buying clothes is difficult ..... 2 Can buy basic products and clothes, but not long-term goods ..... 3 Can buy long-term goods, but cannot buy expensive goods ..... 4 Can afford sufficiently expensive goods ..... 5 <b>(DON'T READ)</b> Don't know ..... 98 <b>(DON'T READ)</b> No answer ..... 99
<b>Edu</b>	What is the highest degree you have received?	None ..... 1 Elementary school diploma ..... 2 Middle school diploma ..... 3 High school diploma or equivalent ..... 4 Bachelor's degree ..... 5 Graduate degree (Masters, Ph.D.) ..... 6 Vocational ..... 7 <b>(DON'T READ)</b> Don't know ..... 98 <b>(DON'T READ)</b> No answer ..... 99

<b>Emp</b>	In the past week, have you...? <b>(MARK ONLY ONE ANSWER)</b>	Worked ..... 1 Had a job, but did not work ..... 2 Looked for work ..... 3 (GO TO Marital) Studied ..... 4 (GO TO Marital) Dedicated yourself to household tasks ..... 5 (GO TO Marital) Were retired ..... 6 (GO TO Marital) Were permanently incapable of working ..... 7 (GO TO Marital) Did not work ..... 8 (GO TO Marital) <b>(DON'T READ)</b> Don't know ..... 98 (GO TO Marital) <b>(DON'T READ)</b> No answer ..... 99 (GO TO Marital)
<b>Work</b>	In your work or business last week, were you ...? <b>(READ OPTIONS IN BOLD. IF THE RESPONDENT IS CONFUSED, READ DESCRIPTIONS IN PARENTHESES. MARK ONLY ONE OPTION.)</b>	<b>Government worker</b> (Employee of the federal, state, or city government, or any other level of government) ..... 1 (GO TO Marital) <b>Private sector worker</b> (Employee in a private business of any size) ..... 2 <b>Independent professional</b> (An independent contractor with a bachelor's degree. S/he does not work for a public or private company as an employee.) ..... 3 <b>Self-employed worker</b> (Worker without a bachelor's degree that performs her/his work

		<p>independently. S/he works in her/his own business, establishment, or agricultural land and does not have paid staff. S/he does not work for a private business as an employee. This includes skilled and unskilled workers, contractors, and domestic workers.)..... 4</p> <p><b>Day laborer</b> (Agricultural worker that performs her/his activities in exchange for pay for a day of work and that does not have ownership of the land)..... 5</p> <p><b>Businessman or businesswomen</b> (Owner of a business without paid staff. S/he may work with family without any of them receiving money for their work. This includes artisans.)..... 6</p> <p><b>Entrepreneur or business owner</b> (Owner of a business with paid staff)..... 7</p> <p><b>Unpaid worker</b> (Person that helps or works in a business or establishment without receiving any pay. This may or may not be a family business or establishment.)..... 8</p> <p>(GO TO Marital)</p> <p><b>(DON'T READ)</b> Don't know..... 98</p> <p><b>(DON'T READ)</b> No answer..... 99</p>
<b>wagreement</b>	Were you employed on the basis of ...?	<p>A written agreement..... 1</p> <p>An oral agreement..... 2</p> <p><b>(DON'T READ)</b> Don't know..... 98</p> <p><b>(DON'T READ)</b> No answer..... 99</p>
<b>Marital</b>	What is your marital status?	<p>Single..... 1</p> <p>(GO TO Disability)</p> <p>Domestic partnership/living as married..... 2</p> <p>(GO TO Disability)</p> <p>Married..... 3</p> <p>Divorced..... 4</p> <p>Widowed..... 5</p> <p><b>(DON'T READ)</b> Don't know..... 98</p> <p>(GO TO Disability)</p> <p><b>(DON'T READ)</b> No answer..... 99</p> <p>(GO TO Disability)</p>
<b>mcertificate</b>	Do you have a marriage certificate?	<p>Yes..... 1</p> <p>No..... 2</p> <p><b>(DON'T READ)</b> Don't know..... 98</p> <p><b>(DON'T READ)</b> No answer..... 99</p>
<b>disability</b>	Do you have any physical or mental health conditions or illnesses lasting or expected to last for 12 months or more?	<p>Yes..... 1</p> <p>No..... 2</p> <p>(GO TO politics)</p> <p><b>(DON'T READ)</b> Don't know..... 98</p> <p>(GO TO politics)</p> <p><b>(DON'T READ)</b> No answer..... 99</p> <p>(GO TO politics)</p>
<b>disability2</b>	Can you tell me whether they were physical or mental health conditions or illnesses?	<p>Physical..... 1</p> <p>Mental..... 2</p> <p>Both..... 3</p> <p><b>(DON'T READ)</b> Don't know..... 98</p> <p><b>(DON'T READ)</b> No answer..... 99</p>

<b>politics</b>	How interested are you in politics?	Very interested..... 1 Interested..... 2 A little interested..... 3 Not at all interested..... 4 <b>(DON'T READ)</b> Don't know..... 98 <b>(DON'T READ)</b> No answer..... 99
<b>paff1</b>	In political matters, people talk of "the left" and "the right." On a scale of 1 to 10, with 10 being the furthest "right" and 1 being the furthest "left," where would you place your views?  <b>(SURVEYOR: SHOW SHOWCARD "D". MARK ONLY ONE OPTION.)</b>	<b>[Record Number 1–10]</b> <b>(DON'T READ)</b> Don't know..... 98 <b>(DON'T READ)</b> No answer..... 99
<b>paff2</b>	If there were a general election this weekend, which party would you support?	<b>[ADAPT BY COUNTRY]</b> <b>(DON'T READ)</b> Don't know..... 98 <b>(DON'T READ)</b> No answer..... 99

<b>A1</b>	How many people live in this home?	Open Response <b>[Numeric]</b>
<b>A2</b>	Are you a beneficiary of or do you receive money from government programs such as scholarships, assistance for single mothers, seniors, disability benefits, etc.?	Yes..... 1 No..... 2 <b>(DON'T READ)</b> Don't know..... 98 <b>(DON'T READ)</b> No answer..... 99

<b>A3</b>	How frequently do you use the internet? <b>(MARK ONLY ONE OPTION.)</b>	Daily..... 1 Several times a week..... 2 Several times a month..... 3 Rarely..... 4 Never..... 5 <b>(DON'T READ)</b> Don't know..... 98 <b>(DON'T READ)</b> No answer..... 99
<b>A4</b>	Do you have a mobile phone?	Yes..... 1 No..... 2 <b>(DON'T READ)</b> Don't know..... 98 <b>(DON'T READ)</b> No answer..... 99

**READ:** Now, I would like to ask you about documents that some people use for identification or legal purposes, such as national ID cards, birth certificates, or land ownership titles. Not everyone has these documents. If you do not have the document I mention, feel free to tell me so.

<b>A5</b>	Do you have.....  <b>(ASK EACH OPTION SEPARATELY. MARK ALL THAT APPLY.)</b>	A birth certificate?..... 1 A government issued ID card?..... 2 <b>(DON'T READ)</b> Don't know..... 98 <b>(DON'T READ)</b> No answer..... 99
<b>A5b</b>	Does your household have any of the following documents for your current dwelling: a title, deed, certificate of ownership, rental contract, or lease?	Yes..... 1 No..... 2 (GO TO A6) <b>(DON'T READ)</b> Don't know..... 98 (GO TO A6) <b>(DON'T READ)</b> No answer..... 99 (GO TO A6)

<b>A5c</b>	Which ones?	A title, deed, or certificate of ownership_ 1 A rental contract or lease..... 2 Other..... 3 <b>(DON'T READ)</b> Don't know..... 98 <b>(DON'T READ)</b> No answer..... 99
<b>A6</b>	Does your home have an internet connection?	Yes..... 1 No..... 2 <b>(DON'T READ)</b> Don't know..... 98 <b>(DON'T READ)</b> No answer..... 99
<b>A7</b>	Of all people that live in this house and that are over 15 years old, how many worked during the last month?	0..... 0 1..... 1 2..... 2 3..... 3 4 or more..... 4 <b>(DON'T READ)</b> Don't know..... 98 <b>(DON'T READ)</b> No answer..... 99
<b>Income2</b>	Thank you very much for your time. To confirm the information you provided at the beginning, could you please tell me the total <b>[MONTHLY]</b> income of your household from all sources? This includes wages, net income from a business, pensions, dividends, rents, remittances, or any other type of income received by any household member.	Open Response <b>[Numeric]</b>

**READ:** Thank you very much for your time and cooperation. This concludes our interview.

**POST SURVEY INFORMATION**

**[The surveyor should fill out this part after the survey.]**

<b>PSU</b>	Primary Sampling Unit	
<b>Interview Length</b>	Length of interview in minutes	
<b>City</b>	City where the respondent lives	<b>[LIST OF CITIES IN WHICH THE INTERVIEWS TAKE PLACE]</b>
<b>Region</b>	Region of the country in which the interview took place (Administrative Unit)	<b>[LIST OF ADMINISTRATIVE UNITS IN WHICH THE INTERVIEWS TAKE PLACE]</b>
<b>Urban</b>	Type of area in which the respondent lives	Urban..... 1 Rural..... 2

<b>B1</b>	Identify the particular type of housing	Independent home..... 1 Apartment Building..... 2 Multi-family apartment/low-income housing unit..... 3 Unfinished housing..... 4 Structure not built for housing..... 5
<b>B2</b>	Was another person present during the interview?	Yes..... 1 No..... 2 (GO TO qpi1)
<b>B3</b>	Was this person from the same home, a neighbor, or another party who was monitoring the interview?	From the same home..... 1 Neighbor..... 2 A stranger monitoring responses..... 3 Other representative from a polling company (i.e., supervisor)..... 4 Other (a friend, salesperson, etc.)..... 5

**qpi1.** Did you feel threatened during the interview?

Yes ..... 1  
 No ..... 2

**qpi2.** What was the respondent's attitude toward you during the interview?

<b>qpi2a.</b> Was he or she?	Friendly (1)	In between (2)	Hostile (3)
<b>qpi2b.</b> Was he or she?	Interested (1)	In between (2)	Bored (3)
<b>qpi2c.</b> Was he or she?	Cooperative (1)	In between (2)	Uncooperative (3)
<b>qpi2d.</b> Was he or she?	Patient (1)	In between (2)	Impatient (3)
<b>qpi2e.</b> Was he or she?	At ease (1)	In between (2)	Suspicious (3)
<b>qpi2f.</b> Was he or she?	Honest (1)	In between (2)	Misleading (3)

**qpi3.** To what extent would you say the area around the interviewee's home is affected by:

<b>qpi3a.</b> Garbage in the street or the sidewalk	Not at all ..... 1
	Little ..... 2
	Somewhat ..... 3
	Very much ..... 4
	<b>(DON'T READ)</b> Don't know/No answer ..... 99
<b>qpi3b.</b> Potholes in the street	Not at all ..... 1
	Little ..... 2
	Somewhat ..... 3
	Very much ..... 4
	<b>(DON'T READ)</b> Don't know/No answer ..... 99
<b>qpi3c.</b> Graffiti or marks drawn by gangs on the walls	Not at all ..... 1
	Little ..... 2
	Somewhat ..... 3
	Very much ..... 4
	<b>(DON'T READ)</b> Don't know/No answer ..... 99
<b>qpi3d.</b> Lack of utilities poles	Not at all ..... 1
	Little ..... 2
	Somewhat ..... 3
	Very much ..... 4
	<b>(DON'T READ)</b> Don't know/No answer ..... 99

**COLOR.** When the interview is complete, WITHOUT asking, please use the color chart and select the number that most closely corresponds to the color of the face of the respondent. See Color Palette

Number: \_\_\_\_\_

**Color Palette**





## SUPPLEMENTAL SURVEY MATERIALS

### A. Table of Incidents

<b>Eligible household, non-interview</b>											
Refusals	01	02	03	04	05	06	07	08	09	10	11+
Break off	01	02	03	04	05	06	07	08	09	10	11+
Non - contact	01	02	03	04	05	06	07	08	09	10	11+
Other reason of eligibility	01	02	03	04	05	06	07	08	09	10	11+
<b>Unknown eligibility, non-interview</b>											
Unknown if housing unit	01	02	03	04	05	06	07	08	09	10	11+
Unknown if eligible respondent	01	02	03	04	05	06	07	08	09	10	11+
Other reason for unknown ineligibility	01	02	03	04	05	06	07	08	09	10	11+
<b>Ineligible household</b>											
Outside of sample	01	02	03	04	05	06	07	08	09	10	11+
Not a housing unit	01	02	03	04	05	06	07	08	09	10	11+
No eligible respondent in the household	01	02	03	04	05	06	07	08	09	10	11+
Quota filled	01	02	03	04	05	06	07	08	09	10	11+
Other reason for ineligibility	01	02	03	04	05	06	07	08	09	10	11+

For more information about the contact sheet, please refer to pages 23-27 of this document:

[http://www.aapor.org/AAPOR\\_Main/media/publications/Standard-Definitions20169theditionfinal.pdf](http://www.aapor.org/AAPOR_Main/media/publications/Standard-Definitions20169theditionfinal.pdf)

**B. Example Kish Grid for respondent selection (for those using a Kish Grid):**

**READ:** Good morning. My name is \_\_\_\_\_. I am from \_\_\_\_\_, an independent polling organization. I do not represent the government or any political party. You are being asked to participate in a research study. The goal of the study is to understand the views of citizens in [COUNTRY] about people’s experiences with the law. The study is being carried out by the World Justice Project. Before continuing, I need to decide who to interview from this household.

**Surveyor:** Please randomly select a respondent from the individuals that are currently present in the household.

Please note that there are quotas for city, gender, age, and income. Once the respondent has been randomly selected, and they agree to participate in the interview, please proceed to the three demographic questions on gender, age, and income. If the gender, age, and income categories of the respondent have not been filled, then proceed with the interview. If the randomly selected respondent falls into an already completed quota category (gender, age, or income), then please move on to the next house in the random sampling route.

	Can you please give me the first names or initials of all the adults aged 18 and above, including adults that are not immediate family, currently in your household at the moment?	Is [Name] male or female? Female...1 Male...2	What Is the age of [Name]?	0	1	2	3	4	5	6	7	8	9
1				1	1	1	1	1	1	1	1	1	1
2				2	1	2	1	2	1	2	1	2	1
3				3	1	2	3	1	2	3	1	2	3
4				1	2	4	3	1	2	4	3	1	2
5				5	4	2	3	1	5	4	2	3	1
6				5	4	1	6	3	2	5	4	1	6
7				3	1	7	4	2	5	6	3	1	7
8				7	2	6	3	4	1	8	5	7	2
9				9	8	2	6	5	1	7	3	4	9
10				4	1	2	7	5	8	3	10	6	9

**READ:** The selected adult(s) is (are) [NAME OF SELECTED ADULT]. (**Surveyor:** Ask to speak to that person)

**S1:** Selected adult= [Type code]

You have been randomly selected to participate in this survey. This survey is completely voluntary and it will take about 45 minutes to complete. Your answers will be kept confidential. We will not ask for your name and no one will ever be able to learn how you responded. Your answers will be put together with the answers of at least [TOTAL COUNTRY SAMPLE] other people and we will never disclose your individual opinion. Rather, we will talk about national trends and patterns. There are no right or wrong answers; our researchers value your opinions and want to know what you really think and feel about the topic being discussed. You can leave any questions unanswered, and you may stop the interview at any time. There is no penalty for refusing to participate.

Do you wish to participate? \_\_\_ Yes \_\_\_ No

**Surveyor:**

- If no, please fill in the Table of Incidents included in the Supplemental Survey Materials.
- If yes, please continue below.

**READ:** Before proceeding, I would like to ask you a few demographic questions. This helps us to ensure that the sample is representative.

<b>Gend</b>	What is your gender?	Male..... 1 Female..... 2
<b>Age</b>	What is your age as of today?	Open Response (Numeric]
<b>Income</b>	Would you please tell me the bracket that best represents your household's total income from all sources? This should include wages and salaries, net income from businesses, pensions, dividends, remittances, rents, and any other money income received by all members of the household. <b>(Please refer to Supplemental Survey Materials for instructions on how to construct this variable.)</b>	1 <sup>st</sup> quintile range..... 1 2 <sup>nd</sup> quintile range..... 2 3 <sup>rd</sup> quintile range..... 3 4 <sup>th</sup> quintile range..... 4 5 <sup>th</sup> quintile range..... 5 <b>(DON'T READ) Don't know/No answer_99</b>
<b>income_cur</b>	Surveyor: Write the currency used for reporting the household's total income. Please standardize for all respondents.	Open Response (Text)
<b>income_time</b>	Surveyor: Write the time period used for reporting the household's total income. Please standardize for all respondents.	Weekly, Monthly, or Annual Income

**If the randomly selected respondent falls into an already completed quota category (gender, age, or income), then please fill in the Table of Incidents and move on to the next house in the random sampling route. If the gender, age, and income categories of the respondent have not been filled, then proceed with the interview below.**

**C. Problem selection in q17 using a Kish Grid (instead of a random number generator or other random selection method):**

- Look at the responses in q16. Check if the respondent reported a problem with a level of seriousness greater than “3.”
- **If “Yes”:**
  1. In Table 1 below, list the dispute codes of all the problems identified by the respondent in q16 with a level of seriousness greater than “3”.
  2. Look at the last digit of the questionnaire number on the cover page. This is the column number you should circle in your Kish Grid.
  3. Check the number of problems that you wrote in Table 1 below. This is the row number you should circle on the grid.
  4. Find the box where the circled row and the circled column meet and circle the number that appears in the box. This is the number that you should record in q17.

**TABLE 1: PROBLEMS WITH A LEVEL OF SERIOUSNESS IN q16 GREATER THAN “3” (4, 5, 6, 7, 8, 9, or 10)**

Problem ID	Problem Type Code	Problem ID	Problem Type Code	Problem ID	Problem Type Code	Problem ID	Problem Type Code
1		11		21		31	
2		12		22		32	
3		13		23		33	
4		14		24		34	
5		15		25		35	
6		16		26		36	
7		17		27		37	
8		18		28			
9		19		29			
10		20		30			

For example, assume the household questionnaire number is ‘3716’, and you use the Kish Grid below.

- Go to your Kish Grid and circle the column number (‘6’).
- If the respondent had three problems in Table 1, go to row 3 and circle the row number (‘3’) in your Kish Grid.
- Draw lines from column 6 and row 3 and find the box where the two meet, and circle the number in it (‘3’). This means you have to select the third problem you wrote in Table 1 and record it in q17.

	0	1	2	3	4	5	6	7	8	9
1	1	1	1	1	1	1	1	1	1	1
2	2	1	2	1	2	1	2	1	2	1
3	3	1	2	3	1	2	3	1	2	3
4	1	2	4	3	1	2	4	3	1	2
5	5	4	2	3	1	5	4	2	3	1
6	5	4	1	6	3	2	5	4	1	6
7	3	1	7	4	2	5	6	3	1	7
8	7	2	6	3	4	1	8	5	7	2
9	9	8	2	6	5	1	7	3	4	9
10	4	1	2	7	5	8	3	10	6	9

• **If “No”:**

1. In Table 2 below, list the dispute codes of all the problems identified by the respondent in q15.
2. Look at the last digit of the questionnaire number on the cover page. This is the column number you should circle in your Kish Grid.
3. Check the number of problems that you wrote in Table 2 below. This is the row number you should circle on the grid.
4. Find the box where the circled row and the circled column meet and circle the number that appears in the box. This is the number that you should record in q17.

**TABLE 2: PROBLEMS WITH A LEVEL OF SERIOUSNESS IN q16 LESS THAN OR EQUAL TO “3” (0, 1, 2, 3, or DK/NA)**

Problem ID	Problem Type Code	Problem ID	Problem Type Code	Problem ID	Problem Type Code	Problem ID	Problem Type Code
1		11		21		31	
2		12		22		32	
3		13		23		33	
4		14		24		34	
5		15		25		35	
6		16		26		36	
7		17		27		37	
8		18		28			
9		19		29			
10		20		30			

For example, assume the household questionnaire number is ‘3716’, and you use the Kish Grid below.

- Go to your Kish Grid and circle the column number (‘6’).
- If the respondent had three problems in table 2, go to row 3 and circle the row number (‘3’) in your Kish Grid.
- Draw lines from column 6 and row 3 and find the box where the two meet, and circle the number in it (‘3’). This means you have to select the third problem you wrote in table 2 and record it in q17.

	0	1	2	3	4	5	6	7	8	9
1	1	1	1	1	1	1	1	1	1	1
2	2	1	2	1	2	1	2	1	2	1
3	3	1	2	3	1	2	3	1	2	3
4	1	2	4	3	1	2	4	3	1	2
5	5	4	2	3	1	5	4	2	3	1
6	5	4	1	6	3	2	5	4	1	6
7	3	1	7	4	2	5	6	3	1	7
8	7	2	6	3	4	1	8	5	7	2
9	9	8	2	6	5	1	7	3	4	9
10	4	1	2	7	5	8	3	10	6	9

If needed, the WJP has a 50 column Kish Grid that can be used for the problem selection.

**D. Instructions for constructing the income variable:**

**SURVEYOR:** Please use five income range categories, each corresponding broadly to QUINTILES OF THE ACTUAL HOUSEHOLD INCOME RANGE in your country. These figures should be derived from the best available source for your country or from international sources. The data source used should match the requirement of the question, i.e., quintiles of household income for all households (not, for example, for average households or just households with children). The median income should lie in the third quintile. The figures should not appear to be too exact. Minor rounding can be employed to achieve this if necessary. Each country can choose whether to include weekly, monthly, or annual amounts or include more than one of these as appropriate.