



MOBILIZING ACTION AGAINST CORRUPTION

2009 ARMENIA CORRUPTION SURVEYS
OF HOUSEHOLDS
AND
ENTERPRISES

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Yerevan 2010



USAID
FROM THE AMERICAN PEOPLE

MOBILIZING ACTION AGAINST CORRUPTION

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2009 ARMENIA

CORRUPTION SURVEYS OF HOUSEHOLDS AND ENTERPRISES

This report highlights the main findings of the USAID MAAC Activity Corruption Surveys of Households and Enterprises. The Corruption Survey of Households fieldwork took place in October 2009. The Corruption Survey of Enterprises fieldwork took place in December 2009 and January 2010. The report also uses the results of the Corruption Survey of Households 2008 as the baseline of comparison.

SUMMARY OF MAIN FINDINGS OF HOUSEHOLD SURVEY

- The list of the most important problems facing the country has not changed over the last year: respondents named unemployment, poverty, general economic problems, inflation, and high prices as the key issues of concern.
- Corruption is ranked fifth on the list of problems and is considered a more serious concern than emigration. In 2009, 84 percent of the respondents consider corruption to be a serious problem facing Armenia.
- Armenians are likely to blame high-ranking rather than mid- and low-ranking public officials for corruption.
- Utilities, municipal services, and the communication sphere are seen as almost free of corruption. Election systems, courts and the prosecution system are perceived to be the most corrupt.
- Every fifth respondent would both give and take bribes.
- Four in ten respondents consider it unacceptable both to take and to give bribes. These people believe that the main method for combating corruption is abstaining from giving and taking bribes.
- A significant number of the respondents feel there is nothing they can personally do to overcome corruption. They also believe that the most common way to personally combat corruption is simply abstaining from it.
- Armenians become involved in acts of corruption mainly because they do not see alternative ways to resolve their problems. They do not report instances of corruption to the authorities because they believe it to be socially unacceptable.
- In 2009, the proportion of those who consider corruption a normal part of life in Armenia to those who do not is 59 percent to 38 percent. In the previous year, only half (51 percent) of the respondents agreed with the statement that corruption is a fact of Armenian life, while 44 percent disagreed.
- Ten percent of the respondents report that they avoid corrupt behavior because they fear being punished.
- Popular awareness of non-governmental organizations (NGOs) involved in anti-corruption activities is low. NGOs are not well known and not trusted. Most respondents would not

approach an NGO with corruption-related grievances. When they do, they mostly expect information assistance.

- Twenty-five percent of the respondents are unaware of anti-corruption measures being taken by the Armenian Government.
- Individual social networks, rather than media or personal experience, are the most important source of information regarding corruption.

SUMMARY OF MAIN FINDINGS OF ENTERPRISE SURVEY

- Enterprise survey respondents consider corruption as the third most serious problem in Armenia (24 percent) after unemployment (45 percent) and general economic problems (31 percent). The majority (92 percent) of respondents consider corruption as a rather serious or very serious problem.
- Almost half of the respondents see no change in the levels of corruption over the course of the past year. This holds true regardless of the method of measuring corruption (the amount of bribes demanded, frequency of bribe soliciting, political corruption, and administrative corruption).
- Monopolies (61 percent) and corruption (50 percent) are considered the main obstacles to business development in Armenia.
- Enterprise leaders consider corruption to be the most severe among high-ranking public officials.
- Sixty-seven percent of the respondents are ready to give a bribe when the situation presents itself.
- Thirty-eight percent of the respondents believe that they cannot do anything to counter corruption. One-third of the respondents are not willing to contribute a part of their company's income to eliminate corruption, and only one-fourth of the total respondents are willing to contribute up to five percent of that income.
- Seventy-one percent of the respondents have indicated that the most time they spend dealing with bureaucracy is when they deal with state tax authorities.
- The judicial system is perceived as heavily biased towards those who are wealthy and in positions of power.
- In order to solve any significant conflicts that their company faces, 47 percent of the respondents prefer mediation through friends and business partners.
- Awareness of NGOs active in fighting corruption in Armenia is low among the enterprise survey respondents. Only 12 percent are familiar with those types of organizations. Transparency International, the Armenian Young Lawyers Association and the Achilles NGO are the organizations mentioned the most.
- Approximately 50 percent of respondents are aware of the anti-corruption measures being taken by the Government of Armenia.

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FOREWORD

Corruption - the abuse of entrusted power for private gain – is a major issue of concern in many societies. Armenia is not an exception. Corruption undermines fair competition in the marketplace and impedes economic, social and political development. To combat it effectively, government, civil society, the private sector and the media must unify their efforts. Furthermore, this effort must be informed by a reliable and comprehensive measurement of how a society understands corruption. Corruption surveys of households and enterprises, implemented by the USAID Mobilizing Action Against Corruption Activity with the assistance of the Caucasus Research Resource Centers Armenia, provide this critical information.

The Government's Anti-Corruption Strategy and its Implementation Action Plan for 2009-2012 outlines the administration of corruption surveys of households and enterprises. These surveys gauge citizens' and business leaders' attitudes towards corruption and victimization, as well as their knowledge of tools to combat corruption. The rich data they produce are essential to diagnosing the sources and extent of corruption, setting anti-corruption reform priorities, and shaping policy dialogue.

As Chairman of the Anti-Corruption Strategy Monitoring Commission, I encourage all those engaged in the fight against corruption to use the wealth of information contained in this report to conduct further research on the specificities of corruption in Armenia and the most effective methods to combat it.

Gevorg Kostanyan

Chairman of the Anti-Corruption Strategy Monitoring Commission
Assistant to the President of the Republic of Armenia

INTRODUCTION

As the lives of many people are affected by corruption in its various forms, fighting corruption should be a priority for the various institutions of Armenian society. Public opinion surveys are important tools for collecting empirical information related to perceptions of corruption, levels of victimization, the quality of public services provisions, and other dimensions of public experience. This type of information helps government, civil society and the private sector formulate policies and implement programs aimed at reducing corrupt practices.

Commissioned by the USAID Mobilizing Action Against Corruption (MAAC) Activity, the Caucasus Research Resource Centers (CRRC) program of the Eurasia Partnership Foundation has conducted two household surveys and a private enterprises survey in Armenia. The first household survey took place in the fall of 2008, in cooperation with the International Foundation for Electoral Systems (IFES). The second household survey was carried out by CRRC in the fall of 2009. The respondents of both surveys represent the voting age population in Armenia (18 years and older) across all regions (marzes). The last survey took place in December 2009 and January 2010; it included 400 private enterprises across Armenia. The interviews were conducted with enterprise owners or with those holding top management positions.

The results of the household survey 2008 were published by MAAC, and the findings were publicly presented for discussions by CRRC-Armenia to NGO leaders, public officials, researchers, and mass media representatives. Thus the current report is not only a product of the methodological and analytical work by CRRC team of national consultants and field interviews, but also a result of the comments made during these discussions.

This report presents the results of the 2009 household survey and the enterprise survey, although references to the data from household survey 2008 are made throughout the report in order to provide a broad perspective.

In Chapter One of the report the main findings of the 2009 household survey are discussed. Chapter Two presents the results of the private enterprise survey, and compares them to the household survey where appropriate.

The Annexes provide more details on questionnaires and response patterns for most of the questions. It should be noted that the information produced from this study is by no means fully exhausted in this publication. Interested stakeholders are encouraged to explore the datasets that are available from the CRRC-Armenia Website.¹ Work with the original data will allow more in-depth analysis that is beyond the scope of this report.

The CRRC-Armenia team acknowledges the contribution of many people who invested their time in this publication: Bagrat Harutyunyan, Gayane Ghukasyan, Ruben Yeganyan, Hans Gutbrod, Therese Svensson, Jesse Tatum, Elisa Perry, and Malte Viefhues, as well as a dedicated team of supervisors, interviewers, and volunteers. We hope that this report will find a broad readership and contribute to a better understanding of the Armenian reality, subsequently leading to informed decisions in efforts to combat corruption.

¹ CRRC-Armenia website - www.crcc.am

A Note on Charts, Tables and Numbers

All charts and tables present valid responses in percentages, unless specified otherwise. In cases where respondents had an opportunity to give more than one answer, the sum of percentages is more than one hundred. This is due to multiple responses and is not a mathematical error. There may be a slight variation between numbers presented in the analysis and the data figures or tables due to rounding. Occasionally, low numbers are omitted to improve the clarity of visual or textual presentation.

CHAPTER I: CORRUPTION SURVEY OF HOUSEHOLDS

OPINIONS ON THE GENERAL SITUATION IN ARMENIA

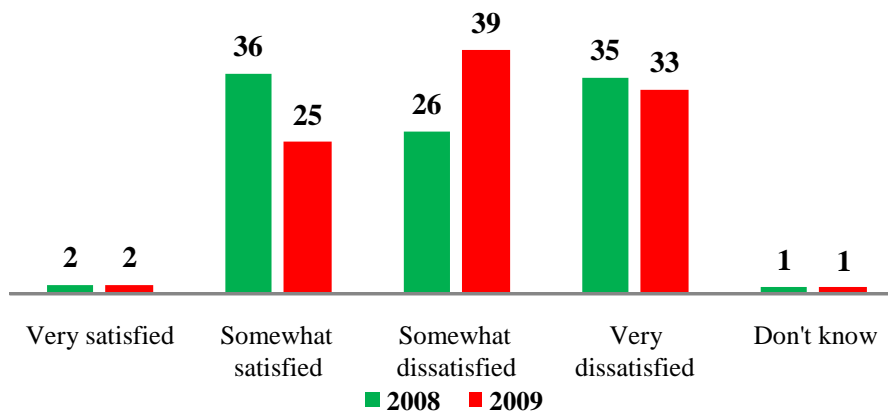
Most of the household survey respondents have a negative opinion about Armenia’s overall economic situation. The number of satisfied respondents fell between 2008 and 2009. More than half of the respondents also say that they are not interested in questions of politics and government. Interest in these matters is especially low in settlements outside of the capital, among women, and among respondents with a lower level of education.

The respondents in 2009 do not differ much from those in 2008 in their identification of the major problems facing Armenia. Economy-related issues such as unemployment and poverty are the most pressing issues. Corruption is mentioned as the fifth most important issue, mostly from respondents with a higher level of education and those in Yerevan.

ARMENIA’S CURRENT SITUATION REMAINS AN ISSUE OF CONCERN FOR ITS POPULATION

Most of the survey respondents are dissatisfied with the overall situation in the country. The share of those “somewhat” or “very dissatisfied” with the situation in Armenia increased considerably in the course of one year, from 61 percent in 2008 to 73 percent in 2009. The percentage of “very satisfied” respondents remains very low (Figure 1).

Figure 1: Satisfaction with overall situation in Armenia

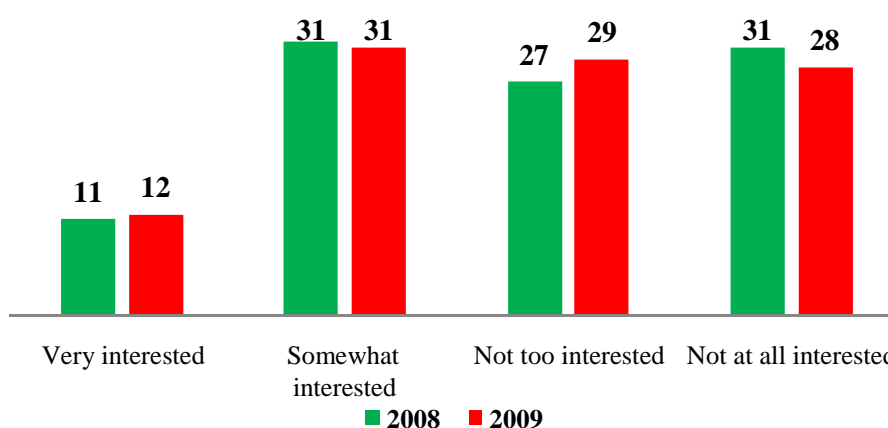


There is a connection between education level and satisfaction with the overall situation, with respondents with a lower level of education being less satisfied. For instance, 47 percent of the respondents with secondary or a lower level of education are very dissatisfied with the situation, while only 26 percent of those having a higher level of education have the same opinion. There is no significant difference in responses between women and men, or among the capital, urban and rural areas.

The percentage of people interested in matters of politics and government has remained stable. In 2009, the share of people very or somewhat interested in this sphere was 42 percent (Figure 2). A lack of interest in matters of politics and government is most noticeable among the populations of

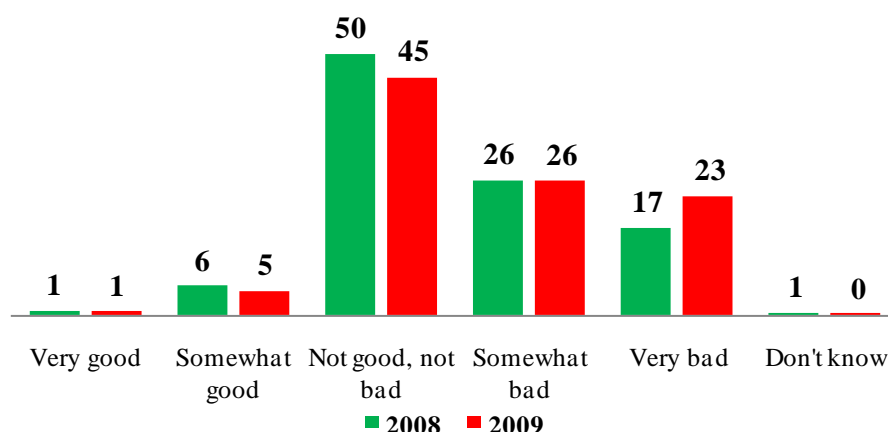
non-Yerevan urban areas (33 percent) and rural areas (32 percent), while the proportion of people in Yerevan who are indifferent to politics and government is somewhat less (21 percent). The findings also indicate that politics and state governance issues remain particularly the interests of men. While about 49 percent of men are somewhat or very interested in matters of politics and government, only 39 percent of women are interested in these matters. Moreover, there is a relationship between education level and an interest in politics and government: 44 percent of those with only primary education are not at all interested in these issues, while the share of people with university or a higher level of education not interested in these issues makes up only 17 percent.

Figure 2: Interest in matters of politics and governance



Twenty-three percent of the respondents perceive the country’s economic situation in 2009 as very poor; only six percent assess the economic situation to be positive. In 2008, the economic situation was similarly assessed (Figure 3).

Figure 3: Assessment of the current economic situation in Armenia

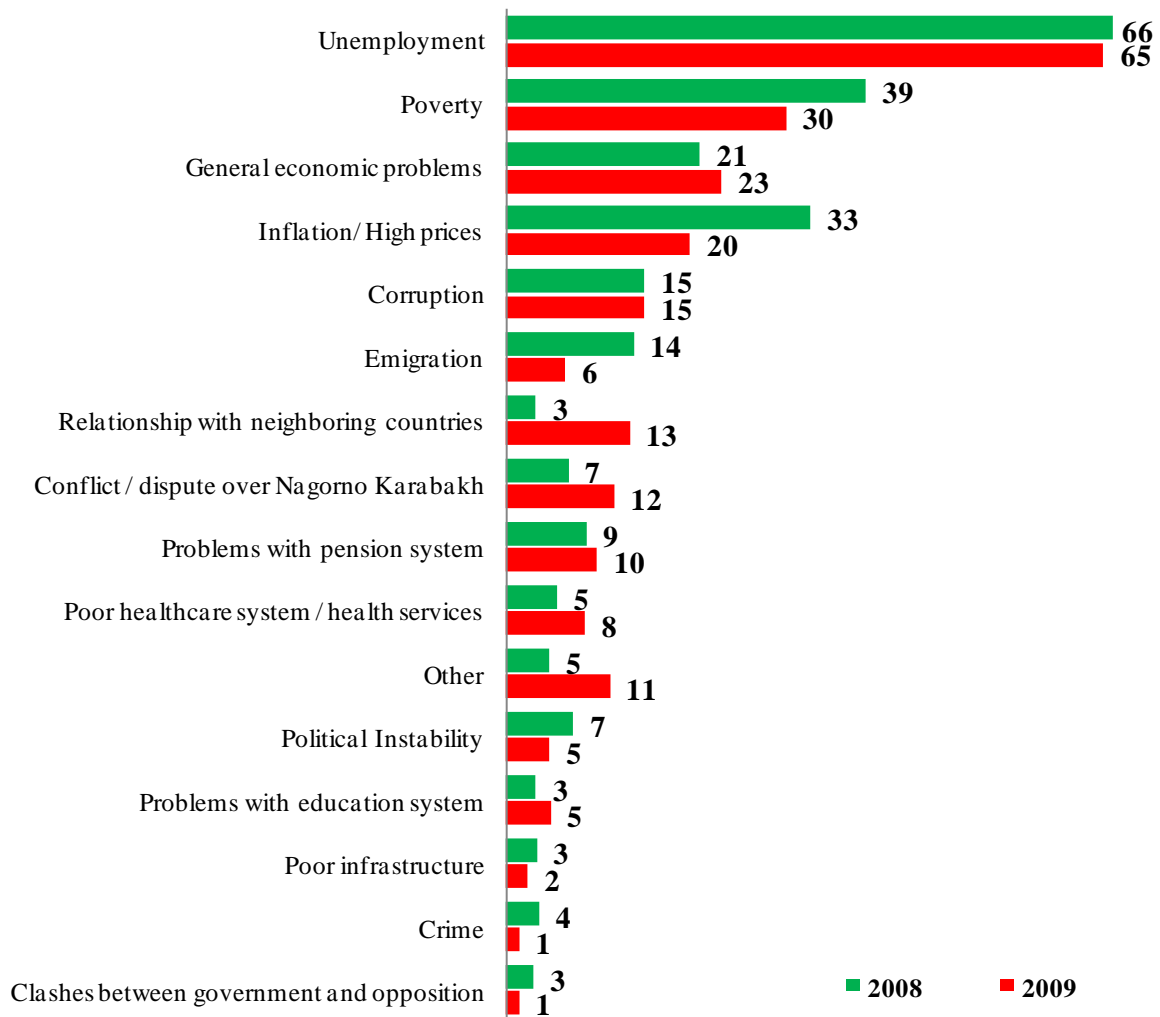


Gender and settlement type seem to play no role in perceptions of the country’s economic situation, but education does: while 18 percent of those with at least a higher level of education say that the country’s economic situation is very bad, 25 percent of those with a lower level of education are equally pessimistic.

THE MAIN PROBLEMS ARE ECONOMIC ONES

The respondents named unemployment (65 percent), poverty (30 percent), general economic problems (23 percent), and inflation and high prices (20 percent) as the main problems facing Armenia in 2009.² Both the composition and the structure of answers to this question have remained mostly unchanged from 2008 (Figure 4).

Figure 4: Main problems facing Armenia (three answers allowed per respondent)



The economy, and the problems associated with it, is the most frequently mentioned problem, while political issues seem to be of less concern for the residents of Armenia. Both in 2008 and in 2009, corruption was considered the fifth most important issue. Some 15 percent of the respondents say corruption is one of the major problems facing Armenia. Note, however, that in the top-ranked group, corruption is the *one* issue amenable to improvement, since economic issues cannot be easily addressed, even if there is political will and targeted policy. Politically, it therefore is of pre-eminent importance.

² When answering this question, the respondents could provide up to three answers; they have mostly given two answers.

CHAPTER I: CORRUPTION SURVEY OF HOUSEHOLDS

The share of those who name unemployment and poverty as major problems is considerably higher in non-Yerevan urban areas and in rural areas than compared with responses from respondents in the capital. The residents of Yerevan are more concerned about corruption (21 percent) compared with those of other cities (11 percent) and rural areas (13 percent). These figures stayed roughly the same between 2008 and 2009. Moreover, education seems to influence perceptions of corruption as a problem. The dangers of corruption are more sharply felt by respondents with a higher level of education (24 percent say corruption is a problem) than by those with incomplete secondary and primary education (14 percent say corruption is a problem).

PERCEPTIONS OF CORRUPTION

The majority of respondents saw corruption as a very serious problem both in 2008 and in 2009. The attitude towards combating corruption seems to have worsened, with more people in 2009 accepting it as “a fact of life” than in 2008, and very few thinking that it can be eliminated or significantly decreased. In 2009, the majority of respondents believe that corruption has remained the same or has increased, in Armenia, while in 2008 more people thought that corruption levels had stabilized or were in decline.

Regarding Armenian governmental institutions, 65 percent of the respondents believe that courts and the Public Prosecutor’s Office are very or somewhat corrupt. The Human Rights Defender’s Office is the only institution on the list that was perceived positively more often than negatively. Generally, respondents have the most suspicions about corruption among high-ranking officials, and these numbers rose significantly between 2008 and 2009.

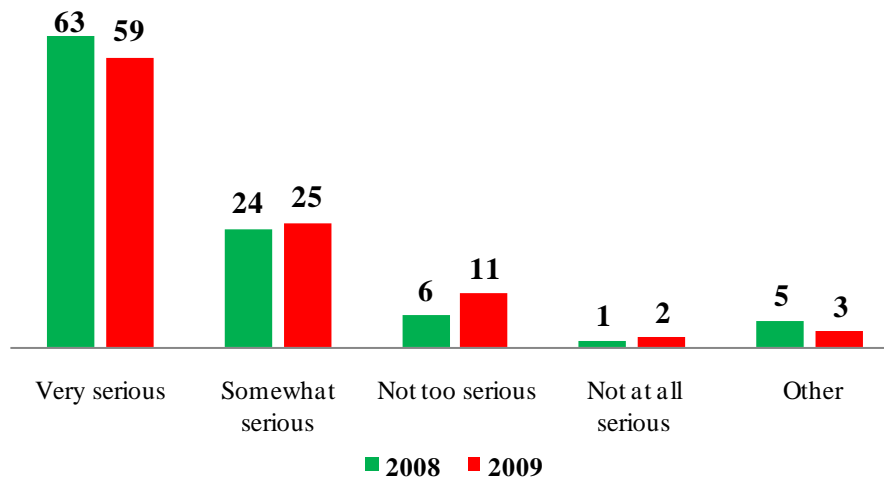
Two-thirds of the respondents believe that corruption is very or somewhat common in election processes. The Armenian legal system and police force are also widely considered corrupt. Many also perceive the healthcare system, the education system, tax services and custom authorities to be corrupt. However, the public utilities and telecommunication sectors are not considered corrupt to any great extent.

A MAJORITY BELIEVE CORRUPTION IS A VERY SERIOUS PROBLEM

In addition to being asked about serious problems in general, the respondents were asked about corruption as a problem in Armenia in particular.

Corruption was seen as a very serious problem by the majority of respondents both in 2008 and in 2009 (Figure 5), and people from Yerevan or people with a higher level of education were more likely to be concerned. In 2009, Yerevan respondents attach slightly more importance (63 percent) to corruption as a serious problem than do respondents from rural areas (56 percent) and urban areas outside Yerevan (58 percent). People with a higher level of education (university graduates) are more likely (61 percent) to name corruption a serious problem than those with only a primary education (50 percent). There are no significant variations between men and women.

Figure 5: How serious of a problem is corruption in Armenia?



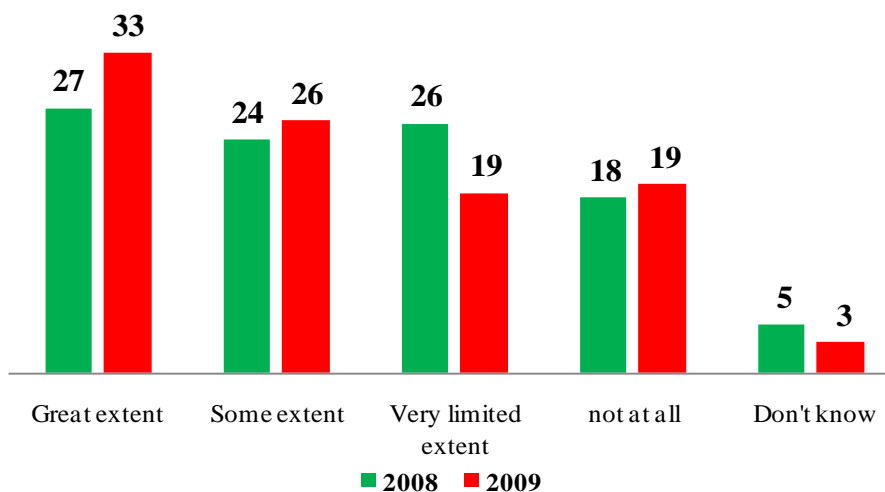
Thus most of the respondents are not only dissatisfied with the overall economic situation in Armenia, but they also think that corruption is a major problem. Those with a higher level of education are somewhat less skeptical about the overall situation in the country but more worried about corruption. They are also the ones more interested in politics; therefore, they are potentially less detached as citizens.

A statistically significant relationship exists between an interest in politics, perceptions of the country situation and perceptions of corruption as a major problem. Those more interested in politics are more positive about the general situation in the country and the economic situation, but at the same time they are more likely to think that corruption is a serious problem.

Thus, a higher level of education goes hand in hand with a higher level of interest in politics and a less pessimistic outlook on the overall country situation, but a more critical perception of corruption as a problem. This may suggest that those with a higher level of education have the best potential to become involved in anti-corruption processes, as they recognize the problem but are not as pessimistic about it as those with a lower level of education. This also may indicate that a greater informational and sensitization campaign will be required if these segments of Armenian society are to engage in the fight against corruption.

Fatalistic acceptance of corruption seems to have increased somewhat. According to the 2009 results, 59 percent of respondents agreed that Armenians consider corruption as “a fact of life”, compared with 51 percent in 2008 (Figure 6). The majority of the respondents throughout all settlement types consider corruption to be “a fact of life”, but the share in Yerevan is higher (66 percent) than in non-Yerevan urban areas (58 percent) and in rural areas (52 percent).

Figure 6: Do Armenians consider corruption a fact of life?



Women and men show different degrees of acceptance. Thirty-nine percent of men strongly agree that corruption is normal, while only 30 percent of female respondents are of this opinion. Twenty percent of women do not at all agree with the statement that corruption is normal, compared to 17 percent of men.

The respondents’ attitudes towards fighting corruption are disquieting, as few think that it can be eliminated or significantly decreased. Overall, few people are of the opinion that corruption can be eliminated (three percent) or decreased significantly (12 percent), while 80 percent believe that corruption can be only insignificantly decreased or not at all. Compared with 2008, these assessments have become slightly more pessimistic. Likely, a real demonstration of political will would be required to convince the population that things can change.

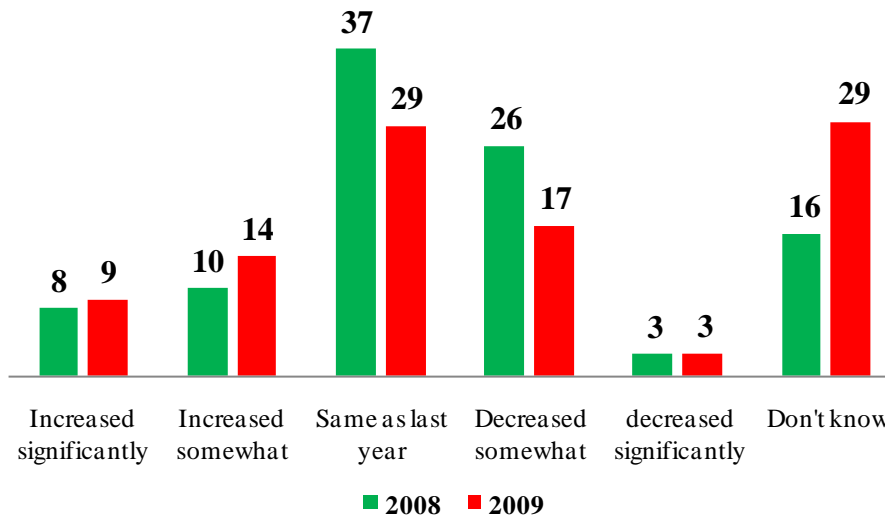
RESPONDENTS PERCEIVE INCREASE IN CORRUPTION LEVELS

Survey respondents in both 2008 and 2009 were asked to compare the level of corruption in Armenia today with the level of corruption a year ago. In 2009, 38 percent of respondents consider corruption to be “about the same as last year,” 27 percent believe that the level of corruption is somewhat or much higher, while 19 percent state that it has decreased somewhat or greatly.

In 2008, the same question yielded somewhat different results. The percentage of people perceiving the level of corruption as stable is fairly similar: 37 percent of 2008 survey respondents thought that corruption is “about the same as last year.” However, the number of those “pessimists” who believe that corruption has somewhat or greatly increased comprised only 18 percent in 2008. Thus, from 2008 to 2009 the number of people who perceive an increase in corruption has almost doubled (see Table Q7 in Appendix B).

When asked whether the frequency of bribes demanded by public officials has changed, 29 percent of the respondents say that it remained stable. About 20 percent think that it has decreased compared with the previous year, while 23 percent say that it has increased (Figure 7).

Figure 7: Change in demand for bribes by public officials



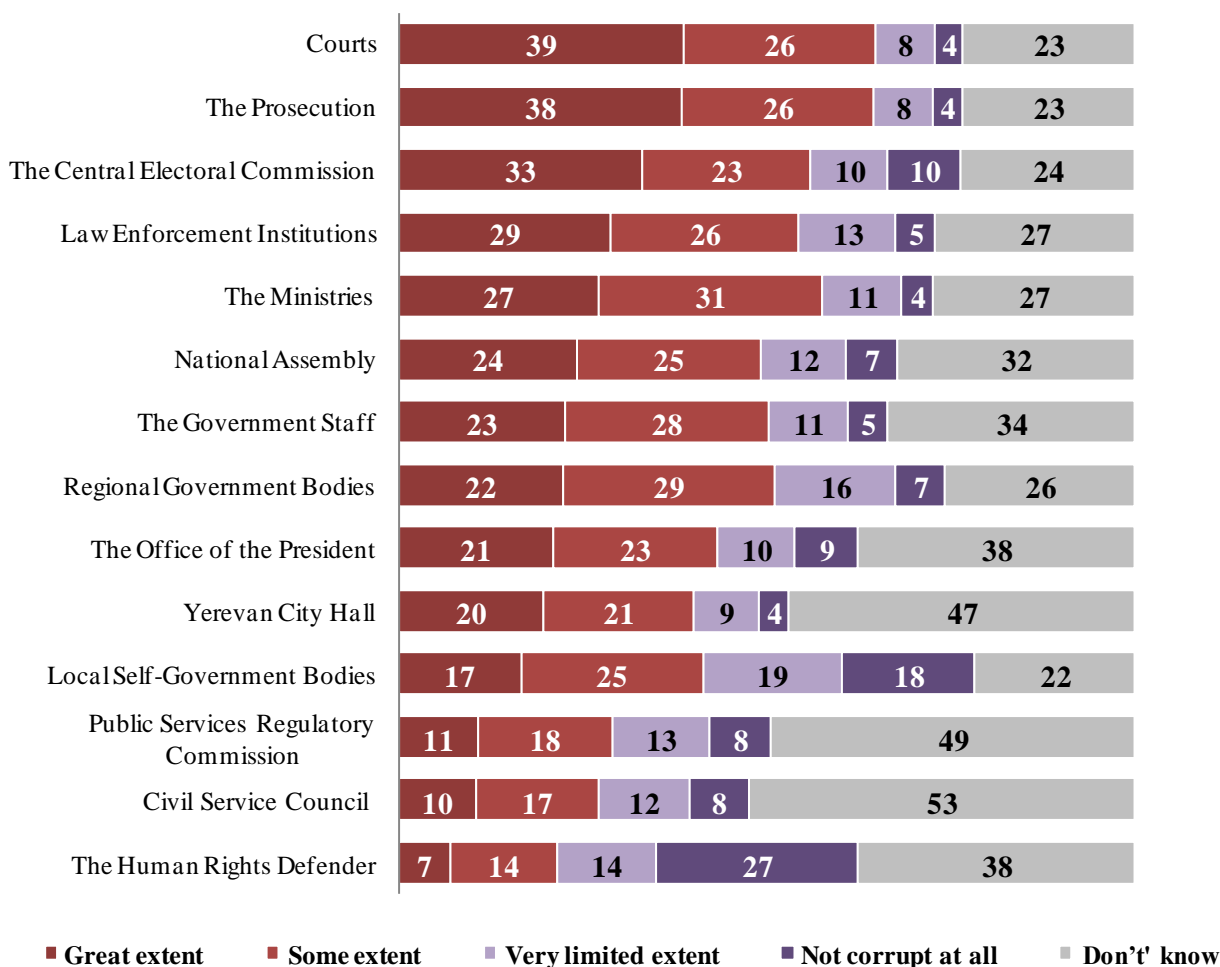
CORRUPTION PERCEIVED AS HIGH IN COURTS, THE PROSECUTION AND THE CENTRAL ELECTORAL COMMISSION

The respondents were asked to assess the level of corruption in different state institutions and agencies (Figure 8).

Two-thirds of the respondents believe that courts and the Public Prosecutor’s Office are “very” (39 percent) or “somewhat” (26 percent) corrupt. The Central Electoral Commission is also perceived as one of the most corrupt agencies, with 33 percent saying that it is “very corrupt”, and 23 percent assessing it as “somewhat corrupt”. Ministries and regional authorities are assessed negatively as well. The respondents perceive the level of corruption in the ministries as “very high” and “somewhat high” (27 percent and 31 percent, respectively), and in regional governments – 22 percent and 29 percent, respectively.

The regional government bodies (Marzpetarans) are perceived as more corrupt than the Yerevan Municipality (City Hall) and the local self-government bodies (municipalities, neighboring and village communities.) Fifty-one percent of the household survey respondents think that Marzpetarans are corrupt to a “great extent” or to “some extent”, while for Yerevan City Hall and local self-government bodies these numbers are 41 percent and 42 percent, respectively (Figure 8). However, these are general results based on all the responses. When Yerevan residents’ perceptions of the City Hall are analyzed separately, 58 percent of respondents say it is corrupt to a “great” or to “some extent.” Similarly, when only the responses of marz residents are analyzed, 48 percent think that Marzpetarans are corrupt to a “great” or “some extent” and 34 percent think that local self-government bodies are corrupt to a “great” or “some extent” (Figure 9). Thus, local self-government bodies have more credibility in the eyes of marz residents, while Yerevan City Hall and Marzpetarans are perceived as more corrupt in cases of separate analysis.

Figure 8: Perceived levels of corruption in institutions & offices (2009)



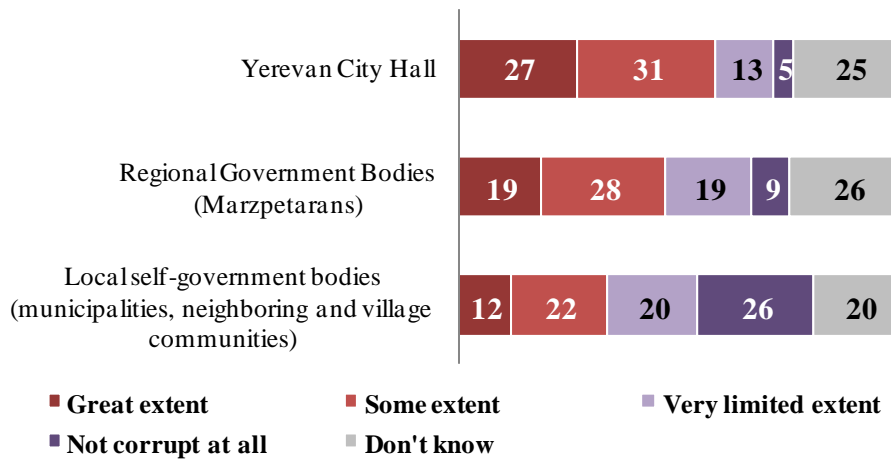
About 44 percent and 51 percent of the respondents, respectively, believe that the Office of the President and the Government Staff are corrupt to “great” or “some extent” while 19 percent and 16 percent, respectively, believe that they are “not at all corrupt” or are “corrupt to very limited extent.”

The Human Rights Defender’s Office is the only institution that is perceived by a plurality of the respondents as “not corrupt at all” or “corrupt to a very limited extent (41 percent). However, the large share of “don’t know” answers and refusals in this category are high (38 percent).

The Civil Service Council, Public Services Regulatory Commission, the Human Rights Defender and the Office of the President, the Government Staff and the National Assembly received a rather large number of “don’t know” or “refuse to answer” responses. The large number of unanswered questions concerning institutions and persons who are in the public eye speaks to the respondents’ uncertainty of voicing any opinion about corruption.³

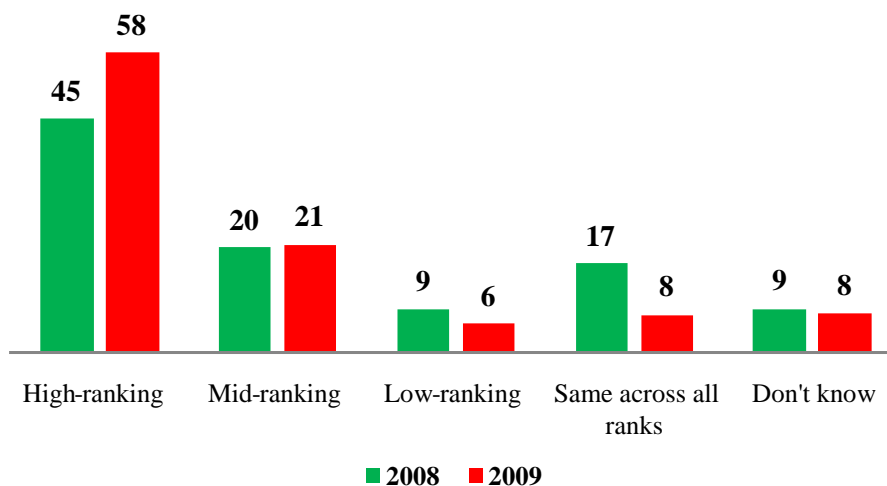
³ According to interviewers and field supervisors, most of the respondents believe that these questions are too sensitive, although the interviewers have many times assured and reassured them that the survey is anonymous. On the other hand, for some questions, such as questions on the Civil Service Council, Public Service Regulatory Commission, and

Figure 9: Perceived levels of corruption in Regional Government and Local Self-Government bodies (2009)⁴



The respondents have most suspicions about corruption among high-ranking officials, and the number of respondents who believed high-ranking officials to be corrupt rose significantly between 2008 and 2009. The majority of the respondents (58 percent vs. 45 percent in 2008) think that corruption is most widespread among high-ranking public officials. Twenty-one percent think corruption occurs most frequently among mid-ranking public officials, and only six percent believe that it is very high among low-ranking public officials. Some eight percent of the respondents believe that corruption is the same on all levels (Figure 10). This indicates that an overwhelming number of Armenians believe that corruption in the country comes from the “top-down” rather than from the “bottom-up”.

Figure 10: Is corruption most severe among low-ranking, mid-ranking or high-ranking public officials?



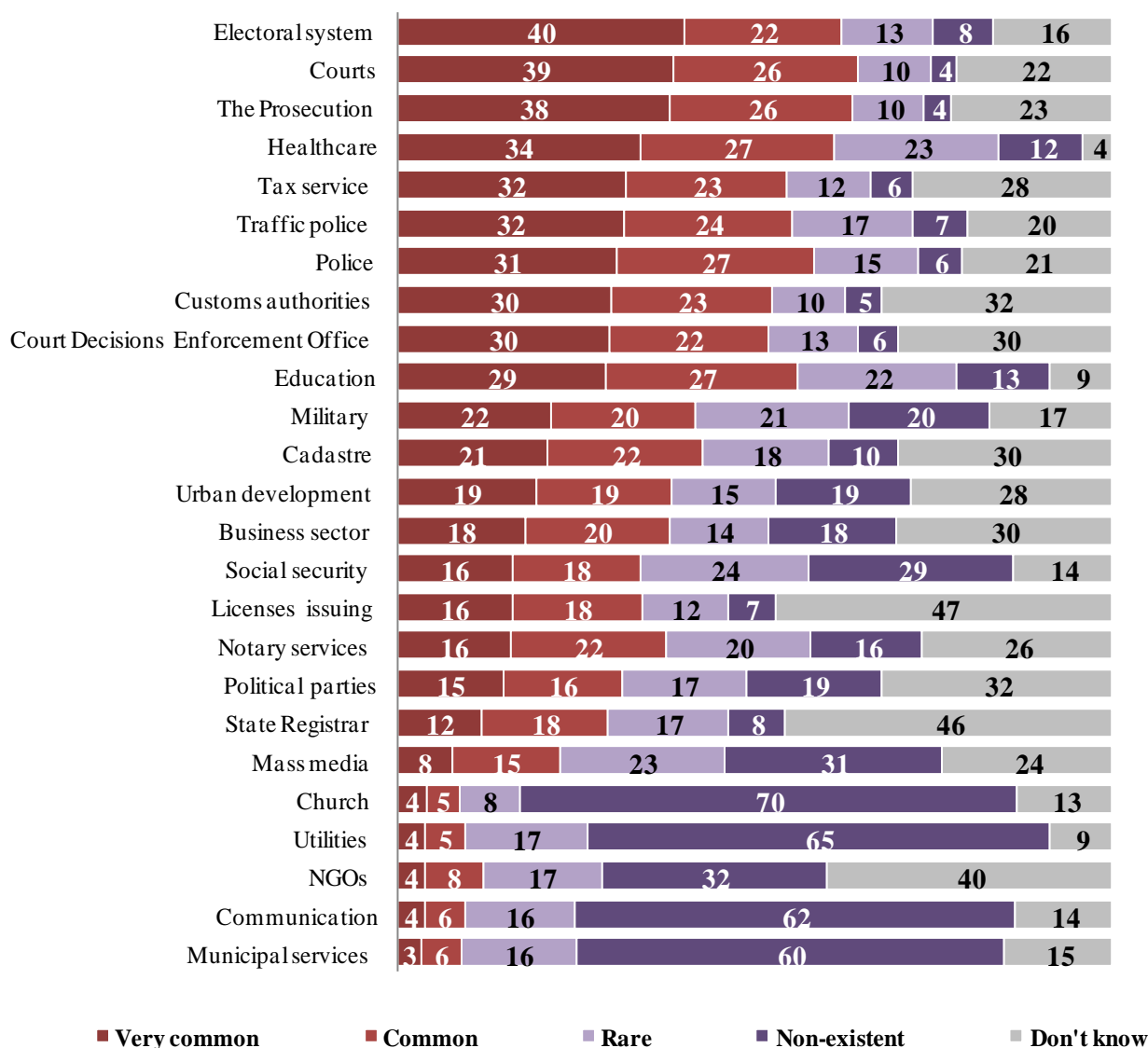
Human Rights Defender, the percentage of “don’t knows” could be attributed to a lack of information about these agencies rather than the sensitive nature of the questions.

⁴ The numbers for Yerevan City Hall are based on the responses of Yerevan residents only; the numbers for regional government and local-self government bodies are based on marz residents’ responses only.

ELECTION PROCESSES, THE POLICE FORCE, AND THE HEALTHCARE SYSTEM ARE THE MOST CORRUPT

During the survey, the respondents were asked to assess the level of corruption in selected areas and services (Figure 11). The respondents believe that the election systems and processes, courts, public prosecutor’s office, healthcare system, tax service, police, and customs service are the most corrupt sectors in Armenia.

Figure 11: Perceived levels of corruption in sectors and services (2009)



Two-thirds of the respondents believe that corruption is very or somewhat common in the election processes. Corruption among the police is also perceived to be a typical phenomenon, although the trend is positive. In 2009, 55 percent (vs. 62 percent in 2008) believe that the traffic police force is “very” or “somewhat” corrupt. Similarly, in 2009, 57 percent (vs. 65 percent in 2008) have the same opinion of other police forces (apart from the traffic police). This indicates an encouraging development that bears further attention in the future.

The majority of the respondents (60 percent) perceive the healthcare system to be “very” or “somewhat” corrupt, and a similar number (56 percent) have the same opinion about the education system. Corruption is also considered common in the tax services (54 percent) and customs authorities (52 percent).

The public utilities sector (water, gas, electricity) is considered less corrupt. Eighty-two percent (vs. 68 percent in 2008) of respondents believe that corruption occurs very rarely or is non-existent among these service providers. The other sectors that are believed to be the least corrupt are: telecommunications (telephone communication, internet providers, etc.), with 77 percent (vs. 61 percent in 2008) saying that corruption is very rare or non-existent; community services (waste disposal, issuing permits, etc.), with 76 percent vs. 54 percent in 2008 saying that corruption is very rare or non-existent; and the church (78 percent vs. 52 percent in 2008 saying that corruption is very rare or non-existent).

Some 29 percent of respondents say that there is no corruption in the social security services, while 16 percent believe that corruption is widespread in that sector. Moreover, 31 percent believe that corruption appears rarely in NGOs, whereas four percent believe corruption is “very common” in NGOs.

Respondents were asked to name the most corrupt services and sectors in Armenia. Each respondent expressed his or her opinion of the first, the second, and the third most corrupt sector. The combined results show that the healthcare system is perceived to be the most corrupt area (33 percent of cases), the education system is second (24 percent), and courts are the third most corrupt sector in Armenia (23 percent) (see Table Q11 in the Appendix B).

PERCEPTIONS OF CORRUPT BEHAVIOR

To understand what Armenians perceive as corruption, the respondents were provided with examples of actions and asked whether they think these actions represented corruption. The results show that respondents overall understand the gradations of corruption. Nine out of 10 respondents do not classify picking fruits or flowers from a neighbor’s garden as an act of corruption (Table 1). Some actions are clearly understood as corruption. The majority of the respondents describe paying a judge in order to receive favorable treatment (94 percent) or paying cash to a police officer to avoid having a driver’s license revoked (88 percent) as clear cases of corruption.

Certain types of actions are understood to be corruption by a rather large majority of the respondents. Unofficial small amounts of money paid during pensions delivery are identified as corruption by 63 percent of the respondents, and 67 percent state that a public official providing assistance to a relative so that the relative can enter a university is corruption. Yet in the case of giving a gift to a doctor for special care, the opinions were split. While 47 percent of respondents perceive this as corruption, 52 percent believe disagree.

Table 1: Does this action represent an act of corruption or not? (% of “yes” answers)

	HH09	HH08	Ent⁵
Paying a judge to achieve favorable treatment	94	95	97
Giving cash to a police officer to avoid revoking your driving license	88	88	89
Using connections to exempt someone close to you from military service	74	66	79
Abuse of official position for private business purposes	78	69	79
A student or a student’s parent giving a professor a gift on the day of exams	81	70	78
A public official helping a relative get accepted into a university	67	60	75
Making small unofficial payments for delivery of pensions	63	53	71
A public official recommending a relative for a position in a ministry	59	50	69
Using an office car by a government employee for private purposes	49	37	52
Giving a gift to a doctor to grant you special care	47	48	45
Picking flowers or fruit from a neighbor’s garden without permission	10	6	8

Changes in public opinion from 2008 to 2009 include more people identifying the following acts as corrupt: the number of household survey respondents that consider “using an office car by a government employee for private purposes” an act of corruption has increased by 12 percent points; the number of respondents who consider “a student or a student’s parents giving a professor a gift on the day of exams” as corruption has increased by 11 percent points. There is also a nine percent increase for both the options “abuse of an official position for private business purposes” and “a public official recommending a relative for a position in a ministry.”

DESCRIPTION OF CORRUPTION EXPERIENCES

Bribery is a major part of corruption. The opinions about who usually initiates bribes are split almost equally between those who say that public officials demand them, and those who say that the citizen inherently knows when a bribe is required. Bribing a public official is perceived to be efficient, according to the respondents: once a bribe is paid, one can be almost sure to receive the service requested.

Most respondents say that people engage in corrupt activities because it is the only way to get things done, and that it helps to speed up processes. Moreover, the majority of the respondents say that they are willing to pay a bribe since there is no other way to get the service. Those who would refuse to give a bribe mostly explained that this is because they deem bribery unacceptable.

Almost three quarters of the respondents (72 percent) say that they would refuse to take a bribe if offered. Of those who would accept a bribe, more than half say they would take it because they needed the money.

⁵ The results of the enterprise survey are presented in more detail in Chapter II.

Based on their attitudes towards bribes, the respondents were placed into four separate groups (see Table 4). In total, 42 percent of the respondents can be classified as showing “anti-corruption potential,” but further analysis of their responses reveals that they are not likely to become proactive in actively fighting corruption.

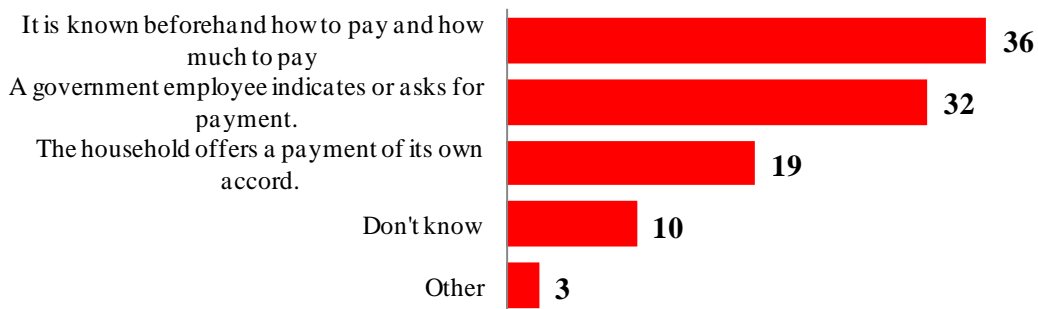
The customs authorities, the traffic police, and the healthcare sectors are areas in which the frequency of the demand for bribes is considered high, while the public utilities and communications authorities are perceived to be almost free from such demands. Most respondents say that they rarely, if ever, come across situations in which they are asked to pay a bribe.

The respondents do not report corruption to the relevant agencies due to a number of concerns, with most saying that it is not effective or rewarded. Information about ways to actively combat corruption is scarce, with only a quarter of the respondents saying that they know what institutions should be approached. Consequently, a full 99 percent of the respondents had not reported an act of corruption during the past year.

MOST ARMENIANS HAVE TO PAY BRIBES TO GET THINGS DONE

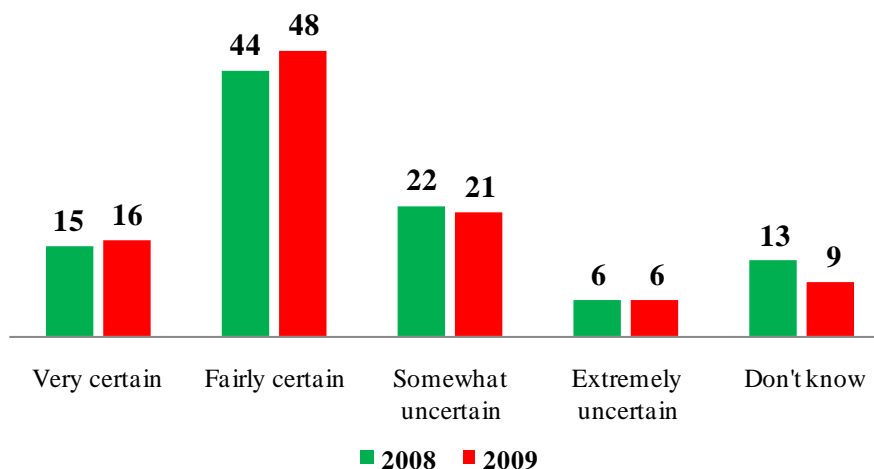
Questions about people’s experiences with public officials and institutions revealed distinct attitudes toward corruption in Armenia. A considerable number of the respondents (36 percent) think that when an Armenian citizen eventually decides to pay a bribe, he or she knows ahead of time how to do so and how much to give. Thirty-two percent say that when somebody decides to give a bribe, a public servant indicates the necessity of doing so, while 19 percent say that citizens themselves are the first to offer a bribe (Figure 12).

Figure 12: Most frequent scenarios when giving bribes to public officials (2009)



According to the majority of the respondents, once the bribe is paid to a public official, one can be sure that they will receive the expected services. Six out of ten respondents believe that giving bribes will certainly (16 percent) or somewhat certainly (48 percent) help them receive the expected service or solve their problem (Figure 13).

Figure 13: Certainty of receiving services in exchange for bribes



Respondents were presented a list of possible motives behind corrupt practices and asked which motives they think to be the most significant. Each respondent selected a maximum of three options. In general, the commonly accepted viewpoint is that corruption exists since “there is no other way to get things done” in Armenia. This is perceived as the main motive behind corruption by 66 percent of the respondents.

Another large group of the respondents (50 percent) states that one of the main motives behind corruption is the need “to speed up the processes.” Other motives behind corruption include escaping punishment or sanctions (24 percent), and avoiding higher official payments (20 percent). Among the less frequently mentioned reasons were “to be treated appropriately” (14 percent), “to get preferential treatment/privileges” (12 percent), and “to have an alternative source of income” (12 percent) (See Table Q19 in Appendix B.) Taken together these response patterns suggest that there is a perceived uncertainty of achieving one’s goals through legal means, while corruption provides certain opportunities to “get things done.”

MANY ARE READY TO ENGAGE IN CORRUPT ACTIVITIES THEMSELVES, AND FEW ARE READY TO COMBAT CORRUPTION ACTIVELY

The majority of the respondents (53 percent) answered that they personally are ready to bribe another, while 41 percent stated that they would not bribe.

The reasons for bribing or not bribing remain the same regardless of respondents’ gender, age or place of residence. When asked to explain why they would pay a bribe, the majority (80 percent) answered that there is no other way to get the service. Ten percent answered that they would give a bribe since “everybody does so.”

About ten percent said that they would not give a bribe and would try to resolve their problem through legal means. Those who would refuse to give a bribe explained their position by saying that they deem bribery unacceptable (66 percent). Only eight percent said that they would not pay a bribe because of the risk of being punished (Table 2).

Table 2: Motives for giving or not giving bribes

	2009	2008
Why would you give a bribe?		
Because there is no other way to get the service	80	76
Because everybody else gives	10	8
I would be able to negotiate a lower price	4	8
Other	6	7
Don't know	1	0.5
Why would you not give it?		
Because it is unacceptable for me	66	58
Because I will try to resolve the issue through legal means	10	19
Because there is a high risk to be punished	8	5
Other	15	14
Don't know	2	3

Although the majority of the respondents are not ready to give up bribing, most respondents (72 percent) say that they would refuse to take a bribe if offered.

The majority of those who would refuse to take bribes explain that it is unacceptable for them (75 percent). Eleven percent say that they would not take a bribe because there is a high risk of being punished; five percent answer that they would not take a bribe and would try to resolve the problem through legal means.

Some 52 percent of those ready to take a bribe say they would take the bribe because they need money, and 34 percent answer they would take a bribe “since everybody else takes it” (Table 3).

Table 3: Motives for taking or refusing to take a bribe

	2009	2008
Why would you take it?		
Because I need money	52	49
Because everybody takes it	34	33
Because I have to “share” it with my supervisor(s)	6	7
Other	7	8
Don't know	2	2
Why would you not to take?		
Because it is unacceptable for me	75	73
Because there is a high risk to be punished	11	11
Because I will try to resolve the issue through legal means	5	6
Other	7	9
Don't know	1	2

Based on their potential reactions to corruption-related situations, respondents can be divided into four groups: those who would both take and give bribes (corruption supporters), those who would take but not give bribes (pseudo-pragmatics), those who would not take but give bribes if requested

(corruption victims) and those who would neither take nor give bribes (anti-corruption potential) (Table 4).

Table 4: Assessment of anti-corruption potential (2009)

	Would give	Would not give
Would take	Corruption supporters (19%)	Pseudo-pragmatics (3%)
Would not take	Corruption victims (36%)	Anti-corruption potential (42%)

People seem to feel uncertain about taking proactive personal initiative to combat corruption. While 42 percent of the respondents fit into the “anti-corruption potential” group, fully 60 percent of them say there is nothing they can personally do to combat corruption. Another 27 percent within this group believe that they can abstain from corrupt practices, which is arguably a passive way of combating corruption. By contrast, the answer options include reporting corrupt behaviour or participating in anti-corruption campaigns, which are more active methods of combating corrupt behaviour. Only 6 percent of the respondents in total, however, chose either of these two options (see Figure 15).

These results are worrying in terms of bottom-up anti-corruption activities expectations. Even people who reject corruption on the personal level (i.e. those who would neither take nor give bribes) do not seem to be proactive in combating corruption. Most of them would either do nothing or abstain from paying bribes.

CASES OF SOLICITATION OF BRIBES IN THE HEALTH SECTOR, CUSTOMS, AND THE TRAFFIC POLICE FORCE

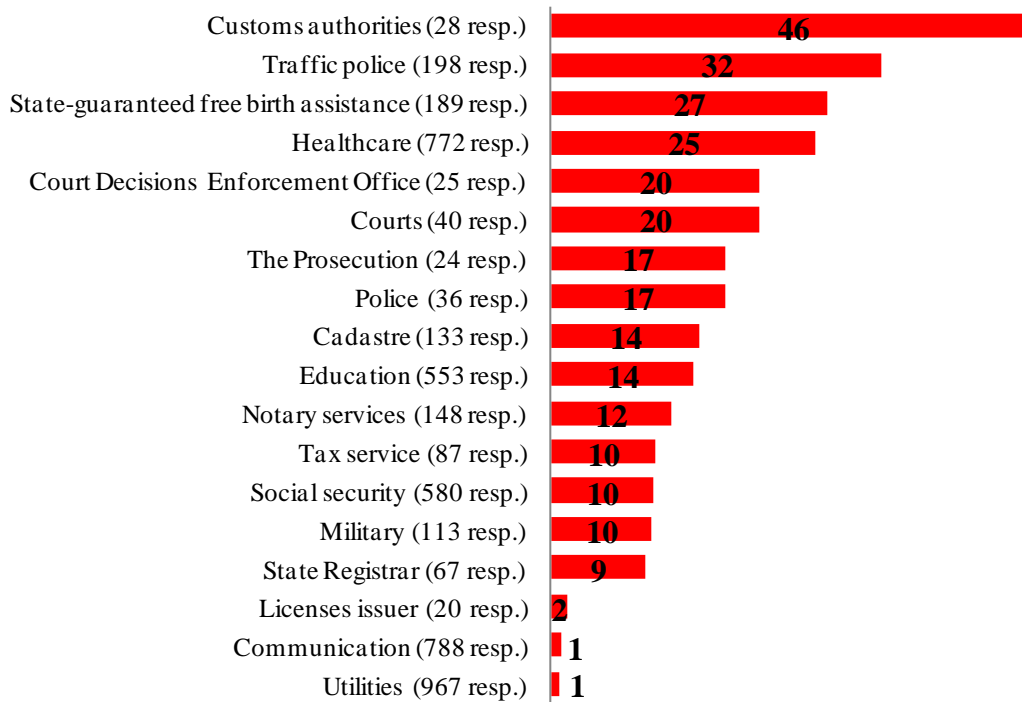
In addition to questions related to corruption perceptions, this research also looked at whether respondents have had to deal with the public services sector during the previous twelve months, and whether they were asked for a bribe during these interactions (Figure 14).

The respondents have dealt with public utilities most frequently (967 contacts over the past year), communications (788 contacts), healthcare services (772 contacts), social security (580 contacts), and the education system (553 contacts).

Although some sectors (such as education) are perceived to be rather corrupt, only a small number of the respondents say that they were asked for a bribe when dealing with that particular sector. Only 14 percent were asked for a bribe when dealing with the education system over the past year. This may indicate that either the perception of corruption in the education system is somewhat exaggerated, or that corruption takes place as an exchange of benefits and voluntary gifts to directors or teachers that is not perceived as bribing.

From this list of public services, 46 percent said they were asked to pay a bribe when dealing with the customs authorities, placing it at the top of the list of services that most often demanded bribes. Next, 32 percent chose the traffic police, which was followed closely by the state-guaranteed free birth assistance and the healthcare system. On the other hand, the public utilities and communications sectors were at the bottom of the list, meaning that people were rarely asked to pay bribes when dealing with these services (see Figure 14).

Figure 14: Demand for bribes in public sectors & services (2009; % of cases):



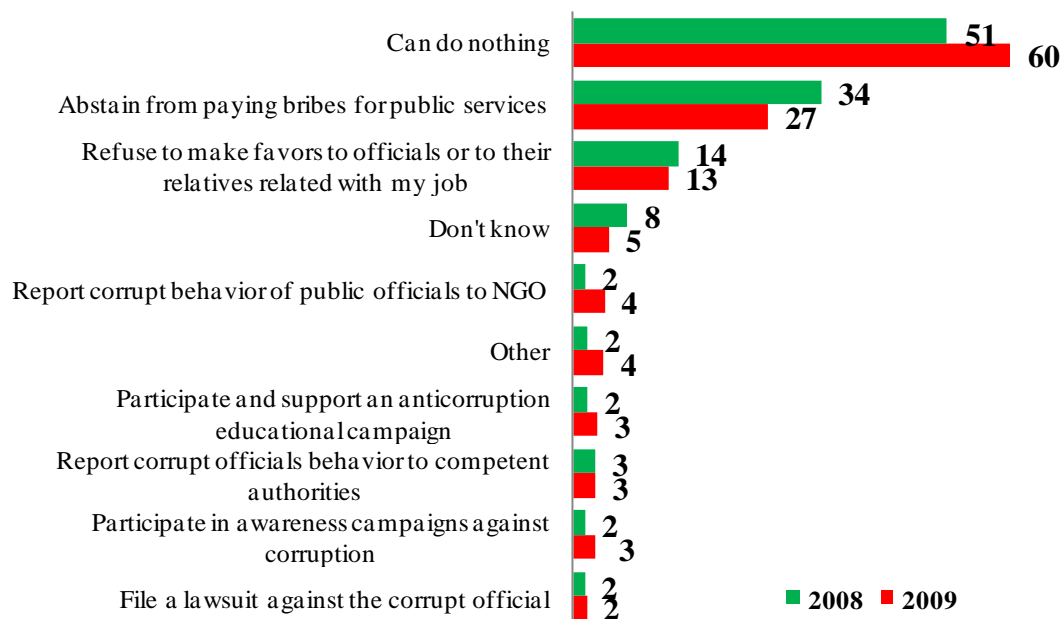
Regarding the occurrence of certain corruption scenarios in the public sector, 17 percent of the respondents state that officials do not normally demand a bribe directly but they show that they have expectations of money, gifts, or “favors”. Some 11 percent say that in all cases, or rather often, officials directly demand money, a gift, or a favor. About nine percent state that in nearly all cases they used their own contacts to get preferential treatment.

However, most of the respondents answer that they came across these situations rarely or not at all. Eight out of ten respondents report that they did not have to give money, a gift, or a favor to a public official when they needed a service, or that this happened very rarely.

REPORTING CORRUPTION IS PERCEIVED AS SOCIALLY UNETHICAL

In general, Armenians do not seem likely to undertake active roles in combating corruption. For example, when asked, “What can you personally do to reduce corruption in Armenia?” most of the respondents (60 percent vs. 51 percent in 2008) answered that there is nothing they could do. Although it is encouraging that many of the respondents would refrain from giving a bribe for a public service (27 percent vs. 34 percent in 2008) or from doing a favor for officials or their relatives (13 percent vs. 14 percent in 2008), only a small number are willing to take the initiative and report a case of bribery to the authorities or to an NGO. Nor are many willing to take part in anti-corruption awareness and educational campaigns (Figure 15).

Figure 15: What can you personally do to reduce corruption in Armenia? (multiple answers allowed per respondent)



The reluctance of the respondents to report corruption is partially explained by a lack of information about reporting procedures and agencies that Armenians can use in the case of a corrupt act. Overall, only 24 percent of the respondents say they know which institutions they can approach to report a case of corruption carried out by a public official. The police and the Public Prosecution Office were the institutions named the most often, while the Special Investigation Bureau, the Human Rights Defender, the courts, and the Office of the President were cited the least.

Fully 99 percent of the respondents had not reported an act of corruption during the last twelve months. Corruption is not reported to relevant agencies for a number of reasons: Respondents say that Armenian society does not reward reporting corruption (71 percent); nothing will be done after reporting corruption (69 percent); it is not worth reporting corruption if the respondent is not personally hurt by it (55 percent vs. 37 percent in 2008); and that the people who report corruption could become victims of retaliation (47 percent). Similarly, the statement that “Most people who commit corruption only do so because of economic hardship” is considered by a notable share of the respondents (44 percent) as the main reason for not reporting corruption (Table 5). The share of those who did not want to give any reasons for not reporting corruption is relatively large (nine percent to 11 percent, depending on the reason for not reporting corruption).⁶

⁶ Since each reason for not reporting corrupt actions was asked as a separate “yes/no” there is a certain amount of “don’t know” answers for each of these options.

Table 5: Which of these do you consider a reason for not reporting corruption? (% of “yes” answers)

Reasons	2009	2008
Our society does not reward those who report corruption	71	64
No actions will be taken even if corruption is reported	69	64
It is not worth reporting corruption if I am not personally hurt by it	55	37
Those who report corruption will be subject to retribution/retaliation	47	47
Most people who commit corruption only do so because of economic hardship	44	34

AWARENESS OF ANTI-CORRUPTION INITIATIVES

In general, anti-corruption initiatives are unfamiliar to the public. People are in need of more information. First, this is especially important for NGOs, which seem to suffer from a lack of visibility and do not enjoy the population’s full trust. Second, the attempts of public agencies in tackling corruption are unfamiliar to the public as well. In addition, of the citizens who say they are aware of these public agencies’ anti-corruption initiatives, their opinions are divided on how effective they are. Thus, all organizations concerned should mount information campaigns aimed at alerting people to their activities, which would be greatly beneficial to the overall anti-corruption effort.

Although a large number of the respondents agree rather than disagree that NGOs in general can combat corruption in Armenia, few know about any of them. Among those that were named, the Yerevan Press Club and the Armenian Young Lawyers Association are the most well known. Advocacy and Assistance Centers (AAC), however, are unknown to 90 percent of the respondents.

Furthermore, almost half of the respondents still say they would not approach an NGO-run anti-corruption center. People’s opinions on what information they would like to receive from anti-corruption NGOs vary, with information about citizens’ rights and duties and current legislation chosen by respondents most frequently, and more concrete aid, such as legal support, mentioned least frequently.

Among the public institutions that combat corruption in Armenia, the Human Rights Defender is the most visible, and most respondents think that it is doing effective work. Eighty-one percent of the respondents say that they are aware of the reforms underway within the traffic police force, and approximately the same number of respondents (80%) say that they are aware of the Ministry of Healthcare’s hotline.

Almost half of the respondents think that the Armenian Government has a genuine desire and capability to combat corruption, and opinions on the effectiveness of the Government’s efforts are equally split.

ANTI-CORRUPTION INITIATIVES OF NGOS ARE UNFAMILIAR TO THE PUBLIC

Eighty-five percent of respondents state they are unaware of any NGOs actively involved in anti-corruption activities, while seven percent said that they do not know what an NGO is. Awareness of

such NGOs differs depending on the respondents’ area of residence, education and gender (Table 6).

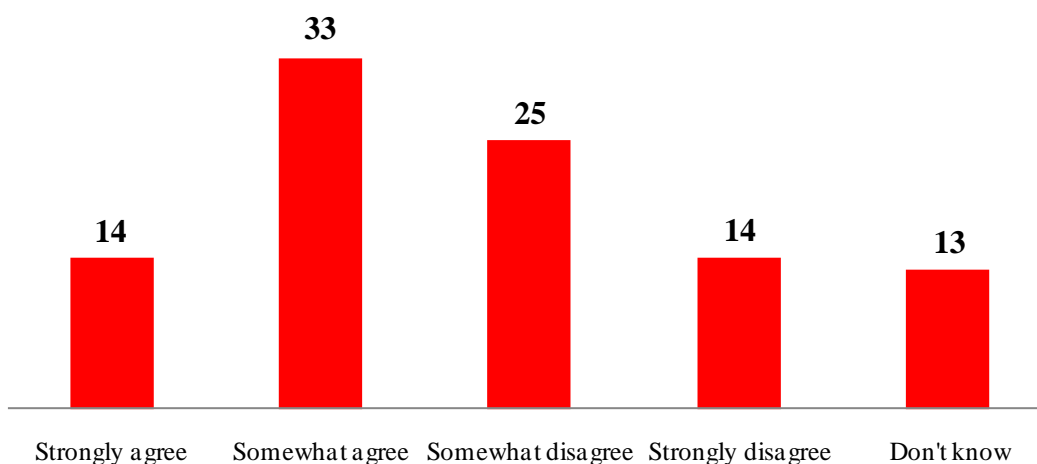
Table 6: Percentage of respondents aware of NGOs by area of residence, education, and gender (2009)⁷

	Yes	No	Don’t know what an NGO is
Yerevan	4	93	3
Rural	6	81	11
Other cities	11	80	8
Higher education	11	88	1
Primary education	0	72	28
Men	8	85	5
Women	6	85	8

According to the answers of the seven percent of the respondents who are aware of NGOs involved in anti-corruption activities, the leaders are Yerevan Press Club (39 percent), the Armenian Young Lawyers Association (39 percent), the Freedom of Information Center of Armenia (15 percent), Transparency International (nine percent), and the International Foundation for Electoral Systems (nine percent).⁸

A large number of the respondents agree rather than disagree that NGOs can combat corruption in Armenia. Some 47 percent fully or somewhat agree that NGOs can combat corruption in Armenia, while 39 percent disagree (Figure 16). However, when asked whether they would approach an NGO-run anti-corruption center in the case of becoming a victim of corruption, a plurality of respondents (43 percent) answered that they would not. Some of the respondents (40 percent) said that they would approach such a center, and the rest did not know or refused to answer. This suggests that an increased campaign effort needs to be directed at Armenia’s citizens, demonstrating the benefits of approaching NGOs with corruption-related grievances.

Figure 16: Do you agree that NGOs can combat corruption in Armenia? (2009)



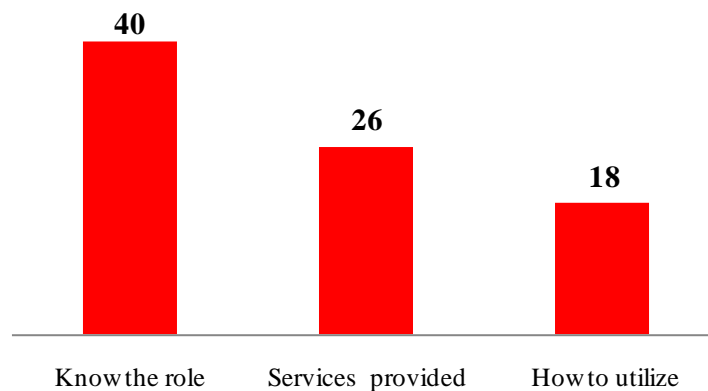
⁷ “Don’t know” and “refuse to answer” options are not reported.

⁸ The percentage of the calculations is based on 156 answers.

Different forms of anti-corruption support were presented to the respondents, in order to determine the specific type of support they would like to receive from NGOs. As in 2008, the majority of the respondents say that they would like to receive information about citizens’ rights with regard to corruption. About 40 percent say that they would like to receive information regarding the duties of citizens in terms of corruption, and 38 percent say they would like to be informed about anti-corruption legislation. Some 27 percent of the respondents say that they would like to know about institutions where appeals can be made against corrupt officials. Other forms of anti-corruption support that the respondents would like to receive from NGOs include: anti-corruption education (26 percent), free legal consultancy about the formulation of appeals (24 percent), anti-corruption awareness activities (19 percent), the opportunity to be represented for free in court (15 percent), free legal support in collecting evidence in corruption cases (20 percent), and free legal support in preparing and submitting documents about corruption cases (17 percent).

Armenian citizens are largely unaware of the Advocacy and Assistance Centers (AACs). In 2008, seven percent of respondents said they have heard of AACs. In 2009, the number of people who have heard of AACs is still very low: ten percent. These respondents say that they are aware of the role of these Centers (40 percent); and some know of the services AACs provide (26 percent). However, only 18 percent know how to use the AACs (Figure 17).

Figure 17: Awareness of AACs activities, 2009

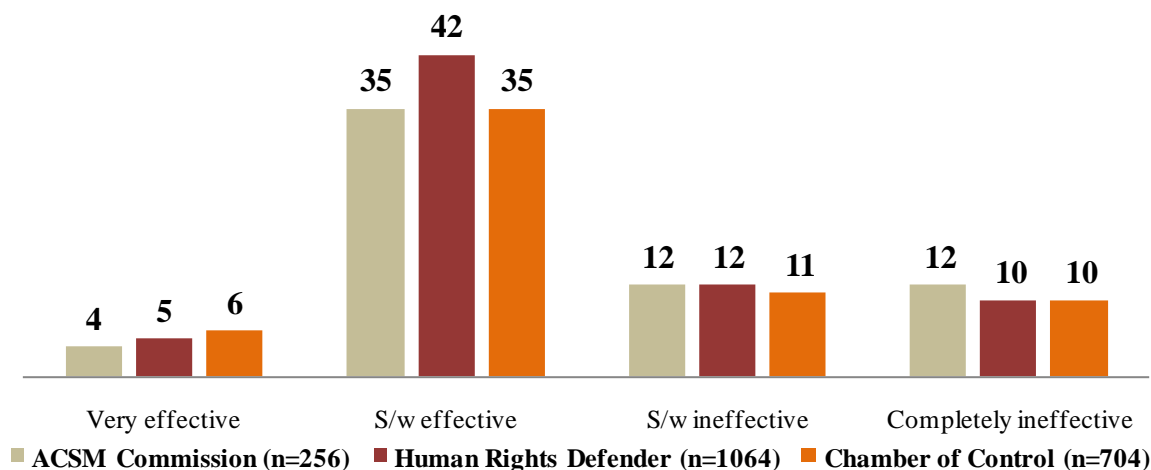


SPLIT OPINIONS ON PUBLIC AGENCIES’ EFFECTIVENESS IN ANTI-CORRUPTION

Similar to the situation with NGOs, few people in Armenia are aware of public agencies’ anti-corruption initiatives. Of those who are aware, opinions are split on how effective these organizations are. Since the MAAC project supports the anti-corruption efforts of several public organizations, the survey aimed to assess respondents’ knowledge and their views on the perceived effectiveness of these efforts. Only 16 percent of the respondents of the 2009 survey were aware of the Anti-Corruption Strategy Monitoring Commission (ACSMC), of which 39 percent say that this organization is either “very” or “somewhat effective” in fighting corruption, while 24 percent believe that this institution is either “very” or “somewhat ineffective.” The activities of the Human Rights Defender’s Office are comparatively more visible, since over two-thirds of the respondents (71 percent) are aware of these activities; 47 percent of those respondents believe that the Human Rights Defender’s Office combats corruption effectively, unlike the 22 percent who believe the

Office’s efforts to be ineffective. On the Chamber of Control, 47 percent say that they are aware of its activities, while 53 percent claim they are not aware. Twenty-one percent of those who are aware describe the activities of the Chamber of Control as somewhat or completely ineffective (Figure 18).

Figure 18: Effectiveness of different public agencies in fighting corruption (2009)



When the respondents were asked whether they knew of any organization that provides free corruption-related legal consultancy in their marz, an insignificant number of the respondents said that they are aware of such organizations, whereas 97 percent said that they are not.

Responding to the question of whether they are aware of any anti-corruption measures being taken by the Government of Armenia, the majority of respondents said they are not (74 percent). Eighty-one percent of respondents say that they are aware of the reforms underway in the traffic police system, and approximately the same number of respondents (80 percent) says that they are aware of the Ministry of Healthcare’s hotline. Fewer respondents are aware of the Government’s anti-corruption strategy (55 percent), efforts at customs transparency (41 percent), and the signing of international conventions related to corruption (39 percent) (Table 7).

Table 7: Percentage of respondents aware of the Armenian Government’s anti-corruption measures

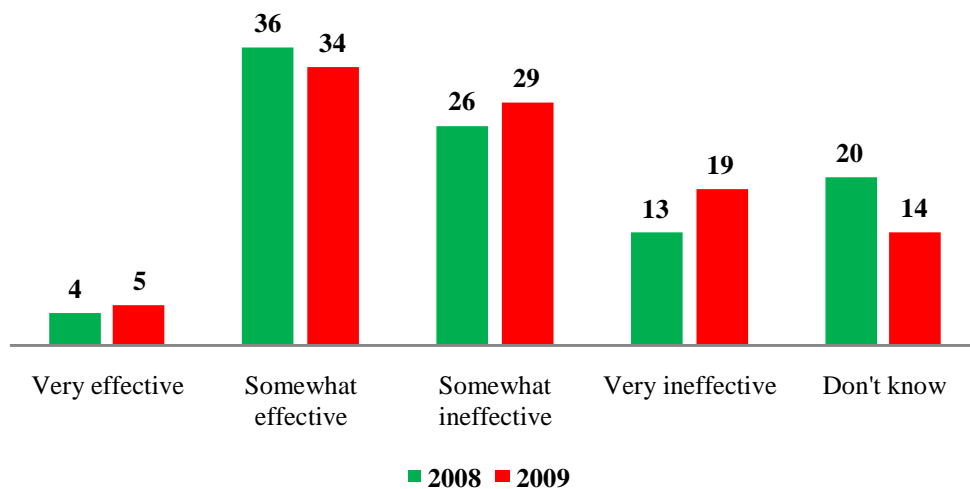
Measures	2009	2008
Traffic police reform	81	78
Ministry of Health hotline	80	74
Anti-corruption strategy	55	57
Customs transparency of calculations	41	58
Signing of international conventions	40	30

Those who were aware of the Government’s anti-corruption strategy and action plan (13 percent) assess its effectiveness as follows: some 57 percent of respondents believe that it is either “very” or “somewhat” effective, while 35 percent believe that it is either “very” or “somewhat” ineffective.

On the question of whether Armenia’s government has a genuine desire and will to combat corruption, nearly half of the respondents (48 percent) gave a positive answer, while 44 percent did not share this confidence.

Overall, 48 percent of the survey respondents believe the Government’s fight against corruption to be ineffective, while 39 percent consider it to be effective. The share of those who believe that the Government’s efforts are ineffective makes up 55 percent in Yerevan, while it is 45 percent in other cities and 44 percent in rural areas (Figure 19).

Figure 19: How effective is the Government’s fight against corruption?



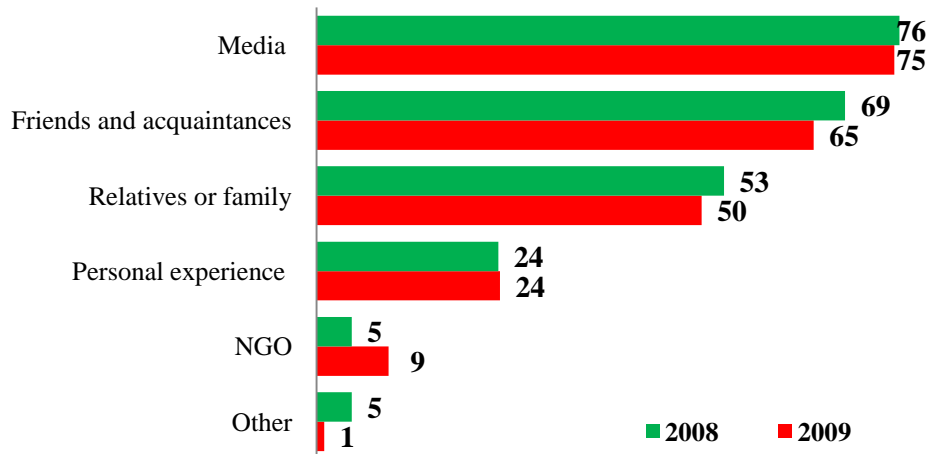
MASS MEDIA AND WORD OF MOUTH AS SOURCES OF INFORMATION ON CORRUPTION

Most Armenians are likely to rely on mass media and word of mouth to receive information on corruption. When asked about sources of information on which they rely to assess the level of corruption in the country, 75 percent answered that they rely on information provided by mass media (TV, radio, and newspapers). How the media frames corruption-related reporting therefore will affect citizens’ views.

Family and friends also play a leading role in how people get their news. About 65 percent say that they get information from conversations with friends and acquaintances, and 50 percent report relying on information provided by relatives or family members.

Other means of obtaining information include personal experience, which a quarter of respondents say influences their assessment of corruption. Nine percent say that they rely on information received from NGOs (Figure 20), a figure that reflects the aforementioned lack of information on NGOs and their activities.

Figure 20: Sources of information in assessing levels of corruption (three answers allowed per respondent)



The respondents from the non-Yerevan urban areas and from rural areas are more likely to rely on information provided by the mass media. At least 80 percent of the respondents in cities and villages rely on information provided by the mass media, while only 68 percent of the respondents in Yerevan rely on information provided by the mass media.

HOUSEHOLD SURVEY RESEARCH METHODOLOGY

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

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

Sample area by settlement types

Settlement	2009	2008
Yerevan	528	540
Other urban areas	475	509
Rural areas	512	500

Sample area by marzes

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

The main fieldwork period: 14 October to 8 November 2009.

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

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

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

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

Weights: Following data collection, the data was weighted by marz, age and gender to bring the realized sample in line with target population parameters. The initial weights derived from the

CHAPTER I: CORRUPTION SURVEY OF HOUSEHOLDS

sample were adjusted, taking into account the official data of the National Statistical Service (NSS) Armenia (as of 01.01.2009) on the composition of adult population by marz, age and gender; non-response rates for each cluster are reflected in the weight calculation.

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

- 78.3% of the respondents were knowledgeable about over 60% of the questions asked,
- Only 6% of the respondents were believed to be dishonest in their answers,
- 55.4% of the respondents did not have any difficulty while answering the questions,
- 73.9% of the respondents either did not ask to clarify the questions at all, or asked for clarifications of no more than 20% of questions.

CHAPTER II: CORRUPTION SURVEY OF ENTERPRISES

Note: When the enterprise survey results and household survey results are compared, this chapter of the report refers to the 2009 household survey, unless otherwise specified.

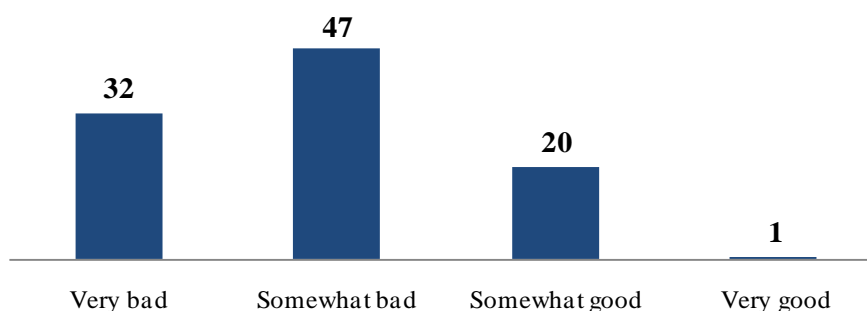
THE ECONOMIC SITUATION AND THE BUSINESS ENVIRONMENT IN ARMENIA

The enterprise survey respondents are dissatisfied with Armenia's economic situation, with an overwhelming majority rating it as either "somewhat" or "very bad." Monopolies are considered the main obstacles to business development, closely followed by corruption and the financial and economic crisis. A clear majority of people say they are willing to pay to eliminate obstacles to business development, with 66 percent specifically saying they would pay in order to eliminate corruption.

MOST RESPONDENTS ARE DISSATISFIED WITH THE ECONOMIC SITUATION

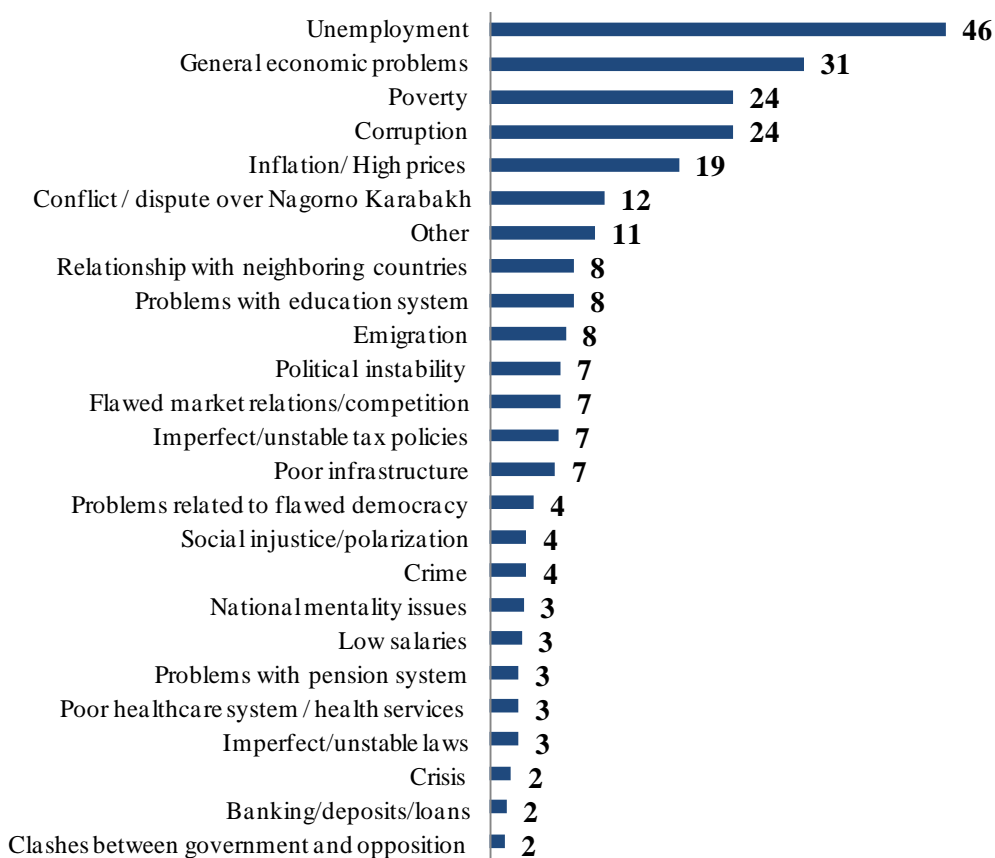
The respondents' assessment of the economic situation in Armenia is a skeptical one: overall 32 percent think it is "very bad," 47 percent think it is "somewhat bad," whereas only 20 percent say it is somewhat good (Figure 21). The enterprise size, as measured by the current number of employees, has no effect on the perceptions of the current economic situation. The assessment of the economic situation differs depending on the main sector of enterprise activity. The enterprises operating within the industry and mining sectors are relatively less negative about the situation (mean value 2.9 on a scale from 1 - "very good" to 4 - "very bad"). Service sector enterprises are the most critical of the economic situation with a mean value of 3.2, and the commerce sector enterprises fall in between (mean value 3.1).

Figure 21: Assessment of the current economic situation in Armenia



Unemployment is foremost on people's minds, surpassing even corruption on the list of the main problems in Armenia. With similar opinions on these problems, both the enterprise and household survey respondents name unemployment as the most serious problem facing the country today. Unlike the public, the enterprise survey respondents rank general economic problems as the second most important problem in the country (in the household survey it is the third most important problem). Corruption and poverty seem to be equally important and appear in third place in the enterprise survey (Figure 22). Business respondents rank corruption higher on the list of problems than the public, who placed it fifth, after a cluster of economic problems.

Figure 22: Main problems facing Armenia today (three answers allowed per respondent)

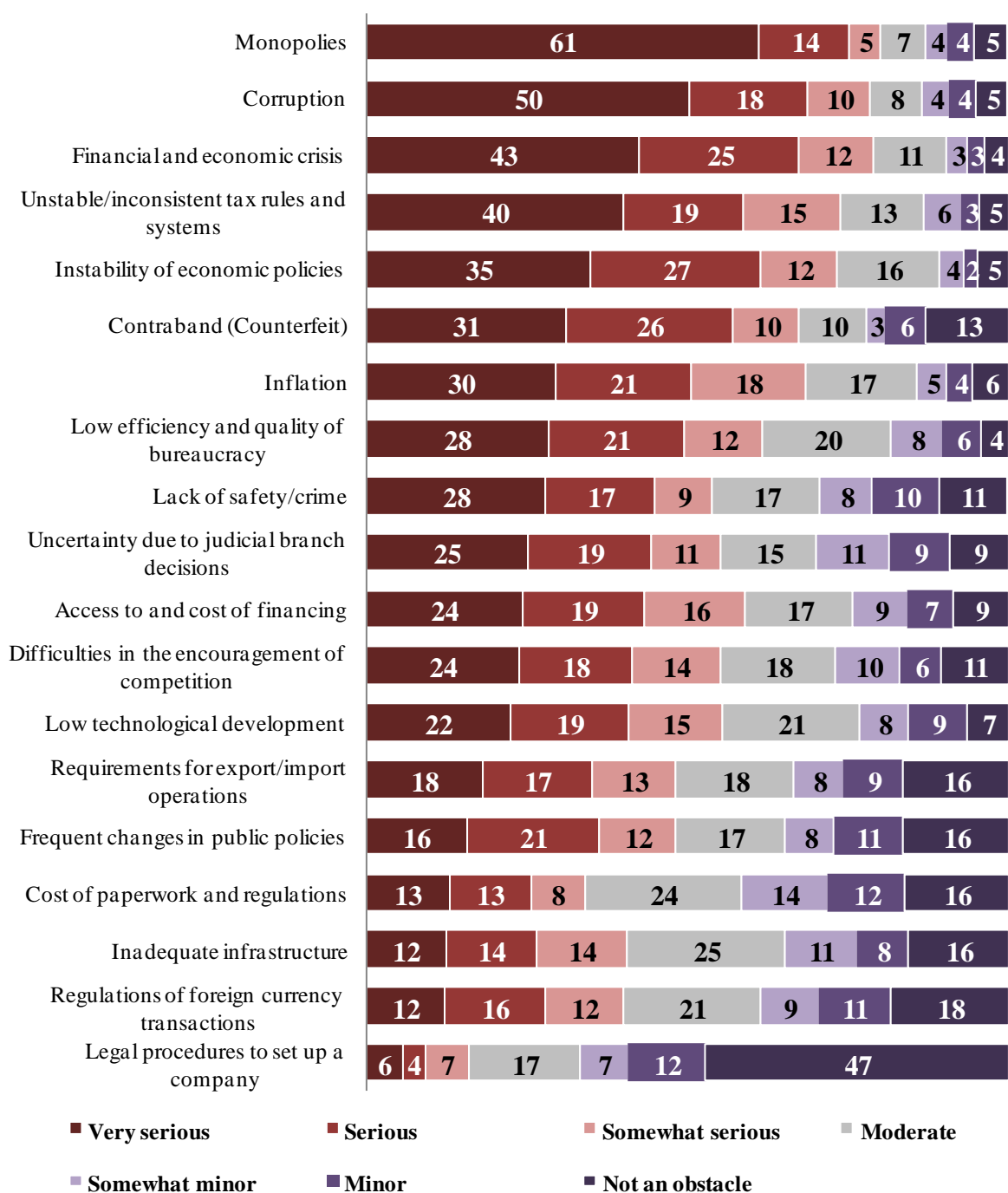


MONOPOLIES AND CORRUPTION ARE THE MAIN OBSTACLES FOR BUSINESS DEVELOPMENT

Monopolies are at the top of the list of potential obstacles to business development in Armenia, which are rated on a scale from 1 (indicating that they are not an obstacle) to 7 (indicating that they are a very serious obstacle), with an average of 5.9. Next listed are corruption and the financial and economic crisis, with an average rate of 5.7 each, unstable and inconsistent tax rules and systems, and instability in economic policies. The legal procedures for setting up a company are considered the least significant of all possible obstacles to business development (with an average rate of 2.6).

In addition, the answer categories for each of the obstacles show that 61 percent of the respondents think that monopolies are a very serious obstacle to business development. Half of the respondents consider corruption as a very serious obstacle (Figure 23). Again, enterprise size does not influence perceptions of corruption as an obstacle to business development; enterprise sector does. Enterprises of the services sector consider corruption to be a very serious obstacle (mean value 6.1), industry and mining sector enterprises consider it a somewhat lesser obstacle (mean value 5.4) while commerce sector enterprises are somewhere in between (mean value 5.9).

Figure 23: Obstacles to business development



CHAPTER II: CORRUPTION SURVEY OF ENTERPRISES

A MAJORITY OF THE RESPONDENTS ARE WILLING TO PAY TO ELIMINATE OBSTACLES TO BUSINESS DEVELOPMENT

Seventy-one percent are willing to pay a share of their company's income to eliminate what they consider the most important obstacle to business development. A fifth of the respondents (22 percent) say that they would pay more than 10 percent of their company's monthly income to eliminate the main business climate obstacle. When asked specifically about corruption, 66 percent of the respondents would pay at least some amount to eliminate corruption.

CORRUPTION AND ITS VARIOUS FORMS

According to all respondents, corruption is a serious problem and a fact of life in Armenia. One-third of the enterprise survey respondents say that corruption can be substantially reduced. Overall, though, a majority of all the respondents said that it cannot be reduced or can only be reduced to a certain degree. Further, around half of the respondents say that corruption levels have not changed much from 2008.

Most of the respondents say corruption comes from above. More than half of the respondents, for example, agree that corruption is most severe among high-ranking public officials. The Central Electoral Commission is considered the most corrupt institution, whereas the utilities sector is considered the least corrupt. A majority of all the respondents said that paying a bribe is effective in resolving problems or obtaining services, although enterprise survey respondents also say bribes have a great negative impact on the business climate, especially those bribes paid to high judicial authorities and members of the National Assembly in order to favor various players and private groups interests.

A significant part of the respondents say there is nothing they can do to reduce corruption in Armenia, but one-third thinks abstaining from paying a bribe is something that they can personally do to reduce corruption. The respondents also suggest implementing stricter punishments for corrupt acts.⁹

The Government and the National Assembly are considered to be the most appropriate entities to head and implement strategies in the fight against corruption. However, an assessment of the effectiveness of the Government's fight against corruption shows that respondents are skeptical overall.

The enterprise survey respondents' awareness of anti-corruption NGOs is low, but more than one-third recognize that these organizations are capable of fighting corruption.

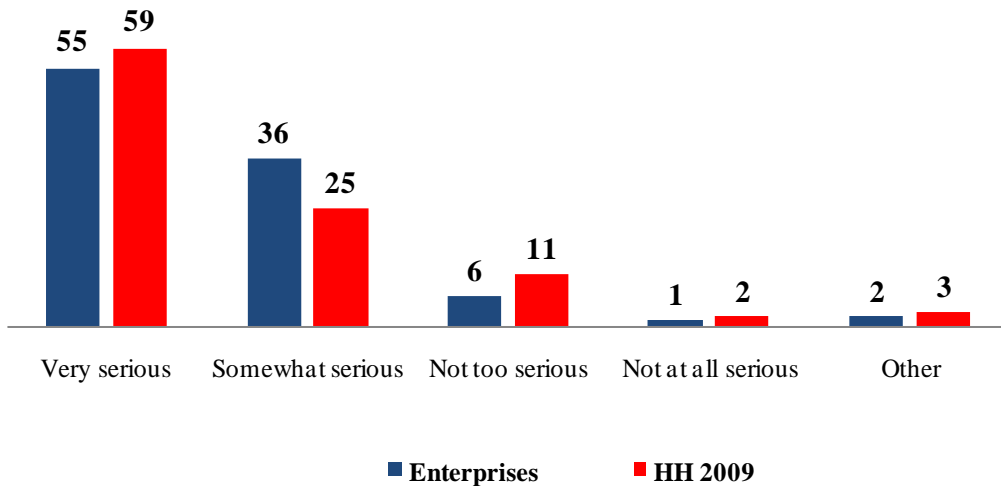
CORRUPTION IS A FACT OF LIFE IN ARMENIA AND WILL BE DIFFICULT TO ERADICATE

Corruption is a serious problem facing Armenia today and has a similar importance for enterprise and household survey respondents. Fifty-five percent of the enterprise survey respondents consider

⁹ The answers to an open-ended question regarding types of punishment contained a variety of responses from respondents, ranging from fines to death sentences.

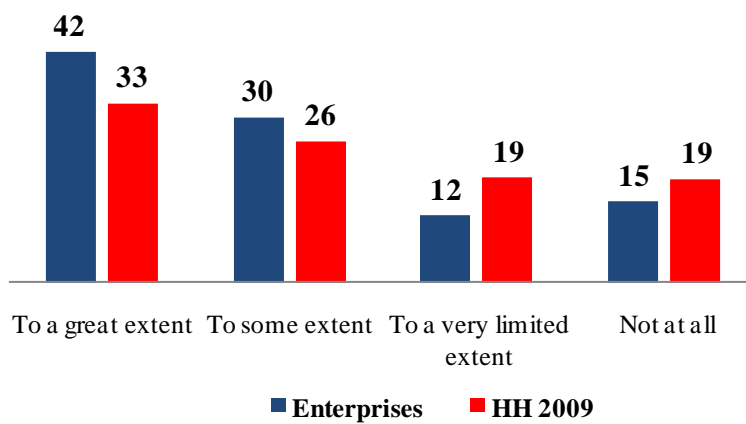
corruption a very serious problem (compared with 59 percent of the general population), while 36 percent think it is a somewhat serious problem (compared with 25 percent of the general public) (Figure 24).

Figure 24: How serious of a problem is corruption in Armenia?



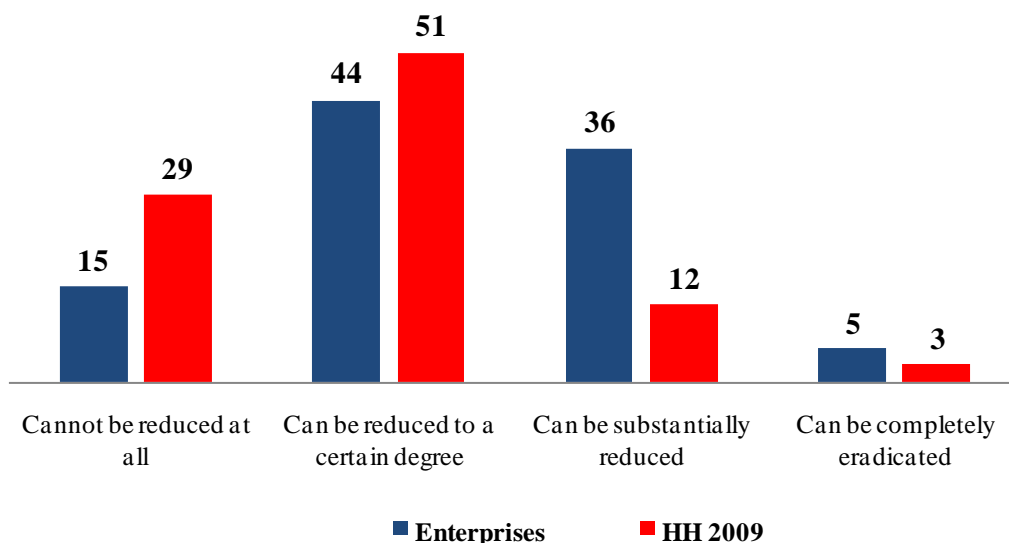
The enterprise survey respondents were more inclined to say that corruption is a fact of life in Armenia than were the household survey respondents. Fully 72 percent agree to a great extent or to some extent that citizens in Armenia consider corruption a fact of life (Figure 25).

Figure 25: Do Armenians consider corruption a fact of life?



Many people, however, believe that change is possible: five percent of the enterprise survey respondents think corruption in Armenia can be “completely eradicated”, whereas 36 percent think it can be “substantially reduced”. The public is more pessimistic on this issue: only 15 percent think that corruption can be reduced or completely eradicated (Figure 26).

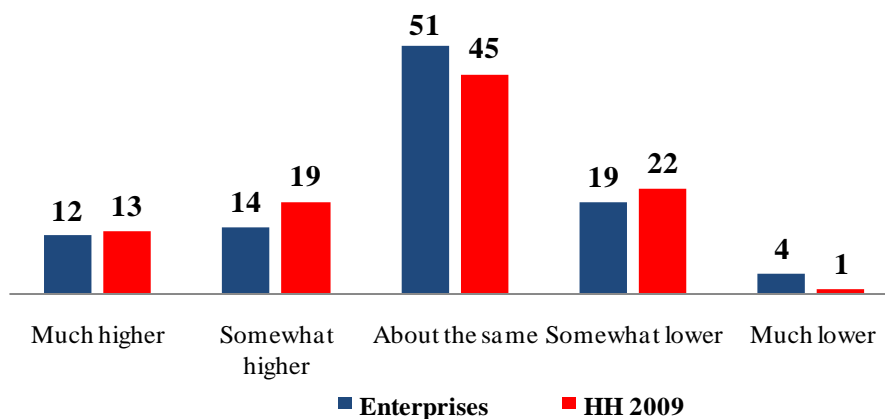
Figure 26: Can corruption in Armenia be reduced?



LEVELS OF CORRUPTION PERCEIVED AS THE SAME AS COMPARED TO LAST YEAR

Approximately 50 percent of all the enterprise survey respondents believe that the current level of corruption is “about the same” as in 2008. Twenty-three percent report a positive change, saying that the level of corruption in Armenia is either “somewhat” or “much lower” than in 2008 (Figure 27).

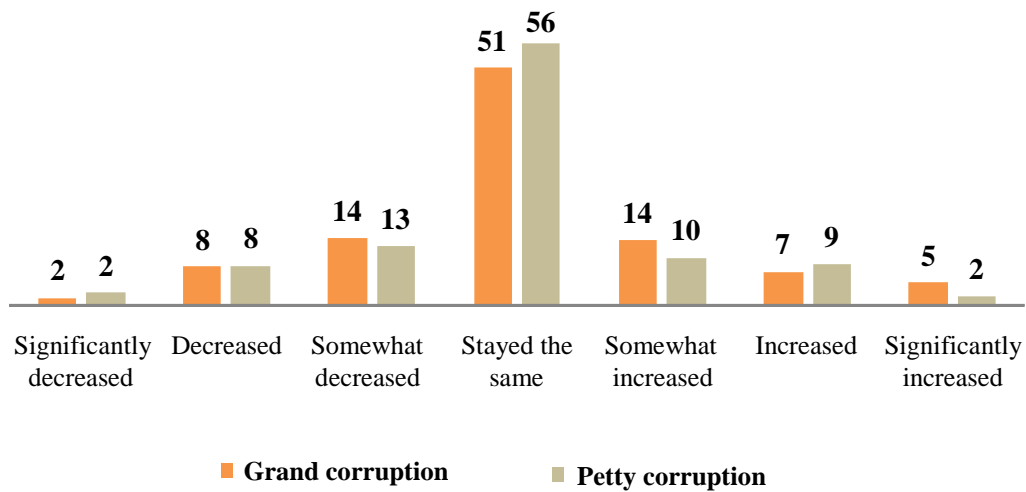
Figure 27: Level of corruption in Armenia compared with last year



Forty-six percent of the enterprise survey respondents report no changes in the requested bribe amounts over the course of the past year. Thirty-eight percent of the enterprise survey respondents think there has been an increase in bribe soliciting. The respondents were asked to assess changes in two types of corruption: grand-level corruption (political, governmental and large bribes) and petty corruption (bureaucratic/administrative corruption involving lower-level officials)¹⁰ over the past 24 months. For both types of corruption, most respondents report no changes (Figure 28).

¹⁰ What this report refers to as grand corruption and petty corruption is worded in the questionnaire as “higher level corruption” and “small level corruption.”

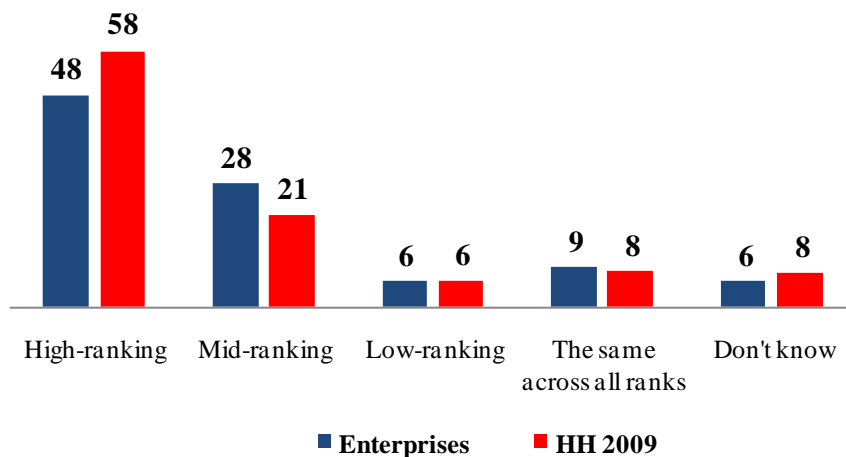
Figure 28: Changes in two types of corruption



CORRUPTION IS WIDESPREAD AMONG HIGH-RANKING OFFICIALS, IN THE CENTRAL ELECTORAL COMMISSION AND IN THE JUDICIAL SYSTEM

Forty-eight percent agree that corruption is the most severe among high-ranking public officials. Twenty-eight percent of respondents have mentioned that corruption is the most severe among mid-ranking public officials, and only six percent think that corruption is the most severe among low-ranking public officials (Figure 29).

Figure 29: Is corruption most severe among low-ranking, mid-ranking or high-ranking public officials?

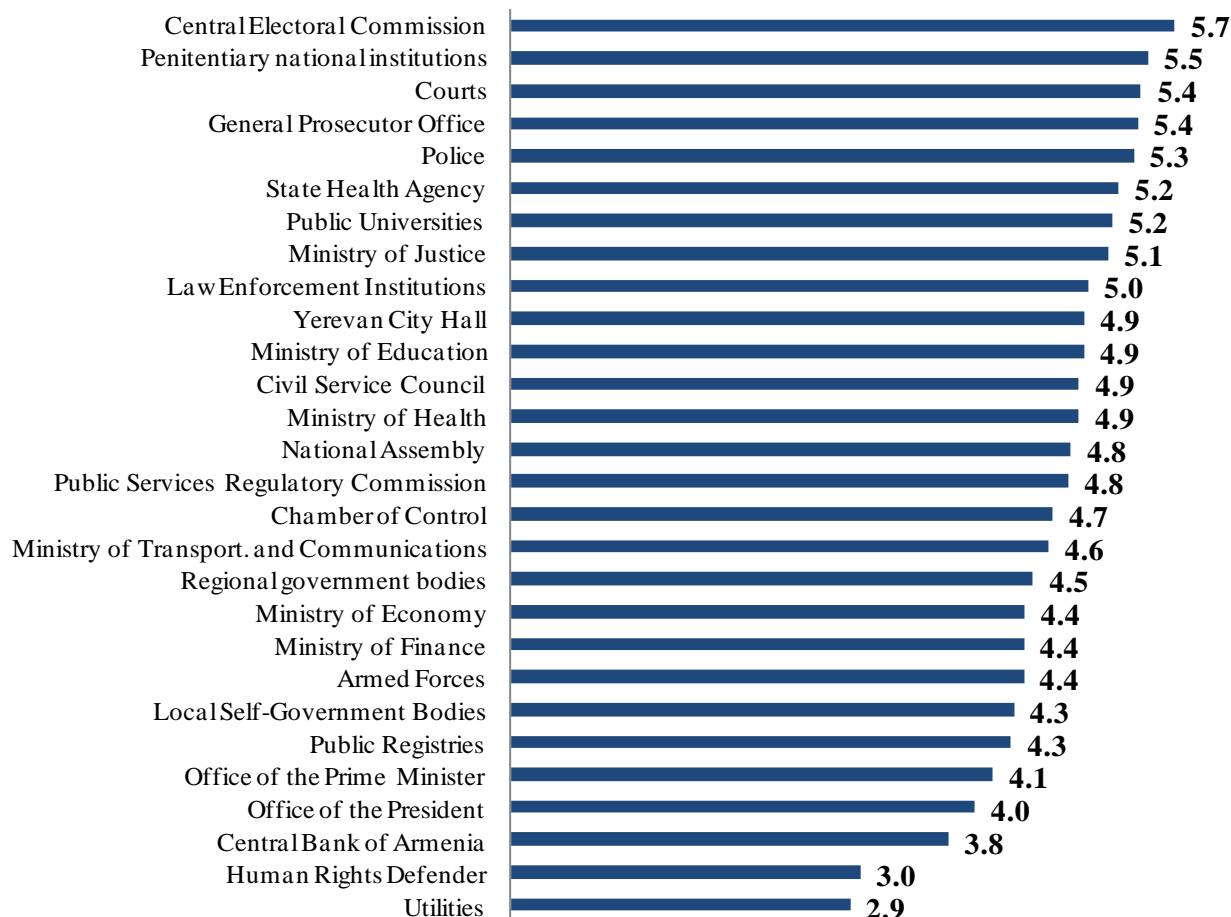


When asked to assess corruption in a number of institutions, the respondents think that the Central Electoral Commission and related institutions, penitentiary national institutions and courts are the

CHAPTER II: CORRUPTION SURVEY OF ENTERPRISES

three most corrupt institutions. The Central Bank, the Human Rights Defender and the utilities sector are assessed to be the three least corrupt institutions (Figure 30).¹¹

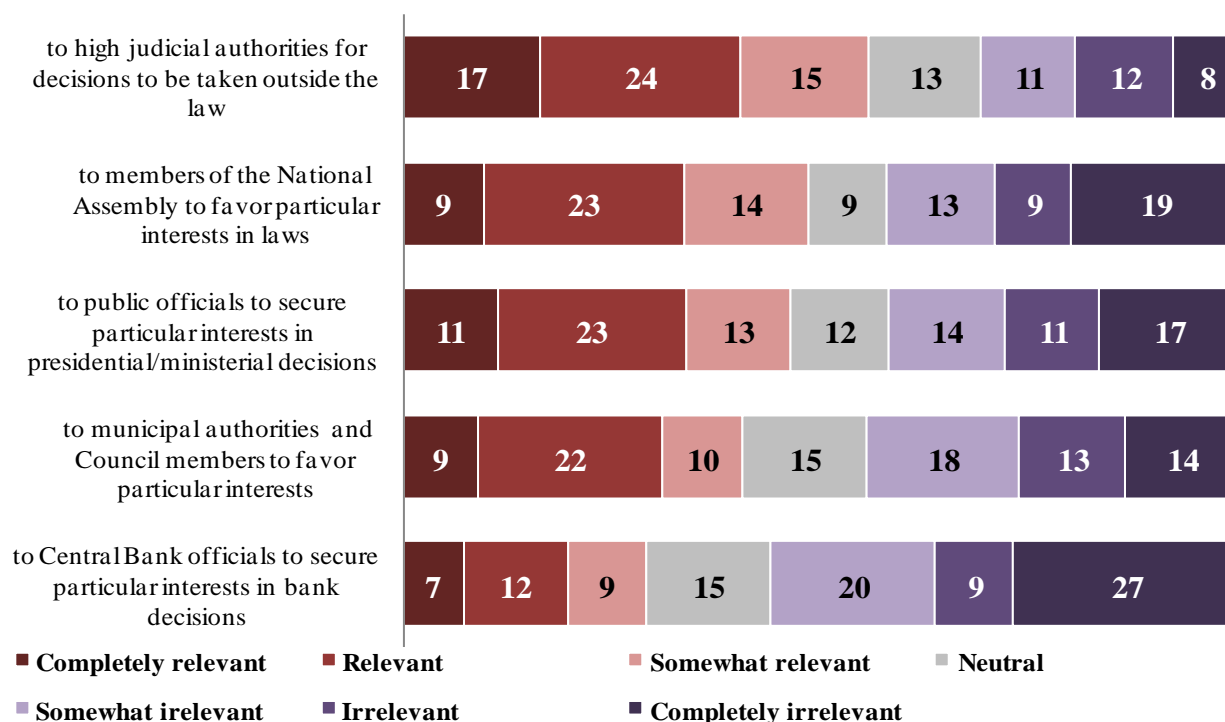
Figure 30: Corruption in Institutions; Mean value on a scale from 1 (not corrupt) to 7 (completely corrupt)



Bribes paid to high judicial authorities are considered one of the top forms of corruption having an impact on the business environment in Armenia. These types of bribes are perceived as being at least somewhat relevant by 56 percent of the respondents. Bribes paid to members of the National Assembly are considered to have an impact on the business atmosphere in Armenia by 46 percent of respondents. Bribes paid to Central Bank officials have the least impact, according to the respondents: 28 percent think this type of corruption is at least somewhat relevant (Figure 31). The perceptions of the impacts of these forms of corruption are similar across enterprises of various sizes and from all sectors, with one exception: big enterprises (20 and more employees) are less likely to consider bribes paid to municipal authorities as impacting the business atmosphere in Armenia (mean value of 3.2 as compared to mean value of 4.1 for small and medium size enterprises, on a scale from 1 “irrelevant” to 7 “completely relevant”).

¹¹ The respondents of the Enterprise survey were asked to rank the institutions on a scale from 1 (not corrupt) to 7 (completely corrupt). In the household surveys, the ranking range for this question was 1 (corrupt to a great extent) to 4 (not corrupt at all).

Figure 31: In several countries it is known that there are various players and private groups that use bribes to pressure government entities to favor their interests. How do the following forms of corruption impact the business atmosphere in Armenia? Bribes paid...



PERCEPTIONS OF CORRUPTION AS A CERTAIN WAY TO GET THINGS DONE

There is no significant difference between the enterprise survey respondents and the households survey respondents in what they consider acts of corruption. The vast majority think that “paying a bribe to a judge to achieve favorable treatment” and “giving cash to a police officer to avoid having one’s driving license revoked” are acts of corruption. Very few people think that “picking flowers or fruits from a neighbor’s garden without permission” is an act of corruption (see Table 1 in Chapter I), highlighting that people do not think of the term corruption as a general term for wrongdoing.

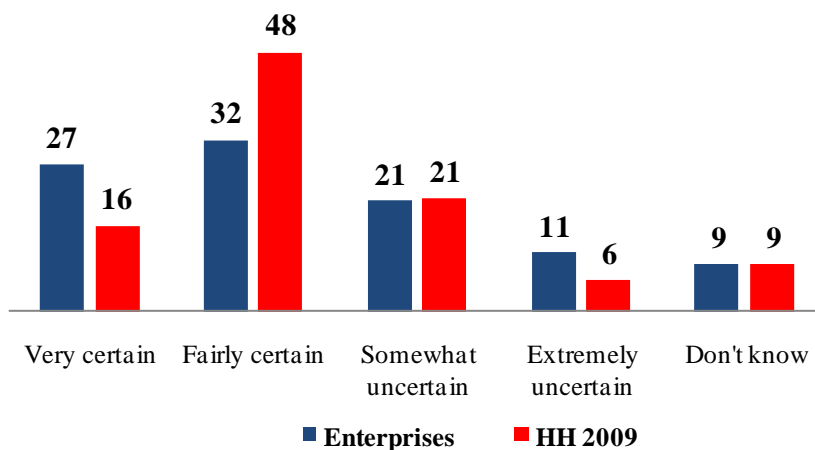
Overall, there seems to be a general belief that corruption exists because “there is no other way to get things done” in Armenia. Another sizable share of respondents say that the main motive behind corruption is to speed up processes and procedures (Table 8).

Table 8: Motives behind corrupt practices (share of “yes” replies, % of total)

	Ent.	HH 09	HH 08
There is no other way to get things done	70	65	61
To speed up the processes/procedures	65	49	46
To avoid punishment/sanctions	31	24	20
To avoid higher official payments	21	20	20
To get preferential treatment/privileges	18	12	13
To have alternative source of income	14	12	12
To be treated (served) appropriately	11	14	13
The practice of obligatory (illegal) “payments” to supervisors	10	6	5
Other	3	2	1

Bribe payments, as well as other forms of corruption, are considered effective in obtaining a service or resolving a problem: almost two-thirds of the enterprise survey respondents are certain that a service will be granted or a problem solved after paying a bribe to a government employee. The household survey indicates that the public is even more certain of obtaining a service or resolving a problem after paying a bribe (64 percent) (Figure 32).

Figure 32: Certainty of receiving services in exchange for bribes



PATTERNS OF BEHAVIOR: MOST WOULD GIVE BUT NOT TAKE BRIBES

Close to half of the enterprise survey respondents (42 percent) have heard of at least one case of someone paying a bribe to obtain a public service over the past 12 months.

When asked how they would react if they were asked to pay a bribe, 67 percent of enterprise survey respondents said they would pay and 21 percent of them said they would not.¹²

Prompted to explain why they would give the bribe, a vast majority of respondents say that they would do so because there is no other way to obtain the service (Table 9).

¹² The remainder either said they “Don’t Know”, or refused to answer.

Table 9: Motives for giving or not giving bribes

	Ent.	HH 09	HH 08
Why would you give it?			
Because there's no other way I can obtain the service	84	80	76
Because everyone gives	7	10	8
Because I am able to negotiate lower price	6	4	8
Other	3	6	7
Why would you not give it?			
Because it is unacceptable for me	67	66	58
Because I will try to resolve the issue through legal means	18	10	19
Other	10	15	14
Because there is a high risk to be punished	2	8	5

A majority of enterprise survey respondents who say they would abstain from paying a bribe explained that bribery is unacceptable to them (67 percent), which is the same percentage for the public in the households survey. Approximately 18 percent say they would not pay a bribe and would try to “resolve the issue through legal means.” Only two percent say they would not pay a bribe due to the fear of being punished. For the public, the fear of punishment is somewhat higher, but still low in absolute terms. While most respondents are not ready to refrain from paying bribes, the majority would refuse to take a bribe if it was offered to them (Table 10).

Table 10: Giving and taking bribes

	Yes		No	
	Ent.	HH 09	Ent.	HH 09
Would give a bribe	67	53	21	41
Would take a bribe	17	20	72	72

The main reason people take bribes is that they need money. The second most frequent answer for both the enterprise survey respondents and the public for accepting a bribe is that everybody takes a bribe. For every fifth enterprise survey respondent, taking a bribe is based on the need to share it with his or her supervisors. A majority of those who would refuse to take the bribe explained that it is unacceptable for them – 81 percent of the enterprise survey respondents and 75 percent of the public (Table 11).

Table 11: Motives behind taking or refusing to take a bribe

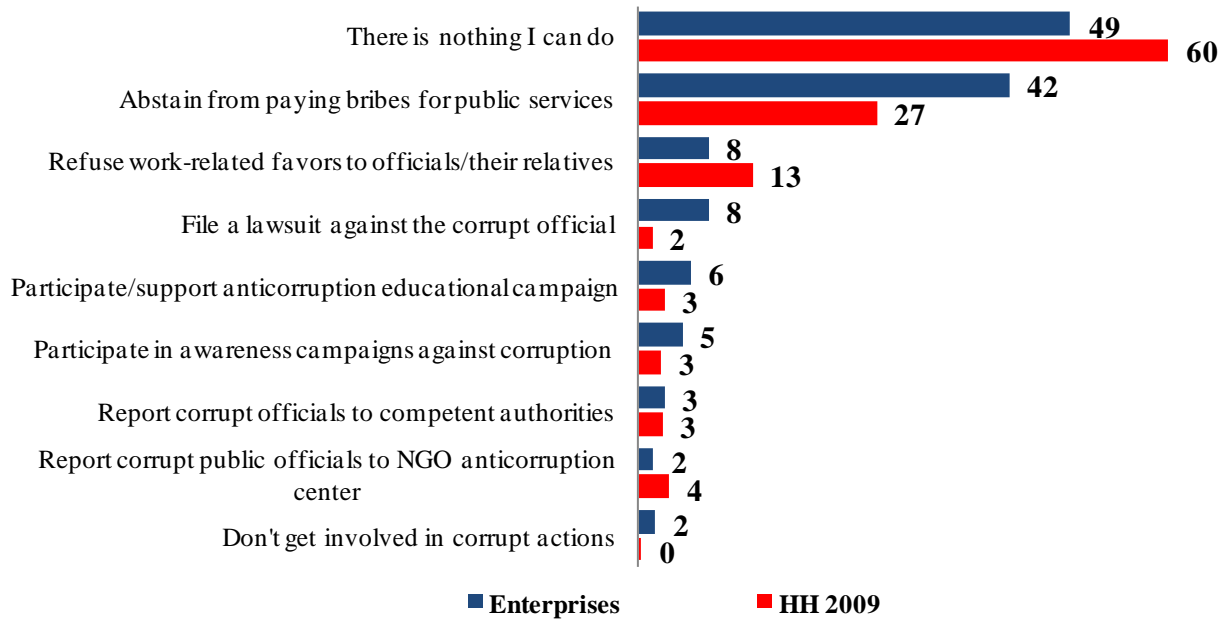
	Ent	HH 09	HH 08
Why would you take it?			
Because I need money	35	52	49
Because everybody takes it	32	34	33
Because I have to “share” it with my supervisor(s)	21	6	7
As a “payment” for my efforts	7	N/A	N/A
Other	4	7	8
Why would you not take it?			
Because it is unacceptable to me	81	75	73
Because there is a high risk of being punished	10	11	11
Because I will try to resolve the issue through legal means	4	5	6
Other	4	7	9
I need money	2	N/A	N/A
It is pointless	1	N/A	N/A

ENTERPRISE SURVEY RESPONDENTS WOULD HAND OUT STRICTER PUNISHMENTS

Two questions in the enterprise survey explored what actions respondents could undertake to combat corruption.

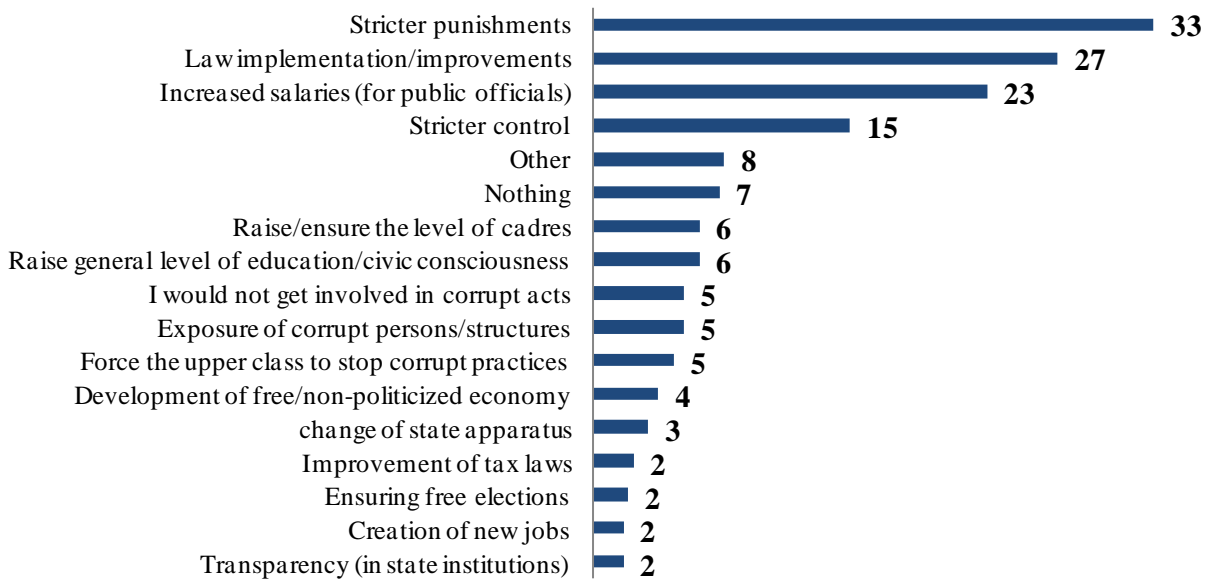
The first question was taken from the household survey: “What can you personally do to reduce corruption in Armenia?” Forty-nine percent of the enterprise survey respondents say there is nothing they can personally do, as compared with 60 percent of the 2009 household survey respondents. The second most popular type of action to reduce corruption in Armenia among both the enterprise and the household survey respondents is abstaining from paying bribes (42 percent and 27 percent, respectively) (Figure 33).

Figure 33: What can you personally do to reduce corruption in Armenia? (three answers allowed per respondent)



The next question had a somewhat different wording: “If you had the power to do something to fight corruption in Armenia, what would be the first step you would take?” The most common responses are stricter punishment for corrupt acts (33 percent), the improvement and implementation of laws (27 percent), and the increase in salaries of public officials (23 percent) (Figure 34). Doing “nothing” was ranked as the sixth option.

Figure 34: What would you do against corruption if you had the power? (three answers allowed per respondent)



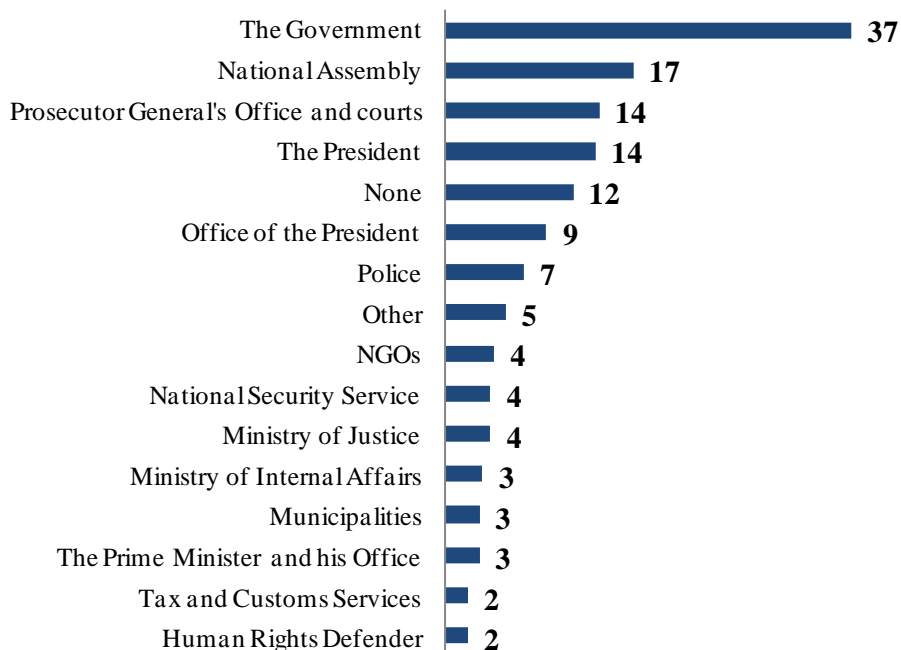
CHAPTER II: CORRUPTION SURVEY OF ENTERPRISES

That introducing stricter punishments and enforcing the law are the first and the second choice is not surprising, given that the results (Table 2) show state that respondents do not fear being punished.

THE GOVERNMENT COULD LEAD ANTI-CORRUPTION EFFORTS BUT IS PERCEIVED TO BE INEFFECTIVE

The respondents were asked to name up to three entities they believe could head and implement strategies in the fight against corruption. The majority of the enterprise survey respondents think that the Government¹³ or the National Assembly should develop an anti-corruption strategy (Figure 35). Note that if the responses for the President and the Office of the President's office were combined, this option would be ranked second on the list.

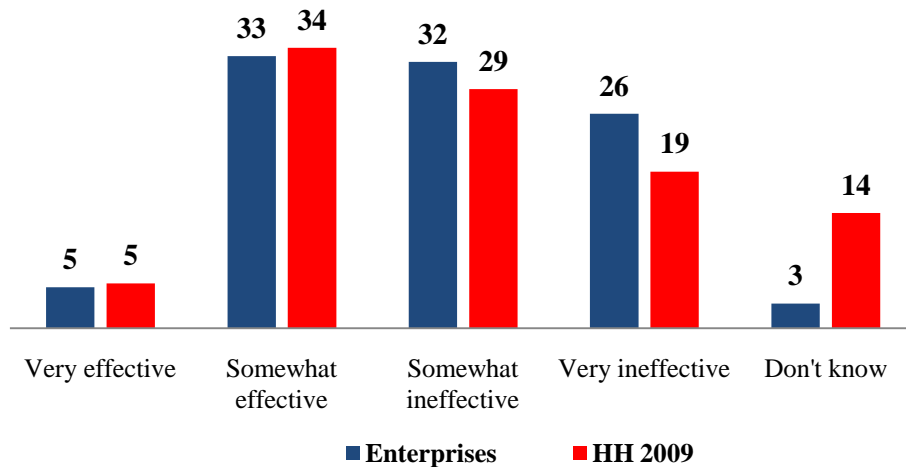
Figure 35: List of entities that could head and implement the fight against corruption (three answers allowed per respondent)



Half of the enterprise survey respondents are aware of at least one of the anti-corruption measures being taken by the Government of Armenia, which is twice as more than in the case of the households survey. The assessment of the effectiveness of the Government's fight against corruption is a rather skeptical one. Almost 26 percent of the enterprise survey respondents think the fight is "very ineffective," and only five percent think that the anti-corruption measures being taken by the Government of Armenia are "very effective" (Figure 36).

¹³ The Government has already developed the second anti-corruption strategy and its implementation plan for 2009-2012 (<http://www.gov.am/am/anticorruption/>).

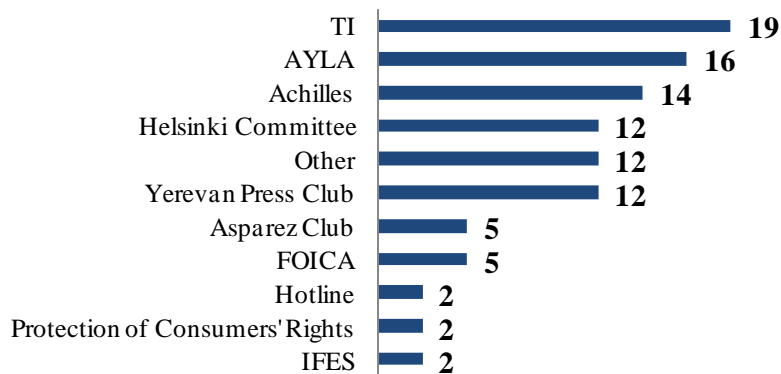
Figure 36: How effective is the Government's fight against corruption?



NGOS ARE NOT WELL KNOWN AND HAVE LITTLE CREDIBILITY

Awareness of anti-corruption NGOs is low not only among the public but also among the enterprise survey respondents. Only 12 percent are aware of an NGO engaged in anti-corruption work. The following results related to NGOs are based on the answers provided by those that are aware, i.e., a small subset of respondents. The most popular NGOs are Transparency International (TI), the Armenian Young Lawyers Association (AYLA) and Achilles NGO (Figure 37).¹⁴

Figure 37: NGOs engaged in anti-corruption work as cited by enterprise survey respondents (multiple answers allowed per respondent)



Thirty-seven percent of enterprise survey respondents agree that NGOs are capable of combating corruption in Armenia. The public is more optimistic on this issue, with 47 percent of household respondents saying that NGOs could serve that cause.

¹⁴ The two other organizations abbreviated in the chart are Freedom of Information Center of Armenia (FOICA) and International Foundation for Electoral Systems (IFES).

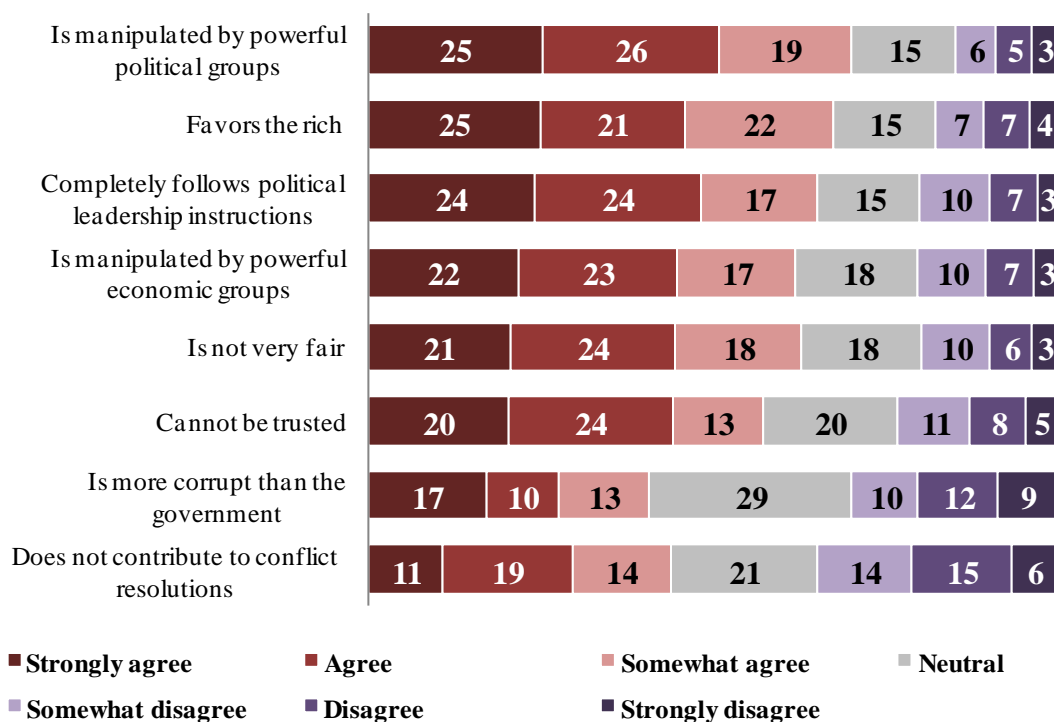
OPINIONS ON THE JUDICIAL SYSTEM

The majority of the enterprise survey respondents think the judicial system in Armenia is manipulated by powerful political groups and favors the rich. The system is not considered fair and cannot be trusted. The “lack of credibility of judges” is the main reason why the enterprise survey respondents choose not apply to the judicial system when they experience corruption.

THE JUDICIAL SYSTEM AS UNFAIR AND UNTRUSTWORTHY

The respondents were presented with eight statements about the judicial system and asked to express their level of agreement or disagreement with them. Twenty-five percent of the respondents strongly agree that the judicial system “is manipulated by powerful political groups” and “favors the rich”. As much as 70 percent at least somewhat agree with these statements. Moreover, the judicial system is perceived as neither fair (63 percent agree that it is not fair) nor trustworthy (57 percent say that it cannot be trusted) (Figure 38).

Figure 38: Agreement with the statement "The judicial system..."

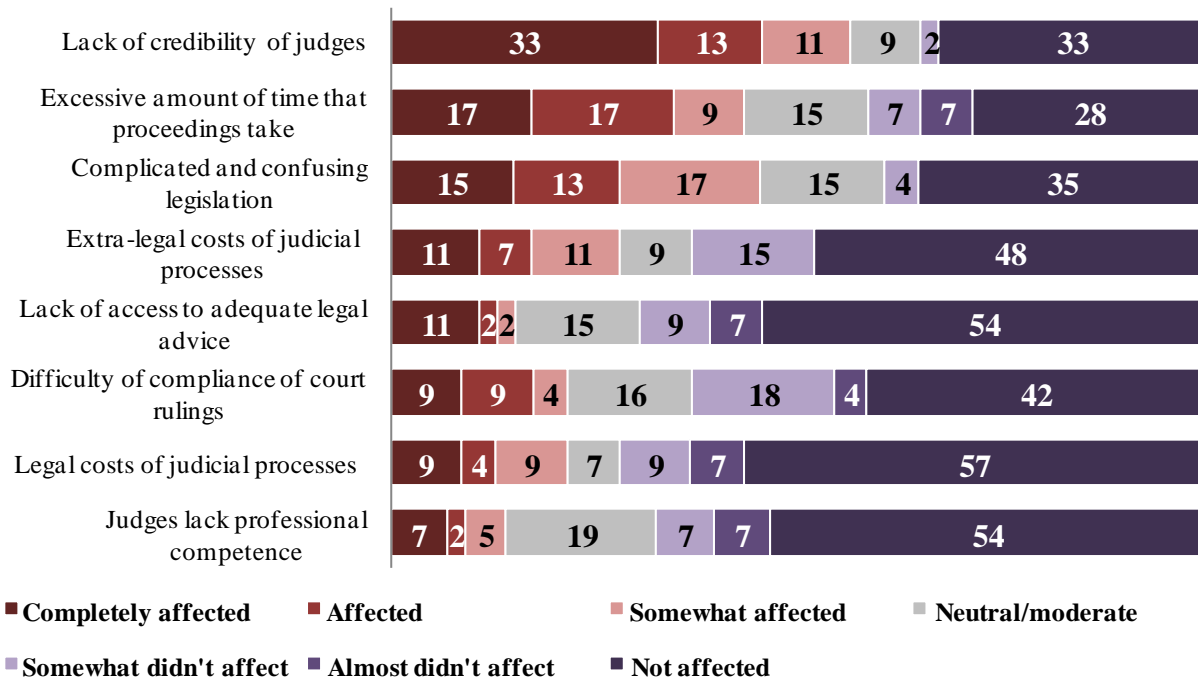


The enterprise size does not influence perceptions of the judicial system. The sector of the enterprise influences some of the perceptions of the judicial system: industry and mining sector enterprises perceive the judiciary in a somewhat more favorable light; the service sector again is the most critical; commerce enterprises are somewhere in between the other two sectors, if judged by the mean scores.¹⁵

¹⁵ Statistically significant differences among the three enterprise sectors of activity were found for the following statements: “judicial system cannot be trusted”, “the judicial system completely follows the instructions of the political leadership” and “the judicial system favors the rich.” For each of these statements the mean score is higher (meaning stronger agreement) for services, followed by commerce, while industry and mining sector scores are the lowest of the

Twelve percent of respondents answered, “yes” when asked, “During the last 24 months, did you need to take recourse to the judicial system but decided not to apply for some reason?”. Out of these respondents, more than 50 percent said the reason for not applying was at least somewhat affected by the “lack of credibility of judges.” The two other most important factors are the “excessive amount of time that proceedings take” and the complexity of the legislation (Figure 39).

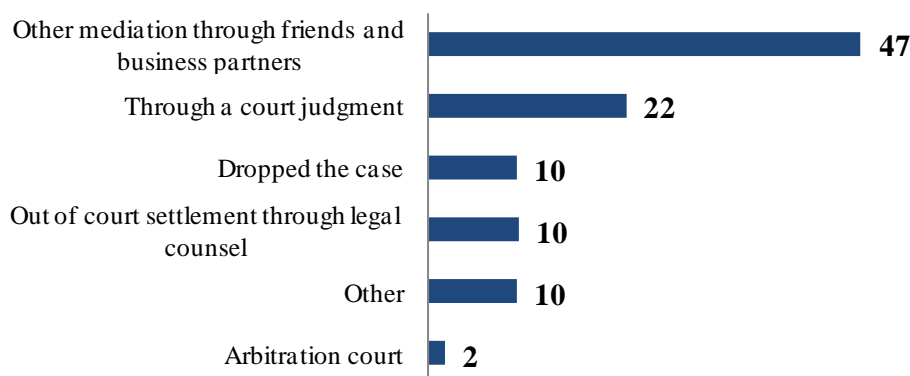
Figure 39: Reasons for not applying to the judicial system



Fifty-seven percent of the respondents’ companies had no significant conflicts in the past 24 months, 31 percent did have a conflict but did not resolve it, and 12 percent had a conflict and resolved it. Those who did resolve a conflict were asked about the means their company used to resolve it. The most popular means described is through the mediation of friends and business partners. The second most popular means described is through a court judgment (Figure 40).

three groups. For the last option (“the judicial system favors the rich”) the differences in the mean scores are the most pronounced: 5.4 for services, 5.0 for commerce and 4.6 for industry and mining.

Figure 40: Means to resolve company's conflicts (multiple answers allowed per respondent)



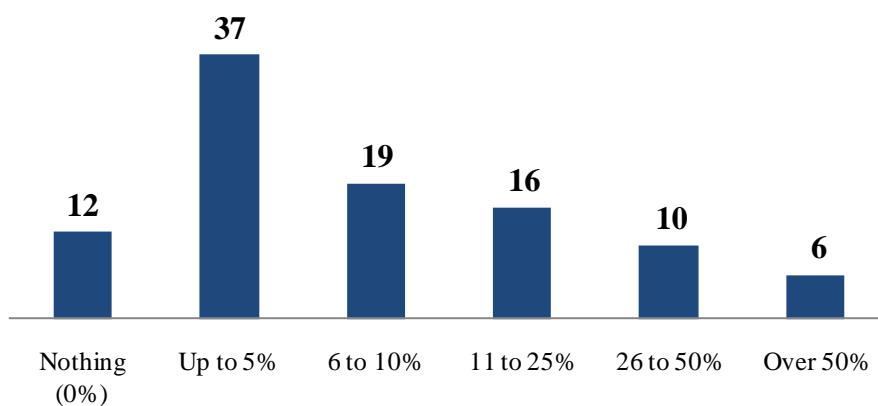
BUREAUCRACY AND PUBLIC SERVICES

The quality of public service in different public institutions is considered broadly similar, with quality being considered highest in the Central Bank. The majority of the respondents say that they have not been faced with a situation where they have had to pay a bribe while filing paperwork. About half of the enterprise survey respondents say that administrative staff spends less than six percent of their time on bureaucracy.

ADDITIONAL OPERATIONAL COSTS OF BUREAUCRACY

The largest group of the respondents (37 percent) says that their administrative staff is spending, on average, up to five percent of work time weekly dealing with bureaucracy (Figure 41). Smaller enterprises spend less time dealing with bureaucracy. Seventeen percent of enterprises that have four and less employees spend “nothing” on bureaucracy, compared to six percent for enterprises of five to 19 employees and eight percent for enterprises with 20 and more employees. The differences are also pronounced for the enterprises that spend 11 percent or more of their weekly time on bureaucracy: 24 percent of small enterprises report spending that much time, as compared to 39 percent of medium and 45 percent of large enterprises. The time spend on bureaucracy does not differ across sectors.

Figure 41: Time administrative staff spends on bureaucracy

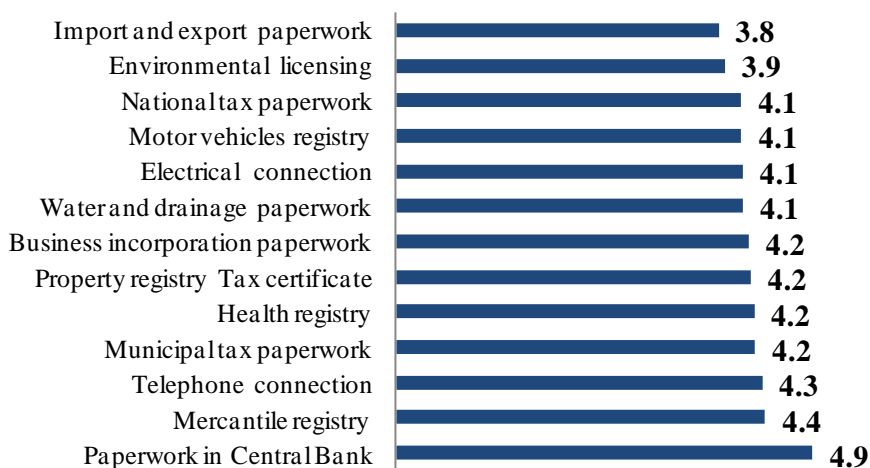


Most of the respondents (51 percent) indicate that the amount of time spent in dealing with bureaucracy was stable during the last 24 months; the majority (71 percent) says that when dealing with bureaucracy the most time is spent dealing with the tax authorities.

PAPERWORK AND PUBLIC SERVICES

The respondents were asked if they had filed various types of paperwork in the last 24 months in order to receive certain public services; those who answered affirmatively were then asked to rate the quality of the public service related to that particular type of paperwork. Judged on a scale from 1 (very low) to 7 (very high), there was not much difference in the respondents' assessments of the quality of the public service in different institutions. Quality of public service is considered to be the best in the Central Bank and rated low in the areas of import and export paperwork (Figure 42).

Figure 42: Quality of public service in institutions: (from 1, "very low", to 7, "very high")



Even the lowest score (3.8 for import and export) is slightly above average on the seven-point scale. Thus, the respondents seem to have found a way of managing their day-to-day dealings with public service. The respondents who filed a complaint due to bad services or delays comprise no more than 10 percent for each of the sectors listed. The main reason for not filing a complaint (between 57 percent and 79 percent) is that it would have been in vain.

The majority of respondents say that while filing paperwork they have not encountered bribe solicitation by public officials. Eighteen percent report that public officials requested or made the respondent feel obligated to pay contributions (tips, gifts or bribes) while filing paperwork dealing with importing and exporting, 15 percent in environmental licensing and 10 percent while dealing with motor vehicle registration related paperwork.

PUBLIC BIDS

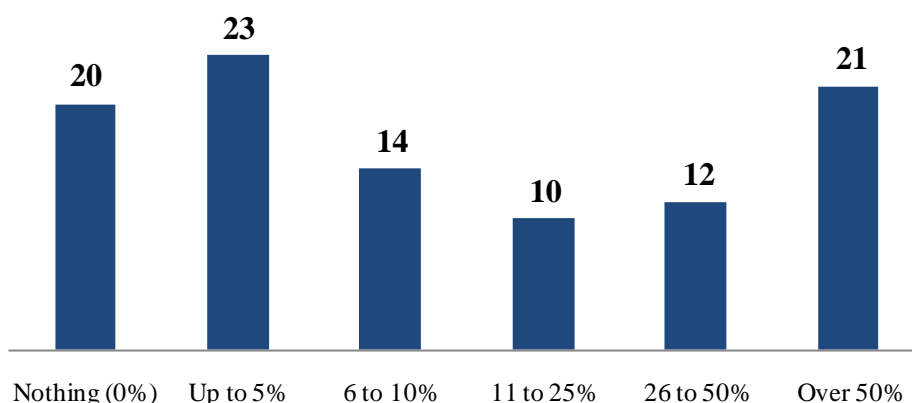
Most enterprise survey respondents have not participated in public bids, tenders or direct awards in the last 24 months. Among those that did participate in public bids, tenders or direct awards, most companies receive more than five percent of their income from the mentioned sources.

FEW PARTICIPANTS IN PUBLIC BIDS, LACK OF IMPARTIAL COMPETITION

In the last 24 months, 7 percent of the respondents’ companies have participated in public bids, 13 percent of the enterprises have participated in tenders, and 15 percent have participated in direct awards.

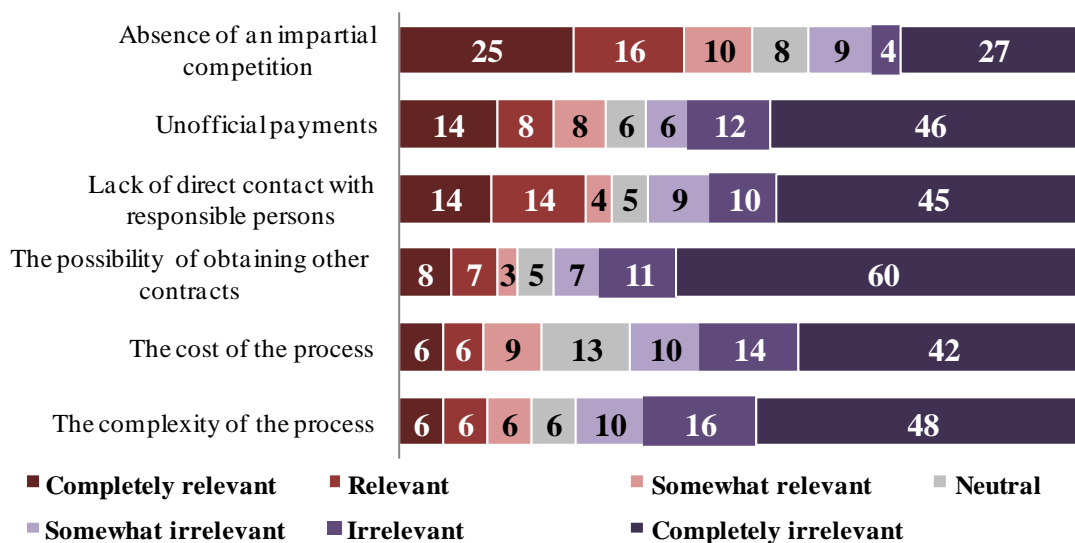
From those that did participate in public bids, tenders or direct awards, twenty percent of the enterprise survey respondents say zero percent of their company income comes from public bids, tenders or direct awards. Twenty-one percent of the respondents have indicated that more than 50 percent of their income comes from public bids, tenders and direct awards (Figure 43).

Figure 43: Company's income coming from public bids, direct awards or tenders



The most important reason for the enterprise survey respondents’ decisions not to participate in public bids and tenders (Figure 44) is that competition is not impartial. It seems that the respondents do not mind competing, but they would like the competition to be fair.

Figure 44: Reasons for not participating in public bids and tenders

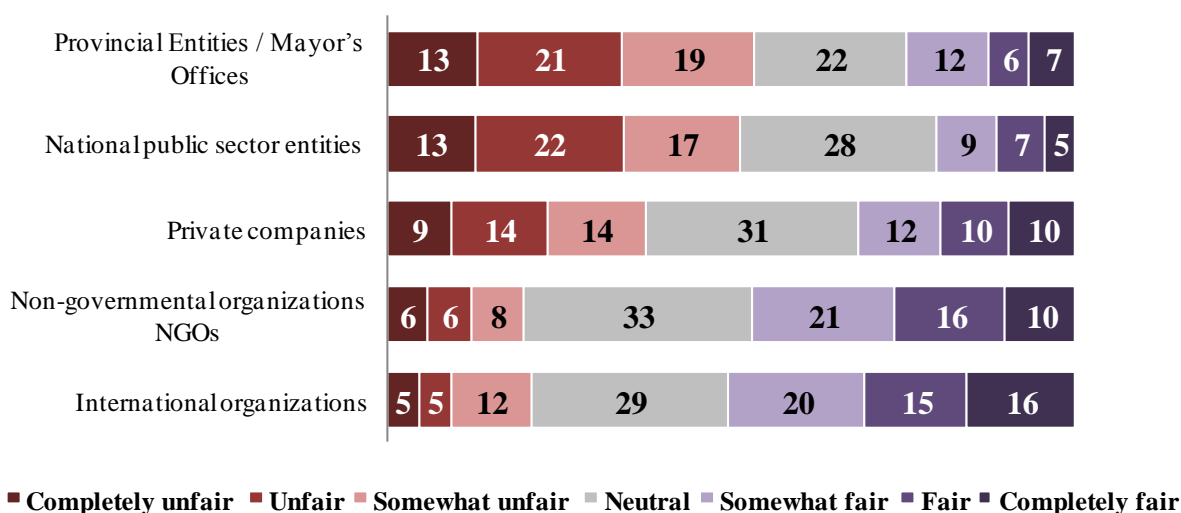


The relevance of the listed reasons for not participating in public bids is similar across enterprise sectors. There is, however, some difference between small, medium and large size enterprises. Unofficial payments, absence of an impartial competition and the possibility of obtaining other

worthwhile contracts without competition matter more for large enterprises than for those that are medium and small. The differences are most pronounced for the case of absence of an impartial competition: on a scale of 1 “completely irrelevant” to 7 “completely relevant” the mean score for large enterprises is 5.0, for medium size enterprises it is 4.0 and for small enterprises the mean value is 3.2.

The survey respondents think bidding processes are relatively fair (as they include open competition, no unofficial payments, and an honesty of the process) in international organizations and NGOs, while they are seen as relatively unfair in local entities, such as mayors’ offices and village centers (Figure 45). Judged by the mean scores there is a difference in perceptions of fairness of the bidding processes in private companies, national and public sector entities and international organizations: commerce sector enterprises are most critical, followed by service sector, while industry sector is the least likely to consider bidding as unfair in these institutions. For example, for national public sector entities the means (on a scale from 1 “completely fair” to 7 “completely unfair”) are as follows: commerce – 4.9, services – 4.5, industry and mining – 4.1.

Figure 45: Fairness in the bidding process in...



THE ENTERPRISE SURVEY METHODOLOGY

Sample size: 400 enterprises

Margin of error: $\pm 4.88\%$ within a 95% confidence interval, assuming a pure random sample

Sample area by settlement type

Yerevan	227
Other urban areas	129
Rural areas	44

Sample area by marzes

Yerevan	227
Aragatsotn	15
Ararat	20
Armavir	15
Gegharkunik	13
Lori	19
Kotayk	36
Shirak	20
Syunik	18
Vayots Dzor	8
Tavush	9

The main fieldwork period: 18 December 2009 to 30 January 2010

Sampling method: Simple random sampling.

Sampling frame: A list of organizations based on information from the Tax Service, Armenian State Registry, National Statistical Service of Armenia and “Spyur” business directory. Four hundred main units were selected randomly from the sampling frame (main observation units). For each main unit a reserve unit was selected taking into consideration the geographical location, business field and the number of workers in the corresponding main observation unit.

Method of empirical data collection: Face-to-face interview with a head executive of a private company or other high-ranking employee in cases where a head executive is not available.

Additional indirect data quality assessment has been collected based on the notes of the interviewers about the respondent and the interview process. Some of those indicators and their numerical figures are presented below.

92% of the respondents appeared to be informed on more than 60% of questions.

Only 8% of the respondents appeared insincere in their responses.

Some 85% of the respondents asked for clarifications for less than 20% of questions, or not at all.

ANNEX A: SURVEY QUESTIONNAIRES

4. The person with the next birthday (looking forward in time) is the designated respondent for that household. Circle code for corresponding respondent. Attempt to complete the interview with the designated respondent now.

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

4.2. If the designated respondent is at home and refuses the interview or another family member blocks the interview, politely leave the house and go to the next appropriate house or apartment on that route.

5. If the designated respondent is not at home, attempt to schedule an interview for later that day (in rural areas) or at any other time in the field work period (in urban areas). Record the date and time of that appointment:

Day _____ Hour (using 24 hour clock) _____

M7. Interview Completed on the...

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

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

M8. Record Time (using 24 hour clock) Interview Began: __ __ : __ __

(Record Time Began starting with Q-1)

M9. Language of interview 1. Armenian 2. Russian

M10. If the interview was not conducted, indicate the reason:

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

Date: _____ *Time:* _____

**Armenia Household Corruption Survey
October 2009**

M1. Respondent identification number/ID

Strata Cluster HH ID

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

[INTERVIEWER: ALL “(DON’T KNOW)” AND “(REFUSED)” OPTIONS ARE NOT TO BE READ TO RESPONDENTS. ASSUME ALL QUESTIONS ARE SINGLE RESPONSE UNLESS OTHERWISE SPECIFIED]

Let's first talk about the general situation in Armenia.

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

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

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

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

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

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

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

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

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

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

Corruption: Now let's talk about corruption.

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

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

ANNEX A: SURVEY QUESTIONNAIRES

Q7. How would you compare the level of corruption in Armenia today with the level of corruption a year ago? Is the current level of corruption ... *[Read the options]*

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

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

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

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

ANNEX A: SURVEY QUESTIONNAIRES

Q10. I am now going to read out a list of sectors and services in Armenia. Please give me your opinion on how common or rare you think corruption is in each of these sectors and services. [Show Card]	Very common	Somewhat common	Somewhat rare	Not common or non-existent	(DK)	(Refused)
a) Healthcare (polyclinics, hospitals, etc.)	1	2	3	4	98	99
b) Education (kindergartens, schools, universities, etc.)	1	2	3	4	98	99
c) State Registrar (registration of private companies, NGOs, etc.)	1	2	3	4	98	99
d) The Prosecution	1	2	3	4	98	99
e) Courts	1	2	3	4	98	99
f) Court Decisions Enforcement Office (Office of the Court)	1	2	3	4	98	99
g) Military (army)	1	2	3	4	98	99
h) Electoral system/processes (Electoral commissions, voter lists, ballot counting, party and individual candidates, pre-election campaigns, etc...)	1	2	3	4	98	99
i) Customs authorities	1	2	3	4	98	99
j) Tax service	1	2	3	4	98	99
k) Licenses/certificates/permits issuing	1	2	3	4	98	99
l) Traffic police	1	2	3	4	98	99
m) Police (excluding traffic police)	1	2	3	4	98	99
n) Cadastre	1	2	3	4	98	99
o) Notary services	1	2	3	4	98	99
p) Social security (pensions, welfare, etc.)	1	2	3	4	98	99
q) Communication (phone, internet providers, etc.)	1	2	3	4	98	99
r) Utilities (water, gas, electricity, etc.)	1	2	3	4	98	99
s) Municipal services (garbage collection, issuing permits, etc.)	1	2	3	4	98	99
t) Urban development (land use permits, construction, etc.)	1	2	3	4	98	99
u) Business sector	1	2	3	4	98	99
v) Mass media (TV companies, radio, newspapers, etc.)	1	2	3	4	98	99
w) Political parties	1	2	3	4	98	99
x) NGOs	1	2	3	4	98	99
y) Church	1	2	3	4	98	99

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

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

ANNEX A: SURVEY QUESTIONNAIRES

Q12. Still in the context of corruption in the public sector, do you think corruption is most severe among low-ranking public officials, mid-ranking public officials or high-ranking public officials?

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

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

Q13A. How did the amount of bribes demanded by public officials change over the past year?	Increased significantly	1.
	Increased somewhat	2.
	Stayed the same as last year	3.
	Decreased somewhat	4.
	Decreased significantly	5.
	<i>(Don't know)</i>	8.
	<i>(Refused)</i>	9.
Q13B. How did the frequency of bribes demanded by public officials change over the past year?	Increased significantly	<i>1.</i>
	Increased somewhat	2.
	Stayed the same as last year	3.
	Decreased somewhat	4.
	Decreased significantly	5.
	<i>(Don't know)</i>	8.
	<i>(Refused)</i>	9.

Q14. On which information sources do you base your assessment of the level of corruption in the country? Please choose your top three information sources from this list, ranking the most important first. *[Show Card Q14; Interviewer: Prompt respondents to rank their top 3 sources by importance]*

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

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

ANNEX A: SURVEY QUESTIONNAIRES

<p>Q15. Now, I will show you a list of TV channels, radio stations, newspapers and websites that people here can use to learn about political and economic developments in Armenia. Are there any other media sources not listed here that you use regularly for information on political and economic developments? [Accept up to 3 responses but do not prompt for more than 1; write name of media source in the "other" rows and ask Q15B.]</p>	<p>Q15A. Have you used this media source in past 12 months?</p>		<p>[For each media source: if Q15.A = 1; Ask Q15.B] Q15B. Apart from today, when was the last time you used [Read media source's name from list] to learn about political and economic developments in Armenia?</p>				<p>Q15C. Of all media sources you use, which one do you trust the most to provide accurate information? [Single response; circle corresponding media source number]</p>
	Yes	No	Yesterday	Last 7 days	Last 4 weeks	Less frequently	
1. H1 National Television	1	2	1	2	3	4	1.
2. Yerkir Media	1	2	1	2	3	4	2.
3. Shant TV	1	2	1	2	3	4	3.
4. Armenia TV	1	2	1	2	3	4	4.
5. H2	1	2	1	2	3	4	5.
6. ALM TV	1	2	1	2	3	4	6.
7. Kentron TV	1	2	1	2	3	4	7.
8. RTR	1	2	1	2	3	4	8.
9. ORT						4	9.
10. Public Radio of Armenia	1	2	1	2	3	4	10.
11. Radio Liberty/Azatutun Radiokayan	1	2	1	2	3	4	11.
12. Radio Hay FM	1	2	1	2	3	4	12.
13. Chorord Ishkhanutun	1	2	1	2	3	4	13.
14. Aravot	1	2	1	2	3	4	14.
15. Azg	1	2	1	2	3	4	15.
16. Hayots Ashkharh	1	2	1	2	3	4	16.
17. Haykakan Zhamanak	1	2	1	2	3	4	17.
18. Yerkir	1	2	1	2	3	4	18.
19. Hayastani Hanrapetutun	1	2	1	2	3	4	19.
20. Golos Armenii	1	2	1	2	3	4	20.
21. Iravunk	1	2	1	2	3	4	21.
22. www.hetq.am	1	2	1	2	3	4	22.
23. www.armenianow.com	1	2	1	2	3	4	23.
24. www.armenialiberty.org	1	2	1	2	3	4	24.
25. www.a1plus.am	1	2	1	2	3	4	25.
26. www.groong.com	1	2	1	2	3	4	26.
27. Other,[Record]	1	2	1	2	3	4	27.
28. Other,[Record]	1	2	1	2	3	4	28.
29. Other,[Record]	1	2	1	2	3	4	29.

<p>Q16. I will now read to you a few types of actions. For each of these actions, please tell me if according to your understanding you think this action represents or does not represent corruption.</p>	Yes	No	(DK)	(Refused)
a. Giving cash to a police officer to avoid revoking your driving license	1	2	98	99
b. Giving a gift to a doctor to grant you special care of you	1	2	98	99
c. A public official helping a relative get accepted into a university	1	2	98	99
d. Picking flowers or fruit from a neighbor's garden without permission	1	2	98	99
e. Using connections to exempt someone close to you from military service	1	2	98	99

ANNEX A: SURVEY QUESTIONNAIRES

f. Paying a judge to achieve favorable treatment	1	2	98	99
g. A student or a student’s parent giving a professor a gift on the day of exams	1	2	98	99
h. Making small unofficial payments for delivery of pensions	1	2	98	99
i. A public official recommending a relative for a position in a ministry	1	2	98	99
j. Using an office car by a government employee for private purposes	1	2	98	99
k. Abuse of official position for private business purposes	1	2	98	99

- Q17.** To the best of your knowledge, which of the following is most often the case when someone ends up paying a bribe to a governmental employee? *[Read response options and accept only one response]*
1. A government employee indicates or asks for payment.
 2. The household offers a payment of its own accord.
 3. It is known beforehand how to pay and *how much to pay, so it is not discussed.*
 4. *Other, specify.....[Record answer verbatim]*
 98. *(Don’t know)*
 99. *(Refused)*

- Q18.** If someone has paid a bribe to governmental employee in order to obtain a service or to resolve a problem, how certain it is that the service is obtained or the problem resolved? *[Read response options and accept only one response]*
1. Very certain
 2. Fairly certain
 3. Somewhat uncertain
 4. Extremely uncertain
 8. *(Don’t know)*
 9. *(Refused)*

- Q19.** I will now read you some possible motives behind corrupt practices. In your opinion, which of the following are the main motives behind corrupt practices? I am referring to the main reasons that people who participate in corrupt acts use to justify their actions. *[Show Card and read the options/; Multiple responses allowed; Accept up to three responses]*
1. There is no other way to get things done
 2. To avoid punishment/sanctions
 3. To avoid higher official payments
 4. To speed up the processes/procedures
 5. To be treated (served) appropriately
 6. To get preferential treatment/privileges
 7. To have alternative source of income
 8. The practice of obligatory (illegal) “payments” to supervisors
 9. *Other, specify.....[Record answer verbatim]*
 98. *(Don’t know)*
 99. *(Refused)*

Personal Experience

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

- Q20.** How would you react if you were offered to take a bribe (money, gift, asked for an exchange of favor, etc.)? Would you take it or would you not take it?
1. I would take it *[Go to Q21]*
 2. I would not take it *[Go to Q22]*
 3. *Other, specify.....[Record and Go to Q23]*
 98. *(Don’t know)* *[Go to Q23]*
 99. *(Refused)* *[Go to Q23]*

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

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

Q22. Why would you not take it? [DO NOT READ pre-coded response options; Mark category that most closely reflects the respondent's answer; If answer not listed, record response in category “other”]

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

Q23. How would you react if you were asked to give a bribe (money, gift, asked for an exchange of favor, etc.)? Would you give the bribe or would you not give it? [DO NOT READ]

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

Q24. Why would you give it? [DO NOT READ pre-coded response options; Mark category that most closely reflects the respondent's answer; If answer not listed, record response in category “other”] [Go to Q26]

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

Q25. Why would you not give it? [DO NOT READ pre-coded response options; Mark category that most closely reflects the respondent's answer; If answer not listed, record response in category “other”]

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

Q26, Q27, Q28, Q29. [Show card] In the last 12 months, have you or anyone in your household, had contact with these institutions? If yes, did you have to make extra contributions? What was the amount of your contribution? [Read each institution name and fill out Q26, Q27, Q28, Q29 sequentially].	Q26. Contacted service in last 12 months? [If Yes=1, go to Q27, If No=2, DK=8, RA=9 then end]	Q27. If contacted, asked to pay bribe? [If Yes=1, go to Q28, if No=2, DK=8, RA=9 then end]	If paid bribe, then how much? [In Thsd. AMD] Interviewer: if DK and RA, use codes 8 & 9 in a circle		
				Q28. Amount paid last time DK=8, RA=9	Q29. Total amount paid during past 12 months DK=8, RA=9
	a) State-guaranteed free birth assistance				
	b) Healthcare, except state guaranteed free birth assistance				
	c) Education (kindergartens, schools, universities, etc.)				
d) State Registrar (registration of private					

ANNEX A: SURVEY QUESTIONNAIRES

companies, NGOs, etc.)				
e) Military (army)				
f) The Prosecution				
g) Courts				
h) Court Decisions Enforcement Office (Office of the Court)				
i) Customs authorities				
j) Tax service				
k) licenses/certificates/permits issuer				
l) Traffic police				
m) Police (excluding traffic police)				
n) Cadastre				
o) Notary services				
p) Social security (pensions, welfare, etc.)				
q) Communication (phone, internet providers, etc.)				
r) Utilities (water, gas, electricity, etc.)				

[IF Q27a and/or Q27b=1; ASK Q30, Otherwise, Go to Q32:]

Q30. You said that you or a member of your household has had to pay a bribe for healthcare services, please, delineate the type of facility where it was made, was it at a ... [Read answer options; Mark all that applies]

1. Primary healthcare facility (policlinic, ambulatory and health posts, rural health center) [Go to Q31]
 2. Secondary or tertiary care facilities (clinics, hospitals) [Go to Q32]
- 98 Don't know) [Go to Q32]
 99 Refused) [Go to Q32]

Q31. Please, specify the type of service the payment was made for, was it for...[Read answer options; Mark all that applies]

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

Q32. During the past 12 months, have you heard of anyone including relatives, friends, acquaintances or neighbors paying bribes to obtain a public service?

1. Yes
 2. No
98. (Don't know)
 99. (Refused)

Q33. Whenever you have contacted officials in the public sector, how often did the following happen? [Read categories one-by-one and ask "Did this happen in all cases, most cases, rare cases or no cases at all"; SHOW CARD for response categories; If respondent VOLUNTEERS saying that he/she has never dealt with public officials, CIRCLE code 5 in all response categories]	All cases	Most cases	Rare cases	No cases at all	(Has not dealt with public officials)	(DK)	(Refused)
	a. The officials directly demand cash gift or favor	1	2	3	4	5	98
b. The officials do not demand directly but show that they expect a cash gift or a favor	1	2	3	4	5	98	99
c. You give cash to the official	1	2	3	4	5	98	99
d. You give a gift to the official	1	2	3	4	5	98	99
e. You do the official a favor	1	2	3	4	5	98	99
f. You are asked to do a favor to relatives of the official	1	2	3	4	5	98	99
g. You use personal connections to get preferential treatment	1	2	3	4	5	98	99

Individual Behavior [ASK ALL]

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

Q34. In your opinion, what can you personally do to reduce corruption in Armenia? Please, list concrete actions you can personally undertake to help combat corruption. *[Multiple response; Do not read response options]*

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

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

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

Q36. What institution(s) would you contact to report a corrupt act by an official? *[Multiple response; Accept all the possible responses; Do not read response options]*

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

Q37. Some people in Armenia are reluctant to report corrupt actions because of various reasons. I will list some of these possible reasons; please tell me which of the following you personally consider as a reason for not reporting corruption to the relevant authorities. <i>[Read the options]</i>	Yes	No	(DK)	(Refused)
a) Those who report corruption will be subject to retribution/retaliation	1	2	98	99
b) No actions will be taken even if corruption is reported.	1	2	98	99
c) It is not worth reporting corruption if I am not personally hurt by it.	1	2	98	99
d) Most people who commit corruption only do so because of economic hardship.	1	2	98	99
e) Our society does not reward those who report corruption.	1	2	98	99

ANNEX A: SURVEY QUESTIONNAIRES

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

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

Q39. To which organization was the report or complaint forwarded? [*Show Card Q39; Mark all that applies*]

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

Q40. How easy or hard was the process of corruption reporting? Was it very easy, somewhat easy, somewhat hard or very hard?

1. Very easy
2. Somewhat easy
3. Somewhat hard
4. Very hard
98. (Don't know)
99. (Refused)

Q41. Do you agree or disagree that as a reporter of corruption, you felt protected from potential harassment? [*Probe intensity of response*]

1. Strongly agree
2. Somewhat agree
3. Somewhat disagree
4. Strongly disagree
98. (Don't know)
99. (Refused)

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

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

[ASK ALL]

ANNEX A: SURVEY QUESTIONNAIRES

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

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

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

[ASK Q45 IF Q44=1]

Q46. Please name any NGOs that you are familiar with that are active in anti-corruption activities in Armenia.
[Multiple response; Do not read response options]

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

[ASK Q47 IF Q45≠ 3]

Q47. Do you agree or disagree that NGOs are capable of combating corruption in Armenia? *[Probe intensity of response]*

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

ANNEX A: SURVEY QUESTIONNAIRES

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

Q48B. [ASK Q48B if Q48A = 1] Why? [Open-ended; Record answer in corresponding space below:]	
1.	[Record verbatim]
98. (Don't know)	
99. (Refused)	

Q48C. [ASK Q48C if Q48A = 2] Why not? [Open-ended; Record answer in corresponding space below:]	
1.	[Record verbatim]
98. (Don't know)	
99. (Refused)	

Q49. Which of the following types of anti-corruption assistance would you want NGOs to provide to you? [Show Card; Multiple responses allowed; PROBE:] Is there any other type of anti-corruption assistance you would want NGOs to provide?

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

[ASK ALL]

Q50. Are you aware of the following public agencies? [Show Card]	Q50A. Aware?		Q50B. How effective has this agency [Read from list] been in fighting corruption?					
	Yes	No	Very effective	S/w effective	S/w ineffective	Completely ineffective	(DK)	(Refused)
a) Anti-Corruption Strategy Monitoring Commission	1	2	1	2	3	4	98	99
b) Human Rights Defender	1	2	1	2	3	4	98	99
c) Chamber of Control	1	2	1	2	3	4	98	99

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

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

[ASK Q51B IF Q51A = 1]

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

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

Q52. Have you ever heard of Advocacy and Assistance Centers (AAC) that provide free legal advice for corruption-related complaints in your region?

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

[ASK Q53 IF Q52=1]

Q53. Which of the following, if any, do you know about Advocacy and Assistance Centers (AAC)?

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

Government Action [ASK ALL]

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

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

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

[ASK Q55 IF Q54 = 1]

Q55. Now, I will show you a list of Government of Armenia anti-corruption measures. For each one, please tell me if you are aware of it or not. [Show Card]	Yes	No	(Don't know)	(Refused)
1. Anticorruption Strategy	1	2	8	9
2. Ministry of Health Hotline	1	2	8	9
3. Signing of international conventions	1	2	8	9
4. Traffic police reform	1	2	8	9
5. Customs Transparency of Calculations	1	2	8	9
6. Other, specify	1	2	8	9

[ASK ALL]

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

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

ANNEX A: SURVEY QUESTIONNAIRES

Q57. Please tell me if you strongly agree, somewhat agree, somewhat disagree or strongly disagree with the following statement: The current government of Armenia has a sincere desire and will to combat corruption.

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

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

1. Yes [Go to Q59]
2. No [Go to Q62]
8. (Don't know)[Go to Q62]
9. (Refused) [Go to Q62]

[ASK Q59 IF Q58=1]

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

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

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

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

[ASK Q61 IF Q60=1]

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

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

[ASK ALL]

Q62. Please look at this list and tell me if you have taken part in these activities in the last 12 months. [Show Card/Read categories]

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

ANNEX A: SURVEY QUESTIONNAIRES

Q63. Some people feel they have complete control over their lives, while other people feel that what they do has no real effect on what happens to them. Please use this scale where ‘1’ means "No control at all" and ‘10’ means “Complete control” to indicate how much control you feel you have over your life in general.

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

 |_|_| NUMBER
 (*Don't know*) 98
 (*Refuse to answer*) 99

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

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

Demographics

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

D1	Gender [<i>Record gender; do not ask</i>]
.	
	1 Male
	2 Female
D2	How old were you on your last birthday? _ _ Actual Age
.	
D3	How many years of formal education have you completed (<i>Write down the number of years (round it)</i>) _ _
.	_ _
	98. (Refused) 99. (Don't know)
D4	What is the highest level of education you received?
.	
	1 No primary education (less than 4 th grade education)
	2 Primary education (either complete or incomplete) [1-4th grades]
	3 Incomplete secondary education [5-9th grades].
	4 Completed secondary education [10/11th grades]
	5 Secondary technical education.
	6 Incomplete higher education [1-3th grades].
	7 Completed higher education [BA/MA].
	8 Post-graduate degree [PhD/aspirantura]
	99 (<i>No Answer/Refused</i>)
D5	What is your current marital status?
	1 Single, never married
	2 Married
	3 Divorced
	4 Widower
	5 Cohabiting
	8 (<i>Don't know</i>)
	9 (<i>No Answer/Refused</i>)

ANNEX A: SURVEY QUESTIONNAIRES

D6.	Do you have any children?	1. <i>Yes</i> => How many? Record _____
		2. <i>No</i>

D7. What is your current employment situation?			
1	Employed full time	[Go to D8]	
2	Employed part-time at one job	[Go to D8]	
3	Employed part-time at more than one job	[Go to D8]	
4	Unemployed, looking for work	[Go to D9]	
5	Unemployed, not looking for work	[Go to D9]	
6	Retired	[Go to D9]	
7	Student	[Go to D9]	
8	Housewife	[Go to D9]	
9	Other, specify	[Go to D9]	
99	(No Answer/Refused)	[Go to D9]	

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

D8. What is your occupation, that is, what work you are doing now, even if that is not what you are professionally qualified for? [*Show Card*]

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

D9.	How would you describe the financial situation of your household? Please select the income range from this that most closely corresponds to your household's monthly income.
1.	Up to 19.000 AMD
2.	19.001 – 38.000 AMD
3.	38.001 – 95.000 AMD
4.	95.001 – 152.000 AMD
5.	152.001 – 304.000 AMD
6.	304.001 – 456.000 AMD
7.	456.001 AMD and more
98.	(Don't know)
99.	(Refuse to answer)

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

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

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

[INTERVIEWER: READ CATEGORIES FROM THE TABLE ROW BY ROW, AND ACCEPT ONLY ONE ANSWER FOR EACH ROW]

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

Read Closing Statement to the Respondent:

"Thank you for participating in our survey. Do you have any questions? In the next few days my supervisor may contact you to evaluate the quality of my work and answer any other questions you may have about the interview. To help him do that, could I have your telephone number? This information will be discarded once checks have been done, to preserve your anonymity."

Respondent Information: Name: _____
 Address: _____
 Tel No. _____

D13. Interviewer: Code the number of people present at the interview including yourself and the respondent:
 __ __

M11. Record Time (using 24 hour clock) Interview Ended: __ __ : __ __

M12. Record Length of Interview in Minutes: __ __ (Record times greater than 99 minutes as 99)

Interviewer evaluation form

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

<i>Interested, involved,</i>	A
<i>Friendly,</i>	B
<i>Impatient,</i>	C
<i>Worried, nervous,</i>	D
<i>Hostile.</i>	E

ANNEX A: SURVEY QUESTIONNAIRES

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

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

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

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

W4. Did the respondent appear to you:

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

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

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

These questions should be answered by your field supervisor

D14. Is this interview subject to control/check?

1. Yes
2. No

D15. Control/check method?

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

ENTERPRISES SURVEY QUESTIONNAIRE

Good morning, good afternoon, my name is, I work for Caucasus Research Resource Centers Armenia and we are conducting an opinion poll on the issues of business development in our country. The purpose of this opinion poll is to identify problems that prevent or limit the development of companies in Armenia.

We assure that, according to the international survey standards, the results of this survey will be strictly confidential and the compiled data will be averaged out along with other answers to obtain a better understanding of the reasons of hindering the development of the private sector in Armenia. Neither your name nor the name of the organization will be divulged in any document. None of the polls will be revealed to any person or any entity.

[INTERVIEWER: ALL “(DON’T KNOW)” AND “(REFUSE TO ANSWER)” OPTIONS ARE NOT TO BE READ TO RESPONDENTS. ASSUME ALL QUESTIONS ARE SINGLE RESPONSE UNLESS OTHERWISE SPECIFIED.]

Date of Poll:	D		M		Y	09	
Time start						Time end	

PART ONE GENERAL SITUATION

Let's first talk about the general situation in Armenia.

Q1. To start, please tell me how interested you are in matters of politics and government? (*INTERVIEWER: Read the options*)

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

Q2. In general, how would you describe the current economic situation in Armenia? (*INTERVIEWER: Read the options*)

1. Very good
2. Somewhat good
3. Somewhat bad
4. Very bad
98. *(Don't know)*
99. *Refuse to answer*

Q3. And how satisfied or dissatisfied are you with the overall situation in Armenia? (*INTERVIEWER: Read the options*)

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

Q4 What are in your opinion the most serious problems facing Armenia as a country today? (*INTERVIEWER: Do not read pre-code list; Accept up to 3 responses*)

17. Unemployment
18. Poverty
19. Political instability
20. Poor healthcare system / health services
21. Poor infrastructure
22. Problems with education system
23. Problems with pension system
24. Inflation/ High prices
25. Emigration
26. General economic problems
27. Conflict / dispute over Nagorno Karabakh

ANNEX A: SURVEY QUESTIONNAIRES

28. Corruption
29. Clashes between government and opposition
30. Crime
31. Relationship with neighboring countries
32. Other, specify.....
98. (Don't know)
99. Refuse to answer

PART TWO BUSINESS ENVIRONMENT

Now let's talk about the business environment, particularly some of the obstacles for the businesses in Armenia.

Q.5. (INTERVIEWER: SHOW CARD 1) Using the scale in the card, please indicate to what extent do you consider the following [list] to be obstacles for business development? (INTERVIEWER: "1" indicates not an obstacle and "7" – very serious obstacle)

		Code (1-7)	DK	RA
1.	Legal procedures to set up a company		98	99
2.	Requirements for export/import operations		98	99
3.	Regulations of foreign currency transactions		98	99
4.	Cost of (obligatory) paperwork and regulations		98	99
5.	Frequent changes in public policies		98	99
6.	Contraband (Counterfeit)		98	99
7.	Corruption (bribes, manipulation, protection)		98	99
8.	Lack of safety – crime		98	99
9.	Low level of efficiency and quality of governmental bureaucracy		98	99
10.	Unstable and inconsistent tax rules and systems		98	99
11.	Inadequate infrastructure		98	99
12.	Access to and cost of financing		98	99
13.	Inflation		98	99
14.	Instability of economic policies		98	99
15.	Uncertainty caused by decisions of the Judicial Branch		98	99
16.	Monopolies		98	99
17.	Low levels of technological development		98	99
18.	Financial and economic crisis		98	99
19.	Difficulties in the encouragement of competition		98	99
20.	Other (specify) _____		98	99

Q6. (INTERVIEWER: SHOW CARD 2: WRITE THE CORRESPONDING CODE) Of the above-mentioned obstacles, name which obstacles you consider to be the three most important in order of their importance

	[Code from Card 2]
1 st most important obstacle	
2 nd most important obstacle	
3 rd most important obstacle	

Q7. (INTERVIEWER: SHOW CARD 3) What percentage of your company's monthly income would you, as a company, be willing to pay if the first obstacle that you mentioned in the previous question (**MENTION THE OBSTACLE**) were totally eliminated today?

Nothing (0%)	Up to 5%	6 to 10%	11 to 25%	26 to 50%	Over 50%	DK	RA
1	2	3	4	5	6	98	99

PART THREE ADDITIONAL OPERATIONAL COSTS OF BUREAUCRACY

Now, let's talk about your company and its operational costs.

Q8. (INTERVIEWER: SHOW CARD 3) How much time does your administrative staff or external consultants spend in a week dealing with State bureaucracy (paperwork, hierarchy of authority, etc.) in general? Indicate the percentage of time that your administrative staff spent a week dealing with bureaucracy.

Nothing (0%)	Up to 5%	6 to 10%	11 to 25%	26 to 50%	Over 50%	DK	RA
1	2	3	4	5	6	98	99

Q9. (INTERVIEWER: SHOW CARD 4) In the experience of your company, to what extent has the amount of time spent increased or decreased over the last 24 months?

Code (1-7)	DK	RA
	98	99

Q10. On average, how much do you estimate this time cost your company during the year 2008?

Cost (in 1000 AMD) _____

Don't Know 98

Refuse to Answer 99

Q11. Which public institution took the most time from your company dealing with bureaucracy?

Institution _____

Q12. Was your company discouraged from making an investment in Armenia due to bureaucratic costs?

Yes	1	
No	2	[Go to 14]
Don't know	98	[Go to 14]
Refuse to answer	99	[Go to 14]

Q13. What was the investment amount your company considered making but was discouraged?

(In 1000 AMD) _____

Don't know 98

Refuse to answer 99

Q14. In general, what percentage of the employees from the companies in your sector have written contracts?

_____%

Don't know 98

Refuse to answer 99

PART FOUR PUBLIC BIDS

As most companies, your company probably applied for various bids and tenders. Let's talk a little about bids and the procedures of applying

Q15. In the last 24 months did your company participate in ...?

		Yes	No	DK	RA
1.	Public Bids	1	2	98	99
2.	Tenders	1	2	98	99
3.	Direct Award	1	2	98	99

[INTERVIEWER: Accept multiple responses. If at least one of the responses is "Yes"=1, then go to Question 16, otherwise go to Question 18]

Q16. (INTERVIEWER: SHOW CARD 3) What percentage of the income of your company comes from public bids, direct awards and/or tenders (for example, during the last 24 months)?

Nothing (0%)	Up to 5%	6 to 10%	11 to 25%	26 to 50%	Over 50%	DK	RA
1	2	3	4	5	6	98	99

Q17. (INTERVIEWER: SHOW CARD 5) Using the scale in the card, please tell me, in the contracts between your company and government (State) during the last 24 months how often have there been

		Code (1-7)	DK	RA
1.	Intentionally breaking down a contract into two or more smaller size contracts		98	99
2.	Monopoly of contractors		98	99
3.	Adjust the request for proposals to the interests of a company		98	99
4.	Hiring of ghost (front) companies		98	99
5.	"Fill-in" offers made by fake competitors		98	99
6.	Modification of contract terms during the execution phase		98	99
7.	Not applicable	97		

ANNEX A: SURVEY QUESTIONNAIRES

Q18. (INTERVIEWER: SHOW CARD 6) Using the scale in the card, please indicate the relevance of the mentioned reasons for your decision not to participate in the public bids and tenders.

		Code (1-7)	DK	RA
1.	The complexity of the process in terms of required documentation		98	99
2.	The cost of the process		98	99
3.	Unofficial payments (demand of commissions and bribes)		98	99
4.	Absence of an impartial competition frame		98	99
5.	The possibility of obtaining other worthwhile contracts without competing		98	99
6.	Lack of direct contact with the persons responsible		98	99
7.	Not applicable	97		

Q19 (INTERVIEWER: SHOW CARD 7) Using the scale in the card, please rate the fairness of the bidding process (open competition, no unofficial payments, honesty of the process) in each of the following institutions.

		Code (1-7)	DK	RA
1.	Private companies		98	99
2.	National public sector entities/enterprises		98	99
3.	Provincial Entities / Mayor’s Offices/Village centers (gjuhapetaranner)		98	99
4.	International organizations		98	99
5.	Non-governmental organizations NGOs		98	99

PART FIVE PAPERWORK / PUBLIC SERVICES

	1	2	3	4	5	6	7	8	9	10	11	12	13	14
	Import and export	National tax	Municipal tax	Business incorporation	Motor vehicles Registry	Mercantile Registry	Property Registry /Tax Certificate	Paperwork in the Bank of the Nation	Health Registry	Environmental Licensing	Telephone connection	Electrical connection	Water and Drainage	None
Q20. Have you filed any of the following types of paperwork during the last 24 months?	1	2	3	4	5	6	7	8	9	10	11	12	13	14
	INTERVIEWER: If “Yes”, circle the appropriate code and go to Question 21. If “No” – don’t mark and go to PART SIX (question 28))													
Q21. (INTERVIEWER: SHOW CARD 8) In terms of quality, how would you rate the public service?	Options	1 Very low 2 Low 3 Somewhat low 4 Neutral 5 Somewhat high						6 High 7 Very high 98 DK 99 RA			(INT.: If the response is “5”, “6”, “7” or “98”, “99”, go to Q 25)			
Q22. Have you ever filed a complaint due to bad service, delays, or bad customer service you received from this Institution?	1. Yes – go to Q23, 2. No – go to Q24, 98. DK 99. RA													
Q23. (INTERVIEWER: SHOW CARD 9) Please tell me how satisfied you were with the solution you were given?	Options	1. Not at all satisfied 2. Not satisfied 3. Somewhat dissatisfied						5. Somewhat satisfied 6. Satisfied 7. Completely			DID NOT FILE A COMPLAINT go to Q25)			

ANNEX A: SURVEY QUESTIONNAIRES

		4. Neutral	satisfied	98. DK	99. RA											
Q24. Please tell me why you did not file the complaint?(INTERVIEWER: DO NOT READ)	Options	1. You were unaware of how to do it	2. It would have taken too long	3. It would have been in vain	4. You tried but was not able to	5. Other reasons	99	RA								
	(INTERVIEWER: Read the options)															
Q25. Public officials often request or make you feel obligated to pay contributions (tips/gifts/bribes etc.). Has this ever happened to you while filing paperwork?	Options	1. Yes	2. No (INT. go to Q 28)	98 DK	99 RA =>	Q28										
	(INTERVIEWER: WRITE A TOTAL IN 1000 AMDs. IF DK or RA RECORD 98 AND 99)															
Q26. For the typical procedure your company undertakes in, how much would you say your company spent on extra payments: (tips/gifts/bribes, etc) each time you require service? (If you refer to gifts, calculate their value)																
	(INTERVIEWER: WRITE A TOTAL IN 1000 AMDs. IF DK or RA RECORD 98 AND 99)															
Q27. (INTERVIEWER: SHOW CARD 8) In terms of time and transportation, could you tell me how costly it was for your company to file this paperwork?																
	Options	1 Very low	2 Low	3 Somewhat low	4 Medium	5 Somewhat high	6 High	7 Very high	98 DK	99 RA						
1 2 3 4 5 6 7 8 9 10 11 12 13 14																

PART SIX JUDICIAL SYSTEM

Now let's talk about the judiciary system in Armenia and see how effective it is in protecting businesses in Armenia.

Q28. (INTERVIEWER: SHOW CARD 10) I am going to read phrases sometimes used by people to you and I would ask your opinion about each of them.

		Code (1-7)	DK	RA
1.	The Judicial system <i>cannot</i> be trusted		98	99
2.	The Judicial system completely follows the instructions of the of the political leadership		98	99
3.	The Judicial system is <i>not very fair</i>		98	99
4.	The Judicial system <i>does not contribute</i> to the resolution of conflicts		98	99
5.	The Judicial system <i>is manipulated</i> by powerful economic groups		98	99
6.	The Judicial system favors the rich		98	99
7.	The Judicial system <i>is manipulated</i> by the powerful political groups		98	99
8.	The Judicial system is <i>more</i> corrupt than the government		98	99

Q29. During the last 24 months, did you need to take recourse to the judicial system but decided not to apply for some reason?

Yes	1	
No	2	[Go to 31]
Don't know	98	[Go to 31]
Refuse to answer	99	[Go to 31]

ANNEX A: SURVEY QUESTIONNAIRES

Q30. (INTERVIEWER: SHOW CARD 11) Please tell me to what degree the following reasons affected your decision not to apply.

		Code (1-7)	DK	RA
1.	Legal costs of judicial processes		98	99
2.	Extra-legal costs of judicial processes		98	99
3.	Lack of access to adequate legal advice		98	99
4.	Lack of credibility of judges		98	99
5.	Judges lack professional competence		98	99
6.	Excessive amount of time that proceedings take		98	99
7.	Difficulty of compliance of court rulings		98	99
8.	Complicated and confusing legislation		98	99

Q31. Now, let’s talk about your company’s conflicts. Have you resolved (by any means) any significant conflict of your company during the last 24 months? (INTERVIEWER: Read all the possible options)

Yes	1	
No	2	[Go to 33]
Didn’t have conflict	3	[Go to 33]
Don’t know	98	[Go to 33]
Refuse to answer	99	[Go to 33]

Q32. Could you tell me which is/are the means your company used to resolve the conflict? (INTERVIEWER: SHOW CARD 12: Accept all possible responses)

Through a court judgment	1
Out of court settlement through legal counsel	2
Arbitration court	3
Other mediation through friends and business partners	4
Conflict remained unresolved	5
Other (Specify)	6
DK	98
RA	99

PART SEVEN CORRUPTION, ITS VARIOUS FORMS

We have talked about the informal economy, the obstacles for businesses, operational costs of businesses, and the judicial system. Now, let’s see what the role of corruption for business development is in general.

Q33. During the past 12 months, have you heard of anyone paying bribes to obtain a public service?

1. Yes
2. No
98. (Don’t know)
99. (Refused)

Q34. (INTERVIEWER: SHOW CARD 13) I will now read to you a few types of actions. For each of these actions, please tell me if you think this action represents or does not represent corruption.	Yes	No	(DK)	(RA)
l. Giving cash to a police officer to avoid revoking your driving license	1	2	98	99
m. Giving a gift to a doctor to grant you special care of you	1	2	98	99
n. A public official helping a relative get accepted into a university	1	2	98	99
o. Picking flowers or fruit from a neighbor’s garden without permission	1	2	98	99
p. Using connections to exempt someone close to you from military service	1	2	98	99
q. Paying a judge to achieve favorable treatment	1	2	98	99
r. A student or a student’s parent giving a professor a gift on the day of exams	1	2	98	99
s. Making small unofficial payments for delivery of pensions	1	2	98	99
t. A public official recommending a relative for a position in a ministry	1	2	98	99
u. Using an office car by a government employee for private purposes	1	2	98	99
v. Abuse of official position for private business purposes	1	2	98	99

Q35. In your opinion, how serious of a problem is corruption in Armenia? (*INTERVIEWER: Read the options 1-4*)

1. Very serious
2. Somewhat serious
3. Not too serious
4. Not at all serious
5. (*Corruption does not exist*)
98. (*Don't know*)
99. *Refuse to answer*

Q36. Do you agree with the statement that citizens of Armenia consider corruption as a fact of life? (*INTERVIEWER: Read the options*)

1. Yes, to a great extent
2. Yes, to some extent
3. No, to a very limited extent
4. No, not at all
98. (*Don't know*)
99. *Refuse to answer*

Q37. How would you compare the level of corruption in Armenia today with the level of corruption a year ago? Is the current level of corruption. (*INTERVIEWER: Read the options*)

1. Much higher than last year
2. Somewhat higher than last year
3. About the same as last year
4. Somewhat lower than last year
5. Much lower than last year
98. (*Don't know*)
99. *Refuse to answer*

Q38. (*INTERVIEWER: SHOW CARD 14- EACH TIME START WITH THE NEXT INSTITUTION, circle 8 if the respondent is not familiar with the institution*) Using the scale from 1 to 7, where 1 indicates not at all corrupt and 7 indicates completely corrupt, please tell me, in your opinion, how corrupt is each of the following institutions?

	Public institutions	Code (1-7)	Unfamiliar	DK	RA
1.	Local self-government bodies (municipalities, neighboring village communities)		8	98	99
2.	Regional government bodies (marzpetarans)		8	98	99
3.	Central bank of Armenia		8	98	99
4.	Yerevan city hall		8	98	99
5.	National assembly		8	98	99
6.	Utilities (Water, Electricity, Gas, Sanitation, and Drainage Company)		8	98	99
7.	Armed forces (national army)		8	98	99
8.	Penitentiary national institutions		8	98	99
9.	National electoral jury and office of electoral procedures		8	98	99
10.	Ministry of economy		8	98	99
11.	Ministry of finance		8	98	99
12.	Ministry of education and science		8	98	99
13.	Ministry of justice		8	98	99
14.	Ministry of health		8	98	99
15.	Ministry of transportation and communications		8	98	99
16.	The Office of president		8	98	99
17.	The Office of prime minister		8	98	99
18.	General prosecutor Office		8	98	99
19.	National police		8	98	99
20.	Courts		8	98	99
21.	Public registries		8	98	99
22.	Law enforcement institutions		8	98	99

ANNEX A: SURVEY QUESTIONNAIRES

23.	Public universities		8	98	99
24.	Human Rights Defender		8	98	99
25.	Public services regulatory commission		8	98	99
26.	Civil service council		8	98	99
27.	Chamber of control		8	98	99
28.	State health agency (Medical Services Procurement)		8	98	99

Q39. (INTERVIEWER: SHOW CARD 15 – EACH TIME START WITH THE NEXT INSTITUTION) Using the scale from 1 to 7, where 1 indicates completely effective and 7 indicates completely ineffective, please tell me, in your opinion, how effective / ineffective is each of the following institutions in executing social control over the entities? [INTERVIEWER: circle 8 if the respondent is not familiar with the institution]

	Institutions	Code (1-7)	Unfamiliar	DK	RA
1	The church		8	98	99
2	Chamber of commerce		8	98	99
3	Media		8	98	99
4	Nongovernmental organizations		8	98	99
5	Business associations		8	98	99
6	Workers' unions		8	98	99

Q40. Do you think corruption is most severe among low-ranking public officials, mid-ranking public officials or high-ranking public officials? (*Read the options*)

1. Corruption is most severe among high-ranking public officials (President, Prime Minister, ministers, deputy ministers, marzpets, members of the National Assembly)
2. Corruption is most severe among mid-ranking public officials (heads of departments, heads of local self-government bodies)
3. Corruption is most severe among low-ranking public officials
4. [DO NOT READ] The level of corruption is the same across all ranks
98. Don't know
99. Refuse to answer

Q41. In your opinion, how did the demand for bribes by public officials change over the past year in terms of the amount and frequency? (*INTERVIEWER: If respondent says increase or decrease; prompt intensity of response*)

		41A. Amount	41B. Frequency
1.	Increased significantly	1	1
2.	Increased somewhat	2	2
3.	Stayed the same	3	3
4.	Decreased somewhat	4	4
5.	Decreased significantly	5	5
6.	Don't know	98	98
7.	Refuse to answer	99	99

Q42. If someone has paid a bribe to governmental employee in order to obtain a service or to resolve a problem, how certain can he be that the service is obtained or the problem resolved? (*INTERVIEWER: Read the options and accept only one response*)

1. Very certain
2. Fairly certain
3. Somewhat uncertain
4. Absolutely uncertain
98. Don't know
99. Refuse to answer

Q43. (INTERVIEWER: SHOW CARD 16 Read the options and accept up to 3 responses) I will now read you some possible motives behind corrupt practices. In your opinion, which of the following are the main motives behind corrupt practices? I am referring to the main reasons that people who participate in corrupt acts use to justify their actions.

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

Q44. Suppose you are offered to take a bribe (money, gift, and other forms)? What would you do in such situations? (INTERVIEWER: DO NOT READ pre-coded response options; Mark category that most closely reflects the respondent’s answer; If answer is not listed, record response in category “other”)

1. I would take it
2. I would not take it [Go to 46]
3. Other, specify [Go to 47]
98. Don’t know [Go to 47]
99. Refuse to answer [Go to 47]

Q45. Why would you take it? (INTERVIEWER: DO NOT READ pre-coded response options; Mark category that most closely reflects the respondent’s answer; If answer is not listed, record response in category “other”)

1. Because everybody takes it [Go to 47]
2. Because I need money [Go to 47]
3. Because I have to “share” it with my supervisor(s) [Go to 47]
4. Other, specify..... [Go to 47]
98. Don’t know [Go to 47]
99. Refuse to answer [Go to 47]

Q46. Why would you not take it? (INTERVIEWER: DO NOT READ pre-coded response options; Mark category that most closely reflects the respondent’s answer; If answer is not listed, record response in category “other”)

1. Because there is a high risk to be punished
2. Because it is unacceptable for me
3. Because I will try to resolve the issue through legal means
4. Other, specify.....
98. Don’t know
99. Refuse to answer

Q47. Suppose you were asked to give a bribe (money, gift, and other forms)? What would you do in such situations? (INTERVIEWER: DO NOT READ)

1. I would give it
2. I would not give it [Go to 49]
3. Other, specify.....[Go to 50]
98. Don’t know [Go to 50]
99. Refuse to answer [Go to 50]

Q48. Why would you give it? (INTERVIEWER: DO NOT READ pre-coded response options; Mark category that most closely reflects the respondent’s answer; If answer is not listed, record response in category “other”)

1. Because everyone gives [Go to 50]
2. Because there’s no other way I can obtain the service [Go to 50]
3. Because I am able to negotiate lower price [Go to 50]
4. Other, specify..... [Go to 50]
98. Don’t know [Go to 50]
99. Refuse to answer [Go to 50]

ANNEX A: SURVEY QUESTIONNAIRES

Q49. Why would you not give it? (*INTERVIEWER: DO NOT READ pre-coded response options; Mark category that most closely reflects the respondent's answer; If answer is not listed, record response in category "other"*)

1. Because there is a high risk to be punished
2. Because it is unacceptable for me
3. Because I will try to resolve the issue through legal means
4. Other, specify.....
98. Don't know
99. Refuse to answer

Q50. (*INTERVIEWER: SHOW CARD 17*) In your opinion, how often is money obtained from bribes used for:

		Code (1-7)	DK	RA
1.	Financing political campaigns		98	99
2.	Supporting organized corrupt groups in the entire public sector		98	99
3.	Supporting organized corrupt groups inside of each entity (i.e. oligarchs, managers, etc).		98	99
4.	Payment to corrupt officials that act on their own behalf		98	99

Q51. (*INTERVIEWER: SHOW CARD 10*) I am going to show you a card with phrases and will ask you to indicate how much you agree or disagree with each one of the phrases.

		Code (1-7)	DK	RA
1.	My company <i>never</i> has clear and precise information on the requirements and obligations authorities have established to be able to participate in business.		98	99
2.	The development processes of new rules or policies that affect companies are <i>never</i> made known.		98	99
3.	In the event of important amendments to laws or policies that affect my company's operation, the government <i>never</i> considers my opinions or those of the business unions.		98	99
4.	The business atmosphere created by the government <i>always</i> causes unexpected changes in laws and policies that substantially affect our business.		98	99
5.	Information on public bids is <i>never</i> obtained in a transparent and efficient manner.		98	99

Q52. (*INTERVIEWER: SHOW CARD 10*) I will now read several phrases. Please tell me how much you agree with them.

		Code (1-7)	DK	RA
1.	The majority of people <i>are not</i> trustworthy		98	99
2.	The political class, in general <i>is not</i> trustworthy		98	99
3.	The mass media – newspapers, television, radio – in general <i>is not</i> trustworthy		98	99
4.	<i>I do not</i> trust the government		98	99
5.	The government <i>should not</i> have the fight against corruption as a priority		98	99
6.	Corruption <i>is supported</i> by businessmen		98	99
7.	An anticorruption campaign is <i>neither</i> politically nor administratively possible at the moment		98	99
8.	Public officials <i>should be</i> tried more severely than business owners in corruption cases.		98	99
9.	My competitors are unaware of compliance with ethical regulations in their businesses		98	99

		Code (1-7)	DK	RA
Q53. (<i>INTERVIEWER: SHOW CARD 4</i>)	Please indicate how do you think the corruption levels changed over the last 24 months?			
a.	Higher level corruption (political corruption, governmental and large bribes)		98	99
b.	Small level corruption (bureaucratic/administrative corruption involving lower level officials)		98	99

Q54. (INTERVIEWER: SHOW CARD 18) To what extent do you think corruption can be reduced in Armenia?

1. Corruption cannot be reduced at all
 2. Corruption can be reduced to a certain degree
 3. Corruption can be substantially reduced
 4. Corruption can be completely eradicated
98. *(Don't know)*
99. *Refuse to answer*

Q55. (INTERVIEWER: SHOW CARD 3) What percentage of your company's monthly income would you be willing to pay so that corruption in the private sector were eliminated in Armenia?

Nothing (0%)	Up to 5%	6 to 10%	11 to 25%	26 to 50%	Over 50%	DK	RA
1	2	3	4	5	6	98	99

Now, let's talk about some of the specific aspects of corruption regarding your company.

Q56. (INTERVIEWER: SHOW CARD 3) In the last 12 months, on average, what percentage of time was spent by the director or upper level managers (tasked to deal with the official business) of a company like your own, negotiating with public officials?

Nothing (0%)	Up to 5%	6 to 10%	11 to 25%	26 to 50%	Over 50%	DK	RA
1	2	3	4	5	6	98	99

Q57. (INTERVIEWER: SHOW CARD 5) Please rate how often you think companies must make unofficial payments (tips or bribes) in order to win a tender or contract bid in the public sector?

		Code (1-7)	DK	RA
1.	Currently		98	99
2.	12 months ago		98	99
3.	24 months ago		98	99

Q58. a. Imagine that your company and one of your rival companies are competing for a public contract, and that your rival had the opportunity to use bribes in order to win the contract. On average, what percentage of the total amount of the contract do you believe your rival would currently have to illegally pay to secure the contract?

_____ %
Don't know 98 (INTERVIEWER: go to question 59)
Refuse to answer 99

Q58.b. (INTERVIEWER: SHOW CARD 4) Write the corresponding code in the first line) How did the percentage amount change over the last 24 months?

Code _____
DK 98
RA 99

Q59. (INTERVIEWER: SHOW CARD 5) Nowadays, how often do companies like your own find themselves obligated to make unofficial payments or contributions to public officials in the following business operations?

		Code (1-7)	DK	RA
1.	Processing of licenses and permits		98	99
2.	Reporting taxes (i.e. auditing)		98	99
3.	Obtaining contracts with state entities		98	99
4.	Obtaining permits and licenses for imports and exports		98	99
5.	Speeding up judicial processes		98	99
6.	Obtaining other public services		98	99

Q60. (INTERVIEWER: SHOW CARD 5) Sometimes competitors (rival companies) have an unfair advantage by being exempted from regulations, taxes or other requirements. How often did your company experience similar situation?

Code (1-7)	
DK	98
RA	99

ANNEX A: SURVEY QUESTIONNAIRES

Q61. (INTERVIEWER: SHOW CARD 6) In several countries it is known that there are various players and private groups that use bribes to pressure government entities to favor their interests. In your opinion to what extent do the following forms of corruption impact the business atmosphere in Armenia?

		Code (1-7)	DK	RA
1.	Bribes paid to Central Bank officials to secure that particular interests are favored in bank decisions		98	99
2.	Bribes paid to members of the National Assembly to favor particular interests in laws		98	99
3.	Bribes paid to public officials to secure particular interests in presidential and ministerial decisions		98	99
4.	Bribes paid to municipal authorities and Council members to favor particular interests		98	99
5.	Bribes paid to high judicial authorities for decisions to be taken outside the law and benefit particular interests		98	99

Q62. (INTERVIEWER: SHOW CARD 5) How often do you think companies like yours make donations as political contributions to a party or movement during an electoral campaign?

Code (1-7)	
DK	98
RA	99

Q63. (INTERVIEWER: SHOW CARD 19) For your company to become or stay profitable, how important is it to finance political party or candidate’s campaigns?

Code (1-7)	
DK	98
RA	99

Q64. Has your company contributed campaign funding for the following?

		YES	NO	DK	RA
1	In the 2008 general presidential elections	1	2	98	99
2	During the 2009 taghapet elections	1	2	98	99
3	During the 2009 mayor elections	1	2	98	99

Now, I would like to ask you about your perceptions of corruption and what can and does the state do in the fight against corruption

Q65. If you had the power to do something to fight corruption in Armenia, what would be the first step you would take? What other measures would you choose afterwards?

1. _____
2. _____
3. _____

Q66. Mention 3 entities, public, private and community-based which you believe could head and implement strategies in the fight against corruption?

1. _____
2. _____
3. _____

Q67. Do you know of any Non-Governmental Organizations (NGOs) that are active in the domain of fighting corruption Armenia?

1. Yes
2. No [Go to 69]
3. Don't know what an NGO is [Go to 70]
98. Don't know [Go to 69]
99. Refuse to answer [Go to 69]

Q68. Please name any NGOs that you are familiar with that are active in anti-corruption activities in Armenia. (INTERVIEWER: Do not read: Accept multiple responses)

1. IFES
2. TI
3. FOICA
4. YEREVAN PRESS CLUB
5. AYL A
6. Other (please specify)
99. Refuse to answer

Q69. Do you agree or disagree that NGOs in Armenia are capable of combating corruption? (INTERVIEWER: Choose and circle the appropriate response option)

1. Strongly agree
2. Somewhat agree
3. Somewhat disagree
4. Strongly disagree
98. Don't know
99. Refuse to answer

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

Q70. Are you aware of any anti-corruption measures being taken by the Government of Armenia?

1. Yes
2. No [Go to 72]
98. Don't know [Go to 72]
99. Refuse to answer [Go to 72]

Q71. How effective or ineffective is the Government's fight against corruption in Armenia? Is it (INTERVIEWER: Read the options)

1. Very effective
2. Somewhat effective
3. Somewhat ineffective
4. Very ineffective
98. Don't know
99. Refuse to answer

Q72. What can you personally do to reduce corruption in Armenia? Please, list concrete actions you can personally undertake to help combat corruption. (INTERVIEWER: Do not read the options; Accept all the answers)

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

PART EIGHT: CHARACTERISTICS OF THE COMPANY

There are only two more sections remaining and I would like to ask you some general questions about you and your company.

Q73. In what year did this company begin operations?

Year _____

ANNEX A: SURVEY QUESTIONNAIRES

Q74. Where are the headquarters (main address) of your company located?

- Armenia/Yerevan 1
- Armenia/regions 2
- Outside of Armenia (specify where) 3

Q75. What is this company’s main or related activity sector? (*INTERVIEWER: DO NOT READ: RECORD THE ANSWER. In case of the main activity, record only one response, and record all the possible response options in case of the related activity*)

	Main	Related
Commerce	1	1
Industry/Manufacturing	2	2
Services	3	3
Mining	4	4
Banking and insurance	5	5
Other (specify)	94	94
Refuse to answer	99	99

Q76. Approximately what was the total income of your company last year (2008) in AMD? _____

- DK 98
- RA 99

Q77. (*INTERVIEWER: SHOW CARD 20*) In reference to the company’s total shares, can you please give an approximate percentage of shares owned by the following groups?

		%
1.	You and members of your family (relatives)	
2.	The State (Central government or state-owned company)	
3.	Local/marz Government	
4.	Workers and their families	
5.	Foreign investors	
6.	National investors	
7.		100%
8.	Don’t know	98
	Refuse to answer	99

Q78. Approximately how many fulltime employees does your company have? (*INTERVIEWER: If the company did operate in the previous years, record code “97”, if don’t remember “98”, and if refuses to answer “99”*)

1	Currently	
2	24 months ago	
3	In 2005	
4	Refuse to answer	99

Q79. (*INTERVIEWER: SHOW CARD 3*) What percentage of your company’s senior leadership have been (are) politicians?

Nothing (0%)	Up to 5%	6 to 10%	11 to 25%	26 to 50%	Over 50%	DK	RA
1	2	3	4	5	6	98	99

Q80. (*INTERVIEWER: SHOW CARD 3*) What percentage of your company’s employees has worked in the public sector (approximately)?

Nothing (0%)	Up to 5%	6 to 10%	11 to 25%	26 to 50%	Over 50%	DK	RA
1	2	3	4	5	6	98	99

Q81. Based on the current conditions of the country, what type of annual growth or decline do you expect for your company over the next 24 months? (*INTERVIEWER: Read the options: If growth is positive, record "+" and "-" if the growth is negative*)

12 months _____ %
 24 months _____ %
 Don't know _____ 98
 Refuse to answer 99

Q82. Did your company receive any of the following benefits during last 12 months? (*INTERVIEWER: SHOW CARD 2*)

		YES	NO	DK	RA
1.	Direct subsidies	1	2	98	99
2.	Tax agreements	1	2	98	99
3.	Bank loans at interest rates below market rates	1	2	98	99
4.	Restructuring of debt with state financial entities	1	2	98	99
5.	Non-payment of debt due to formal and informal arrangements with banks, suppliers and other private debtors	1	2	98	99

Q83. Has your company received any type of credit since 2005?

Yes	1	
No	2	[Go to Q85]
Don't know	98	[Go to Q85]
Refuse to answer	99	[Go to Q85]

Q84. (*INTERVIEWER: SHOW CARD 31: Accept all the possible responses*) What type of entity granted the credit?

Private banks	1
State banks	2
Private resources	3
Other (specify) _____	4
Don't know	98
Refuse to answer	99

Q85. During the last 24 months, did your company request a banking loan?

Yes	1	
No	2	[Go to Q87]
Don't know	98	[Go to Q87]
Refuse to answer	99	[Go to Q87]

Q86. Can you tell me if your company already received the loan? (*INTERVIEWER: Read the options*)

Yes, I received	1
In the process	2
Rejected	3
Don't know	98
Refuse to answer	99

Q87. During the last 24 months, has your company made a large investment in land, construction, machinery or equipment?

Yes	1
No	2
Don't know	98
Refuse to answer	99

Q88. During the last 24 months, has your company planned to make a large investment in land, construction, machinery or equipment?

Yes	1
No	2
Don't know	98
Refuse to answer	99

ANNEX A: SURVEY QUESTIONNAIRES

Q89. During the last 24 months, did you import equipment and/or machinery for your company?

Yes	1
No	2
Don't know	98
Refuse to answer	99

Q90. Does your company engage in international business operations on a daily basis?

Yes	1
No	2
Don't know	98
Refuse to answer	99

Q91. Has your company been penalized (sanctioned) by the State Tax Authority during the last 24 months?

Yes	1	
No	2	[Go to D1]
Don't know	98	[Go to D1]
Refuse to answer	99	[Go to D1]

Q92. Can you tell me if the company filed an appeal to that penalty (sanction)?

Yes, it appealed	1
No, it didn't appeal	2
Don't know	98
Refuse to answer	99

PART TWELVE: INTERVIEWEE INFORMATION

Thank you very much for your collaboration. Do you have any questions? Our organization might contact you within the next couple of days to check the quality of my work and ask you several questions regarding this survey. May I give them your phone number? The number will be saved until the possible control checks of our management and will be destroyed afterwards.

We will appreciate if you provide us the following information in order to group your answers together and adequately analyze them. We assure that full confidentiality is preserved and we will be using the aggregate results rather than individual, company-specific ones.

D1. Sex.

Male	1
Female	2

D2. Birth year (four digit)

--	--	--	--

D3. What is your nationality?

Armenian	1
Other (specify) _____	2
RA	99

D4. What is your current level of completed education? (INTERVIEWER: Read the options)

Elementary	1	Go to D7
High School	2	Go to D7
Technical degree (Vocational education)	3	Go to D7
College degree (college, bachelors)	4	
College degree (master's degree)	5	
Postgraduate (doctorate, post-doc)	6	
Refuse to answer	99	

D5. Have you ever studied outside of Armenia? If so, in what country? (*INTERVIEWER: Do not read*)

	Yes	No	RA
Russia	1	2	99
Other former Soviet countries	1	2	99
Europe	1	2	99
United States	1	2	99
Other (specify) _____	1	2	99

D6. What field did you graduate from in college? (*INTERVIEWER: Read the options*)

Science and technology, engineering	1
Economy, administration	2
Humanities	3
Others (specify) _____	4
Refuse to answer	99

D7. Have you pursued training courses on business education since your graduation?

Yes	1
No	2
Refuse to answer	99

D8. What position do you occupy in the company? (**SHOW CARD 23**)

Owner	1
General Manager / General Director	2
Finance Manager / Director	3
Human Resources Manager / Chief of Staff	4
Chief of Department / Chief of Unit	5
Other (specify) _____	6
Refuse to answer	99

D9. (*INTERVIEWER: SHOW CARD 24*) Please indicate how many employees are you supervising

Under 5	1
Between 6 and 19	2
Between 20 to 50	3
Between 51 to 99	4
Between 100 to 149	5
Between 150 to 199	6
200 and up	7
Refuse to answer	99

D10. Have you ever been appointed to fill a position in the public administration?

Yes	1
No	2
Refuse to answer	99

D11. Have you ever worked in the public sector?

Yes	1
No	2
Refuse to answer	99

1. Marz

Name

--	--

code

ANNEX A: SURVEY QUESTIONNAIRES

2. Type of location

Urban	1
rural	2

3. Location

_____ name

--	--

code

4. Sample unit number

--	--	--

5. Interviewee's position

_____ name

--	--

code

6. Interviewee's name _____

Name and last name

INTERVIEWER ASSESSMENT FORM

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

- Interested, involved.* 1
- Friendly.* 2
- Impatient.* 3
- Worried, nervous.* 4
- Rude, hostile.* 5

W2. How often did the respondent ask for clarification on the questions? [INTERVIEWER: CIRCLE ONLY ONE ANSWER]

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

W3. How often did you feel the respondent was reluctant to answer the questions? [INTERVIEWER: CIRCLE ONLY ONE ANSWER]

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

W4. Did the respondent appear to you:

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

W5. How informed was the respondent on the questions asked? [INTERVIEWER: CIRCLE ONLY ONE ANSWER]

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

ANNEX B: SELECTED FREQUENCIES FOR HOUSEHOLD SURVEYS 2008 AND 2009

ANNEX B: SELECTED FREQUENCIES FOR HOUSEHOLD SURVEYS 2008 AND 2009

Q1.How interested you are in matters of politics and government

		Frequency		Percent		Valid Percent		Cumulative Percent	
		2008	2009	2008	2009	2008	2009	2008	2009
Valid	Very interested	163	174	10.5	11.5	10.6	11.5	10.6	11.5
	Somewhat interested	486	465	31.4	30.7	31.6	30.7	42.2	42.2
	Not too interested	414	444	26.7	29.3	26.9	29.3	69.1	71.6
	Not at all interested	475	430	30.7	28.4	30.9	28.4	100.0	100.0
	Total	1538	1513	99.4	99.9	100.0	100.0		
Missing	Don't know	9	2	.6	.1				
	Total	1547	1515	100.0	100.0				

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

		Frequency		Percent		Valid Percent		Cumulative Percent	
		2008	2009	2008	2009	2008	2009	2008	2009
Valid	Very good	17	13	1,1	.9	1,1	.9	1,1	.9
	Somewhat good	96	73	6,2	4.8	6,2	4.8	7,3	5.7
	Not good, not bad	776	687	50,2	45.3	50,2	45.3	57,5	51.0
	Somewhat bad	393	389	25,4	25.7	25,4	25.7	82,9	76.7
	Very bad	255	347	16,5	22.9	16,5	22.9	99,4	99.6
	Don't know	10	6	,6	.4	,6	.4	100,0	100.0
Total		1547	1515	100,0	100.0	100,0	100.0		

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

		Frequency		Percent		Valid Percent		Cumulative Percent	
		2008	2009	2008	2009	2008	2009	2008	2009
Very satisfied		28	25	1,8	1.7	1,8	1.7	1,8	1.7
Somewhat satisfied		564	373	36,5	24.6	36,5	24.6	38,3	26.3
Somewhat dissatisfied		408	598	26,4	39.5	26,4	39.5	64,6	65.7
Very dissatisfied		527	502	34,1	33.1	34,1	33.1	98,7	98.9

ANNEX B: SELECTED FREQUENCIES FOR HOUSEHOLD SURVEYS 2008 AND 2009

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

	Frequency		Percent		Valid Percent		Cumulative Percent	
Don't know	18	15	1,2	1.0	1,2	1.0	99,8	99.9
Refused	2	2	,2	.1	,2	.1	100,0	100.0
Total	1547	1515	100,0	100.0	100,0	100.0		

Q4.What are in your view the first most serious problems facing Armenia as a country today? (Multiple Frequencies, three answers possible)

	Responses							
	N		Percent		Percent of Cases			
	2008	2009	2008	2009	2008	2009	2008	2009
Unemployment	1013	992	27.0	27.9	65.5	65.5		
Poverty	574	464	15.3	13.1	37.1	30.6		
Political Instability	112	79	3.0	2.2	7.2	5.2		
Poor healthcare system / health services	80	131	2.1	3.7	5.2	8.7		
Poor infrastructure	49	36	1.3	1.0	3.2	2.4		
Problems with education system	58	71	1.5	2.0	3.8	4.7		
Problems with pension system	126	144	3.4	4.1	8.1	9.5		
Inflation/ High prices	492	285	13.1	8.0	31.8	18.8		
Emigration	215	99	5.7	2.8	13.9	6.5		
General economic problems	325	352	8.7	9.9	21.0	23.2		
Conflict / dispute over Nagorno Karabakh	117	163	3.1	4.6	7.6	10.8		
Corruption	250	230	6.7	6.5	16.1	15.2		
Clashes between government and opposition	49	19	1.3	.5	3.2	1.3		
Crime	54	19	1.4	.5	3.5	1.3		
Relationship with neighboring countries	55	198	1.5	5.6	3.6	13.1		
Other, specify	81	168	2.2	4.7	5.2	11.1		
Problems with rule of law/legal issues, human rights	30	8	.8	.2	1.9	.5		
Social inequality, injustice	12	13	.3	.4	.8	.9		
Housing and utilities related problems	9	2	.2	.1	.6	.1		
War threat	10	.	.3	.	.6	.		
Problems with human/moral values	6	2	.2	.1	.4	.1		

ANNEX B: SELECTED FREQUENCIES FOR HOUSEHOLD SURVEYS 2008 AND 2009

Q4.What are in your view the first most serious problems facing Armenia as a country today? (Multiple Frequencies, three answers possible)

	N	Responses		Percent		Percent of Cases	
Problems with youth entertainment and cultural life	5	1	.1	.0	.3	.1	
Ecological problems	4	4	.1	.1	.3	.3	
Lack of attention to rural communities	3	7	.1	.2	.2	.5	
Low salaries	.	19	.	.5	.	1.3	
Housing problems	.	6	.	.2	.	.4	
Problems/closed border with Turkey	.	13	.	.4	.	.9	
Problems with utilizing agricultural products	.	7	.	.2	.	.5	
Don't know	12	19	.3	.5	.7	1.3	
Total	3749	3553	100.0	100.0	242.3	234.7	

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

		Frequency		Percent		Valid Percent		Cumulative Percent	
		2008	2009	2008	2009	2008	2009	2008	2009
Valid	Very serious	982	891	63,5	58.8	63,5	58.8	63,5	58.8
	Somewhat serious	362	383	23,4	25.3	23,4	25.3	86,9	84.1
	Not too serious	102	164	6,6	10.8	6,6	10.8	93,5	94.9
	Not at all serious	23	29	1,5	1.9	1,5	1.9	95,0	96.8
	Corruption does not exist	1	4	,1	.3	,1	.3	95,0	97.1
	Don't know	77	43	5,0	2.8	5,0	2.8	100,0	99.9
	Refused	.	1	.	.1	.	.1	100,0	100.0
Total		1547	1515	100.0	100.0	100.0	100.0		

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

		Frequency		Percent		Valid Percent		Cumulative Percent	
		2008	2009	2008	2009	2008	2009	2008	2009
Valid	Yes, to a great extent	421	498	27,2	32,9	27,2	32,9	27,2	32,9
	Yes, to some extent	371	393	24,0	25,9	24,0	25,9	51,1	58,8

ANNEX B: SELECTED FREQUENCIES FOR HOUSEHOLD SURVEYS 2008 AND 2009
Q6.Do you agree with the statement that citizens of Armenia consider corruption as a fact of life?

	Frequency		Percent		Valid Percent		Cumulative Percent	
	2008	2009	2008	2009	2008	2009	2008	2009
No, to a very limited extent	398	281	25,7	18,5	25,7	18,5	76,8	77,4
No, not at all	280	294	18,1	19,4	18,1	19,4	94,9	96,8
Don't know	78	48	5,0	3,2	5,0	3,2	99,9	99,9
Refused	1	1	,1	,1	,1	,1	100,0	100,0
Total	1549	1515	100,0	100,0	100,0	100,0		

Q7.How would you compare the level of corruption in Armenia today with the level of corruption a year ago?

		Frequency		Percent		Valid Percent		Cumulative Percent	
		2008	2009	2008	2009	2008	2009	2008	2009
Valid	Much higher than last year	112	166	7,2	11,0	7,2	11,0	7,2	11,0
	Somewhat higher than last year	160	244	10,4	16,1	10,4	16,1	17,6	27,1
	About the same as last year	572	579	37,0	38,2	37,0	38,2	54,6	65,3
	Somewhat lower than last year	411	279	26,6	18,4	26,6	18,4	81,1	83,7
	Much lower than last year	43	12	2,8	,8	2,8	,8	83,9	84,5
	Don't know	249	235	16,1	15,5	16,1	15,5	100,0	100,0
	Total	1547	1515	100,0	100,0	100,0	100,0		

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

		Frequency		Percent		Valid Percent		Cumulative Percent	
		2008	2009	2008	2009	2008	2009	2008	2009
Valid	Corruption cannot be reduced at all	340	431	22,0	28,4	22,0	28,4	22,0	28,4
	Corruption can be reduced to a certain degree	768	769	49,7	50,8	49,7	50,8	71,7	79,2
	Corruption can be substantially reduced	275	184	17,8	12,1	17,8	12,1	89,4	91,4
	Corruption can be completely eradicated	48	40	3,1	2,6	3,1	2,6	92,5	94,0
	Don't know	114	90	7,4	5,9	7,4	5,9	99,9	99,9
	Refused	2	1	,1	,1	,1	,1	100,0	100,0
	Total	1547	1515	100,0	100,0	100,0	100,0		

ANNEX B: SELECTED FREQUENCIES FOR HOUSEHOLD SURVEYS 2008 AND 2009

Q9.a) Please give me your opinion on whether you think The Office of the President is involved in corruption

		Frequency		Percent		Valid Percent		Cumulative Percent	
		2008	2009	2008	2009	2008	2009	2008	2009
Valid	Corrupt to a great extent	285	316	18,4	20,9	18,4	20,9	18,4	20,9
	Corrupt to some extent	329	341	21,3	22,5	21,3	22,5	39,7	43,4
	Corrupt to a very limited extent	175	159	11,3	10,5	11,3	10,5	51,0	53,9
	Not corrupt at all	164	129	10,6	8,5	10,6	8,5	61,6	62,4
	Don't know	572	557	37,0	36,8	37,0	36,8	98,7	99,1
	Refused	21	13	1,3	.9	1,3	.9	100,0	100,0
	Total	1547	1515	100,0	100,0	100,0	100,0		

Q9.b) Please give me your opinion on whether you think The Office of the Prime Minister is involved in corruption

		Frequency		Percent		Valid Percent		Cumulative Percent	
		2008	2009	2008	2009	2008	2009	2008	2009
Valid	Corrupt to a great extent	311	341	20,1	22,5	20,1	22,5	20,1	22,5
	Corrupt to some extent	376	421	24,3	27,8	24,3	27,8	44,4	50,3
	Corrupt to a very limited extent	192	163	12,4	10,8	12,4	10,8	56,8	61,1
	Not corrupt at all	121	82	7,8	5,4	7,8	5,4	64,7	66,5
	Don't know	528	501	34,1	33,1	34,1	33,1	98,8	99,5
	Refused	18	7	1,2	.5	1,2	.5	100,0	100,0
	Total	1547	1515	100,0	100,0	100,0	100,0		

Q9.c) Please give me your opinion on whether you think the Ministries are involved in corruption

		Frequency		Percent		Valid Percent		Cumulative Percent	
		2008	2009	2008	2009	2008	2009	2008	2009
Valid	Corrupt to a great extent	363	410	23,5	27,1	23,5	27,1	23,5	27,1
	Corrupt to some extent	458	463	29,6	30,6	29,6	30,6	53,0	57,6
	Corrupt to a very limited extent	203	163	13,1	10,8	13,1	10,8	66,1	68,4
	Not corrupt at all	72	64	4,6	4,2	4,6	4,2	70,8	72,6
	Don't know	436	407	28,2	26,9	28,2	26,9	99,0	99,5

ANNEX B: SELECTED FREQUENCIES FOR HOUSEHOLD SURVEYS 2008 AND 2009

Q9.c) Please give me your opinion on whether you think the Ministries are involved in corruption

		Frequency		Percent		Valid Percent		Cumulative Percent	
		2008	2009	2008	2009	2008	2009	2008	2009
	Refused	16	8	1.0	.5	1.0	.5	100.0	100.0
	Total	1547	1515	100.0	100.0	100.0	100.0		

Q9.d) Please give me your opinion on whether you think Regional Government Bodies (Marzpetarans) are involved in corruption

		Frequency		Percent		Valid Percent		Cumulative Percent	
		2008	2009	2008	2009	2008	2009	2008	2009
Valid	Corrupt to a great extent	365	336	23.6	22.2	23.6	22.2	23.6	22.2
	Corrupt to some extent	403	439	26.0	29.0	26.0	29.0	49.7	51.2
	Corrupt to a very limited extent	251	249	16.3	16.4	16.3	16.4	65.9	67.6
	Not corrupt at all	106	101	6.9	6.7	6.9	6.7	72.8	74.3
	Don't know	405	382	26.2	25.2	26.2	25.2	99.0	99.5
	Refused	15	8	1.0	.5	1.0	.5	100.0	100.0
	Total	1546	1515	99.9	100.0	100.0	100.0		

Q9.e) Please give me your opinion on whether you think Yerevan City Hall is involved in corruption

		Frequency		Percent		Valid Percent		Cumulative Percent	
		2008	2009	2008	2009	2008	2009	2008	2009
Valid	Corrupt to a great extent	271	297	17.5	19.6	17.5	19.6	17.5	19.6
	Corrupt to some extent	248	311	16.0	20.5	16.0	20.5	33.5	40.1
	Corrupt to a very limited extent	157	133	10.2	8.8	10.2	8.8	43.7	48.9
	Not corrupt at all	53	63	3.5	4.2	3.5	4.2	47.1	53.1
	Don't know	807	706	52.2	46.6	52.2	46.6	99.3	99.7
	Refused	11	5	.7	.3	.7	.3	100.0	100.0
	Total	1547	1515	100.0	100.0	100.0	100.0		

ANNEX B: SELECTED FREQUENCIES FOR HOUSEHOLD SURVEYS 2008 AND 2009

Q9.f) Please give me your opinion on whether you think local self-government bodies (municipalities, neighboring and village communities) are involved in corruption

		Frequency		Percent		Valid Percent		Cumulative Percent	
		2008	2009	2008	2009	2008	2009	2008	2009
Valid	Corrupt to a great extent	326	250	21.0	16.5	21.0	16.5	21.0	16.5
	Corrupt to some extent	373	375	24.1	24.8	24.1	24.8	45.2	41.3
	Corrupt to a very limited extent	294	287	19.0	18.9	19.0	18.9	64.2	60.2
	Not corrupt at all	238	275	15.4	18.2	15.4	18.2	79.6	78.3
	Don't know	299	320	19.4	21.1	19.4	21.1	98.9	99.5
	Refused	17	8	1.1	.5	1.1	.5	100.0	100.0
	Total	1547	1515	100.0	100.0	100.0	100.0		

Q9.g) Please give me your opinion on whether you think National Assembly is involved in corruption

		Frequency		Percent		Valid Percent		Cumulative Percent	
		2008	2009	2008	2009	2008	2009	2008	2009
Valid	Corrupt to a great extent	305	366	19.7	24.2	19.7	24.2	19.7	24.2
	Corrupt to some extent	392	377	25.4	24.9	25.4	24.9	45.1	49.1
	Corrupt to a very limited extent	220	178	14.2	11.7	14.2	11.8	59.3	60.8
	Not corrupt at all	105	104	6.8	6.9	6.8	6.9	66.1	67.7
	Don't know	512	480	33.1	31.7	33.1	31.7	99.2	99.4
	Refused	12	9	.8	.6	.8	.6	100.0	100.0
	Total	1547	1515	100.0	100.0				

Q9.h) Please give me your opinion on whether you think Civil Service Council is involved in corruption

		Frequency		Percent		Valid Percent		Cumulative Percent	
		2008	2009	2008	2009	2008	2009	2008	2009
Valid	Corrupt to a great extent	165	158	10.7	10.4	10.7	10.4	10.7	10.4
	Corrupt to some extent	205	253	13.3	16.7	13.3	16.7	23.9	27.1
	Corrupt to a very limited extent	178	187	11.5	12.3	11.5	12.3	35.4	39.5
	Not corrupt at all	112	121	7.2	8.0	7.2	8.0	42.6	47.5
	Don't know	871	790	56.3	52.1	56.3	52.1	98.9	99.6

ANNEX B: SELECTED FREQUENCIES FOR HOUSEHOLD SURVEYS 2008 AND 2009

Q9.h) Please give me your opinion on whether you think Civil Service Council is involved in corruption

		Frequency		Percent		Valid Percent		Cumulative Percent	
		2008	2009	2008	2009	2008	2009	2008	2009
	Refused	17	6	1.1	.4	1.1	.4	100.0	100.0
	Total	1547	1515	100.0	100.0	100.0	100.0		

Q9.i) Please give me your opinion on whether you think Public Services Regulatory Commission is involved in corruption

		Frequency		Percent		Valid Percent		Cumulative Percent	
		2008	2009	2008	2009	2008	2009	2008	2009
Valid	Corrupt to a great extent	172	162	11.1	10.7	11.1	10.7	11.1	10.7
	Corrupt to some extent	208	277	13.4	18.3	13.4	18.3	24.6	29.0
	Corrupt to a very limited extent	193	201	12.5	13.3	12.5	13.3	37.0	42.3
	Not corrupt at all	94	126	6.1	8.3	6.1	8.3	43.1	50.6
	Don't know	860	743	55.6	49.0	55.6	49.1	98.7	99.7
	Refused	20	5	1.3	.3	1.3	.3	100.0	100.0
	Total	1547	1514	100.0	100	100.0	100.0		

Q9.j) Please give me your opinion on whether you think the Prosecution is involved in corruption

		Frequency		Percent		Valid Percent		Cumulative Percent	
		2008	2009	2008	2009	2008	2009	2008	2009
Valid	Corrupt to a great extent	604	583	39.1	38.5	39.1	38.5	39.1	38.5
	Corrupt to some extent	415	395	26.8	26.1	26.8	26.1	65.9	64.6
	Corrupt to a very limited extent	133	121	8.6	8.0	8.6	8.0	74.5	72.5
	Not corrupt at all	54	60	3.5	4.0	3.5	4.0	78.0	76.5
	Don't know	325	347	21.0	22.9	21.0	22.9	99.0	99.4
	Refused	16	9	1.0	.6	1.0	.6	100.0	100.0
	Total	1546	1515	100.0	100.0	100.0	100.0		

ANNEX B: SELECTED FREQUENCIES FOR HOUSEHOLD SURVEYS 2008 AND 2009

Q9.k) Please give me your opinion on whether you think courts are involved in corruption

		Frequency		Percent		Valid Percent		Cumulative Percent	
		2008	2009	2008	2009	2008	2009	2008	2009
Valid	Corrupt to a great extent	.	586	.	38.7	.	38.7	.	38.7
	Corrupt to some extent	.	394	.	26.0	.	26.0	.	64.7
	Corrupt to a very limited extent	.	124	.	8.2	.	8.2	.	72.9
	Not corrupt at all	.	56	.	3.7	.	3.7	.	76.6
	Don't know	.	346	.	22.8	.	22.8	.	99.4
	Refused	.	9	.	.6	.	.6	.	100.0
	Total	.	1515	.	100.0	.	100.0		

Q9.l) Please give me your opinion on whether you think law enforcement institutions are involved in corruption

		Frequency		Percent		Valid Percent		Cumulative Percent	
		2008	2009	2008	2009	2008	2009	2008	2009
Valid	Corrupt to a great extent	610	436	39.4	28.8	39.4	28.8	39.4	28.8
	Corrupt to some extent	413	387	26.7	25.5	26.7	25.6	66.1	54.4
	Corrupt to a very limited extent	143	200	9.2	13.2	9.2	13.2	75.3	67.6
	Not corrupt at all	62	80	4.0	5.3	4.0	5.3	79.3	72.9
	Don't know	306	401	19.8	26.5	19.8	26.5	99.1	99.4
	Refused	13	9	.9	.6	.9	.6	100.0	100.0
	Total	1547	1513	100.0	100	100.0	100.0		

Q9.m) Please give me your opinion on whether you think Human Rights Defender is involved in corruption

		Frequency		Percent		Valid Percent		Cumulative Percent	
		2008	2009	2008	2009	2008	2009	2008	2009
Valid	Corrupt to a great extent	140	106	9.1	7.0	9.1	7.0	9.1	7.0
	Corrupt to some extent	172	219	11.1	14.5	11.1	14.5	20.2	21.5
	Corrupt to a very limited extent	200	205	12.9	13.5	12.9	13.5	33.1	35.0
	Not corrupt at all	370	416	23.9	27.5	23.9	27.5	57.0	62.4
	Don't know	648	565	41.9	37.3	41.9	37.3	98.9	99.7

ANNEX B: SELECTED FREQUENCIES FOR HOUSEHOLD SURVEYS 2008 AND 2009

Q9.m) Please give me your opinion on whether you think Human Rights Defender is involved in corruption

		Frequency		Percent		Valid Percent		Cumulative Percent	
		2008	2009	2008	2009	2008	2009	2008	2009
	Refused	17	4	1.1	.3	1.1	.3	100.0	100.0
	Total	1547	1515	100.0	100.0	100.0	100.0	9.1	

Q9.n) Please give me your opinion on whether you think Central Electoral Commission is involved in corruption

		Frequency		Percent		Valid Percent		Cumulative Percent	
		2008	2009	2008	2009	2008	2009	2008	2009
Valid	Corrupt to a great extent	552	500	35.7	33.0	35.7	33.0	35.7	33.0
	Corrupt to some extent	339	349	21.9	23.0	21.9	23.0	57.6	56.0
	Corrupt to a very limited extent	149	158	9.6	10.4	9.6	10.4	67.2	66.5
	Not corrupt at all	111	150	7.2	9.9	7.2	9.9	74.4	76.4
	Don't know	380	352	24.6	23.2	24.6	23.2	99.0	99.6
	Refused	16	6	1.0	.4	1.0	.4	100.0	100.0
	Total	1547	1515	100.0	100.0	100.0	100.0		

Q10.a) How common or rare is corruption in Healthcare (policlinics, hospitals, etc.)?

		Frequency		Percent		Valid Percent		Cumulative Percent	
		2008	2009	2008	2009	2008	2009	2008	2009
Valid	Very common	483	514	31,2	33.9	31,2	33.9	31,2	33.9
	Somewhat common	462	413	29,9	27.3	29,9	27.3	61,1	61.2
	Somewhat rare	340	349	22,0	23.0	22,0	23.0	83,1	84.2
	No common or non existent	165	179	10,7	11.8	10,7	11.8	93,8	96.0
	Don't know	90	57	5,8	3.8	5,8	3.8	99,6	99.8
	Refused	6	3	,4	.2	,4	.2	100,0	100.0
	Total	1547	1515	100,0	100.0	100,0	100.0		

Q10.a.b) How common or rare is corruption in Education (kindergartens, schools, universities, etc.)?

		Frequency		Percent		Valid Percent		Cumulative Percent	
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ANNEX B: SELECTED FREQUENCIES FOR HOUSEHOLD SURVEYS 2008 AND 2009

Q10A.b) How common or rare is corruption in Education (kindergartens, schools, universities, etc.)?

		Frequency		Percent		Valid Percent		Cumulative Percent	
		2008	2009	2008	2009	2008	2009	2008	2009
Valid	Very common	446	443	28,8	29.2	28,8	29.2	28,8	29.2
	Somewhat common	450	406	29,1	26.8	29,1	26.8	57,9	56.0
	Somewhat rare	332	337	21,5	22.2	21,5	22.2	79,4	78.3
	No common or non existent	162	198	10,4	13.1	10,4	13.1	89,8	91.4
	Don't know	153	128	9,9	8.4	9,9	8.4	99,7	99.8
	Refused	4	3	,3	.2	,3	.2	100,0	100.0
	Total		1547	1515	100,0	100.0	100,0	100.0	

Q10A.c) How common or rare is corruption in State Registrar (registration of private companies, NGOs, etc.)?

		Frequency		Percent		Valid Percent		Cumulative Percent	
		2008	2009	2008	2009	2008	2009	2008	2009
Valid	Very common	166	180	10,7	11.9	10,7	11.9	10,7	11.9
	Somewhat common	245	267	15,9	17.6	15,9	17.6	26,6	29.5
	Somewhat rare	214	255	13,8	16.8	13,8	16.9	40,4	46.4
	No common or non existent	169	120	10,9	7.9	10,9	7.9	51,3	54.3
	Don't know	742	689	47,9	45.5	47,9	45.5	99,3	99.9
	Refused	11	2	,7	.1	,7	.1	100,0	100.0
	Total		1547	1513	100,0	100	100,0	100.0	

Q10A.d) How common or rare is corruption in The Prosecution?

		Frequency		Percent		Valid Percent		Cumulative Percent	
		2008	2009	2008	2009	2008	2009	2008	2009
Valid	Very common	.	578	.	38.2	.	38.2	.	38.2
	Somewhat common	.	389	.	25.7	.	25.7	.	63.8
	Somewhat rare	.	150	.	9.9	.	9.9	.	73.7
	No common or non existent	.	57	.	3.8	.	3.8	.	77.5
	Don't know	.	336	.	22.2	.	22.2	.	99.7

ANNEX B: SELECTED FREQUENCIES FOR HOUSEHOLD SURVEYS 2008 AND 2009

Q10A.d) How common or rare is corruption in The Prosecution?

		Frequency		Percent		Valid Percent		Cumulative Percent	
		2008	2009	2008	2009	2008	2009	2008	2009
	Refused	.	5	.	.3	.	.3	.	100.0
	Total	.	1515	.	100.0	.	100.0		

Q10A.e) How common or rare is corruption in Courts?

		Frequency		Percent		Valid Percent		Cumulative Percent	
		2008	2009	2008	2009	2008	2009	2008	2009
Valid	Very common	.	587	.	38.7	.	38.7	.	38.7
	Somewhat common	.	388	.	25.6	.	25.6	.	64.4
	Somewhat rare	.	156	.	10.3	.	10.3	.	74.7
	No common or non existent	.	55	.	3.6	.	3.6	.	78.3
	Don't know	.	325	.	21.5	.	21.5	.	99.7
	Refused	.	4	.	.3	.	.3	.	
	Total	.	1515	.	100.0	.	100.0		

Q10A.f) How common or rare is corruption in Court Decisions Enforcement Office (Office of the Court)?

		Frequency		Percent		Valid Percent		Cumulative Percent	
		2008	2009	2008	2009	2008	2009	2008	2009
Valid	Very common	323	448	20,9	29.6	20,9	29.6	20,9	29.6
	Somewhat common	254	338	16,4	22.3	16,4	22.3	37,3	51.9
	Somewhat rare	214	191	13,8	12.6	13,8	12.6	51,2	64.5
	No common or non existent	101	84	6,5	5.5	6,5	5.5	57,7	70.0
	Don't know	646	450	41,8	29.7	41,8	29.7	99,5	99.7
	Refused	8	4	,5	.3	,5	.3	100,0	100.0
	Total	1547	1515	100,0	100.0	100,0	100.0		

Q10A.g) How common or rare is corruption in Military(army)?

		Frequency		Percent		Valid Percent		Cumulative Percent	
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ANNEX B: SELECTED FREQUENCIES FOR HOUSEHOLD SURVEYS 2008 AND 2009

Q10A.g) How common or rare is corruption in Military(army)?

		Frequency		Percent		Valid Percent		Cumulative Percent	
		2008	2009	2008	2009	2008	2009	2008	2009
Valid	Very common	275	327	17,8	21.6	17,8	21.6	17,8	21.6
	Somewhat common	383	306	24,8	20.2	24,8	20.2	42,6	41.8
	Somewhat rare	282	326	18,2	21.5	18,2	21.5	60,8	63.3
	No common or non existent	251	297	16,2	19.6	16,2	19.6	77,0	82.9
	Don't know	349	257	22,6	17.0	22,6	17.0	99,6	99.9
	Refused	7	2	,4	.1	,4	.1	100,0	100.0
	Total	1547	1515	100,0	100.0	100,0	100.0		

Q10A.h)) How common or rare is corruption in Electoral system/processes (Electoral commissions, voter lists, ballot counting, party and individual candidates, pre-election campaigns, etc.)?

		Frequency		Percent		Valid Percent		Cumulative Percent	
		2008	2009	2008	2009	2008	2009	2008	2009
Valid	Very common	654	607	42,3	40.1	42,3	40.2	42,3	40.2
	Somewhat common	364	332	23,5	21.9	23,5	22.0	65,8	62.2
	Somewhat rare	157	194	10,1	12.8	10,1	12.8	75,9	75.0
	No common or non existent	128	128	8,3	8.4	8,3	8.5	84,2	83.5
	Don't know	234	246	15,1	16.2	15,1	16.3	99,3	99.8
	Refused	10	3	,7	.2	,7	.2	100,0	100.0
	Total	1547	1510	100,0	100	100,0	100.0		

Q10A.i) How common or rare is corruption in Customs authorities?

		Frequency		Percent		Valid Percent		Cumulative Percent	
		2008	2009	2008	2009	2008	2009	2008	2009
Valid	Very common	519	453	33,5	29.9	33,6	29.9	33,6	29.9
	Somewhat common	316	342	20,4	22.6	20,4	22.6	54,0	52.5
	Somewhat rare	122	155	7,9	10.2	7,9	10.2	61,9	62.7
	No common or non existent	94	78	6,1	5.1	6,1	5.1	68,0	67.9
	Don't know	488	484	31,5	31.9	31,6	31.9	99,5	99.8

ANNEX B: SELECTED FREQUENCIES FOR HOUSEHOLD SURVEYS 2008 AND 2009

Q10A.i) How common or rare is corruption in Customs authorities?

		Frequency		Percent		Valid Percent		Cumulative Percent	
		2008	2009	2008	2009	2008	2009	2008	2009
	Refused	8	3	,5	.2	,5	.2	100,0	100.0
	Total	1546	1515	100,0	100.0	100,0	100.0		

Q10A.j) How common or rare is corruption in Tax service?

		Frequency		Percent		Valid Percent		Cumulative Percent	
		2008	2009	2008	2009	2008	2009	2008	2009
Valid	Very common	550	483	35,6	31.9	35,6	31.9	35,6	31.9
	Somewhat common	325	344	21,0	22.7	21,0	22.7	56,6	54.6
	Somewhat rare	139	178	9,0	11.7	9,0	11.8	65,6	66.4
	No common or non existent	97	89	6,3	5.9	6,3	5.9	71,9	72.3
	Don't know	428	418	27,7	27.6	27,7	27.6	99,6	99.9
	Refused	7	2	,4	.1	,4	.1	100,0	100.0
	Total	1546	1514	100,0	99.9	100,0	100.0		

Q10A.k) How common or rare is corruption in Issuing licenses/certificates/permits?

		Frequency		Percent		Valid Percent		Cumulative Percent	
		2008	2009	2008	2009	2008	2009	2008	2009
Valid	Very common	172	243	11,1	16.0	11,1	16.0	11,1	16.0
	Somewhat common	207	277	13,4	18.3	13,4	18.3	24,5	34.3
	Somewhat rare	204	180	13,2	11.9	13,2	11.9	37,7	46.2
	No common or non existent	127	103	8,2	6.8	8,2	6.8	45,9	53.0
	Don't know	830	708	53,7	46.7	53,7	46.7	99,6	99.7
	Refused	7	4	,4	.3	,4	.3	100,0	100.0
	Total	1546	1515	100,0	100.0	100,0	100.0		

ANNEX B: SELECTED FREQUENCIES FOR HOUSEHOLD SURVEYS 2008 AND 2009

Q10A.l) How common or rare is corruption in Traffic police?

		Frequency		Percent		Valid Percent		Cumulative Percent	
		2008	2009	2008	2009	2008	2009	2008	2009
Valid	Very common	576	480	37,2	31.7	37,2	31.7	37,2	31.7
	Somewhat common	377	359	24,4	23.7	24,4	23.7	61,6	55.4
	Somewhat rare	200	256	12,9	16.9	12,9	16.9	74,5	72.3
	No common or non existent	104	113	6,7	7.5	6,7	7.5	81,3	79.7
	Don't know	283	304	18,3	20.1	18,3	20.1	99,6	99.8
	Refused	7	3	,4	.2	,4	.2	100,0	100.0
	Total	1547	1515	100,0	100.0	100,0	100.0		

Q10A.m) How common or rare is corruption in Police (excluding traffic police)?

		Frequency		Percent		Valid Percent		Cumulative Percent	
		2008	2009	2008	2009	2008	2009	2008	2009
Valid	Very common	612	466	39.6	30.8	39.6	30.8	39.6	30.8
	Somewhat common	399	416	25.8	27.5	25.8	27.5	65.4	58.2
	Somewhat rare	172	222	11.1	14.7	11.1	14.7	76.5	72.9
	No common or non existent	96	94	6.2	6.2	6.2	6.2	82.7	79.1
	Don't know	258	313	16.7	20.7	16.7	20.7	99.4	99.7
	Refused	10	4	.6	.3	.6	.3	100.0	100.0
	Total	1547	1515	100.0	100.0	100.0	100.0		

Q10A.n) How common or rare is corruption in Cadastre?

		Frequency		Percent		Valid Percent		Cumulative Percent	
		2008	2009	2008	2009	2008	2009	2008	2009
Valid	Very common	308	319	19.9	21.1	19.9	21.1	19.9	21.1
	Somewhat common	292	330	18.9	21.8	18.9	21.8	38.8	42.9
	Somewhat rare	190	267	12.3	17.6	12.3	17.6	51.1	60.5
	No common or non existent	172	149	11.1	9.8	11.1	9.8	62.2	70.3
	Don't know	577	447	37.3	29.5	37.3	29.5	99.5	99.9

ANNEX B: SELECTED FREQUENCIES FOR HOUSEHOLD SURVEYS 2008 AND 2009

Q10A.n) How common or rare is corruption in Cadastre?

		Frequency		Percent		Valid Percent		Cumulative Percent	
		2008	2009	2008	2009	2008	2009	2008	2009
	Refused	8	2	.5	.1	.5	.1	100.0	100.0
	Total	1547	1514	100.0	99.9	100.0	100.0		
Missing	System	.	1	.	.1				
	Total	1547	1515	100.0	100.0				

Q10A.o) How common or rare is corruption in Notary services?

		Frequency		Percent		Valid Percent		Cumulative Percent	
		2008	2009	2008	2009	2008	2009	2008	2009
Valid	Very common	165	240	10.7	15.8	10.7	15.9	10.7	15.9
	Somewhat common	242	329	15.7	21.7	15.7	21.7	26.3	37.6
	Somewhat rare	282	308	18.2	20.3	18.2	20.3	44.6	57.9
	No common or non existent	324	236	21.0	15.6	21.0	15.6	65.5	73.5
	Don't know	528	399	34.1	26.3	34.1	26.4	99.6	99.9
	Refused	5	2	.4	.1	.4	.1	100.0	100.0
	Total	1547	1514	100.0	100	100.0	100.0		

Q10A.p) How common or rare is corruption in Social security (pensions, welfare, etc.)?

		Frequency		Percent		Valid Percent		Cumulative Percent	
		2008	2009	2008	2009	2008	2009	2008	2009
Valid	Very common	216	243	14.0	16.0	14.0	16.1	14.0	16.1
	Somewhat common	316	272	20.5	18.0	20.5	18.0	34.4	34.0
	Somewhat rare	335	356	21.6	23.5	21.6	23.5	56.1	57.6
	No common or non existent	359	434	23.2	28.6	23.2	28.7	79.3	86.3
	Don't know	314	206	20.3	13.6	20.3	13.6	99.6	99.9
	Refused	6	2	.4	.1	.4	.1	100.0	100.0
	Total	1547	1513	100.0	100	100.0	100.0		

ANNEX B: SELECTED FREQUENCIES FOR HOUSEHOLD SURVEYS 2008 AND 2009

Q10A.q) How common or rare is corruption in Communication (phone, internet providers, etc.)?

		Frequency		Percent		Valid Percent		Cumulative Percent	
		2008	2009	2008	2009	2008	2009	2008	2009
Valid	Very common	53	58	3.4	3.8	3.4	3.8	3.4	3.8
	Somewhat common	83	84	5.3	5.5	5.3	5.5	8.8	9.4
	Somewhat rare	212	235	13.7	15.5	13.7	15.5	22.5	24.9
	No common or non existent	738	932	47.7	61.5	47.7	61.6	70.2	86.5
	Don't know	457	202	29.5	13.3	29.5	13.3	99.7	99.8
	Refused	4	3	.3	.2	.3	.2	100.0	100.0
Total		1547	1514	100.0	100	100.0	100.0		

Q10A.r) How common or rare is corruption in Utilities (water, gas, electricity, etc.)?

		Frequency		Percent		Valid Percent		Cumulative Percent	
		2008	2009	2008	2009	2008	2009	2008	2009
Valid	Very common	49	60	3.2	4.0	3.2	4.0	3.2	4.0
	Somewhat common	83	83	5.4	5.5	5.4	5.5	8.6	9.5
	Somewhat rare	229	260	14.8	17.2	14.8	17.2	23.4	26.6
	No common or non existent	821	978	53.1	64.6	53.1	64.6	76.5	91.3
	Don't know	360	130	23.3	8.6	23.3	8.6	99.7	99.9
	Refused	4	2	.3	.1	.3	.1	100.0	100.0
	Total	1547	1513	100.0	99.9	100.0	100.0		
Missing	System	.	2	.	.1				
	Total	1547	1515	100.0	100.0				

Q10A.s) How common or rare is corruption in Municipal services (garbage collection, issuing permits, etc.)?

		Frequency		Percent		Valid Percent		Cumulative Percent	
		2008	2009	2008	2009	2008	2009	2008	2009
Valid	Very common	86	51	5.6	3.4	5.6	3.4	5.6	3.4
	Somewhat common	125	85	8.1	5.6	8.1	5.6	13.7	9.0
	Somewhat rare	153	243	9.9	16.0	9.9	16.1	23.5	25.0

ANNEX B: SELECTED FREQUENCIES FOR HOUSEHOLD SURVEYS 2008 AND 2009

No common or non existent	690	908	44.6	59.9	44.6	60.0	68.1	85.0
Don't know	487	225	31.5	14.9	31.5	14.9	99.6	99.9
Refused	6	2	.4	.1	.4	.1	100.0	100.0
Total	1547	1514	100.0	100	100.0	100.0		

Q10A.t) How common or rare is corruption in Urban development (land use permits, construction, etc.)?

		Frequency		Percent		Valid Percent		Cumulative Percent	
		2008	2009	2008	2009	2008	2009	2008	2009
Valid	Very common	312	295	20.2	19.5	20.2	19.5	20.2	19.5
	Somewhat common	258	286	16.7	18.9	16.7	18.9	36.8	38.4
	Somewhat rare	155	221	10.0	14.6	10.0	14.6	46.8	53.0
	No common or non existent	251	285	16.2	18.8	16.2	18.8	63.1	71.8
	Don't know	563	422	36.4	27.9	36.4	27.9	99.5	99.7
	Refused	8	5	.5	.3	.5	.3	100.0	100.0
	Total	1547	1514	100.0	100	100.0	100.0		

Q10A.u) How common or rare is corruption in Business sector?

		Frequency		Percent		Valid Percent		Cumulative Percent	
		2008	2009	2008	2009	2008	2009	2008	2009
Valid	Very common	247	271	16.0	17.9	16.0	17.9	16.0	17.9
	Somewhat common	255	305	16.5	20.1	16.5	20.1	32.4	38.0
	Somewhat rare	175	210	11.3	13.9	11.3	13.9	43.7	51.9
	No common or non existent	238	270	15.4	17.8	15.4	17.8	59.1	69.7
	Don't know	618	456	39.9	30.1	39.9	30.1	99.1	99.9
	Refused	14	2	.9	.1	.9	.1	100.0	100.0
	Total	1547	1514	100.0	99.9	100.0	100.0		
Missing	System	.	1	.	.1				
	Total	1547	1515	100.0	100.0				

Q10A.v) How common or rare is corruption in Mass media (TV companies, newspapers, etc.)?

		Frequency		Percent		Valid Percent		Cumulative Percent	
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ANNEX B: SELECTED FREQUENCIES FOR HOUSEHOLD SURVEYS 2008 AND 2009

Q10A.v) How common or rare is corruption in Mass media (TV companies, newspapers, etc.)?

		Frequency		Percent		Valid Percent		Cumulative Percent	
		2008	2009	2008	2009	2008	2009	2008	2009
Valid	Very common	141	116	9.1	7.7	9.1	7.7	9.1	7.7
	Somewhat common	253	229	16.3	15.1	16.3	15.1	25.5	22.8
	Somewhat rare	275	348	17.8	23.0	17.8	23.0	43.2	45.8
	No common or non existent	369	463	23.8	30.6	23.8	30.6	67.1	76.4
	Don't know	501	355	32.4	23.4	32.4	23.4	99.5	99.8
	Refused	8	3	.5	.2	.5	.2	100.0	100.0
	Total	1547	1514	100.0	100	100.0	100.0		

Q10A.w) How common or rare is corruption in Political parties?

		Frequency		Percent		Valid Percent		Cumulative Percent	
		2008	2009	2008	2009	2008	2009	2008	2009
Valid	Very common	202	226	13.1	14.9	13.1	14.9	13.1	14.9
	Somewhat common	283	249	18.3	16.4	18.3	16.4	31.4	31.4
	Somewhat rare	211	264	13.7	17.4	13.7	17.4	45.0	48.8
	No common or non existent	239	288	15.4	19.0	15.4	19.0	60.5	67.8
	Don't know	606	485	39.2	32.0	39.2	32.0	99.6	99.9
	Refused	6	2	.4	.1	.4	.1	100.0	100.0
	Total	1547	1514	100.0	100	100.0	100.0		

Q10A.x) How common or rare is corruption in NGOs?

		Frequency		Percent		Valid Percent		Cumulative Percent	
		2008	2009	2008	2009	2008	2009	2008	2009
Valid	Very common	60	59	3.9	3.9	3.9	3.9	3.9	3.9
	Somewhat common	106	121	6.9	8.0	6.9	8.0	10.7	11.9
	Somewhat rare	166	253	10.7	16.7	10.7	16.7	21.4	28.6
	No common or non existent	375	479	24.3	31.6	24.3	31.6	45.7	60.2
	Don't know	826	599	53.4	39.5	53.4	39.6	99.1	99.8
	Refused	14	3	.9	.2	.9	.2	100.0	100.0

ANNEX B: SELECTED FREQUENCIES FOR HOUSEHOLD SURVEYS 2008 AND 2009

Q10A.x) How common or rare is corruption in NGOs?

		Frequency		Percent		Valid Percent		Cumulative Percent	
		2008	2009	2008	2009	2008	2009	2008	2009
	Total	1547	1514	100.0	99.9	100.0	100.0		
Missing	System	.	1	.	.1				
	Total	1547	1515	100.0	100.0				

Q10A.y) How common or rare is corruption in Church?*

		Frequency		Percent		Valid Percent		Cumulative Percent	
		2008	2009	2008	2009	2008	2009	2008	2009
Valid	Very common	48	62	3.1	4.1	3.1	4.1	3.1	4.1
	Somewhat common	62	70	4.0	4.6	4.0	4.6	7.1	8.7
	Somewhat rare	88	128	5.7	8.4	5.7	8.5	12.8	17.2
	No common or non existent	725	1053	46.9	69.5	46.9	69.6	59.6	86.8
	Don't know	579	189	37.4	12.5	37.4	12.5	97.0	99.3
	Refused	46	10	3.0	.7	3.0	.7	100.0	100.0
	Total	1547	1512	100.0	99.8	100.0	100.0		
Missing	System	.	3	.	.2				
	Total	1547	1515	100.0	100.0				

Q11. Most corrupt sector/service (Multiple frequencies, three answers possible)

	Responses							
	N		Percent		Percent of Cases			
	2008	2009	2008	2009	2008	2009	2008	2009
Healthcare (policlinics, hospitals, etc.)	602	503	14.5	13.8	38.9	33.3		
Education (kindergartens, schools, universities, etc.)	392	359	9.4	9.8	25.3	23.7		
State Registrar(registration of private companies, NGO)	38	33	.9	.9	2.5	2.2		
Prosecutors Office	.	338	.	9.3	.	22.4		
Courts	.	344	.	9.4	.	22.8		
Court Decisions Enforcement Office (Office of the Court)	202	44	4.9	1.2	13.0	2.9		

ANNEX B: SELECTED FREQUENCIES FOR HOUSEHOLD SURVEYS 2008 AND 2009

Q11. Most corrupt sector/service (Multiple frequencies, three answers possible)

	N	Responses		Percent		Percent of Cases	
		2008	2009	2008	2009	2008	2009
Military (army)	151	106	3.6	2.9	9.7	7.0	
Electoral system/processes	507	313	12.2	8.6	32.7	20.7	
Customs authorities	265	198	6.4	5.4	17.1	13.1	
Tax service	379	181	9.1	5.0	24.5	12.0	
Issuing licenses/certificates/permits	49	26	1.2	.7	3.2	1.7	
Traffic police	322	209	7.7	5.7	20.8	13.8	
Police (excluding traffic police)	468	235	11.3	6.4	30.2	15.5	
Cadastre	74	121	1.8	3.3	4.8	8.0	
Notary services	46	65	1.1	1.8	3.0	4.3	
Social security (pensions, welfare, etc.)	173	111	4.2	3.0	11.2	7.3	
Communication (phone, internet providers, etc.)	9	5	.2	.1	.6	.3	
Utilities (water, gas, electricity, etc.)	16	5	.4	.1	1.0	.3	
Municipal services (garbage collection, issuing permits)	10	2	.2	.1	.6	.1	
Urban development (land use permits, construction, etc.)	139	61	3.3	1.7	9.0	4.0	
Business sector	81	54	1.9	1.5	5.2	3.6	
Mass media (TV companies, newspapers, etc.)	54	14	1.3	.4	3.5	.9	
Political parties	55	34	1.3	.9	3.6	2.2	
NGOs	4	4	.1	.1	.3	.3	
Church	17	9	.4	.2	1.1	.6	
Don't know	103	259	2.5	7.1	6.6	17.1	
Refused	3	15	.1	.4	.2	1.0	
Total	4159	3648	100.0	100.0	268.5	241.3	

Q12. Still in the context of corruption in the public sector, do you think corruption is most severe among low-ranking public officials, mid-ranking public officials or high-ranking public officials?

	Frequency		Percent		Valid Percent		Cumulative Percent	
	2008	2009	2008	2009	2008	2009	2008	2009

ANNEX B: SELECTED FREQUENCIES FOR HOUSEHOLD SURVEYS 2008 AND 2009

Q12. Still in the context of corruption in the public sector, do you think corruption is most severe among low-ranking public officials, mid-ranking public officials or high-ranking public officials?

		Frequency		Percent		Valid Percent		Cumulative Percent	
Valid	Corruption is most severe among high-ranking publ. officials	701	878	45,3	58.0	45,3	58.1	45,3	58.1
	Corruption is most severe among mid-ranking publ. officials	310	318	20,0	21.0	20,0	21.0	65,3	79.1
	Corruption is most severe among low-ranking publ. officials	137	85	8,9	5.6	8,9	5.6	74,2	84.7
	The level of corruption is the same across all ranks	270	114	17,4	7.5	17,4	7.5	91,7	92.3
	Don't know	122	112	7,9	7.4	7,9	7.4	99,6	99.7
	Refused	7	5	,4	.3	,4	.3	100,0	100.0
	Total	1547	1512	100,0	99.8	100,0	100.0		
Missing	System	.	3	.	.2				
	Total	1547	1515	100.0	100.0				

Q13A. In your opinion, how did the amount of demanding for bribes by public officials change over the past year?

		Frequency		Percent		Valid Percent		Cumulative Percent	
		2008	2009	2008	2009	2008	2009	2008	2009
Valid	Increased significantly	.	193	.	12.7	.	12.7	.	12.7
	Increased somewhat	.	245	.	16.2	.	16.2	.	28.9
	Stayed the same as last year	.	449	.	29.6	.	29.7	.	58.6
	Decreased somewhat	.	260	.	17.2	.	17.2	.	75.8
	Decreased significantly	.	22	.	1.5	.	1.5	.	77.2
	Don't know	.	342	.	22.6	.	22.6	.	99.8
	Refused	.	3	.	.2	.	.2	.	100.0
Total	.	1514	.	99.9	.	100.0	.		
Missing	System	.	1	.	.1				
	Total	.	1515	.	100.0				

ANNEX B: SELECTED FREQUENCIES FOR HOUSEHOLD SURVEYS 2008 AND 2009

Q13B. In your opinion, how did the frequency of demanded bribes change by public officials over the past year?

		Frequency		Percent		Valid Percent		Cumulative Percent	
		2008	2009	2008	2009	2008	2009	2008	2009
Valid	Increased significantly	.	131	.	8.6	.	8.7	.	8.7
	Increased somewhat	.	205	.	13.5	.	13.6	.	22.2
	Stayed the same as last year	.	431	.	28.4	.	28.5	.	50.8
	Decreased somewhat	.	259	.	17.1	.	17.1	.	67.9
	Decreased significantly	.	39	.	2.6	.	2.6	.	70.5
	Don't know	.	442	.	29.2	.	29.3	.	99.7
	Refused	.	4	.	.3	.	.3	.	100.0
	Total	.	1511	.	99.7	.	100.0	.	
Missing	System	.	4	.	.3				
	Total	.	1515	.	100.0				

Q14. On which most important information sources do you base your assessment of the level of corruption in the country (Multiple frequency, three answers possible)?

	Responses							
	N		Percent		Percent of Cases			
	2008	2009	2008	2009	2008	2009	2008	2009
Personal experience	379	362	10.6	10.5	24.5	23.9		
Talks with relatives or family	833	759	23.2	21.9	53.8	50.2		
Talk with friends and acquaintances	1069	980	29.8	28.3	69.1	64.8		
Information about corruption given by NGOs	74	142	2.1	4.1	4.8	9.4		
Information provided by the media	1171	1140	32.6	32.9	75.7	75.3		
Other	5	12	.1	.3	.3	.8		
Don't know	55	66	1.5	1.9	3.6	4.4		
Refused	4	2	.1	.1	.3	.1		
Total	3590	3463	100.0	100.0	232.1	228.9		

Q15A.1. Have you used this media source in past 12 months? (Yes answers)

	Frequency	Percent	Valid Percent
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ANNEX B: SELECTED FREQUENCIES FOR HOUSEHOLD SURVEYS 2008 AND 2009
Q15A.1. Have you used this media source in past 12 months?(Yes answeres)

	Frequency		Percent		Valid Percent	
	2008	2009	2008	2009	2008	2009
H1 National Television	1313	1351	84,9	89.2	84,9	89.3
Yerkir Media	435	474	28,1	31.3	28,1	31.4
Shant TV	980	1217	63,3	80.3	63,3	80.4
Armenia TV	1039	1176	67,1	77.6	67,1	77.7
H2	1022	1065	66	70.3	66	70.4
ALM TV	639	525	41,3	34.7	41,3	34.7
Kentron	481	416	31,1	27.5	31,1	27.6
RTR	1023	1017	66,1	67.1	66,1	67.3
ORT	1064	1051	68,8	69.4	68,8	69.5
Public Radio of Armenia	202	200	13	13.2	13	13.2
Radio Liberty/Azatutiun Radiokayan	390	238	25,2	15.7	25,2	15.7
Radio Hay FM	158	147	10.2	9.7	10.2	9.7
Chorord Ishkhanutiun	128	90	8.3	5.9	8.3	6.0
Aravot	176	149	11.4	9.8	11.4	9.9
Azg	99	94	6.4	6.2	6.4	6.2
Hayots Ashkharh	94	73	6.1	4.9	6.1	4.9
Haykakan Zhamanak	140	115	9.0	7.6	9.0	7.6
Yerkir	55	58	3.6	3.8	3.6	3.8
Hayastani Hanrapetutiun	83	81	5.4	5.3	5.4	5.4
Golos Armenii	49	53	3.2	3.5	3.2	3.5
Iravunk	129	118	8.4	7.8	8.4	7.8
www.hetq.am	20	17	1.3	1.1	1.3	1.1
www.armenianow.com	27	20	1.8	1.3	1.8	1.3
www.armenialiberty.org	22	13	1.4	.9	1.4	.9
www.a1plus.am	59	32	3,8	2.1	3,8	2.1

ANNEX B: SELECTED FREQUENCIES FOR HOUSEHOLD SURVEYS 2008 AND 2009

Q15A.1. Have you used this media source in past 12 months?(Yes answeres)

	Frequency		Percent		Valid Percent	
	2008	2009	2008	2009	2008	2009
www.groong.com	11	8	0,7	.5	0,7	.5
Total	9838	9798	635.9			

Q15C. Of all media sources you use, which one do you trust the most to provide accurate information?

	Frequency		Percent		Valid Percent		Cumulative Percent	
	2008	2009	2008	2009	2008	2009	2008	2009
Valid H1 National Television	394	270	25.5	17.8	25.5	17.9	25.5	17.9
Yerkir Media	27	28	1.7	1.8	1.7	1.9	27.2	19.7
Shant TV	447	643	28.9	42.4	28.9	42.6	56.1	62.3
Armenia TV	143	229	9.3	15.1	9.3	15.2	65.4	77.4
H2	32	36	2.1	2.4	2.1	2.4	67.5	79.8
ALM TV	49	10	3.1	.7	3.1	.7	70.6	80.5
Kentron	6	7	.4	.5	.4	.5	71.0	80.9
RTR	41	31	2.7	2.0	2.7	2.1	73.6	83.0
ORT	107	57	6.9	3.8	6.9	3.8	80.6	86.8
Public Radio of Armenia	10	13	.7	.9	.7	.9	81.2	87.6
Radio Liberty/Azatutiun Radiokayan	106	30	6.9	2.0	6.9	2.0	88.1	89.6
Chorord Ishkhanutiun	11	2	.7	.1	.7	.1	89.0	89.7
Aravot	13	8	.9	.5	.9	.5	89.9	90.3
Azg	2	1	.1	.1	.1	.1	90.0	90.3
Haykakan Zhamanak	14	7	.9	.5	.9	.5	90.9	90.8
Hayastani Hanrapetutiun	1	1	.1	.1	.1	.1	91.0	90.9
Golos Armenii	1	3	.1	.2	.1	.2	91.1	91.1
Iravunk	5	8	.3	.5	.3	.5	91.4	91.6
www.armenialiberty.org	1	1	.0	.1	.0	.1	91.6	91.7

ANNEX B: SELECTED FREQUENCIES FOR HOUSEHOLD SURVEYS 2008 AND 2009

Q15C.Of all media sources you use, which one do you trust the most to provide accurate information?

	Frequency		Percent		Valid Percent		Cumulative Percent	
	2008	2009	2008	2009	2008	2009	2008	2009
www.a1plus.am	7	4	.5	.3	.5	.3	92.0	91.9
Other	16	44	.8	2.9	.8	2.9	92.8	94.8
HTB	6	1	.4	.1	.4	.1	92.8	95.0
Gala	35	4	2.3	.3	2.3	.3	95.1	95.3
I don't trust any media outlets	61	67	4.0	4.4	4.0	4.4	99.2	99.8
Don't know	13	3	.8	.2	.8	.2	100.0	100.0
Total	1547	1515	100.0	100.0				

Q16.a.Please tell me if you think 'Giving cash to a police officer to avoid revoking your driving license' action represents corruption or if it does not represent corruption according to your understanding

		Frequency		Percent		Valid Percent		Cumulative Percent	
		2008	2009	2008	2009	2008	2009	2008	2009
Valid	Yes	1361	1328	88.0	87.7	88.0	87.8	88.0	87.8
	No	136	136	8.8	9.0	8.8	9.0	96.8	96.8
	Don't know	46	46	3.0	3.0	3.0	3.0	99.7	99.9
	Refused	4	2	.3	.1	.3	.1	100.0	100.0
	Total	1547	1512	100.0	99.8	100.0	100.0		
Missing	System	.	3	.	.2				
	Total	1547	1515	100.0	100.0				

Q16.b. Please tell me if you think 'Giving a gift to a doctor to grant you special care of you' action represents corruption or if it does not represent corruption according to your understanding

		Frequency		Percent		Valid Percent		Cumulative Percent	
		2008	2009	2008	2009	2008	2009	2008	2009
Valid	Yes	748	707	48.3	46.7	48.3	46.7	48.3	46.7
	No	763	777	49.4	51.3	49.4	51.3	97.7	98.0
	Don't know	34	27	2.2	1.8	2.2	1.8	99.9	99.8

ANNEX B: SELECTED FREQUENCIES FOR HOUSEHOLD SURVEYS 2008 AND 2009

Q16.b. Please tell me if you think 'Giving a gift to a doctor to grant you special care of you' action represents corruption or if it does not represent corruption according to your understanding

		Frequency		Percent		Valid Percent		Cumulative Percent	
		2008	2009	2008	2009	2008	2009	2008	2009
	Refused	2	3	.1	.2	.1	.2	100.0	100.0
	Total	1547	1514	100.0	99.9	100.0	100.0		
Missing	System	.	1	.	.1				
	Total	1547	1515	100.0	100.0				

Q16.c. Please tell me if you think 'A public official helping a relative get accepted into a university' action represents corruption or if it does not represent corruption according to your understanding

		Frequency		Percent		Valid Percent		Cumulative Percent	
		2008	2009	2008	2009	2008	2009	2008	2009
Valid	Yes	925	1007	59.8	66.5	59.8	66.6	59.8	66.6
	No	523	444	33.8	29.3	33.8	29.3	93.6	95.9
	Don't know	92	61	6.0	4.0	6.0	4.0	99.6	99.9
	Refused	6	1	.4	.1	.4	.1	100.0	100.0
	Total	1547	1513	100.0	99.9	100.0	100.0		
Missing	System	.	2	.	.1				
	Total	1547	1515	100.0	100.0				

Q16.d. Please tell me if you think 'Picking flowers or fruit from a neighbor's garden without permission' action represents corruption or if it does not represent corruption according to your understanding

		Frequency		Percent		Valid Percent		Cumulative Percent	
		2008	2009	2008	2009	2008	2009	2008	2009
Valid	Yes	94	148	6.1	9.8	6.1	9.8	6.1	9.8
	No	1406	1328	90.9	87.7	90.9	87.8	97.0	97.6
	Don't know	42	34	2.7	2.2	2.7	2.2	99.7	99.8
	Refused	5	3	.3	.2	.3	.2	100.0	100.0
	Total	1547	1513	100.0	99.9	100.0	100.0		
Missing	System	.	2	.	.1				

ANNEX B: SELECTED FREQUENCIES FOR HOUSEHOLD SURVEYS 2008 AND 2009

Total	1547	1515	100.0	100.0
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Q16.e. Please tell me if you think 'Using connections to exempt someone close to you from military service' action represents corruption or if it does not represent corruption according to your understanding

		Frequency		Percent		Valid Percent		Cumulative Percent	
		2008	2009	2008	2009	2008	2009	2008	2009
Valid	Yes	1019	1119	65.9	73.9	65.9	74.0	65.9	74.0
	No	415	320	26.8	21.1	26.8	21.2	92.7	95.1
	Don't know	109	72	7.0	4.8	7.0	4.8	99.7	99.9
	Refused	4	2	.3	.1	.3	.1	100.0	100.0
	Total	1547	1513	100.0	99.9	100.0	100.0		
Missing	System	.	2	.	.1				
	Total	1547	1515	100.0	100.0				

Q16.f. Please tell me if you think 'Paying a judge to achieve favorable treatment' action represents corruption or if it does not represent corruption according to your understanding

		Frequency		Percent		Valid Percent		Cumulative Percent	
		2008	2009	2008	2009	2008	2009	2008	2009
Valid	Yes	1465	1428	94.7	94.3	94.7	94.3	94.7	94.3
	No	41	51	2.6	3.4	2.6	3.4	97.3	97.7
	Don't know	36	33	2.3	2.2	2.3	2.2	99.7	99.9
	Refused	5	2	.3	.1	.3	.1	100.0	100.0
	Total	1547	1514	100.0	99.9	100.0	100.0		
Missing	System	.	1	.	.1				
	Total	1547	1515	100.0	100.0				

Q16.g. Please tell me if you think 'A student or a student's parent giving a professor a gift on the day of exams' action represents corruption or if it does not represent corruption according to your understanding

		Frequency		Percent		Valid Percent		Cumulative Percent	
		2008	2009	2008	2009	2008	2009	2008	2009
Valid	Yes	1090	1227	70.5	81.0	70.5	81.0	70.5	81.0
	No	389	251	25.2	16.6	25.2	16.6	95.6	97.6

ANNEX B: SELECTED FREQUENCIES FOR HOUSEHOLD SURVEYS 2008 AND 2009

	Don't know	65	34	4.2	2.2	4.2	2.2	99.8	99.9
	Refused	3	2	.2	.1	.2	.1	100.0	100.0
	Total	1547	1514	100.0	99.9	100.0	100.0		
Missing	System	.	1	.	.1				
	Total	1547	1515	100.0	100.0				

Q16.h. Please tell me if you think 'Making small unofficial payments for delivery of pensions' action represents corruption or if it does not represent corruption according to your understanding

		Frequency		Percent		Valid Percent		Cumulative Percent	
		2008	2009	2008	2009	2008	2009	2008	2009
Valid	Yes	826	950	53.4	62.7	53.4	62.8	53.4	62.8
	No	618	498	40.0	32.9	40.0	32.9	93.4	95.7
	Don't know	98	61	6.3	4.0	6.3	4.0	99.7	99.7
	Refused	4	4	.3	.3	.3	.3	100.0	100.0
	Total	1547	1513	100.0	99.9	100.0	100.0		
Missing	System	.	2	.	.1				
	Total	1547	1515	100.0	100.0				

Q16.i. Please tell me if you think 'A public official recommending a relative for a position in a ministry' action represents corruption or if it does not represent corruption according to your understanding

		Frequency		Percent		Valid Percent		Cumulative Percent	
		2008	2009	2008	2009	2008	2009	2008	2009
Valid	Yes	771	900	49.8	59.4	49.8	59.4	49.8	59.4
	No	625	530	40.4	35.0	40.4	35.0	90.2	94.5
	Don't know	143	83	9.3	5.5	9.3	5.5	99.5	99.9
	Refused	8	1	.5	.1	.5	.1	100.0	100.0
	Total	1547	1514	100.0	99.9	100.0	100.0		
Missing	System	.	1	.	.1				
	Total	1547	1515	100.0	100.0				

ANNEX B: SELECTED FREQUENCIES FOR HOUSEHOLD SURVEYS 2008 AND 2009

Q16.j. Please tell me if you think 'Using an office car by a government employee for private purposes' action represents corruption or if it does not represent corruption according to your understanding

		Frequency		Percent		Valid Percent		Cumulative Percent	
		2008	2009	2008	2009	2008	2009	2008	2009
Valid	Yes	575	736	37.2	48.6	37.2	48.6	37.2	48.6
	No	784	663	50.7	43.8	50.7	43.8	87.9	92.5
	Don't know	182	110	11.7	7.3	11.7	7.3	99.6	99.7
	Refused	6	4	.4	.3	.4	.3	100.0	100.0
	Total	1547	1515	100.0	100.0				

Q16.k. Please tell me if you think 'Abuse of official position for private business purposes' action represents corruption or if it does not represent corruption according to your understanding

		Frequency		Percent		Valid Percent		Cumulative Percent	
		2008	2009	2008	2009	2008	2009	2008	2009
Valid	Yes	1073	1176	69.4	77.6	69.4	77.7	69.4	77.7
	No	320	241	20.7	15.9	20.7	15.9	90.1	93.7
	Don't know	149	93	9.6	6.1	9.6	6.1	99.7	99.8
	Refused	5	3	.3	.2	.3	.2	100.0	100.0
	Total	1547	1515	100.0	100.0				

Q17. To the best of your knowledge, which of the following is most often the case when someone ends up paying a bribe to a governmental employee?

		Frequency		Percent		Valid Percent		Cumulative Percent	
		2008	2009	2008	2009	2008	2009	2008	2009
Valid	A government employee indicates or asks for payment	531	483	34.3	31.9	34.3	31.9	34.3	31.9
	The household offers a payment of its own accord	234	286	15.1	18.9	15.1	18.9	49.5	50.8
	It is known beforehand how to pay and how much to pay	554	551	35.8	36.4	35.8	36.4	85.3	87.2
	Other	12	38	.8	2.5	.8	2.5	86.1	89.8
	Don't know	6	151	.4	10.0	.4	10.0	86.5	99.7
	Refused	4	4	.2	.3	.2	.3	86.7	100.0

ANNEX B: SELECTED FREQUENCIES FOR HOUSEHOLD SURVEYS 2008 AND 2009

Q17.To the best of your knowledge, which of the following is most often the case when someone ends up paying a bribe to a governmental employee?

		Frequency		Percent		Valid Percent		Cumulative Percent	
		2008	2009	2008	2009	2008	2009	2008	2009
	Total	3	1513	.2	99.9	.2	100.0	86.9	
Missing	System	202	2	13.1	.1	13.1		100.0	
	Total	1547	1515	100.0	100.0	100.0			

Q18.If someone has paid a bribe to governmental employee in order to obtain a service or to resolve a problem, how certain it is that the service is obtained or the problem resolved?

		Frequency		Percent		Valid Percent		Cumulative Percent	
		2008	2009	2008	2009	2008	2009	2008	2009
Valid	Very certain	232	244	15.0	16.1	15.0	16.1	15.0	16.1
	Fairly certain	703	724	45.5	47.8	45.5	47.9	60.5	64.0
	Somewhat uncertain	337	315	21.8	20.8	21.8	20.8	82.3	84.8
	Extremely uncertain	87	92	5.6	6.1	5.6	6.1	87.9	90.9
	Don't know	185	134	12.0	8.8	12.0	8.9	99.9	99.7
	Refused	2	4	.1	.3	.1	.3	100.0	100.0
	Total	1547	1513	100.0	99.9	100.0	100.0		
Missing	System	.	2	.	.1				
	Total	1547	1515	100.0	100.0				

Q19.In your opinion, which of the following are the main motives behind corrupt practices (Multiple frequency, three answers possible)?

	Responses					
	N		Percent		Percent of Cases	
	2008	2009	2008	2009	2008	2009
There is no other way to get things done	941	995	30.8	31.7	60.8	65.9
To avoid punishment/sanctions	314	356	10.3	11.3	20.3	23.6
To avoid higher official payments	304	296	10.0	9.4	19.7	19.6
To speed up the processes/procedures	716	747	23.4	23.8	46.3	49.5
To be treated (served) appropriately	203	213	6.7	6.8	13.1	14.1
To get preferential treatment/privileges	201	177	6.6	5.6	13.0	11.7
To have alternative source of income	190	179	6.2	5.7	12.3	11.9

ANNEX B: SELECTED FREQUENCIES FOR HOUSEHOLD SURVEYS 2008 AND 2009

Q19. In your opinion, which of the following are the main motives behind corrupt practices (Multiple frequency, three answers possible)?

	N	Responses				
		Percent		Percent of Cases		
The practice of obligatory “payments” to supervisors	81	91	2.6	2.9	5.2	6.0
Other	9	23	.3	.7	.6	1.5
Poor socioeconomic conditions	3	.	.1	.	.2	.
Lack of knowledge on legislation/laws	1	.	.0	.	.1	.
Lawlessness/anarchy	2	.	.1	.	.1	.
Don't know	85	62	2.8	2.0	5.5	4.1
Refused	3	3	.1	.1	.2	.2
Total	3054	3142	100.0	100.0	197.4	208.2

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

		Frequency		Percent		Valid Percent		Cumulative Percent	
		2008	2009	2008	2009	2008	2009	2008	2009
Valid	I would take it	331	302	21,4	19,9	21,5	20,0	21,5	20,0
	I would not take it	1109	1093	71,7	72,1	72,1	72,3	93,7	92,3
	Other	6	16	,4	1,1	,4	1,1	94,1	93,4
	Don't know	73	96	4,7	6,3	4,7	6,4	98,8	99,7
	Refused	18	4	1,2	,3	1,2	,3	100,0	100,0
	Total	1537	1511	99,3	99,7	100,0	100,0		
Missing	System	10	4	,7	,3				
	Total	1547	1515	100,0	100,0				

Q21. Why would you take it?

		Frequency		Percent		Valid Percent		Cumulative Percent	
		2008	2009	2008	2009	2008	2009	2008	2009
Valid	Because everybody takes it	113	102	7.3	6.7	33.8	33.6	33.8	33.6
	Because I need money	160	157	10.3	10.4	47.9	51.6	81.7	85.2
	Because I have to “share” it with my supervisor(s)	23	19.	1.5	1.3.	6.9	.	88.6	.

ANNEX B: SELECTED FREQUENCIES FOR HOUSEHOLD SURVEYS 2008 AND 2009

Q21. Why would you take it?

		Frequency		Percent		Valid Percent		Cumulative Percent	
		2008	2009	2008	2009	2008	2009	2008	2009
	Other	10	20.	.6	1.3.	2.9	.	91.6	.
	Because I need to provide a “special” or faster service	6	.	.4	.	1.8	.	93.4	.
	Because those who take they also need to give a bribe to someone	7	.	.5		2.1	6.3	95.5	91.4
	Because I like money	7	.	.5		2.1	6.6	97.6	98.0
	Don't know	4	6	.3	.4	1.3	2.0	98.9	100.0
	Refused	4	.	.2	.	1.1	.	100.0	
	Total	333	304	21.6	20.1	100.0	100.0		
Missing	System	1214	1211	78.4	79.9				
	Total	1547	1515	100.0	100.0				

Q22. Why would you not take it?

		Frequency		Percent		Valid Percent		Cumulative Percent	
		2008	2009	2008	2009	2008	2009	2008	2009
Valid	Because there is a high risk to be punished	121	122	7,8	8.1	10,9	11.2	10,9	11.2
	Because it is unacceptable for me	807	825	52,2	54.5	72,8	75.5	83,8	86.6
	...and I will try to resolve the issue through legal means	63	58	4,0	3.8	5,6	5.3	89,4	91.9
	Other	37	.	2,4	.	3,3	.	92,7	.
	Because of my conscience/faith	17	4	1,1	.3	1,5	.4	94,3	92.3
	Because I prefer to be fair	18	1	1,2	.1	1,6	.1	95,9	92.4
	Because it is illegal/immoral	14	1	,9	.1	1,3	.1	97,2	92.5
	Because I am not a corrupt person	5	2	,4	.1	,5	.2	97,7	92.7
	To reduce/illuminate corruption	4	65	,2	4.3	,3	5.9	98,0	98.6
	Don't know	15	14	1,0	.9	1,4	1.3	99,4	99.9
	Refused	6	1	,4	.1	,6	.1	100,0	100.0
	Total	1109	1093	71,7	72.1	100,0	100.0		

ANNEX B: SELECTED FREQUENCIES FOR HOUSEHOLD SURVEYS 2008 AND 2009

Missing	System	438	422	28,3	27.9
	Total	1547	1515	100,0	100.0

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

		Frequency		Percent		Valid Percent		Cumulative Percent	
		2008	2009	2008	2009	2008	2009	2008	2009
Valid	I would give it	814	808	52.6	53.3	52.6	53.5	52.6	53.5
	I would not give it	626	617	40.5	40.7	40.5	40.9	93.1	94.4
	Other, specify	5	23	.3	1.5	.3	1.5	93.4	95.9
	It depends for what purpose	7	.	.4	.	.4	.	93.9	.
	If there is no other way to solve my issue, then I would give	5	.	.3	.	.3	.	94.2	.
	Don't know	80	59	5.2	3.9	5.2	3.9	99.3	99.8
	Refused	10	3	.7	.2	.7	.2	100.0	100.0
	Total	1547	1510	100.0	99.7	100.0	100.0		
Missing	System	.	5	.	.3				
	Total	1547	1515	100.0	100.0				

Q24.Why would you give it?

		Frequency		Percent		Valid Percent		Cumulative Percent	
		2008	2009	2008	2009	2008	2009	2008	2009
Valid	Because everyone gives	62	79	4.0	5.2	7.6	9.7	7.6	9.7
	Because there's no other way I can obtain the service	624	644	40.4	42.5	76.6	79.4	84.3	89.1
	I will be able to negotiate the price	63	34	4.1	2.2	7.7	4.2	92.0	93.3
	Other	32	38	2.1	2.5	3.9	4.7	95.9	98.0
	Because I need to speed-up the solution of my issue	17	3	1.1	.2	2.1	.4	98.0	98.4
	Because I need to be sure that my request will be addressed	10	2	.7	.1	1.2	.2	99.2	98.6
	To avoid punishment	2	1	.1	.1	.3	.1	99.5	98.8
	To reciprocate the "good" act	.	3	.	.2	.	.4	.	99.1
	Don't know	4	7	.3	.5	.5	.9	100.0	100.0
	Total	815	811	52.7	53.5	100.0	100.0		

ANNEX B: SELECTED FREQUENCIES FOR HOUSEHOLD SURVEYS 2008 AND 2009

Missing	System	732	704	47.3	46.5
	Total	1547	1515	100.0	100.0

Q25. Why would you not give it?

		Frequency		Percent		Valid Percent		Cumulative Percent	
		2008	2009	2008	2009	2008	2009	2008	2009
Valid	Because there is a high risk to be punished	30	48	1.9	3.2	4.8	7.8	4.8	7.8
	Because it is unacceptable for me	361	403	23.3	26.6	57.7	65.5	62.5	73.3
	...and I will try to resolve the issue through legal means	117	59	7.5	3.9	18.6	9.6	81.1	82.9
	Other	22	47	1.4	3.1	3.6	7.6	84.7	90.6
	Because I have no money/means	50	39	3.2	2.6	7.9	6.3	92.6	96.9
	Because it is illegal	8	2	.5	.1	1.3	.3	93.9	97.2
	Because of my faith/religion/ conscience	7	1	.5	.1	1.1	.2	95.0	97.4
	To reduce/illuminate corruption	.	6	.	.4	.	1.0	.	98.4
	Don't know	17	10	1.1	.7	2.6	1.6	97.7	100.0
	Refused	14	.	.9	.	2.3	.	100.0	.
	Total	626	615	40.5	40.6	100.0	100.0		
Missing	System	921	900	59.5	59.4				
	Total	1547	1515	100.0	100.0				

Q26. Contacted service in last 12 months (Yes answeres).

		Frequency		Percent		Valid Percent	
		2008	2009	2008	2009	2008	2009
a.	State-guaranteed free birth assistance	110	187	7,1	12.3	7,1	12.4
b.	Healthcare, except state guaranteed free birth assistance	893	771	57,7	50.9	57,7	51.0
c.	Education (kindergartens, schools, universities, etc.)	594	553	38,4	36.5	38,4	36.6
d.	State Registrar (registration of private companies, NGOs, etc.)	70	66	4,5	4.4	4,5	4.4
e.	Military(army)	113	114	7,3	7.5	7,3	7.5
f.	The Prosecution	.	24	.	1.6	.	1.6
g.	Courts	.	40	.	2.6	.	2.6

ANNEX B: SELECTED FREQUENCIES FOR HOUSEHOLD SURVEYS 2008 AND 2009

Q26. Contacted service in last 12 months (Yes answers).

	Frequency		Percent		Valid Percent	
	2008	2009	2008	2009	2008	2009
h. Court Decisions Enforcement	37	25	2,4	1,7	2,4	1,7
i. Customs authorities	52	28	3,4	1,8	3,4	1,9
J. Tax service	103	88	6,6	5,8	6,6	5,8
k. licenses/certificates/permits issuer	28	20	1,8	1,3	1,8	1,3
l. Traffic police	216	198	14,0	13,1	14,0	13,1
m. Police (excluding traffic police)	38	36	2,4	2,4	2,4	2,4
n. Cadastre	129	134	8,3	8,8	8,3	8,9
o. Notary services	179	149	11,6	9,8	11,6	9,8
p. Social security (pensions, welfare, etc.)	442	580	28,6	38,3	28,6	38,3
q. Communication (phone, internet providers, etc.)	493	790	31,9	52,1	31,9	52,2
r. Utilities (water, gas, electricity, etc.)	608	969	39,3	64,0	39,4	64,0

Q27. If contacted, asked to pay bribe? (Yes answers)

	Frequency		Percent		Valid Percent	
	2008	2009	2008	2009	2008	2009
a. State-guaranteed free birth assistance	37	50	2,4	3,3	33,2	26,5
b. Healthcare, except state guaranteed free birth assistance	209	197	13,5	13,0	23,4	25,5
c. Education (kindergartens, schools, universities, etc.)	83	76	5,4	5,0	14,0	13,7
d. State Registrar (registration of private companies, NGOs, etc.)	10	6	,6	,4	14,3	9,0
e. Military (army)	10	11	,6	,7	8,6	9,7
f. The Prosecution	.	4	.	,3	.	16,7
g. Courts	.	8	.	,5	.	20,0
h. Court Decisions Enforcement	7	5	,4	,3	18,4	20,0
i. Customs authorities	18	13	1,1	,9	34,1	46,4
j. Tax service	5	2	,3	,1	17,2	10,0
k. licenses/certificates/permits issuer	28	20	1,8	1,3	1,8	1,3
l. Traffic police	79	63	5,1	4,2	36,6	31,8
m. Police (excluding traffic police)	8	6	,5	,4	21,3	16,7

ANNEX B: SELECTED FREQUENCIES FOR HOUSEHOLD SURVEYS 2008 AND 2009

Q27.If contacted, asked to pay bribe?(Yes answers)

	Frequency		Percent		Valid Percent	
	2008	2009	2008	2009	2008	2009
n.Cadastre	24	19	1.5	1.3	18.4	14.3
o.Notary services	19	17	1.2	1.1	10.7	11.5
p.Social security (pensions, welfare, etc.)	59	57	3.8	3.8	13.5	9.8
q.Communication (phone, internet providers, etc.)	11	7	.7	.5	2.3	.9
r.Utilities (water, gas, electricity, etc.)	23	8	1.5	.5	3.8	.8

Q32.During the past 12 months, have you heard of anyone including relatives, friends, acquaintances or neighbors paying bribes to obtain a public service?

		Frequency		Percent		Valid Percent		Cumulative Percent	
		2008	2009	2008	2009	2008	2009	2008	2009
		Valid	Yes	433	316	28.0	20.9	28.0	20.9
	No	1058	1175	68.4	77.6	68.4	77.7	96.3	98.6
	Don't know	40	16	2.6	1.1	2.6	1.1	98.9	99.7
	Refused	16	5	1.1	.3	1.1	.3	100.0	100.0
	Total	1547	1515	100.0	100.0				

Q33.a.How often did the following happen - The officials directly demand cash gift or favor?

		Frequency		Percent		Valid Percent		Cumulative Percent	
		2008	2009	2008	2009	2008	2009	2008	2009
		Valid	All cases	85	42	5.5	2.8	5.5	2.8
	Most cases	196	134	12.6	8.8	12.6	8.9	18.2	11.6
	Rare cases	258	215	16.6	14.2	16.6	14.2	34.8	25.9
	No cases at all	419	473	27.1	31.2	27.1	31.3	61.9	57.1
	(Has not dealt with public officials)	486	599	31.4	39.5	31.4	39.6	93.4	96.8
	Don't know	92	45	6.0	3.0	6.0	3.0	99.3	99.7
	Refused	10	4	.7	.3	.7	.3	100.0	100.0
	Total	1547	1515	100.0	100.0				

ANNEX B: SELECTED FREQUENCIES FOR HOUSEHOLD SURVEYS 2008 AND 2009

Q33.b. How often did the following happen - The officials do not demand directly but show that they expect a cash gift or a favor

		Frequency		Percent		Valid Percent		Cumulative Percent	
		2008	2009	2008	2009	2008	2009	2008	2009
Valid	All cases	70	73	4.5	4.8	4.5	4.8	4.5	4.8
	Most cases	291	192	18.8	12.7	18.8	12.7	23.4	17.5
	Rare cases	285	232	18.4	15.3	18.4	15.3	41.8	32.9
	No cases at all	340	415	22.0	27.4	22.0	27.4	63.7	60.3
	(Has not dealt with public officials)	464	549	30.0	36.2	30.0	36.3	93.7	96.6
	Don't know	90	47	5.8	3.1	5.8	3.1	99.5	99.7
	Refused	7	4	.5	.3	.5	.3	100.0	100.0
Total		1547	1515	100.0	100.0				

Q33.c. How often did the following happen - You give cash to the official

		Frequency		Percent		Valid Percent		Cumulative Percent	
		2008	2009	2008	2009	2008	2009	2008	2009
Valid	All cases	19	13	1.2	.9	1.2	.9	1.2	.9
	Most cases	51	51	3.3	3.4	3.3	3.4	4.6	4.2
	Rare cases	203	150	13.1	9.9	13.1	9.9	17.7	14.2
	No cases at all	703	735	45.4	48.5	45.4	48.6	63.1	62.8
	(Has not dealt with public officials)	489	527	31.6	34.8	31.6	34.9	94.8	97.6
	Don't know	65	29	4.2	1.9	4.2	1.9	99.0	99.5
	Refused	16	7	1.0	.5	1.0	.5	100.0	100.0
Total		1547	1515	100.0	100.0				

Q33.d. How often did the following happen - You give a gift to the official

		Frequency		Percent		Valid Percent		Cumulative Percent	
		2008	2009	2008	2009	2008	2009	2008	2009
Valid	All cases	12	7	.8	.5	.8	.5	.8	.5
	Most cases	39	49	2.5	3.2	2.5	3.2	3.3	3.7
	Rare cases	190	138	12.3	9.1	12.3	9.1	15.6	12.8
	No cases at all	737	752	47.7	49.6	47.7	49.7	63.2	62.6

ANNEX B: SELECTED FREQUENCIES FOR HOUSEHOLD SURVEYS 2008 AND 2009

Q33.d. How often did the following happen - You give a gift to the official

		Frequency		Percent		Valid Percent		Cumulative Percent	
		2008	2009	2008	2009	2008	2009	2008	2009
	(Has not dealt with public officials)	491	538	31.8	35.5	31.8	35.6	95.0	98.1
	Don't know	62	24	4.0	1.6	4.0	1.6	99.0	99.7
	Refused	15	4	1.0	.3	1.0	.3	100.0	100.0
	Total	1547	1515	100.0	100.0				

Q33.e. How often did the following happen - You do the official a favor

		Frequency		Percent		Valid Percent		Cumulative Percent	
		2008	2009	2008	2009	2008	2009	2008	2009
Valid	All cases	13	10	.8	.7	.8	.7	.8	.7
	Most cases	47	49	3.0	3.2	3.0	3.2	3.8	3.9
	Rare cases	190	155	12.3	10.2	12.3	10.3	16.1	14.2
	No cases at all	726	724	46.9	47.8	46.9	47.9	63.0	62.0
	(Has not dealt with public officials)	503	542	32.5	35.8	32.5	35.8	95.5	97.9
	Don't know	58	26	3.8	1.7	3.8	1.7	99.3	99.6
	Refused	11	6	.7	.4	.7	.4	100.0	100.0
	Total	1547	1515	100.0	100.0				

Q33.f. How often did the following happen - You are asked to do a favor to relatives of the official

		Frequency		Percent		Valid Percent		Cumulative Percent	
		2008	2009	2008	2009	2008	2009	2008	2009
Valid	All cases	13	4	.8	.3	.8	.3	.8	.3
	Most cases	32	22	2.1	1.5	2.1	1.5	2.9	1.7
	Rare cases	100	92	6.4	6.1	6.4	6.1	9.3	7.8
	No cases at all	813	756	52.6	49.9	52.6	50.0	61.9	57.8
	(Has not dealt with public officials)	517	607	33.4	40.1	33.4	40.1	95.3	97.9
	Don't know	61	29	3.9	1.9	3.9	1.9	99.2	99.9
	Refused	12	2	.8	.1	.8	.1	100.0	100.0
	Total	1547	1515	100.0	100.0				

ANNEX B: SELECTED FREQUENCIES FOR HOUSEHOLD SURVEYS 2008 AND 2009

Q33.g. How often did the following happen - You use personal connections to get preferential treatment

		Frequency		Percent		Valid Percent		Cumulative Percent	
		2008	2009	2008	2009	2008	2009	2008	2009
Valid	All cases	112	44	7.2	2.9	7.2	2.9	7.2	2.9
	Most cases	150	86	9.7	5.7	9.7	5.7	16.9	8.6
	Rare cases	258	184	16.7	12.1	16.7	12.2	33.6	20.8
	No cases at all	502	675	32.5	44.6	32.5	44.7	66.0	65.5
	(Has not dealt with public officials)	461	487	29.8	32.1	29.8	32.2	95.8	97.7
	Don't know	56	29	3.6	1.9	3.6	1.9	99.4	99.6
	Refused	9	6	.6	.4	.6	.4	100.0	100.0
	Total	1547	1515	100.0	100.0				

Q34. In your opinion, what can you personally do to reduce corruption in Armenia?

	Responses							
	N		Percent		Percent of Cases			
	2008	2009	2008	2009	2008	2009	2008	2009
Abstain from paying bribes for public services	536	404	28.7	21.1	34.7	26.7		
Refuse to make favors to officials or to their relatives	229	199	12.2	10.4	14.8	13.1		
Report corrupt behavior of public officials to NGO ACC	32	65	1.7	3.4	2.0	4.3		
Report corrupt officials behavior to competent authorities	47	51	2.5	2.7	3.1	3.4		
File a lawsuit against the corrupt official	27	29	1.5	1.5	1.8	1.9		
Participate in awareness campaigns against corruption	28	48	1.5	2.5	1.8	3.2		
Participate and supporting an AC educational campaign	35	55	1.9	2.	2.3	3.6		
There is nothing I can do	784	915	41.9	47.9	50.7	60.4		
Other	36	48	1.9	2.5	2.3	3.2		
Not to be involved in bribery/corruption acts	6	8	.3	.4	.4	.5		
Tell others not to be involved in bribery/corruption acts	6	8	.3	.4	.4	.5		
I would punish those who take/give bribes	5	1	.3	.1	.3	.1		
I would advocate for creating jobs, increasing salaries	4	.	.2	.	.2	.		

ANNEX B: SELECTED FREQUENCIES FOR HOUSEHOLD SURVEYS 2008 AND 2009

Q34. In your opinion, what can you personally do to reduce corruption in Armenia?

	N		Responses		Percent		Percent of Cases	
	2008	2009	2008	2009	2008	2009	2008	2009
Don't know	92	78	4.9	4.1	6.0	5.2		
Refused	4	3	.2	.2	.2	.2		
Total	1867	1912	100.0	100.0	120.9	126.3		

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

		Frequency		Percent		Valid Percent		Cumulative Percent	
		2008	2009	2008	2009	2008	2009	2008	2009
Valid	Yes	391	358	25.3	23.6	25.5	23.8	25.5	23.8
	No	1089	1125	70.4	74.3	71.0	74.9	96.5	98.7
	Don't know	54	20	3.5	1.3	3.5	1.3	100.0	100.0
	Total	1535	1503	99.2	99.2	100.0	100.0		
Missing	System	12	12	.8	.8				
	Total	1547	1515	100.0	100.0				

Q36. What institution(s) would you contact to report a corrupt act by an official? (Multiple Frequencies)

	N		Responses		Percent		Percent of Cases	
	2008	2009	2008	2009	2008	2009	2008	2009
Mayor Office	10	6	1.3	1.0	2.4	1.6		
Community authorities	7	22	.9	3.7	1.8	6.0		
Police	195	134	25.7	22.8	49.4	36.8		
Public Prosecution Office	191	76	25.1	12.9	48.4	20.9		
Special Investigation Bureau	67	23	8.9	3.9	17.1	6.3		
Regional Authorities (marzpetaran)	9	9	1.1	1.5	2.2	2.5		
Courts	57	41	7.5	7.0	14.4	11.3		
Anti-Corruption Strategy Monitoring Commission	12	17	1.6	2.9	3.2	4.7		

ANNEX B: SELECTED FREQUENCIES FOR HOUSEHOLD SURVEYS 2008 AND 2009

Q36. What institution(s) would you contact to report a corrupt act by an official? (Multiple Frequencies)

	N		Responses		Percent of Cases	
	2008	2009	Percent		2008	2009
			2008	2009		
Office of the Prime minister	14	12	1.9	2.0	3.6	3.3
Office of the President of the RA	43	19	5.7	3.2	11.0	5.2
Chamber of Control	36	16	4.7	2.7	9.1	4.4
Human Rights Defender	60	66	7.9	11.2	15.2	18.1
International organizations	4	.	.5	.	1.0	.
Your MP	19	7	2.5	1.2	4.8	1.9
Local self-governance bodies	.	17	.	2.9	.	4.7
Independent NGO anticorruption centers	9	21	1.2	3.6	2.3	5.8
Other	11	35	1.4	6.0	2.8	9.6
A corresponding Ministry	5	5	.6	.9	1.1	1.4
A hot line service	2	16	.3	2.7	.6	4.4
National security service	.	7	.	1.2	.	1.9
Would not apply anywhere	4	15	.5	2.6	1.0	4.1
Don't know	4	20	.5	3.4	1.0	5.5
Refused	.	4	.	.7	.	1.1
Total	759	588	100.0	100.0	192.5	161.5

Q37.a. Some people in Armenia are reluctant to report corrupt actions because of various reasons. - Those who report corruption will be subject to retribution/retaliation

		Frequency		Percent		Valid Percent		Cumulative Percent	
		2008	2009	2008	2009	2008	2009	2008	2009
Valid	Yes	730	705	47.2	46.5	47.2	46.6	47.2	46.6
	No	611	632	39.5	41.7	39.5	41.8	86.7	88.4
	Don't know	197	173	12.7	11.4	12.7	11.4	99.4	99.9
	Refused	9	2	.6	.1	.6	.1	100.0	100.0
	Total	1547	1512	100.0	99.8	100.0	100.0		

ANNEX B: SELECTED FREQUENCIES FOR HOUSEHOLD SURVEYS 2008 AND 2009

Missing	System	.	3	.	.2
	Total	1547	1515	100.0	100.0

Q37.b. Some people in Armenia are reluctant to report corrupt actions because of various reasons. No actions will be taken even if corruption is reported.

		Frequency		Percent		Valid Percent		Cumulative Percent	
		2008	2009	2008	2009	2008	2009	2008	2009
Valid	Yes	992	1039	64.1	68.6	64.1	68.8	64.1	68.8
	No	336	300	21.7	19.8	21.7	19.9	85.8	88.6
	Don't know	205	169	13.2	11.2	13.2	11.2	99.1	99.8
	Refused	14	3	.9	.2	.9	.2	100.0	100.0
	Total	1547	1511	100.0	99.7	100.0	100.0		
Missing	System	.	4	.	.3				
	Total	1547	1515	100.0	100.0				

Q37.c. Some people in Armenia are reluctant to report corrupt actions because of various reasons. It is not worth reporting corruption if I am not personally hurt by it.

		Frequency		Percent		Valid Percent		Cumulative Percent	
		2008	2009	2008	2009	2008	2009	2008	2009
Valid	Yes	587	833	38.0	55.0	38.0	55.2	38.0	55.2
	No	760	581	49.1	38.3	49.1	38.5	87.0	93.6
	Don't know	184	93	11.9	6.1	11.9	6.2	98.9	99.8
	Refused	16	3	1.1	.2	1.1	.2	100.0	100.0
	Total	1547	1515	100.0	100.0				

Q37.d. Some people in Armenia are reluctant to report corrupt actions because of various reasons. Most people who commit corruption only do so because of economic hardship.

		Frequency		Percent		Valid Percent		Cumulative Percent	
		2008	2009	2008	2009	2008	2009	2008	2009
Valid	Yes	521	659	33.7	43.5	33.7	43.6	33.7	43.6
	No	775	676	50.1	44.6	50.1	44.7	83.8	88.4

ANNEX B: SELECTED FREQUENCIES FOR HOUSEHOLD SURVEYS 2008 AND 2009

Don't know	240	175	15.5	11.6	15.5	11.6	99.3	99.9
Refused	11	1	.7	.1	.7	.1	100.0	100.0
Total	1547	1515	100.0	100.0				

Q37.e. Some people in Armenia are reluctant to report corrupt actions because of various reasons. Our society does not reward those who report corruption

		Frequency		Percent		Valid Percent		Cumulative Percent	
		2008	2009	2008	2009	2008	2009	2008	2009
Valid	Yes	1011	1071	65.4	70.7	65.4	70.9	65.4	70.9
	No	307	308	19.9	20.3	19.9	20.4	85.2	91.3
	Don't know	217	131	14.0	8.6	14.0	8.7	99.3	99.9
	Refused	11	1	.7	.1	.7	.1	100.0	100.0
	Total	1547	1511	100.0	99.7	100.0	100.0		
Missing	System	.	4	.	.3				
	Total	1547	1515	100.0	100.0				

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

		Frequency		Percent		Valid Percent		Cumulative Percent	
		2008	2009	2008	2009	2008	2009	2008	2009
Valid	Yes	15	11	1.0	.7	1.0	.7	1.0	.7
	No	1492	1498	96.5	98.9	96.5	99.1	97.4	99.8
	Don't know	31	3	2.0	.2	2.0	.2	99.4	100.0
	Refused	9	.	.6	.	.6	.	100.0	
	Total	1547	1512	100.0	99.8	100.0	100.0		
Missing	System	.	3	.	.2				
	Total	1547	1515	100.0	100.0				

Q43. Willing to undertake in the future

Frequency Percent Valid Percent Cumulative Percent

ANNEX B: SELECTED FREQUENCIES FOR HOUSEHOLD SURVEYS 2008 AND 2009

	2008	2009	2008	2009	2008	2009	2008	2009
Abstain from paying bribes for public services	1151	1112	74.4	73.4	74.4	73.5	74.4	73.5
Refuse to make favors to officials or to their relatives related with my job	929	950	60.1	62.7	60.1	62.8	60.1	62.8
Report corrupt behavior of public officials to NGO anticorruption center	269	339	17.4	22.4	17.4	22.4	17.4	22.4
Report corrupt officials behavior to competent authorities	238	296	15.4	19.5	15.4	19.6	15.4	19.6
File a lawsuit against the corrupt official	186	247	12.0	16.3	12.0	16.3	12.0	16.3
Participate in awareness campaigns against corruption	320	381	20.7	25.1	20.7	25.2	20.7	25.2
Participate and supporting an anticorruption educational campaign	436	471	28.2	31.1	28.2	31.2	28.2	31.2

Q44.Have taken action in the past.

	Frequency		Percent		Valid Percent		Cumulative Percent	
	2008	2009	2008	2009	2008	2009	2008	2009
Abstain from paying bribes for public services	496	607	32.1	40.1	32.1	40.3	32.1	40.3
Refuse to make favors to officials or to their relatives related with my job	349	505	22.5	33.3	22.5	33.6	22.5	33.6
Report corrupt behavior of public officials to NGO anticorruption center	14	28	.9	1.8	.9	1.9	.9	1.9
Report corrupt officials behavior to competent authorities	8	21	.5	1.4	.5	1.4	.5	1.4
File a lawsuit against the corrupt official	3	17	.2	1.1	.2	1.1	.2	1.1
Participate in awareness campaigns against corruption	9	29	.6	1.9	.6	1.9	.6	1.9
Participate and supporting an anticorruption educational campaign	21	38	1.3	2.5	1.3	2.5	1.3	2.5

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

		Frequency		Percent		Valid Percent		Cumulative Percent	
		2008	2009	2008	2009	2008	2009	2008	2009
Valid	Yes	97	103	6,3	6.8	6,3	6.8	6,3	6.8
	No	1340	1287	86,6	85.0	86,6	85.2	92,9	92.1
	(Don't know what an NGO is)	34	105	2,2	6.9	2,2	7.0	95,1	99.0
	Don't know	76	15	4,9	1.0	4,9	1.0	100.0	100.0
	Total	1547	1510	100.0	99.7	100.0	100.0		

ANNEX B: SELECTED FREQUENCIES FOR HOUSEHOLD SURVEYS 2008 AND 2009

Missing	System	.	5	.	.3
	Total	1547	1515	100.0	100.0

Q46. Please name any NGOs that you are familiar with that are active in anti-corruption activities in Armenia (Multiple Frequencies)

	Responses							
	N		Percent		Percent of Cases			
	2008	2009	2008	2009	2008	2009	2008	2009
IFES	7	9	5.5	5.8	6.7	8.6		
TI	2	10	1.5	6.4	1.9	9.5		
FOICA	10	16	8.2	10.3	10.0	15.2		
YEREVAN PRESS CLUB	30	41	25.3	26.3	31.1	39.0		
AYLA	35	37	29.5	23.7	36.2	35.2		
Other	13	23	10.7	14.7	13.1	21.9		
Aqilles NGO	1	1	.9	.6	1.2	1.0		
Helsinki Committee	.	2	.	1.3	.	1.9		
Asparez Club	2	1	1.8	.6	2.3	1.0		
Consumers' Rights Protection NGO	1	1	.6	.6	.7	1.0		
Hotline	.	1	.	.6	.	1.0		
Don't remember the name	13	10	10.8	6.4	13.3	9.5		
Refused	6	4	5.2	2.6	6.4	3.8		
Total	120	156	100.0	100.0	122.8	148.6		

Q48A.If you were ever victimized by a corruption case, would you approach an NGO-run anticorruption center to get assistance?

		Frequency		Percent		Valid Percent		Cumulative Percent	
		2008	2009	2008	2009	2008	2009	2008	2009
Valid	Yes	503	566	32,5	37.4	34,9	40.3	34,9	40.3
	No	582	603	37,6	39.8	40,4	43.0	75,3	83.3
	Don't know	339	231	21,9	15.2	23,5	16.5	98,8	99.8
	Refused	17	3	1,1	.2	1,2	.2	100,0	100.0

ANNEX B: SELECTED FREQUENCIES FOR HOUSEHOLD SURVEYS 2008 AND 2009

Q48A.If you were ever victimized by a corruption case, would you approach an NGO-run anticorruption center to get assistance?

		Frequency		Percent		Valid Percent		Cumulative Percent	
		2008	2009	2008	2009	2008	2009	2008	2009
	Total	1442	1403	93,2	92.6	100,0	100.0		
Missing	System	105	112	6,8	7.4				
	Total	1547	1515	100,0	100.0				

Q48B.Why? (would approach an NGO)

		Frequency		Percent		Valid Percent		Cumulative Percent	
		2008	2009	2008	2009	2008	2009	2008	2009
Valid	Other	60	224	3.9	14.8	11.6	39.5	11.6	39.5
	Because I am not able to solve the issue by myself	52	12	3.3	.8	10.1	2.1	21.7	41.6
	Because I trust them	256	25	16.5	1.7	49.6	4.4	71.3	46.0
	To protect my rights	60	55	3.9	3.6	11.6	9.7	82.9	55.7
	To prevent such cases in the future/to reduce/illuminate corruption	32	32	2.1	2.1	6.3	5.6	89.2	61.4
	Because they are fair and not corrupt	21	1	1.4	.1	4.2	.2	93.4	61.6
	Hoping for/expecting them to help	.	128	.	8.4	.	22.6	93.4	84.1
	Don't know	28	32	1.8	2.1	5.4	5.6	98.8	89.8
	Refused	6	1	.4	.1	1.2	.2	100.0	89.9
	For the sake of truth/justice/lawfulness	.	31	.	2.0	.	5.5	100.0	95.4
	Because there is no alternative/as a last resort	.	8	.	.5	.	1.4	100.0	96.8
	To punish/reveal corrupt people	.	18	.	1.2	.	3.2	100.0	100.0
	Total	515	567	33.3	37.4	100.0	100.0		
Missing	System	1032	948	66.7	62.6				
	Total	1547	1515	100.0	100.0				

ANNEX B: SELECTED FREQUENCIES FOR HOUSEHOLD SURVEYS 2008 AND 2009

Q48B.Why? (would approach an NGO)

		Frequency		Percent		Valid Percent		Cumulative Percent	
		2008	2009	2008	2009	2008	2009	2008	2009

Q48C.Why? (would not approach an NGO)

		Frequency		Percent		Valid Percent		Cumulative Percent	
		2008	2009	2008	2009	2008	2009	2008	2009
Valid	Other	72	215	4.6	14.2	8.6	34.8	8.6	34.8
	I am not sure if such NGOs will help me/there will be no result/it's useless	270	211	17.5	13.9	32.4	34.1	41.0	68.9
	I don't trust them	67	54	4.3	3.6	7.9	8.7	48.9	77.7
	I am afraid to be prosecuted	23	9	1.5	.6	2.8	1.5	51.7	79.1
	I am not used to applying for help to such places. It is not	23	8	1.5	.5	2.8	1.3	54.5	80.4
	It is not acceptable in our society to apply for help to such organizations	15	2	.9	.1	1.8	.3	56.3	80.7
	I will solve my problem myself	.	12	.	.8	.	1.9	56.3	82.7
	Don't know	93	95	6.0	6.3	11.1	15.4	67.4	98.1
	Refused	272	6	17.6	.4	32.6	1.0	100.0	99.0
	Won't become corruption victim	.	6	.	.4	.	1.0	100.0	100.0
	Total	834	618	53.9	40.8	100.0	100.0		
Missing	System	713	897	46.1	59.2				
	Total	1547	1515	100.0	100.0				

Q49 .Which of the following types of anti-corruption assistance would you want NGOs to provide to you? (Multiple Frequencies)

	Responses							
	N		Percent		Percent of Cases			
	2008	2009	2008	2009	2008	2009	2008	2009
Inform. about citizens' rights in the area of corruption	866	752	55,9	18.0	60,3	54.9		
Inform. about citizens' obligations in the area of corruption	45	544	2,9	13.1	3,1	39.7		
Inform. about anticorruption legislation	77	525	5,0	12.6	5,4	38.3		

ANNEX B: SELECTED FREQUENCIES FOR HOUSEHOLD SURVEYS 2008 AND 2009

Inform. about institutions you may complain about officials'	51	370	3,3	8.9	3,5	27.0
Free legal advice to formulate your corruption complaint	41	334	2,6	8.0	2,9	24.4
Free legal support in collecting information and evidence	5	269	,3	6.5	,3	19.6
Free legal support in development and submission of documents	6	235	,4	5.6	,4	17.2
Free representation in court	11	211	,7	5.1	,8	15.4
Anticorruption awareness activities	16	260	1,0	6.2	1,1	19.0
Anticorruption education activities	25	362	1,6	8.7	1,7	26.4
Other	8	86	,5	2.1	,6	6.3
Nothing (none of the above)	36	-	2,3	-	2,5	-
Don't know	217	209	14,0	5.0	15,1	
Refused	32	11	2,1	.3	2,2	.8
Total	1437	4168	92,8	100.0	100,0	304.5

Q50A.a.Are you aware of the following public agencies? -Anti-Corruption Strategy Monitoring Commission

		Frequency		Percent		Valid Percent		Cumulative Percent	
		2008	2009	2008	2009	2008	2009	2008	2009
Valid	Yes	268	250	17,3	16.5	17,3	16.5	17,3	16.5
	No	1279	1263	82,7	83.4	82,7	83.5	100,0	100.0
	Total	1547	1513	100,0	99.9	100,0	100.0		
Missing	System	.	2	.	.1				
	Total	1547	1515	100.0	100.0				

Q50B.a.How effective has this agency been in fighting corruption?-Anti-Corruption Strategy Monitoring Commission

		Frequency		Percent		Valid Percent		Cumulative Percent	
		2008	2009	2008	2009	2008	2009	2008	2009
Valid	Very effective	9	10	,6	.7	3,3	3.9	3,3	3.9
	Somewhat effective	77	90	5,0	5.9	28,9	35.2	32,2	39.1
	Somewhat ineffective	34	31	2,2	2.0	12,7	12.1	44,9	51.2
	Completely ineffective	42	32	2,7	2.1	15,5	12.5	60,4	63.7

ANNEX B: SELECTED FREQUENCIES FOR HOUSEHOLD SURVEYS 2008 AND 2009

Q50B.a.How effective has this agency been in fighting corruption?-Anti-Corruption Strategy Monitoring Commission

		Frequency		Percent		Valid Percent		Cumulative Percent	
		2008	2009	2008	2009	2008	2009	2008	2009
	Don't know	105	91	6,8	6.0	39,3	35.5	99,7	99.2
	Refused	1	2	,0	.1	,3	.8	100,0	100.0
	Total	268	256	17,3	16.9	100,0	100.0		
Missing	System	1279	1259	82,7	83.1				
	Total	1547	1515	100,0	100.0				

Q50A.b. Are you aware of the following public agencies? Human Rights Defender

		Frequency		Percent		Valid Percent		Cumulative Percent	
		2008	2009	2008	2009	2008	2009	2008	2009
Valid	Yes	1059	1071	68,5	70.7	68,5	70.8	68,5	70.8
	No	488	441	31,5	29.1	31,5	29.2	100,0	100.0
	Total	1547	1515	100.0	100.0				

Q50B.b. How effective has this agency been in fighting corruption?-Human Rights Defender

		Frequency		Percent		Valid Percent		Cumulative Percent	
		2008	2009	2008	2009	2008	2009	2008	2009
Valid	Very effective	49	59	3,2	3.9	4,6	5.5	4,6	5.5
	Somewhat effective	397	445	25,7	29.4	37,5	41.8	42,2	47.4
	Somewhat ineffective	170	126	11,0	8.3	16,1	11.8	58,2	59.2
	Completely ineffective	120	109	7,8	7.2	11,3	10.2	69,5	69.5
	Don't know	317	322	20,5	21.3	29,9	30.3	99,4	99.7
	Refused	6	3	,4	.2	,6	.3	100,0	100.0
	Total	1059	1064	68,5	70.2	100,0	100.0		
Missing	System	488	451	31,5	29.8				
	Total	1547	1515	100,0	100.0				

ANNEX B: SELECTED FREQUENCIES FOR HOUSEHOLD SURVEYS 2008 AND 2009

Q50A.c. Are you aware of the following public agencies? Chamber of Control

		Frequency		Percent		Valid Percent		Cumulative Percent	
		2008	2009	2008	2009	2008	2009	2008	2009
Valid	Yes	672	703	43,4	46,4	43,4	46,6	43,4	46,6
	No	875	804	56,6	53,1	56,6	53,4	100,0	100,0
	Total	1547	1507	100,0	99,5	100,0	100,0		
Missing	System	.	8	.	.5				
	Total	1547	1515	100,0	100,0				

Q50B.c. How effective has this agency been in fighting corruption?-Chamber of Control

		Frequency		Percent		Valid Percent		Cumulative Percent	
		2008	2009	2008	2009	2008	2009	2008	2009
Valid	Very effective	26	40	1,7	2,6	3,9	5,7	3,9	5,7
	Somewhat effective	217	246	14,0	16,2	32,3	34,9	36,2	40,6
	Somewhat ineffective	100	77	6,5	5,1	14,9	10,9	51,1	51,6
	Completely ineffective	89	71	5,8	4,7	13,3	10,1	64,4	61,6
	Don't know	238	266	15,4	17,6	35,5	37,8	99,9	99,4
	Refused	1	4	,0	,3	,1	,6	100,0	100,0
	Total	672	704	43,4	46,5	100,0	100,0		
Missing	System	875	811	56,6	53,5				
	Total	1547	1515	100,0	100,0				

Q51A.Are you aware of any organizations providing free legal advice on corruption cases in your Marz?

		Frequency		Percent		Valid Percent		Cumulative Percent	
		2008	2009	2008	2009	2008	2009	2008	2009
Valid	Yes	19	52	1,2	3,4	1,3	3,5	1,3	3,5

ANNEX B: SELECTED FREQUENCIES FOR HOUSEHOLD SURVEYS 2008 AND 2009

Q51A.Are you aware of any organizations providing free legal advice on corruption cases in your Marz?

		Frequency		Percent		Valid Percent		Cumulative Percent	
		2008	2009	2008	2009	2008	2009	2008	2009
	No	1492	1422	96,5	93.9	96,9	94.5	98,1	97.9
	Don't know	29	31	1,9	2.0	1,9	2.1	100,0	100.0
	Total	1540	1505	99,6	99.3	100,0	100.0		
Missing	System	7	10	,4	.7				
	Total	1547	1515	100,0	100.0				

Q51B.Can you please name these organizations? (Multiple Frequencies)

		N		Percent		Percent of Cases	
		2008	2009	2008	2009	2008	2009
	OSCE	3	3	16.1	5.6	17.2	6.1
	ABA-ROLI CENTERS	.	6	.	11.1	.	12.2
	THE MAAC AACS	7	9	32.0	16.7	34.3	18.4
	Other	8	18	41.0	33.3	43.9	36.7
	Don't know	1	12	4.6	22.2	4.9	24.5
	Helsinki Association	.	2	.	3.7	.	4.1
	Don't remember	2	4	6.3	7.4	6.8	8.2
	Total	21	54	100.0	100.0	107.1	110.2

Q52.Have you ever heard of Advocacy and Assistance Centers (AAC) that provide free legal advice for corruption-related complaints in you region?

		Frequency		Percent		Valid Percent		Cumulative Percent	
		2008	2009	2008	2009	2008	2009	2008	2009
Valid	Yes	104	157	6,7	10.4	6,7	10.4	6,7	10.4
	No	1425	1344	92,1	88.7	92,2	88.9	98,9	99.3
	Don't know	18	11	1,1	.7	1,1	.7	100,0	100.0

ANNEX B: SELECTED FREQUENCIES FOR HOUSEHOLD SURVEYS 2008 AND 2009

Q52. Have you ever heard of Advocacy and Assistance Centers (AAC) that provide free legal advice for corruption-related complaints in your region?

		Frequency		Percent		Valid Percent		Cumulative Percent	
		2008	2009	2008	2009	2008	2009	2008	2009
Missing	Total	1546	1512	99,9	99,8	100,0	100,0		
	System	1	3	,1	,2				
	Total	1547	1515	100,0	100,0				

Q53.a. Which of the following, if any, do you know about Advocacy and Assistance Centers (AAC)? -AAC's role

		Frequency		Percent		Valid Percent		Cumulative Percent	
		2008	2009	2008	2009	2008	2009	2008	2009
Valid	Yes	60	64	3,9	4,2	57,7	40,8	57,7	40,8
	No	35	87	2,3	5,7	33,8	55,4	91,6	96,2
	Don't know	9	6	,5	,4	8,5	3,8	100,0	100,0
	Total	104	157	6,7	10,4	100,0	100,0		
Missing	System	1443	1358	93,3	89,6				
	Total	1547	1515	100,0	100,0				

Q53.b. Which of the following, if any, do you know about Advocacy and Assistance Centers (AAC)? How to utilize AAC

		Frequency		Percent		Valid Percent		Cumulative Percent	
		2008	2009	2008	2009	2008	2009	2008	2009
Valid	Yes	19	28	1,2	1,8	18,6	17,9	18,6	17,9
	No	75	112	4,8	7,4	72,2	71,8	90,9	89,7
	Don't know	9	16	,6	1,1	9,1	10,3	100,0	100,0
	Total	104	156	6,7	10,3	100,0	100,0		
Missing	System	1443	1359	93,3	89,7				
	Total	1547	1515	100,0	100,0				

ANNEX B: SELECTED FREQUENCIES FOR HOUSEHOLD SURVEYS 2008 AND 2009

Q53.c. Which of the following, if any, do you know about Advocacy and Assistance Centers (AAC)? Services that AAC provides

		Frequency		Percent		Valid Percent		Cumulative Percent	
		2008	2009	2008	2009	2008	2009	2008	2009
Valid	Yes	28	40	1,8	2.6	27,3	25.6	27,3	25.6
	No	67	103	4,3	6.8	64,3	66.0	91,6	91.7
	Don't know	9	13	,5	.9	8,4	8.3	100.0	100.0
	Total	104	156	6,7	10.3	100,0	100.0		
Missing	System	1443	1359	93,3	89.7				
	Total	1547	1515	100,0	100.0				

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

		Frequency		Percent		Valid Percent		Cumulative Percent	
		2008	2009	2008	2009	2008	2009	2008	2009
Valid	Yes	509	379	32,9	25.0	33,0	25.0	33,0	25.0
	No	1014	1123	65,5	74.1	65,7	74.2	98,6	99.3
	Don't know	21	11	1,4	.7	1,4	.7	100,0	100.0
	Total	1544	1513	99,8	99.9	100,0	100.0		
Missing	System	3	2	,2	.1				
	Total	1547	1515	100,0	100.0				

Q55.1.Please tell me if you are aware of Government of Armenia anti-corruption measures - Anticorruption Strategy

		Frequency		Percent		Valid Percent		Cumulative Percent	
		2008	2009	2008	2009	2008	2009	2008	2009
Valid	Yes	289	211	18.7	13.9	56.9	54.8	56.9	54.8
	No	211	170	13.7	11.2	41.5	44.2	98.3	99.0
	Don't know	.	2	.	.1	.	.5	.	99.5
	Refused	8	2	.5	.1	1.7	.5	100.0	100.0

ANNEX B: SELECTED FREQUENCIES FOR HOUSEHOLD SURVEYS 2008 AND 2009

Q55.1. Please tell me if you are aware of Government of Armenia anti-corruption measures - Anticorruption Strategy

		Frequency		Percent		Valid Percent		Cumulative Percent	
		2008	2009	2008	2009	2008	2009	2008	2009
Missing	Total	509	385	32.9	25.4	100.0	100.0		
	System	1038	1130	67.1	74.6				
	Total	1547	1515	100.0	100.0				

Q55.2. Please tell me if you are aware of Government of Armenia anti-corruption measures - Ministry of Health Hotline

		Frequency		Percent		Valid Percent		Cumulative Percent	
		2008	2009	2008	2009	2008	2009	2008	2009
Valid	Yes	376	305	24.3	20.1	74.0	79.4	74.0	79.4
	No	125	74	8.1	4.9	24.6	19.3	98.5	98.7
	Don't know	.	4	.	.3	.	1.0	.	99.7
	Refused	8	1	.5	.1	1.5	.3	100.0	100.0
	Total	509	384	32.9	25.3	100.0	100.0		
Missing	System	1038	1131	67.1	74.7				
	Total	1547	1515	100.0	100.0				

Q55.3. Please tell me if you are aware of Government of Armenia anti-corruption measures - Signing of international conventions

		Frequency		Percent		Valid Percent		Cumulative Percent	
		2008	2009	2008	2009	2008	2009	2008	2009
Valid	Yes	157	151	10.1	10.0	30.8	39.4	30.8	39.4
	No	341	226	22.0	14.9	66.9	59.0	97.7	98.4
	Don't know	.	5	.	.3	.	1.3	.	99.7
	Refused	12	1	.8	.1	2.3	.3	100.0	100.0
	Total	509	383	32.9	25.3	100.0	100.0		
Missing	System	1038	1132	67.1	74.7				
	Total	1547	1515	100.0	100.0				

ANNEX B: SELECTED FREQUENCIES FOR HOUSEHOLD SURVEYS 2008 AND 2009

Q55.4. Please tell me if you are aware of Government of Armenia anti-corruption measures - Traffic police reforms

		Frequency		Percent		Valid Percent		Cumulative Percent	
		2008	2009	2008	2009	2008	2009	2008	2009
Valid	Yes	391	311	25.3	20.5	76.9	81.2	76.9	81.2
	No	107	68	6.9	4.5	21.0	17.8	97.9	99.0
	Don't know	.	3	.	.2	.	.8	.	99.7
	Refused	11	1	.7	.1	2.1	.3	100.0	100.0
	Total	509	383	32.9	25.3	100.0	100.0		
Missing	System	1038	1132	67.1	74.7				
	Total	1547	1515	100.0	100.0				

Q55.5. Please tell me if you are aware of Government of Armenia anti-corruption measures - Customs Transparency of Calculations

		Frequency		Percent		Valid Percent		Cumulative Percent	
		2008	2009	2008	2009	2008	2009	2008	2009
Valid	Yes	295	156	19.0	10.3	57.9	40.7	57.9	40.7
	No	203	220	13.1	14.5	39.8	57.4	97.7	98.2
	Don't know	.	6	.	.4	.	1.6	.	99.7
	Refused	12	1	.8	.1	2.3	.3	100.0	100.0
	Total	509	383	32.9	25.3	100.0	100.0		
Missing	System	1038	1132	67.1	74.7				
	Total	1547	1515	100.0	100.0				

Q56.How effective or ineffective is the Government's fight against corruption in Armenia?

		Frequency		Percent		Valid Percent		Cumulative Percent	
		2008	2009	2008	2009	2008	2009	2008	2009
Valid	Very effective	62	71	4.0	4.7	4.0	4.7	4.0	4.7
	Somewhat effective	567	508	36.6	33.5	36.6	33.6	40.6	38.3

ANNEX B: SELECTED FREQUENCIES FOR HOUSEHOLD SURVEYS 2008 AND 2009

Somewhat ineffective	401	443	25.9	29.2	25.9	29.3	66.5	67.5
Very ineffective	207	284	13.4	18.7	13.4	18.8	79.9	86.3
Don't know	309	205	20.0	13.5	20.0	13.5	99.9	99.9
Refused	2	2	.1	.1	.1	.1	100.0	100.0
Total	1547	1515	100.0	100.0				

Q57. Please tell me if agree or disagree with the following statement: The current government of Armenia has a sincere desire and will to combat corruption.

		Frequency		Percent		Valid Percent		Cumulative Percent	
		2008	2009	2008	2009	2008	2009	2008	2009
Valid	Strongly agree	183	144	11.8	9.5	11.8	9.6	11.8	9.6
	Somewhat agree	646	577	41.8	38.1	41.8	38.3	53.6	47.9
	Somewhat disagree	314	411	20.3	27.1	20.3	27.3	73.9	75.2
	Strongly disagree	277	253	17.9	16.7	17.9	16.8	91.9	92.0
	Don't know	119	120	7.7	7.9	7.7	8.0	99.6	99.9
	Refused	7	1	.4	.1	.4	.1	100.0	100.0
Total		1547	1515	100.0	100.0				

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

		Frequency		Percent		Valid Percent		Cumulative Percent	
		2008	2009	2008	2009	2008	2009	2008	2009
Valid	Yes	358	202	23.2	13.3	23.2	13.4	23.2	13.4
	No	1156	1287	74.7	85.0	74.7	85.5	97.9	98.9
	Don't know	31	15	2.0	1.0	2.0	1.0	99.9	99.9
	Refused	2	1	.1	.1	.1	.1	100.0	100.0
	Total	1547	1505	100.0	99.3	100.0	100.0		
Missing	System	.	10	.	.7				
Total		1547	1515	100.0	100.0				

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

ANNEX B: SELECTED FREQUENCIES FOR HOUSEHOLD SURVEYS 2008 AND 2009

		Frequency		Percent		Valid Percent		Cumulative Percent	
		2008	2009	2008	2009	2008	2009	2008	2009
Valid	Very effective	23	22	1.5	1.5	6.4	10.0	6.4	10.0
	Somewhat effective	169	103	10.9	6.8	47.1	47.0	53.5	57.1
	Somewhat ineffective	115	47	7.5	3.1	32.2	21.5	85.6	78.5
	Very ineffective	18	28	1.1	1.8	5.0	12.8	90.6	91.3
	Don't know	34	19	2.2	1.3	9.4	8.7	100.0	100.0
	Total	358	219	23.2	14.5	100.0	100.0		
Missing	System	1189	1296	76.8	85.5				
	Total	1547	1515	100.0	100.0				

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

		Frequency		Percent		Valid Percent		Cumulative Percent	
		2008	2009	2008	2009	2008	2009	2008	2009
Valid	Yes	191	81	12.4	5.3	53.4	36.3	53.4	36.3
	No	153	141	9.9	9.3	42.7	63.2	96.1	99.6
	Don't know	14	1	0.9	.1	3.9	.4	98.2	100.0
	Total	358	223	23.2	14.7	100.0	100.0	100.0	
Missing	System	1189	1292	76.8	85.3				
	Total	1547	1515	100.0	100.0				

Q63.How much control you feel you have over your life in general.

		Frequency		Percent		Valid Percent		Cumulative Percent	
		2008	2009	2008	2009	2008	2009	2008	2009
Valid	No control at all	64	120	4.1	7.9	4.1	7.9	4.1	7.9
	2	69	43	4.4	2.8	4.4	2.8	8.6	10.8
	3	131	106	8.5	7.0	8.5	7.0	17.1	17.8
	4	160	79	10.3	5.2	10.3	5.2	27.4	23.0
	5	300	290	19.4	19.1	19.4	19.2	46.8	42.2
	6	166	146	10.7	9.6	10.7	9.6	57.5	51.8
	7	183	165	11.8	10.9	11.8	10.9	69.3	62.7

ANNEX B: SELECTED FREQUENCIES FOR HOUSEHOLD SURVEYS 2008 AND 2009

Q63.How much control you feel you have over your life in general.

	Frequency		Percent		Valid Percent		Cumulative Percent	
	2008	2009	2008	2009	2008	2009	2008	2009
8	186	146	12.1	9.6	12.1	9.6	81.3	72.4
9	60	56	3.8	3.7	3.8	3.7	85.2	76.1
Complete control	147	270	9.5	17.8	9.5	17.8	94.7	93.9
Don't know	76	88	4.9	5.8	4.9	5.8	99.6	99.7
Refused	6	4	.4	.3	.4	.3	100.0	100.0
Total	1547	1513	100.0	99.9	100.0	100.0		
Missing								
System	.	2	.	.1				
Total	1547	1515	100.0	100.0				
Mean Value	5,8	6,1						

D1.Gender

		Frequency		Percent		Valid Percent		Cumulative Percent	
		2008	2009	2008	2009	2008	2009	2008	2009
Valid	Male	678	511	43,8	33.7	43,8	33.7	43,8	33.7
	Female	869	1004	56,2	66.3	56,2	66.3	100,0	100.0
	Total	1547	1515	100,0	100.0	100,0	100.0		

D2. How old were you on your last birthday? Actual Age

		Frequency		Percent		Valid Percent		Cumulative Percent	
		2008	2009	2008	2009	2008	2009	2008	2009
Valid	18-24	168	179	10.8	11.8	10.8	11.8	10.8	11.8
	25-34	256	278	16.5	18.3	16.5	18.3	27.4	30.2
	35-44	298	248	19.2	16.4	19.2	16.4	46.6	46.5
	45-54	324	316	20.9	20.9	20.9	20.9	67.5	67.4
	55-64	186	209	12.0	13.8	12.0	13.8	79.5	81.2
	65+	317	285	20.5	18.8	20.5	18.8	100.0	100.0
	Total	1549	1515	100.0	100.0	100.0	100.0		

ANNEX B: SELECTED FREQUENCIES FOR HOUSEHOLD SURVEYS 2008 AND 2009

D4.What is the highest level of education you received?

		Frequency		Percent		Valid Percent		Cumulative Percent	
		2008	2009	2008	2009	2008	2009	2008	2009
Valid	No primary education /less than 4th grade education/	8	7	.5	.5	.5	.5	.5	.5
	Primary education /1-4th grades/	36	36	2.3	2.4	2.3	2.4	2.8	2.8
	Incomplete secondary education /5-9th grades/	134	141	8.7	9.3	8.7	9.3	11.5	12.2
	Completed secondary education /10/11th grades/	513	423	33.1	27.9	33.1	28.0	44.6	40.1
	Secondary technical education	367	389	23.7	25.7	23.7	25.7	68.3	65.9
	Incomplete higher education /1-3th grades/	122	117	7.9	7.7	7.9	7.7	76.2	73.6
	Completed higher education"	347	384	22.5	25.3	22.5	25.4	98.6	99.0
	Post-graduate degree	20	15	1.3	1.0	1.3	1.0	99.9	100.0
	(No Answer-Refused)	2		.1		.1		100.0	
Total	1547	1512	100.0	99.8	100.0	100.0			
Missing	System	.	3	.	.2				
	Total	1547	1515	100.0	100.0				

D5.What is your current marital status?

		Frequency		Percent		Valid Percent		Cumulative Percent	
		2008	2009	2008	2009	2008	2009	2008	2009
Valid	Single, never married	304	238	19.7	15.7	19.7	15.7	19.7	15.7
	Married	1003	997	64.9	65.8	64.9	65.9	84.5	81.6
	Divorced	70	65	4.5	4.3	4.5	4.3	89.1	85.9
	Widower	164	207	10.6	13.7	10.6	13.7	99.7	99.6
	Cohabiting	4	2	.3	.1	.3	.1	100.0	99.7
	Don't know	.	1	.	.1	.	.1	.	99.8
	(No Answer/Refused)	1	3	.0	.2	.0	.2	100.0	100.0
	Total	1547	1513	100.0	99.9	100.0	100.0		
Missing	System	.	2	.	.1				
	Total	1547	1515	100.0	100.0				

ANNEX B: SELECTED FREQUENCIES FOR HOUSEHOLD SURVEYS 2008 AND 2009

D6.Do you have any children?

		Frequency		Percent		Valid Percent		Cumulative Percent	
		2008	2009	2008	2009	2008	2009	2008	2009
Valid	Yes	1185	1219	76.6	80.5	76.6	80.7	76.6	80.7
	No	362	292	23.4	19.3	23.4	19.3	100.0	100.0
	Total	1547	1511	100.0	99.7	100.0	100.0		
Missing	System	.	4		.3				
	Total	1547	1515		100.0				

D7.What is your current employment situation?

		Frequency		Percent		Valid Percent		Cumulative Percent	
		2008	2009	2008	2009	2008	2009	2008	2009
Valid	Employed full time	504	405	32.6	26.7	32.6	26.8	32.6	26.8
	Employed part-time at one job	61	61	3.9	4.0	3.9	4.0	36.5	30.8
	Employed part-time at more than one job	6	6	.4	.4	.4	.4	36.9	31.2
	Unemployed, looking for work	296	255	19.2	16.8	19.2	16.9	56.1	48.1
	Unemployed, not looking for work	91	71	5.9	4.7	5.9	4.7	62.0	52.8
	Retired	290	330	18.7	21.8	18.7	21.8	80.7	74.6
	Student	84	61	5.4	4.0	5.4	4.0	86.1	78.6
	Housewife	207	311	13.4	20.5	13.4	20.6	99.5	99.2
	Other	.	11	.	.7	.	.7	.	99.9
	(No Answer/Refused)	8	1	.5	.1	.5	.1	100.0	100.0
	Total	1547	1512	100.0	99.8	100.0	100.0		
Missing	System	.	3		.2				
	Total	1547	1515		100.0				

ANNEX B: SELECTED FREQUENCIES FOR HOUSEHOLD SURVEYS 2008 AND 2009

D8.What is your occupation, that is, what work you are doing now, even if that is not what you are professionally qualified for?

		Frequency		Percent		Valid Percent		Cumulative Percent	
		2008	2009	2008	2009	2008	2009	2008	2009
Valid	I have my own business/Self-employed without employees	108	101	7.0	6.7	18.9	21.0	18.9	21.0
	I have my own business/ Self-employed with employees	14	13	.9	.9	2.4	2.7	21.3	23.7
	Small family business/ household production	18	10	1.2	.7	3.2	2.1	24.6	25.8
	Employed by big or middle private company/organization	175	98	11.3	6.5	30.6	20.4	55.1	46.2
	Employed by state company/organization	219	211	14.2	13.9	38.3	43.9	93.4	90.0
	Employed by international/foreign company/organization	15	10	1.0	.7	2.7	2.1	96.1	92.1
	Employed by local or foreign non-governmental organization	6	10	.4	.7	1.1	2.1	97.2	94.2
	Other		15		1.0		3.1		97.3
	Don't know	6	2	.4	.1	1.0	.4	98.2	97.7
	Refused	10	11	.7	.7	1.8	2.3	100.0	100.0
	Total	571	481	36.9	31.7	100.0	100.0		
Missing	System	976	1034	63.1	68.3				
	Total	1547	1515	100.0	100.0				

D9.How would you describe the financial situation of your household?

		Frequency		Percent		Valid Percent		Cumulative Percent	
		2008	2009	2008	2009	2008	2009	2008	2009
Valid	Up to 19.000 AMD	87	131	5.6	8.6	5.6	8.7	5.6	8.7
	19.001 – 38.000 AMD	279	316	18.0	20.9	18.0	20.9	23.6	29.6
	38.001 – 95.000 AMD	469	543	30.3	35.8	30.3	36.0	54.0	65.6
	95.001 – 152.000 AMD	347	271	22.4	17.9	22.4	17.9	76.4	83.5
	152.001 – 304.000 AMD	235	112	15.2	7.4	15.2	7.4	91.5	90.9
	304.001 – 456.000 AMD	36	23	2.3	1.5	2.3	1.5	93.9	92.5
	456.001 AMD and more	5	5	.3	.3	.3	.3	94.2	92.8
	Don't know	35	61	2.2	4.0	2.2	4.0	96.5	96.8
	Refused	55	48	3.5	3.2	3.5	3.2	100.0	100.0

ANNEX B: SELECTED FREQUENCIES FOR HOUSEHOLD SURVEYS 2008 AND 2009

Total	1547	1515	100.0	100.0
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D10.Please tell me the answer which best reflects the current financial situation of your family/household

		Frequency		Percent		Valid Percent		Cumulative Percent	
		2008	2009	2008	2009	2008	2009	2008	2009
Valid	We do not have enough money even for food	465	491	30.0	32.4	30.0	32.5	30.0	32.5
	We have enough money for food, but not to buy clothes	611	581	39.5	38.3	39.5	38.5	69.5	71.0
	We do not have enough money to buy expensive things	388	383	25.1	25.3	25.1	25.4	94.6	96.4
	We can't afford an apartment or a country house	50	41	3.3	2.7	3.3	2.7	97.9	99.1
	We can afford anything we want	3	6	.2	.4	.2	.4	98.1	99.5
	Don't know	5	1	.3	.1	.3	.1	98.3	99.5
	No Answer/Refused	26	7	1.7	.5	1.7	.5	100.0	100.0
Total	1547	1510	100.0	99.7	100.0	100.0			
Missing	System	.	5	.	.3				
	Total	1547	1515	100.0	100.0				

D11.What is your nationality?

		Frequency		Percent		Valid Percent		Cumulative Percent	
		2008	2009	2008	2009	2008	2009	2008	2009
Valid	Armenian	1522	1484	98.4	98.0	98.4	98.3	98.4	98.3
	Other	25	26	1.6	1.7	1.6	1.7	100.0	100.0
	Total	1547	1510	100.0	99.7	100.0	100.0		
Missing	System		5		.3				
	Total		1515		100.0				

ANNEX C: SELECTED CROSSTABS FOR HOUSEHOLD SURVEY 2009

ANNEX C: SELECTED CROSSTABS FOR HOUSEHOLD SURVEY 2009

Q3.How satisfied or dissatisfied you are with the overall situation in Armenia? * Urban, rural crossstabulation (by settlement type)

		Urban, rural			Total
		Yerevan	Other cities	Rural areas	
Very satisfied	Count	9	5	11	25
	% of total by settlements	1.7	1.1	2.1	1.7
	% of Total	.6	.3	.7	1.7
Somewhat satisfied	Count	133	98	142	373
	% of total by settlements	25.2	20.6	27.7	24.6
	% of Total	8.8	6.5	9.4	24.6
Somewhat dissatisfied	Count	214	200	184	598
	% of total by settlements	40.5	42.1	35.9	39.5
	% of Total	14.1	13.2	12.1	39.5
Very dissatisfied	Count	169	167	166	502
	% of total by settlements	32.0	35.2	32.4	33.1
	% of Total	11.2	11.0	11.0	33.1
Don't know	Count	3	5	7	15
	% of total by settlements	.6	1.1	1.4	1.0
	% of Total	.2	.3	.5	1.0
Refused	Count	0	0	2	2
	% of total by settlements	.0	.0	.4	.1
	% of Total	.0	.0	.1	.1
Total	Count	528	475	512	1515
	% of total by settlements	100.0	100.0	100.0	100.0
	% of Total	34.9	31.4	33.8	100.0

Q3.How satisfied or dissatisfied you are with the overall situation in Armenia? * D4. level of education crossstabulation

		D4.What is the highest level of education you received?								Total
		No primary education	Primary education	Incomplete secondary education	Completed secondary education/	Secondary technical education	Incomplete higher education	Completed higher education"	Post-graduate degree	
Very satisfied	Count	0	0	1	6	8	1	9	0	25
	% of total by education	.0	.0	.7	1.4	2.1	.9	2.3	.0	1.7
	% of Total	.0	.0	.1	.4	.5	.1	.6	.0	1.7
Somewhat satisfied	Count	1	8	23	103	93	36	105	3	372
	% of total by education	14.3	22.2	16.3	24.3	23.9	30.8	27.3	20.0	24.6
	% of Total	.1	.5	1.5	6.8	6.2	2.4	6.9	.2	24.6
Somewhat dissatisfied	Count	4	11	50	158	152	47	167	8	597
	% of total by education	57.1	30.6	35.5	37.4	39.1	40.2	43.5	53.3	39.5
	% of Total	.3	.7	3.3	10.4	10.1	3.1	11.0	.5	39.5

ANNEX C: SELECTED CROSSTABS FOR HOUSEHOLD SURVEY 2009

Q3.How satisfied or dissatisfied you are with the overall situation in Armenia? * D4. level of education crosstabulation

		D4.What is the highest level of education you received?								Total
		No primary education	Primary education	Incomplete secondary education	Completed secondary education/	Secondary technical education	Incomplete higher education	Completed higher education"	Post-graduate degree	
Very dissatisfied	Count	2	16	66	150	132	31	101	3	501
	% of total by education	28.6	44.4	46.8	35.5	33.9	26.5	26.3	20.0	33.1
	% of Total	.1	1.1	4.4	9.9	8.7	2.1	6.7	.2	33.1
Don't know	Count	0	1	1	5	3	2	2	1	15
	% of total by education	.0	2.8	.7	1.2	.8	1.7	.5	6.7	1.0
	% of Total	.0	.1	.1	.3	.2	.1	.1	.1	1.0
Refused	Count	0	0	0	1	1	0	0	0	2
	% of total by education	.0	.0	.0	.2	.3	.0	.0	.0	.1
	% of Total	.0	.0	.0	.1	.1	.0	.0	.0	.1
Total	Count	7	36	141	423	389	117	384	15	1512
	% of total by education	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
	% of Total	.5	2.4	9.3	28.0	25.7	7.7	25.4	1.0	100.0

Q1.How interested you are in matters of politics and government * Urban, rural crosstabulation (by settlement type)

		Urban, rural			Total
		Yerevan	Other cities	Rural areas	
Very interested	Count	65	49	60	174
	% of total by settlements	12.3	10.3	11.7	11.5
	% of Total	4.3	3.2	4.0	11.5
Somewhat interested	Count	172	141	152	465
	% of total by settlements	32.6	29.7	29.7	30.7
	% of Total	11.4	9.3	10.0	30.7
Not too interested	Count	179	129	136	444
	% of total by settlements	33.9	27.2	26.6	29.3
	% of Total	11.8	8.5	9.0	29.3
Not at all interested	Count	112	155	163	430
	% of total by settlements	21.2	32.6	31.8	28.4
	% of Total	7.4	10.2	10.8	28.4
Don't know	Count	0	1	1	2
	% of total by settlements	.0	.2	.2	.1
	% of Total	.0	.1	.1	.1
Total	Count	528	475	512	1515
	% of total by settlements	100.0	100.0	100.0	100.0
	% of Total	34.9	31.4	33.8	100.0

ANNEX C: SELECTED CROSSTABS FOR HOUSEHOLD SURVEY 2009

Q1.How interested you are in matters of politics and government * D1.Gender crosstabulation

		D1.Gender		Total
		Male	Female	
Very interested	Count	80	94	174
	% of total by gender	15.7	9.4	11.5
	% of Total	5.3	6.2	11.5
Somewhat interested	Count	171	294	465
	% of total by gender	33.5	29.3	30.7
	% of Total	11.3	19.4	30.7
Not too interested	Count	128	316	444
	% of total by gender	25.0	31.5	29.3
	% of Total	8.4	20.9	29.3
Not at all interested	Count	132	298	430
	% of total by gender	25.8	29.7	28.4
	% of Total	8.7	19.7	28.4
Don't know	Count	0	2	2
	% of total by gender	.0	.2	.1
	% of Total	.0	.1	.1
Total	Count	511	1004	1515
	% of total by gender	100.0	100.0	100.0
	% of Total	33.7	66.3	100.0

Q1.How interested you are in matters of politics and government * D4.What is the highest level of education you received? crosstabulation

		D4.What is the highest level of education you received?								Total
		No primary education	Primary education	Incomplete secondary education	Completed secondary education	Secondary technical education	Incomplete higher education	Completed higher education"	Post-graduate degree	
Very interested	Count	1	4	16	38	38	9	64	4	174
	% of total by education	14.3	11.1	11.3	9.0	9.8	7.7	16.7	26.7	11.5
	% of Total	.1	.3	1.1	2.5	2.5	.6	4.2	.3	11.5
Somewhat interested	Count	2	7	38	120	122	38	129	8	464
	% of total by education	28.6	19.4	27.0	28.4	31.4	32.5	33.6	53.3	30.7
	% of Total	.1	.5	2.5	7.9	8.1	2.5	8.5	.5	30.7
Not too interested	Count	0	9	39	112	122	33	126	2	443
	% of total by education	.0	25.0	27.7	26.5	31.4	28.2	32.8	13.3	29.3
	% of Total	.0	.6	2.6	7.4	8.1	2.2	8.3	.1	29.3
Not at all interested	Count	4	16	47	153	106	37	65	1	429
	% of total by education	57.1	44.4	33.3	36.2	27.2	31.6	16.9	6.7	28.4
	% of Total	.3	1.1	3.1	10.1	7.0	2.4	4.3	.1	28.4
Don't know	Count	0	0	1	0	1	0	0	0	2

ANNEX C: SELECTED CROSSTABS FOR HOUSEHOLD SURVEY 2009

**Q1.How interested you are in matters of politics and government * D4.What is the highest level of education you received?
crosstabulation**

		D4.What is the highest level of education you received?								Total
		No primary education	Primary education	Incomplete secondary education	Completed secondary education	Secondary technical education	Incomplete higher education	Completed higher education"	Post-graduate degree	
% of total by education		.0	.0	.7	.0	.3	.0	.0	.0	.1
% of Total		.0	.0	.1	.0	.1	.0	.0	.0	.1
Total	Count	7	36	141	423	389	117	384	15	1512
	% of total by education	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
	% of Total	.5	2.4	9.3	28.0	25.7	7.7	25.4	1.0	100.0

Q2.In general, how would you describe the current economic situation in Armenia? * Urban, rural crosstabulation (by settlement type)

		Urban, rural			Total
		Yerevan	Other cities	Rural areas	
Very good	Count	1	2	10	13
	% of total by settlements	.2	.4	2.0	.9
	% of Total	.1	.1	.7	.9
Somewhat good	Count	23	22	28	73
	% of total by settlements	4.4	4.6	5.5	4.8
	% of Total	1.5	1.5	1.8	4.8
Not good, not bad	Count	240	214	233	687
	% of total by settlements	45.5	45.1	45.5	45.3
	% of Total	15.8	14.1	15.4	45.3
Somewhat bad	Count	134	129	126	389
	% of total by settlements	25.4	27.2	24.6	25.7
	% of Total	8.8	8.5	8.3	25.7
Very bad	Count	128	105	114	347
	% of total by settlements	24.2	22.1	22.3	22.9
	% of Total	8.4	6.9	7.5	22.9
Don't know	Count	2	3	1	6
	% of total by settlements	.4	.6	.2	.4
	% of Total	.1	.2	.1	.4
Total	Count	528	475	512	1515
	% of total by settlements	100.0	100.0	100.0	100.0
	% of Total	34.9	31.4	33.8	100.0

ANNEX C: SELECTED CROSSTABS FOR HOUSEHOLD SURVEY 2009

Q2.In general, how would you describe the current economic situation in Armenia? * D4.What is the highest level of education you received? Crosstabulation

		D4.What is the highest level of education you received?							Total	
		No primary education	Primary education	Incomplete secondary education	Completed secondary education	Secondary technical education	Incomplete higher education	Completed higher education"		Post-graduate degree
Very good	Count	0	0	1	4	3	2	2	1	13
	% of total by education	.0	.0	.7	.9	.8	1.7	.5	6.7	.9
	% of Total	.0	.0	.1	.3	.2	.1	.1	.1	.9
Somewhat good	Count	0	4	9	22	15	8	15	0	73
	% of total by education	.0	11.1	6.4	5.2	3.9	6.8	3.9	.0	4.8
	% of Total	.0	.3	.6	1.5	1.0	.5	1.0	.0	4.8
Not good, not bad	Count	3	12	60	170	180	62	192	8	687
	% of total by education	42.9	33.3	42.6	40.2	46.3	53.0	50.0	53.3	45.4
	% of Total	.2	.8	4.0	11.2	11.9	4.1	12.7	.5	45.4
Somewhat bad	Count	0	11	31	118	91	25	107	4	387
	% of total by education	.0	30.6	22.0	27.9	23.4	21.4	27.9	26.7	25.6
	% of Total	.0	.7	2.1	7.8	6.0	1.7	7.1	.3	25.6
Very bad	Count	4	9	40	103	100	20	68	2	346
	% of total by education	57.1	25.0	28.4	24.3	25.7	17.1	17.7	13.3	22.9
	% of Total	.3	.6	2.6	6.8	6.6	1.3	4.5	.1	22.9
Don't know	Count	0	0	0	6	0	0	0	0	6
	% of total by education	.0	.0	.0	1.4	.0	.0	.0	.0	.4
	% of Total	.0	.0	.0	.4	.0	.0	.0	.0	.4
Total	Count	7	36	141	423	389	117	384	15	151
	% of total by education	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
	% of Total	.5	2.4	9.3	28.0	25.7	7.7	25.4	1.0	100.0

ANNEX C: SELECTED CROSSTABS FOR HOUSEHOLD SURVEY 2009

Q4. Corruption is one of the major problems facing Armenia as a country today?* Urban, rural crosstabulation (by settlement type)

		Urban, rural			Total
		Yerevan	Other cities	Rural areas	
Corruption	Count	113	51	66	230
	% of total by settlements	21.4	10.8	12.9	
	% of Total	7.5	3.4	4.4	15.2

Five most serious problems facing Armenia, by gender (2009, up to 3 answers possible)

Problem	Men (%)	Women (%)
Corruption	17.6	13.9
Inflation/high prices	16.7	19.9
General economic issues	23.1	23.3
Poverty	25.3	33.4
Unemployment	62.0	67.3

Q4. Corruption is one of the most serious problems facing Armenia as a country today?* D4. What is the highest level of education you received? Crosstabulation

		D4. What is the highest level of education you received?							Total	
		No primary education	Primary education	Incomplete secondary education	Completed secondary education	Secondary technical education	Incomplete higher education	Completed higher education"		Post-graduate degree
Corruption	Count	0	5	21	44	46	18	91	3	228
	% of total by education	.0	13.9	14.9	10.4	11.8	15.4	23.8	20.0	
	% of Total	.0	.3	1.4	2.9	3.0	1.2	6.0	.2	15.1

Q5. In your opinion, how serious of a problem is corruption in Armenia? * Urban, rural crosstabulation (by settlement type)

		Urban, rural			Total
		Yerevan	Other cities	Rural areas	
Very serious	Count	331	274	286	891
	% of total by settlements	62.7	57.7	55.9	58.8
	% of Total	21.8	18.1	18.9	58.8
Somewhat serious	Count	127	111	145	383
	% of total by settlements	24.1	23.4	28.3	25.3
	% of Total	8.4	7.3	9.6	25.3
Not too serious	Count	52	60	52	164
	% of total by settlements	9.8	12.6	10.2	10.8
	% of Total	3.4	4.0	3.4	10.8
Not at all serious	Count	7	12	10	29
	% of total by settlements	1.3	2.5	2.0	1.9
	% of Total	.5	.8	.7	1.9
Corruption does not exist	Count	2	1	1	4
	% of total by settlements	.4	.2	.2	.3
	% of Total	.1	.1	.1	.3

ANNEX C: SELECTED CROSSTABS FOR HOUSEHOLD SURVEY 2009

Don't know	Count	9	16	18	43
	% of total by settlements	1.7	3.4	3.5	2.8
	% of Total	.6	1.1	1.2	2.8
Refused	Count	0	1	0	1
	% of total by settlements	.0	.2	.0	.1
	% of Total	.0	.1	.0	.1
Total	Count	528	475	512	1515
	% of total by settlements	100.0	100.0	100.0	100.0
	% of Total	34.9	31.4	33.8	100.0

Q5.In your opinion, how serious of a problem is corruption in Armenia? * D1.Gender crosstabulation

		D1.Gender		Total
		Male	Female	
Very serious	Count	319	572	891
	% of total by gender	62.4	57.0	58.8
	% of Total	21.1	37.8	58.8
Somewhat serious	Count	116	267	383
	% of total by gender	22.7	26.6	25.3
	% of Total	7.7	17.6	25.3
Not too serious	Count	49	115	164
	% of total by gender	9.6	11.5	10.8
	% of Total	3.2	7.6	10.8
Not at all serious	Count	13	16	29
	% of total by gender	2.5	1.6	1.9
	% of Total	.9	1.1	1.9
Corruption does not exist	Count	2	2	4
	% of total by gender	.4	.2	.3
	% of Total	.1	.1	.3
Don't know	Count	12	31	43
	% of total by gender	2.3	3.1	2.8
	% of Total	.8	2.0	2.8
Refused	Count	0	1	1
	% of total by gender	.0	.1	.1
	% of Total	.0	.1	.1
Total	Count	511	1004	1515
	% of total by gender	100.0	100.0	100.0
	% of Total	33.7	66.3	100.0

ANNEX C: SELECTED CROSSTABS FOR HOUSEHOLD SURVEY 2009

Q5. In your opinion, how serious of a problem is corruption in Armenia? * D4. What is the highest level of education you received? Crosstabulation

		D4. What is the highest level of education you received?								Total
		No primary education	Primary education	Incomplete secondary education	Completed secondary education	Secondary technical education	Incomplete higher education	Completed higher education"	Post-graduate degree	
Very serious	Count	5	18	83	244	228	65	234	13	890
	% of total by education	71.4	50.0	58.9	57.7	58.6	55.6	60.9	86.7	58.9
	% of Total	.3	1.2	5.5	16.1	15.1	4.3	15.5	.9	58.9
Somewhat serious	Count	2	7	41	102	93	36	99	2	382
	% of total by education	28.6	19.4	29.1	24.1	23.9	30.8	25.8	13.3	25.3
	% of Total	.1	.5	2.7	6.7	6.2	2.4	6.5	.1	25.3
Not too serious	Count	0	6	9	42	56	12	38	0	163
	% of total by education	.0	16.7	6.4	9.9	14.4	10.3	9.9	.0	10.8
	% of Total	.0	.4	.6	2.8	3.7	.8	2.5	.0	10.8
Not at all serious	Count	0	1	1	15	3	2	7	0	29
	% of total by education	.0	2.8	.7	3.5	.8	1.7	1.8	.0	1.9
	% of Total	.0	.1	.1	1.0	.2	.1	.5	.0	1.9
Corruption does not exist	Count	0	0	0	0	0	0	4	0	4
	% of total by education	.0	.0	.0	.0	.0	.0	1.0	.0	.3
	% of Total	.0	.0	.0	.0	.0	.0	.3	.0	.3
Don't know	Count	0	4	7	19	9	2	2	0	43
	% of total by education	.0	11.1	5.0	4.5	2.3	1.7	.5	.0	2.8
	% of Total	.0	.3	.5	1.3	.6	.1	.1	.0	2.8
Refused	Count	0	0	0	1	0	0	0	0	1
	% of total by education	.0	.0	.0	.2	.0	.0	.0	.0	.1
	% of Total	.0	.0	.0	.1	.0	.0	.0	.0	.1
Total	Count	7	36	141	423	389	117	384	15	1512
	% of total by education	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
	% of Total	.5	2.4	9.3	28.0	25.7	7.7	25.4	1.0	100.0

Q6. Do you agree with the statement that citizens of Armenia consider corruption as a fact of life? * Urban, rural crosstabulation (by settlement type)

		Urban, rural			Total
		Yerevan	Other cities	Rural areas	
Yes, to a great extent	Count	217	153	128	498
	% of total by settlements	41.1	32.2	25.0	32.9
	% of Total	14.3	10.1	8.4	32.9
Yes, to some extent	Count	133	124	136	393

ANNEX C: SELECTED CROSSTABS FOR HOUSEHOLD SURVEY 2009
Q6.Do you agree with the statement that citizens of Armenia consider corruption as a fact of life? * Urban, rural crosstabulation (by settlement type)

		Urban, rural			Total
		Yerevan	Other cities	Rural areas	
	% of total by settlements	25.2	26.1	26.6	25.9
	% of Total	8.8	8.2	9.0	25.9
No, to a very limited extent	Count	98	76	107	281
	% of total by settlements	18.6	16.0	20.9	18.5
	% of Total	6.5	5.0	7.1	18.5
No, not at all	Count	69	106	119	294
	% of total by settlements	13.1	22.3	23.2	19.4
	% of Total	4.6	7.0	7.9	19.4
Don't know	Count	11	15	22	48
	% of total by settlements	2.1	3.2	4.3	3.2
	% of Total	.7	1.0	1.5	3.2
Refused	Count	0	1	0	1
	% of total by settlements	.0	.2	.0	.1
	% of Total	.0	.1	.0	.1
Total	Count	528	475	512	1515
	% of total by settlements	100.0	100.0	100.0	100.0
	% of Total	34.9	31.4	33.8	100.0

Q8.To what extent do you think corruption can be reduced in Armenia? * Urban, rural crosstabulation (by settlement type)

		Urban, rural			Total
		Yerevan	Other cities	Rural areas	
Corruption cannot be reduced at all	Count	175	135	121	431
	% of total by settlements	33.1	28.4	23.6	28.4
	% of Total	11.6	8.9	8.0	28.4
Corruption can be reduced to a certain degree	Count	244	251	274	769
	% of total by settlements	46.2	52.8	53.5	50.8
	% of Total	16.1	16.6	18.1	50.8
Corruption can be substantially reduced	Count	66	57	61	184
	% of total by settlements	12.5	12.0	11.9	12.1
	% of Total	4.4	3.8	4.0	12.1
Corruption can be completely eradicated	Count	13	11	16	40
	% of total by settlements	2.5	2.3	3.1	2.6
	% of Total	.9	.7	1.1	2.6
Don't know	Count	30	20	40	90
	% of total by settlements	5.7	4.2	7.8	5.9
	% of Total	2.0	1.3	2.6	5.9
Refused	Count	0	1	0	1
	% of total by settlements	.0	.2	.0	.1
	% of Total	.0	.1	.0	.1

ANNEX C: SELECTED CROSSTABS FOR HOUSEHOLD SURVEY 2009

Q8.To what extent do you think corruption can be reduced in Armenia? * Urban, rural crosstabulation (by settlement type)

		Urban, rural			Total
		Yerevan	Other cities	Rural areas	
Total	Count	528	475	512	1515
	% of total by settlements	100.0	100.0	100.0	100.0
	% of Total	34.9	31.4	33.8	100.0

Q8.To what extent do you think corruption can be reduced in Armenia? * D1.Gender crosstabulation

		D1.Gender		Total
		Male	Female	
Corruption cannot be reduced at all	Count	147	284	431
	% of total by gender	28.8	28.3	28.4
	% of Total	9.7	18.7	28.4
Corruption can be reduced to a certain degree	Count	256	513	769
	% of total by gender	50.1	51.1	50.8
	% of Total	16.9	33.9	50.8
Corruption can be substantially reduced	Count	72	112	184
	% of total by gender	14.1	11.2	12.1
	% of Total	4.8	7.4	12.1
Corruption can be completely eradicated	Count	16	24	40
	% of total by gender	3.1	2.4	2.6
	% of Total	1.1	1.6	2.6
Don't know	Count	19	71	90
	% of total by gender	3.7	7.1	5.9
	% of Total	1.3	4.7	5.9
Refused	Count	1	0	1
	% of total by gender	.2	.0	.1
	% of Total	.1	.0	.1
Total	Count	511	1004	1515
	% of total by gender	100.0	100.0	100.0
	% of Total	33.7	66.3	100.0

Q13A.In your opinion, how did the amount of demanding for bribes by public officials change over the past year? *

D1.Gender crosstabulation

		D1.Gender		Total
		Male	Female	
Increased significantly	Count	56	137	193
	% of total by gender	11.0	13.6	12.7
	% of Total	3.7	9.0	12.7
Increased somewhat	Count	89	156	245
	% of total by gender	17.5	15.5	16.2
	% of Total	5.9	10.3	16.2
Stayed the same as last year	Count	154	295	449
	% of total by gender	30.2	29.4	29.7
	% of Total	10.2	19.5	29.7

ANNEX C: SELECTED CROSSTABS FOR HOUSEHOLD SURVEY 2009
Q13A. In your opinion, how did the amount of demanding for bribes by public officials change over the past year? *
D1. Gender crosstabulation

		D1. Gender		Total
		Male	Female	
Decreased somewhat	Count	102	158	260
	% of total by gender	20.0	15.7	17.2
	% of Total	6.7	10.4	17.2
Decreased significantly	Count	6	16	22
	% of total by gender	1.2	1.6	1.5
	% of Total	.4	1.1	1.5
Don't know	Count	102	240	342
	% of total by gender	20.0	23.9	22.6
	% of Total	6.7	15.9	22.6
Refused	Count	1	2	3
	% of total by gender	.2	.2	.2
	% of Total	.1	.1	.2
Total	Count	510	1004	1514
	% of total by gender	100.0	100.0	100.0
	% of Total	33.7	66.3	100.0

Q57. Please tell me if agree or disagree with the following statement: The current government of Armenia has a sincere desire and will to combat corruption. * Urban, rural crosstabulation (by settlement type)

		Urban, rural			Total
		Yerevan	Other cities	Rural areas	
Strongly agree	Count	42	54	48	144
	% of total by settlements	8.0	11.4	9.5	9.6
	% of Total	2.8	3.6	3.2	9.6
Somewhat agree	Count	185	197	195	577
	% of total by settlements	35.1	41.7	38.5	38.3
	% of Total	12.3	13.1	12.9	38.3
Somewhat disagree	Count	166	118	127	411
	% of total by settlements	31.5	25.0	25.0	27.3
	% of Total	11.0	7.8	8.4	27.3
Strongly disagree	Count	89	74	90	253
	% of total by settlements	16.9	15.7	17.8	16.8
	% of Total	5.9	4.9	6.0	16.8
Don't know	Count	44	29	47	120
	% of total by settlements	8.3	6.1	9.3	8.0
	% of Total	2.9	1.9	3.1	8.0
Refused	Count	1	0	0	1
	% of total by settlements	.2	.0	.0	.1
	% of Total	.1	.0	.0	.1
Total	Count	527	472	507	1506
	% of total by settlements	100.0	100.0	100.0	100.0

ANNEX C: SELECTED CROSTABS FOR HOUSEHOLD SURVEY 2009

Q57. Please tell me if agree or disagree with the following statement: The current government of Armenia has a sincere desire and will to combat corruption. * Urban, rural crosstabulation (by settlement type)

	Urban, rural			Total
	Yerevan	Other cities	Rural areas	
% of Total	35.0	31.3	33.7	100.0

Q56. How effective or ineffective is the Government's fight against corruption in Armenia? Urban, rural Crosstabulation (by settlement type)

		Urban, rural			Total
		Yerevan	Other cities	Rural areas	
Very effective	Count	16	28	27	16
	% of total by settlements	3,0	5,9	5,3	3,0
	% of Total	1,1	1,9	1,8	1,1
Somewhat effective	Count	148	181	179	148
	% of total by settlements	28,0	38,1	35,1	28,0
	% of Total	9,8	12,0	11,8	9,8
Somewhat ineffective	Count	178	127	138	178
	% of total by settlements	33,7	26,7	27,1	33,7
	% of Total	11,8	8,4	9,1	11,8
Very ineffective	Count	113	85	86	113
	% of total by settlements	21,4	17,9	16,9	21,4
	% of Total	7,5	5,6	5,7	7,5
Don't know	Count	72	53	80	72
	% of total by settlements	13,6	11,2	15,7	13,6
	% of Total	4,8	3,5	5,3	4,8
Total	Count	68	68	1	1
	% of total by settlements	100,0	100,0	,2	,2
	% of Total	31,1	31,1	,1	,1

Q14. On which the most important information sources do you base your assessment of the level of corruption in the country? *Urban, rural crosstabulation (by settlement type)

		Urban, rural			Total
		Yerevan	Other cities	Rural areas	
Personal experience	Count	173	98	91	362
	% of total by settlements	32,8	20,6	17,8	
	% of Total	11,4	6,5	6,0	23,9
Talks with relatives or family	Count	252	243	264	759
	% of total by settlements	47,7	51,2	51,8	
	% of Total	16,7	16,1	17,4	50,2
Talk with friends and acquaintances	Count	327	341	312	980
	% of total by settlements	61,9	71,8	61,2	
	% of Total	21,6	22,5	20,6	64,8
Information about corruption given by NGOs	Count	72	45	25	142
	% of total by settlements	13,6	9,5	4,9	

ANNEX C: SELECTED CROSSTABS FOR HOUSEHOLD SURVEY 2009

	% of Total	4.8	3.0	1.7	9.4
Information provided by the media	Count	359	365	416	1140
	% of total by settlements	68.0	76.8	81.6	
	% of Total	23.7	24.1	27.5	75.3
Other	Count	0	6	6	12
	% of total by settlements	.0	1.3	1.2	
	% of Total	.0	.4	.4	.8
Don't know	Count	24	19	23	66
	% of total by settlements	4.5	4.0	4.5	
	% of Total	1.6	1.3	1.5	4.4
Refused	Count	0	2	0	2
	% of total by settlements	.0	.4	.0	
	% of Total	.0	.1	.0	.1
Total	Count	528	475	510	1513
	% of Total	34.9	31.4	33.7	100.0

ANNEX D: SELECTED FREQUENCIES FOR ENTERPRISE SURVEY

ANNEX D: SELECTED FREQUENCIES FOR ENTERPRISE SURVEY

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very interested	63	15.8	15.8	15.8
	Somewhat interested	148	37.0	37.0	52.8
	Not too interested	83	20.8	20.8	73.5
	Not at all interested	106	26.5	26.5	100.0
	Total	400	100.0	100.0	

Q2. How would you describe the current economic situation in Armenia?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very good	2	.5	.5	.5
	Somewhat good	81	20.3	20.4	20.9
	Somewhat bad	186	46.5	46.9	67.8
	Very bad	128	32.0	32.2	100.0
	Total	397	99.3	100.0	
Missing	Don't know	3	.8		
	Total	400	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very satisfied	5	1.3	1.3	1.3
	Somewhat satisfied	104	26.0	26.2	27.5
	Somewhat dissatisfied	180	45.0	45.3	72.8
	Very dissatisfied	108	27.0	27.2	100.0
	Total	397	99.3	100.0	
Missing	Don't know	3	.8		
	Total	400	100.0		

Q4. What are in your opinion the most serious problems facing Armenia as a country today? (Multiple Frequencies, 3 answers possible)

	Responses		
	N	Percent	Percent of Cases
Unemployment	185	18.4	46.6
Poverty	98	9.7	24.7
Political instability	27	2.7	6.8
Poor healthcare system / health services	12	1.2	3.0
Poor infrastructure	24	2.4	6.0
Problems with education system	34	3.4	8.6
Problems with pension system	12	1.2	3.0
Inflation/ High prices	77	7.7	19.4
Emigration	31	3.1	7.8
General economic problems	126	12.5	31.7
Conflict / dispute over Nagorno Karabakh	46	4.6	11.6

ANNEX D: SELECTED FREQUENCIES FOR ENTERPRISE SURVEY

Q4. What are in your opinion the most serious problems facing Armenia as a country today? (Multiple Frequencies, 3 answers possible)

	Responses		
	N	Percent	Percent of Cases
Corruption	96	9.6	24.2
Clashes between government and opposition	6	.6	1.5
Crime	15	1.5	3.8
Relationship with neighboring countries	34	3.4	8.6
Other	42	4.2	10.6
Flawed market relations/competition	28	2.8	7.1
Problems related to flawed democracy	17	1.7	4.3
Low salaries	13	1.3	3.3
Imperfect/unstable tax policies	28	2.8	7.1
Imperfect/unstable laws	10	1.0	2.5
Social injustice/polarization	15	1.5	3.8
Crisis	9	0.9	2.3
National mentality issues	14	1.4	3.5
Banking system/deposits/loans	7	0.7	1.8
Total	993	100.0	250.1

Q5 Obstacles for business development

		Frequency	Percent	Valid Percent	Cumulative Percent
Q5_1. Legal procedures to set up a company					
Valid	Not an obstacle	185	46.3	47.2	47.2
	Minor	47	11.8	12.0	59.2
	Somewhat minor	29	7.3	7.4	66.6
	Moderate	68	17.0	17.3	83.9
	Somewhat serious	27	6.8	6.9	90.8
	Serious	14	3.5	3.6	94.4
	Very serious	22	5.5	5.6	100.0
	Total	392	98.0	100.0	
Missing	Don't know	8	2.0		
	Total	400	100.0		
Q5_2. Requirements for export/import operations					
Valid	Not an obstacle	48	12.0	16.4	16.4
	Minor	27	6.8	9.2	25.6
	Somewhat minor	23	5.8	7.8	33.4
	Moderate	54	13.5	18.4	51.9
	Somewhat serious	38	9.5	13.0	64.8
	Serious	50	12.5	17.1	81.9
	Very serious	53	13.3	18.1	100.0
	Total	293	73.3	100.0	
Missing	Don't know	107	26.8		
	Total	400	100.0		

ANNEX D: SELECTED FREQUENCIES FOR ENTERPRISE SURVEY

Q5_3. Regulations of foreign currency transactions

Valid	Not an obstacle	64	16.0	18.3	18.3
	Minor	39	9.8	11.2	29.5
	Somewhat minor	32	8.0	9.2	38.7
	Moderate	74	18.5	21.2	59.9
	Somewhat serious	43	10.8	12.3	72.2
	Serious	54	13.5	15.5	87.7
	Very serious	43	10.8	12.3	100.0
	Total	349	87.3	100.0	
Missing	Don't know	51	12.8		
	Total	400	100.0		

Q5_4. Cost of (obligatory) paperwork and regulations

Valid	Not an obstacle	64	16.0	16.2	16.2
	Minor	47	11.8	11.9	28.2
	Somewhat minor	53	13.3	13.5	41.6
	Moderate	96	24.0	24.4	66.0
	Somewhat serious	33	8.3	8.4	74.4
	Serious	50	12.5	12.7	87.1
	Very serious	51	12.8	12.9	100.0
	Total	394	98.5	100.0	
Missing	Don't know	6	1.5		
	Total	400	100.0		

Q5_5. Frequent changes in public policies

Valid	Not an obstacle	63	15.8	16.4	16.4
	Minor	41	10.3	10.7	27.1
	Somewhat minor	29	7.3	7.6	34.6
	Moderate	66	16.5	17.2	51.8
	Somewhat serious	45	11.3	11.7	63.5
	Serious	80	20.0	20.8	84.4
	Very serious	60	15.0	15.6	100.0
	Total	384	96.0	100.0	
Missing	Don't know	16	4.0		
	Total	400	100.0		

Q5_6. Contraband (Counterfeit)

Valid	Not an obstacle	44	11.0	12.8	12.8
	Minor	22	5.5	6.4	19.1
	Somewhat minor	10	2.5	2.9	22.0
	Moderate	36	9.0	10.4	32.5
	Somewhat serious	36	9.0	10.4	42.9
	Serious	90	22.5	26.1	69.0
	Very serious	107	26.8	31.0	100.0
	Total	345	86.3	100.0	
Missing	Don't know	55	13.8		
	Total	400	100.0		

ANNEX D: SELECTED FREQUENCIES FOR ENTERPRISE SURVEY

Q5_7. Corruption (bribes, manipulation, protection)

Valid	Not an obstacle	19	4.8	4.9	4.9
	Minor	16	4.0	4.1	9.1
	Somewhat minor	17	4.3	4.4	13.5
	Moderate	31	7.8	8.0	21.5
	Somewhat serious	38	9.5	9.8	31.3
	Serious	71	17.8	18.4	49.7
	Very serious	194	48.5	50.3	100.0
	Total	386	96.5	100.0	
Missing	Don't know	13	3.3		
	Refuse to Answer	1	.3		
	Total	14	3.5		
	Total	400	100.0		

Q5_8. Lack of safety - crime

Valid	Not an obstacle	42	10.5	10.7	10.7
	Minor	41	10.3	10.4	21.1
	Somewhat minor	32	8.0	8.1	29.3
	Moderate	66	16.5	16.8	46.1
	Somewhat serious	35	8.8	8.9	55.0
	Serious	67	16.8	17.0	72.0
	Very serious	110	27.5	28.0	100.0
	Total	393	98.3	100.0	
Missing	Don't know	7	1.8		
	Total	400	100.0		

Q5_9. Low level of efficiency and quality of governmental bureaucracy

Valid	Not an obstacle	16	4.0	4.2	4.2
	Minor	23	5.8	6.0	10.2
	Somewhat minor	31	7.8	8.1	18.3
	Moderate	76	19.0	19.9	38.2
	Somewhat serious	47	11.8	12.3	50.5
	Serious	81	20.3	21.2	71.7
	Very serious	108	27.0	28.3	100.0
	Total	382	95.5	100.0	
Missing	Don't know	18	4.5		
	Total	400	100.0		

Q5_10. Unstable and inconsistent tax rules and systems

Valid	Not an obstacle	18	4.5	4.6	4.6
	Minor	11	2.8	2.8	7.4
	Somewhat minor	23	5.8	5.9	13.3
	Moderate	51	12.8	13.0	26.3
	Somewhat serious	59	14.8	15.1	41.3
	Serious	73	18.3	18.6	59.9
	Very serious	157	39.3	40.1	100.0
	Total	392	98.0	100.0	
Missing	Don't know	8	2.0		

ANNEX D: SELECTED FREQUENCIES FOR ENTERPRISE SURVEY

Total		400	100.0		
Q5_11. Inadequate infrastructure					
Valid	Not an obstacle	53	13.3	15.6	15.6
	Minor	27	6.8	7.9	23.5
	Somewhat minor	38	9.5	11.2	34.7
	Moderate	84	21.0	24.7	59.4
	Somewhat serious	48	12.0	14.1	73.5
	Serious	48	12.0	14.1	87.6
	Very serious	42	10.5	12.4	100.0
	Total	340	85.0	100.0	
Missing	Don't know	60	15.0		
	Total	400	100.0		
Q5_12. Access to and cost of financing					
Valid	Not an obstacle	33	8.3	8.6	8.6
	Minor	27	6.8	7.0	15.7
	Somewhat minor	33	8.3	8.6	24.3
	Moderate	64	16.0	16.7	41.0
	Somewhat serious	60	15.0	15.7	56.7
	Serious	73	18.3	19.1	75.7
	Very serious	93	23.3	24.3	100.0
	Total	383	95.8	100.0	
Missing	Don't know	17	4.3		
	Total	400	100.0		
Q5_13. Inflation					
Valid	Not an obstacle	22	5.5	5.7	5.7
	Minor	15	3.8	3.9	9.6
	Somewhat minor	18	4.5	4.7	14.2
	Moderate	67	16.8	17.4	31.6
	Somewhat serious	69	17.3	17.9	49.5
	Serious	81	20.3	21.0	70.5
	Very serious	114	28.5	29.5	100.0
	Total	386	96.5	100.0	
Missing	Don't know	14	3.5		
	Total	400	100.0		
Q5_14. Instability of economic policies					
Valid	Not an obstacle	19	4.8	4.9	4.9
	Minor	8	2.0	2.1	6.9
	Somewhat minor	15	3.8	3.9	10.8
	Moderate	62	15.5	15.9	26.7
	Somewhat serious	46	11.5	11.8	38.6
	Serious	103	25.8	26.5	65.0
	Very serious	136	34.0	35.0	100.0
	Total	389	97.3	100.0	
Missing	Don't know	10	2.5		
	Refuse to Answer	1	.3		
	Total	11	2.8		

ANNEX D: SELECTED FREQUENCIES FOR ENTERPRISE SURVEY

Total		400	100.0		
Q5_15. Uncertainty caused by decisions of the Judicial Branch					
Valid	Not an obstacle	29	7.3	9.1	9.1
	Minor	30	7.5	9.4	18.5
	Somewhat minor	36	9.0	11.3	29.8
	Moderate	48	12.0	15.0	44.8
	Somewhat serious	34	8.5	10.7	55.5
	Serious	62	15.5	19.4	74.9
	Very serious	80	20.0	25.1	100.0
	Total	319	79.8	100.0	
Missing	Don't know	81	20.3		
	Total	400	100.0		
Q5_16. Monopolies					
Valid	Not an obstacle	20	5.0	5.2	5.2
	Minor	16	4.0	4.1	9.3
	Somewhat minor	14	3.5	3.6	13.0
	Moderate	27	6.8	7.0	19.9
	Somewhat serious	18	4.5	4.7	24.6
	Serious	55	13.8	14.2	38.9
	Very serious	236	59.0	61.1	100.0
	Total	386	96.5	100.0	
Missing	Don't know	14	3.5		
	Total	400	100.0		
Q5_17. Low levels of technological development					
Valid	Not an obstacle	25	6.3	6.6	6.6
	Minor	34	8.5	9.0	15.6
	Somewhat minor	29	7.3	7.7	23.2
	Moderate	81	20.3	21.4	44.6
	Somewhat serious	55	13.8	14.5	59.1
	Serious	70	17.5	18.5	77.6
	Very serious	85	21.3	22.4	100.0
	Total	379	94.8	100.0	
Missing	Don't know	21	5.3		
	Total	400	100.0		
Q5_18. Financial and economic crisis					
Valid	Not an obstacle	15	3.8	3.8	3.8
	Minor	10	2.5	2.5	6.3
	Somewhat minor	13	3.3	3.3	9.6
	Moderate	45	11.3	11.3	20.9
	Somewhat serious	46	11.5	11.6	32.5
	Serious	99	24.8	24.9	57.4
	Very serious	169	42.3	42.6	100.0
	Total	397	99.3	100.0	
Missing	Don't know	3	.8		
	Total	400	100.0		

ANNEX D: SELECTED FREQUENCIES FOR ENTERPRISE SURVEY

Q5_19. Difficulties in the encouragement of competition

Valid	Not an obstacle	40	10.0	10.6	10.6
	Minor	24	6.0	6.3	16.9
	Somewhat minor	38	9.5	10.1	27.0
	Moderate	68	17.0	18.0	45.0
	Somewhat serious	52	13.0	13.8	58.7
	Serious	66	16.5	17.5	76.2
	Very serious	90	22.5	23.8	100.0
	Total	378	94.5	100.0	
Missing	Don't know	22	5.5		
	Total	400	100.0		

Q6 Most important obstacle (Multiple frequencies, 3 answers possible)

	Responses		
	N	Percent	Percent of Cases
Legal procedures to set up a company	13	1.1	3.3
Requirements for export/import operations	33	2.9	8.4
Regulations of foreign currency transactions	27	2.4	6.9
Cost of (obligatory) paperwork and regulations	35	3.1	8.9
Frequent changes in public policies	40	3.5	10.2
Contraband (Counterfeit)	50	4.4	12.8
Corruption (bribes, manipulation, protection)	154	13.6	39.3
Lack of safety - crime	38	3.3	9.7
Low efficiency and quality of governmental bureaucracy	41	3.6	10.5
Unstable and inconsistent tax rules and systems	124	10.9	31.6
Inadequate infrastructure	8	.7	2.0
Access to and cost of financing	54	4.8	13.8
Inflation	62	5.5	15.8
Instability of economic policies	72	6.3	18.4
Uncertainty caused by decisions of the Judicial Branch	25	2.2	6.4
Monopolies	161	14.2	41.1
Low levels of technological development	26	2.3	6.6
Financial and economic crisis	131	11.5	33.4
Difficulties in the encouragement of competition	19	1.7	4.8
Other	22	1.9	5.6
Total	1135	100.0	289.5

ANNEX D: SELECTED FREQUENCIES FOR ENTERPRISE SURVEY

Q7. What percentage of your company's monthly income would you be willing to pay if the first obstacle were totally eliminated?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Nothing (0%)	105	26.3	28.8	28.8
	Up to 5%	96	24.0	26.3	55.1
	6 to 10%	81	20.3	22.2	77.3
	11 to 25%	37	9.3	10.1	87.4
	26 to 50%	35	8.8	9.6	97.0
	Over 50%	11	2.8	3.0	100.0
	Total	365	91.3	100.0	
Missing	Not applicable	1	.3		
	Don't know	34	8.5		
	Total	35	8.8		
	Total	400	100.0		

Q8. How much time does your administrative staff or external consultants spend in a week dealing with State bureaucracy?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Nothing (0%)	47	11.8	12.1	12.1
	Up to 5%	144	36.0	37.1	49.2
	6 to 10%	73	18.3	18.8	68.0
	11 to 25%	60	15.0	15.5	83.5
	26 to 50%	40	10.0	10.3	93.8
	Over 50%	24	6.0	6.2	100.0
	Total	388	97.0	100.0	
Missing	Don't know	12	3.0		
	Total	400	100.0		

Q9. In the experience of your company, to what extent has the amount of time spent increased or decreased over the last 24 months?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Significantly decreased	8	2.0	2.3	2.3
	Decreased	34	8.5	9.7	12.0
	Somewhat decreased	47	11.8	13.4	25.4
	The same - no change	179	44.8	51.1	76.6
	Somewhat increased	48	12.0	13.7	90.3
	Increased	26	6.5	7.4	97.7
	Significantly increased	8	2.0	2.3	100.0
	Total	350	87.5	100.0	
Missing	Not applicable	2	.5		
	Don't know	48	12.0		
	Total	50	12.5		
	Total	400	100.0		

ANNEX D: SELECTED FREQUENCIES FOR ENTERPRISE SURVEY

Q10. On average, how much do you estimate this time cost your company in AMD during the year 2008?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not applicable	16	4.0	9.8	9.8
	0	34	8.5	23.1	23.1
	3-98	22	5.5	15	38.1
	100-900	11	2.8	7.5	45.6
	1.000-9.000	10	2.5	6.8	52.4
	10.000-70.000	34	8.5	23.1	75.5
	100.000-900.000	33	8.3	22.4	98.0
	1,000.000-40,000.000	3.0	0.8	2.0	100.0
	Total	163	40.8	100.0	
Missing	Refuse to answer	11	2.8		
	Don't know	226	56.5		
	Total	237	59.3		
	Total	400	100.0		

Q11. Which public institution took the most time from your company dealing with bureaucracy?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Tax inspection	245	61.3	72.5	72.5
	Customs	18	4.5	5.3	77.8
	State registrar	3	.8	.9	78.7
	None	25	6.3	7.4	86.1
	Other	47	11.8	13.9	100.0
	Total	338	84.6	100.0	
Missing	Not applicable	11	2.8		
	Don't know	41	10.0		
	Refuse to answer	10	2.5		
	Total	62	15.5		
	Total	400	100.0		

Q12. Was your company discouraged from making an investment in Armenia due to bureaucratic costs?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	81	20.3	20.5	20.5
	No	315	78.8	79.5	100.0
	Total	396	99.0	100.0	
Missing	Don't know	3	.8		
	Refuse to answer	1	.3		
	Total	4	1.0		
Total	400	100.0			

Q13. What was the investment amount in AMD your company considered making but was discouraged?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	50-3000	5	1.2	14.7	14.7
	20.000-50.000	4	1.0	11.8	26.5
	100.000-800.000	6	1.5	17.6	44.1
	2.000.000-5.000.000	4	1.0	11.8	55.9

ANNEX D: SELECTED FREQUENCIES FOR ENTERPRISE SURVEY

Q13. What was the investment amount in AMD your company considered making but was discouraged?

		Frequency	Percent	Valid Percent	Cumulative Percent
	10.000.000-40.000.000	9	2.2	26.5	82.4
	100.000.000 and above	6	1.5	17.6	100
	Total	34	8.5	100.0	
Missing	Refuse to answer	10	2.5		
	Don't know	37	9.3		
	System	319	79.8		
	Total	366	91.5		
	Total	400	100.0		

Q14. What percentage of the employees from the companies in your sector has written contracts?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	0	14	3.5	3.8	3.8
	1-10	14	3.5	3.8	7.7
	20-50	33	8.2	9.0	16.7
	60-98	41	10.2	11.2	27.9
	100	264	66.0	72.1	100.0
	Total	366	91.5	100.0	
Missing	Refuse to answer	5	1.3		
	Don't know	29	7.3		
	Total	34	8.5		
	Total	400	100.0		

Q15_1. Have you participated in public bids during the last 24 months?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	26	6.5	6.5	6.5
	No	372	93.0	93.5	100.0
	Total	398	99.5	100.0	
Missing	Don't know	2	.5		
	Total	400	100.0		

Q15_2. Have you participated in tenders during the last 24 months?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	51	12.8	12.8	12.8
	No	347	86.8	87.2	100.0
	Total	398	99.5	100.0	
Missing	Don't know	2	.5		
	Total	400	100.0		

Q15_3. Have you participated in direct awards during the last 24 months?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	61	15.3	15.4	15.4
	No	336	84.0	84.6	100.0
	Total	397	99.3	100.0	
Missing	Don't know	3	.8		
	Total	400	100.0		

ANNEX D: SELECTED FREQUENCIES FOR ENTERPRISE SURVEY

Q16. What percentage of the income of your company comes from public bids, direct awards and/or tenders?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Nothing (0%)	15	3.8	19.5	19.5
	Up to 5%	18	4.5	23.4	42.9
	6 to 10%	11	2.8	14.3	57.1
	11 to 25%	8	2.0	10.4	67.5
	26 to 50%	9	2.3	11.7	79.2
	Over 50%	16	4.0	20.8	100.0
	Total	77	19.3	100.0	
Missing	DK	5	1.3		
	RA	1	.3		
	System	317	79.3		
	Total	323	80.8		
	Total	400	100.0		

Q17 In the contract between your company and government during the last 24 months how often have there been

		Frequency	Percent	Valid Percent	Cumulative Percent
Q17_1. Intentionally breaking down a contract into two or smaller size contracts.					
Valid	Never	70	17.5	87.5	87.5
	Rarely	2	.5	2.5	90.0
	Seldom	2	.5	2.5	92.5
	Half the time	4	1.0	5.0	97.5
	Often	2	.5	2.5	100.0
	Total	80	20.0	100.0	
	Missing	Don't know	3	.8	
	Refused	1	.3		
	System	316	79.0		
	Total	320	80.0		
	Total	400	100.0		

Q17_2. Monopoly of contractors

Valid	Never	64	16.0	84.2	84.2
	Rarely	2	.5	2.6	86.8
	Seldom	1	.3	1.3	88.2
	Half the time	4	1.0	5.3	93.4
	Often	4	1.0	5.3	98.7
	Frequently	1	.3	1.3	100.0
	Total	76	19.0	100.0	
Missing	Don't know	7	1.8		
	Refused	1	.3		
	System	316	79.0		
	Total	324	81.0		
	Total	400	100.0		

Q17_3. Adjust the request for proposals to the interests of a company

Valid	Never	60	15.0	76.9	76.9
	Rarely	4	1.0	5.1	82.1
	Seldom	5	1.3	6.4	88.5

ANNEX D: SELECTED FREQUENCIES FOR ENTERPRISE SURVEY

Q17 In the contract between your company and government during the last 24 months how often have there been

		Frequency	Percent	Valid Percent	Cumulative Percent
	Half the time	4	1.0	5.1	93.6
	Often	4	1.0	5.1	98.7
	Frequently	1	.3	1.3	100.0
	Total	78	19.5	100.0	
Missing	Don't know	5	1.3		
	Refused	1	.3		
	System	316	79.0		
	Total	322	80.5		
	Total	400	100.0		

Q17_4. Hiring of ghost (front) companies

Valid	Never	73	18.3	91.3	91.3
	Rarely	1	.3	1.3	92.5
	Half the time	1	.3	1.3	93.8
	Often	3	.8	3.8	97.5
	Frequently	2	.5	2.5	100.0
	Total	80	20.0	100.0	
Missing	Don't know	4	1.0		
	System	316	79.0		
	Total	320	80.0		
	Total	400	100.0		

Q17_5. "Fill-in" offers made by fake competitors

Valid	Never	62	15.5	77.5	77.5
	Rarely	6	1.5	7.5	85.0
	Seldom	2	.5	2.5	87.5
	Half the time	2	.5	2.5	90.0
	Often	6	1.5	7.5	97.5
	Frequently	1	.3	1.3	98.8
	Always	1	.3	1.3	100.0
	Total	80	20.0	100.0	
Missing	Don't know	4	1.0		
	System	316	79.0		
	Total	320	80.0		
	Total	400	100.0		

Q17_6. Modification of contract terms during the execution phase

Valid	Never	51	12.8	63.0	63.0
	Rarely	10	2.5	12.3	75.3
	Seldom	12	3.0	14.8	90.1
	Half the time	3	.8	3.7	93.8
	Often	4	1.0	4.9	98.8
	Frequently	1	.3	1.2	100.0
	Total	81	20.3	100.0	
Missing	Don't know	3	.8		
	System	316	79.0		
	Total	319	79.8		

ANNEX D: SELECTED FREQUENCIES FOR ENTERPRISE SURVEY

Q17 In the contract between your company and government during the last 24 months how often have there been

	Frequency	Percent	Valid Percent	Cumulative Percent
Total	400	100.0		

Q18.Relevance of reasons for the decision not to participate in the public bids and tenders

		Frequency	Percent	Valid Percent	Cumulative Percent
Q18_1. The complexity of the process in terms of required documentation					
Valid	Completely irrelevant	68	17.0	48.2	48.2
	Irrelevant	23	5.8	16.3	64.5
	Somewhat irrelevant	14	3.5	9.9	74.5
	Neutral	9	2.3	6.4	80.9
	Somewhat relevant	9	2.3	6.4	87.2
	Relevant	9	2.3	6.4	93.6
	Completely relevant	9	2.3	6.4	100.0
	Total	141	35.3	100.0	
Missing	Not applicable	247	61.8		
	Don't know	11	2.8		
	Refused	1	.3		
	Total	259	64.8		
	Total	400	100.0		

Q18_2. The cost of the process

Valid	Completely irrelevant	59	14.8	42.1	42.1
	Irrelevant	20	5.0	14.3	56.4
	Somewhat irrelevant	14	3.5	10.0	66.4
	Neutral	18	4.5	12.9	79.3
	Somewhat relevant	12	3.0	8.6	87.9
	Relevant	8	2.0	5.7	93.6
	Completely relevant	9	2.3	6.4	100.0
	Total	140	35.0	100.0	
Missing	Not applicable	247	61.8		
	Don't know	12	3.0		
	Refused	1	.3		
	Total	260	65.0		
	Total	400	100.0		

Q18_3. Unofficial payments (demand of commissions and bribes)

Valid	Completely irrelevant	62	15.5	46.3	46.3
	Irrelevant	16	4.0	11.9	58.2
	Somewhat irrelevant	8	2.0	6.0	64.2
	Neutral	8	2.0	6.0	70.1
	Somewhat relevant	10	2.5	7.5	77.6
	Relevant	11	2.8	8.2	85.8
	Completely relevant	19	4.8	14.2	100.0
	Total	134	33.5	100.0	
Missing	Not applicable	247	61.8		
	Don't know	17	4.3		
	Refused	2	.5		
	Total	266	66.5		

ANNEX D: SELECTED FREQUENCIES FOR ENTERPRISE SURVEY

Q18.Relevance of reasons for the decision not to participate in the public bids and tenders

		Frequency	Percent	Valid Percent	Cumulative Percent
Total		400	100.0		
Q18_4. Absence of an impartial competition frame					
Valid	Completely irrelevant	37	9.3	26.8	26.8
	Irrelevant	6	1.5	4.3	31.2
	Somewhat irrelevant	13	3.3	9.4	40.6
	Neutral	11	2.8	8.0	48.6
	Somewhat relevant	14	3.5	10.1	58.7
	Relevant	22	5.5	15.9	74.6
	Completely relevant	35	8.8	25.4	100.0
	Total	138	34.5	100.0	
Missing	Not applicable	247	61.8		
	Don't know	14	3.5		
	Refused	1	.3		
	Total	262	65.5		
	Total	400	100.0		
Q18_5. The possibility of obtaining other worthwhile contracts without competing					
Valid	Completely irrelevant	80	20.0	59.7	59.7
	Irrelevant	15	3.8	11.2	70.9
	Somewhat irrelevant	9	2.3	6.7	77.6
	Neutral	7	1.8	5.2	82.8
	Somewhat relevant	4	1.0	3.0	85.8
	Relevant	9	2.3	6.7	92.5
	Completely relevant	10	2.5	7.5	100.0
	Total	134	33.5	100.0	
Missing	Not applicable	248	62.0		
	Don't know	17	4.3		
	Refused	1	.3		
	Total	266	66.5		
	Total	400	100.0		
Q18_6. Lack of direct contact with the persons responsible					
Valid	Completely irrelevant	60	15.0	45.1	45.1
	Irrelevant	13	3.3	9.8	54.9
	Somewhat irrelevant	12	3.0	9.0	63.9
	Neutral	7	1.8	5.3	69.2
	Somewhat relevant	5	1.3	3.8	72.9
	Relevant	18	4.5	13.5	86.5
	Completely relevant	18	4.5	13.5	100.0
	Total	133	33.3	100.0	
Missing	Not applicable	248	62.0		
	Don't know	18	4.5		
	Refused	1	.3		
	Total	267	66.8		
	Total	400	100.0		

ANNEX D: SELECTED FREQUENCIES FOR ENTERPRISE SURVEY

Q19_1. Fairness of bidding in: Private companies

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Completely fair	30	7.5	9.7	9.7
	Fair	31	7.8	10.0	19.7
	Somewhat fair	37	9.3	11.9	31.6
	Neutral	96	24.0	31.0	62.6
	Somewhat unfair	44	11.0	14.2	76.8
	Unfair	43	10.8	13.9	90.6
	Completely unfair	29	7.3	9.4	100.0
	Total	310	77.5	100.0	
Missing	Don't know	89	22.3		
	Refused	1	.3		
	Total	90	22.5		
	Total	400	100.0		

Q19_2. Fairness of bidding in: National public sector entities

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Completely fair	13	3.3	4.5	4.5
	Fair	20	5.0	6.8	11.3
	Somewhat fair	26	6.5	8.9	20.2
	Neutral	83	20.8	28.4	48.6
	Somewhat unfair	50	12.5	17.1	65.8
	Unfair	63	15.8	21.6	87.3
	Completely unfair	37	9.3	12.7	100.0
	Total	292	73.0	100.0	
Missing	Don't know	107	26.8		
	Refused	1	.3		
	Total	108	27.0		
	Total	400	100.0		

Q19_3. Fairness of bidding in: Provincial Entities / Mayor's Offices

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Completely fair	20	5.0	6.8	6.8
	Fair	17	4.3	5.7	12.5
	Somewhat fair	36	9.0	12.2	24.7
	Neutral	65	16.3	22.0	46.6
	Somewhat unfair	57	14.3	19.3	65.9
	Unfair	62	15.5	20.9	86.8
	Completely unfair	39	9.8	13.2	100.0
	Total	296	74.0	100.0	
Missing	Don't know	104	26.0		
	Total	400	100.0		

ANNEX D: SELECTED FREQUENCIES FOR ENTERPRISE SURVEY

Q19_4. Fairness of bidding in: International organizations

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Completely fair	38	9.5	15.6	15.6
	Fair	36	9.0	14.8	30.5
	Somewhat fair	48	12.0	19.8	50.2
	Neutral	70	17.5	28.8	79.0
	Somewhat unfair	28	7.0	11.5	90.5
	Unfair	12	3.0	4.9	95.5
	Completely unfair	11	2.8	4.5	100.0
	Total	243	60.8	100.0	
Missing	Don't know	157	39.3		
	Total	400	100.0		

Q19_5. Fairness of bidding in: Non-governmental organizations NGOs

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Completely fair	24	6.0	10.2	10.2
	Fair	38	9.5	16.1	26.3
	Somewhat fair	49	12.3	20.8	47.0
	Neutral	78	19.5	33.1	80.1
	Somewhat unfair	18	4.5	7.6	87.7
	Unfair	15	3.8	6.4	94.1
	Completely unfair	14	3.5	5.9	100.0
	Total	236	59.0	100.0	
Missing	Don't know	163	40.8		
	Refused	1	.3		
	Total	164	41.0		
	Total	400	100.0		

Q20. Have filed type of paperwork during the last 24 months in...

		Frequency	Percent	Valid Percent	Cumulative Percent
Q20.1. Import and export					
Valid	yes	105	26.3	100.0	100.0
Missing	System	295	73.8		
	Total	400	100.0		
Q20.2. national tax					
Valid	yes	376	94.0	100.0	100.0
Missing	System	24	6.0		
	Total	400	100.0		
Q20.3. municipal tax					
Valid	yes	311	77.8	100.0	100.0
Missing	System	89	22.3		
	Total	400	100.0		
Q20.4. business incorporation					
Valid	yes	90	22.5	100.0	100.0
Missing	System	310	77.5		
	Total	400	100.0		

ANNEX D: SELECTED FREQUENCIES FOR ENTERPRISE SURVEY

Q20. Have filed type of paperwork during the last 24 months in...

		Frequency	Percent	Valid Percent	Cumulative Percent
Q20.5. vehicles registry					
Valid	Yes	94	23.5	100.0	100.0
Missing	System	306	76.5		
	Total	400	100.0		
Q20.6. mercantile registry					
Valid	Yes	213	53.3	100.0	100.0
Missing	System	187	46.8		
	Total	400	100.0		
Q20.7. property registry/tax certificate					
Valid	Yes	112	28.0	100.0	100.0
Missing	System	288	72.0		
	Total	400	100.0		
Q20.8. Central Bank					
Valid	Yes	270	67.5	100.0	100.0
Missing	System	130	32.5		
	Total	400	100.0		
Q20.9.health registry					
Valid	Yes	48	12.0	100.0	100.0
Missing	System	352	88.0		
	Total	400	100.0		
Q20.10. licensing					
Valid	Yes	43	10.8	100.0	100.0
Missing	System	357	89.3		
	Total	400	100.0		
Q20.11. telephone connection					
Valid	Yes	96	24.0	100.0	100.0
Missing	System	304	76.0		
	Total	400	100.0		
Q20.12. electrical connection					
Valid	Yes	101	25.3	100.0	100.0
Missing	System	299	74.8		
	Total	400	100.0		
Q20.13. water and drainage					
Valid	Yes	90	22.5	100.0	100.0
Missing	System	310	77.5		
	Total	400	100.0		

Q21 How would you rate the public service of...

		Frequency	Percent	Valid Percent	Cumulative Percent
Q21_1. Import and export paperwork?					
Valid	Very low	12	3.0	11.2	11.2
	Low	10	2.5	9.3	20.6
	Somewhat low	5	1.3	4.7	25.2
	Neutral	49	12.3	45.8	71.0
	Somewhat high	23	5.8	21.5	92.5

ANNEX D: SELECTED FREQUENCIES FOR ENTERPRISE SURVEY

Q21 How would you rate the public service of...

		Frequency	Percent	Valid Percent	Cumulative Percent
	High	6	1.5	5.6	98.1
	Very high	2	.5	1.9	100.0
	Total	107	26.8	100.0	
Missing	System	293	73.3		
	Total	400	100.0		

Q21_2. National tax paperwork?

Valid	Very low	23	5.8	6.2	6.2
	Low	23	5.8	6.2	12.3
	Somewhat low	26	6.5	7.0	19.3
	Neutral	177	44.3	47.5	66.8
	Somewhat high	90	22.5	24.1	90.9
	High	21	5.3	5.6	96.5
	Very high	13	3.3	3.5	100.0
	Total	373	93.3	100.0	
Missing	Don't know	2	.5		
	System	25	6.3		
	Total	27	6.8		
	Total	400	100.0		

Q21_3. Municipal tax paperwork?

Valid	Very low	10	2.5	3.2	3.2
	Low	19	4.8	6.2	9.4
	Somewhat low	15	3.8	4.9	14.3
	Neutral	150	37.5	48.7	63.0
	Somewhat high	79	19.8	25.6	88.6
	High	26	6.5	8.4	97.1
	Very high	9	2.3	2.9	100.0
	Total	308	77.0	100.0	
Missing	Don't know	3	.8		
	System	89	22.3		
	Total	92	23.0		
	Total	400	100.0		

Q21_4. Business incorporation paperwork?

Valid	Very low	6	1.5	6.7	6.7
	Low	6	1.5	6.7	13.5
	Somewhat low	3	.8	3.4	16.9
	Neutral	40	10.0	44.9	61.8
	Somewhat high	23	5.8	25.8	87.6
	High	8	2.0	9.0	96.6
	Very high	3	.8	3.4	100.0
	Total	89	22.3	100.0	
Missing	System	311	77.8		
	Total	400	100.0		

Q21_5. Motor vehicles Registry?

Valid	Very low	1	.3	1.1	1.1
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ANNEX D: SELECTED FREQUENCIES FOR ENTERPRISE SURVEY

Q21 How would you rate the public service of...

		Frequency	Percent	Valid Percent	Cumulative Percent
	Low	13	3.3	13.7	14.7
	Somewhat low	3	.8	3.2	17.9
	Neutral	53	13.3	55.8	73.7
	Somewhat high	14	3.5	14.7	88.4
	High	7	1.8	7.4	95.8
	Very high	4	1.0	4.2	100.0
	Total	95	23.8	100.0	
Missing	System	305	76.3		
	Total	400	100.0		

Q21_6. Mercantile Registry?

Valid	Very low	4	1.0	1.9	1.9
	Low	9	2.3	4.2	6.1
	Somewhat low	8	2.0	3.8	9.9
	Neutral	112	28.0	52.8	62.7
	Somewhat high	53	13.3	25.0	87.7
	High	16	4.0	7.5	95.3
	Very high	10	2.5	4.7	100.0
	Total	212	53.0	100.0	
Missing	Refused	1	.3		
	System	187	46.8		
	Total	188	47.0		
	Total	400	100.0		

Q21_7. Property Registry /Tax Certificate?

Valid	Very low	2	.5	1.8	1.8
	Low	8	2.0	7.3	9.1
	Somewhat low	4	1.0	3.6	12.7
	Neutral	61	15.3	55.5	68.2
	Somewhat high	25	6.3	22.7	90.9
	High	8	2.0	7.3	98.2
	Very high	2	.5	1.8	100.0
	Total	110	27.5	100.0	
Missing	System	290	72.5		
	Total	400	100.0		

Q21_8. Bank of the Nation?

Valid	Very low	4	1.0	1.5	1.5
	Low	4	1.0	1.5	2.9
	Somewhat low	4	1.0	1.5	4.4
	Neutral	91	22.8	33.5	37.9
	Somewhat high	88	22.0	32.4	70.2
	High	57	14.3	21.0	91.2
	Very high	24	6.0	8.8	100.0
	Total	272	68.0	100.0	
Missing	System	128	32.0		

ANNEX D: SELECTED FREQUENCIES FOR ENTERPRISE SURVEY

Q21 How would you rate the public service of...

		Frequency	Percent	Valid Percent	Cumulative Percent
Total		400	100.0		
Q21_9. Health Registry?					
Valid	Very low	2	.5	4.2	4.2
	Somewhat low	6	1.5	12.5	16.7
	Neutral	26	6.5	54.2	70.8
	Somewhat high	8	2.0	16.7	87.5
	High	3	.8	6.3	93.8
	Very high	3	.8	6.3	100.0
	Total	48	12.0	100.0	
Missing	System	352	88.0		
	Total	400	100.0		
Q21_10. Environmental Licensing?					
Valid	Very low	3	.8	6.8	6.8
	Low	6	1.5	13.6	20.5
	Somewhat low	2	.5	4.5	25.0
	Neutral	21	5.3	47.7	72.7
	Somewhat high	7	1.8	15.9	88.6
	High	4	1.0	9.1	97.7
	Very high	1	.3	2.3	100.0
Total	44	11.0	100.0		
Missing	System	356	89.0		
	Total	400	100.0		
Q21_11. Telephone connection?					
Valid	Very low	4	1.0	4.2	4.2
	Low	4	1.0	4.2	8.4
	Somewhat low	2	.5	2.1	10.5
	Neutral	50	12.5	52.6	63.2
	Somewhat high	21	5.3	22.1	85.3
	High	10	2.5	10.5	95.8
	Very high	4	1.0	4.2	100.0
Total	95	23.8	100.0		
Missing	System	305	76.3		
	Total	400	100.0		
Q21_12. Electrical connection?					
Valid	Very low	7	1.8	6.9	6.9
	Low	8	2.0	7.9	14.9
	Somewhat low	3	.8	3.0	17.8
	Neutral	50	12.5	49.5	67.3
	Somewhat high	20	5.0	19.8	87.1
	High	9	2.3	8.9	96.0
	Very high	4	1.0	4.0	100.0
Total	101	25.3	100.0		
Missing	System	299	74.8		

ANNEX D: SELECTED FREQUENCIES FOR ENTERPRISE SURVEY

Q21 How would you rate the public service of...

		Frequency	Percent	Valid Percent	Cumulative Percent
Total		400	100.0		
Q21_13. Water and Drainage paperwork?					
Valid	Very low	5	1.3	5.6	5.6
	Low	6	1.5	6.7	12.4
	Somewhat low	1	.3	1.1	13.5
	Neutral	50	12.5	56.2	69.7
	Somewhat high	18	4.5	20.2	89.9
	High	8	2.0	9.0	98.9
	Very high	1	.3	1.1	100.0
	Total	89	22.3	100.0	
Missing	Don't know	1	.3		
	System	310	77.5		
	Total	311	77.8		
	Total	400	100.0		

Q22. Have you ever filed a complaint due to bad service you received from...

		Frequency	Percent	Valid Percent	Cumulative Percent
Q22_1 Import and export paperwork?					
Valid	Yes	5	1.3	6.7	6.7
	No	70	17.5	93.3	100.0
	Total	75	18.8	100.0	
Missing	System	325	81.3		
	Total	400	100.0		
Q22_2. National tax paperwork?					
Valid	Yes	10	2.5	4.0	4.0
	No	243	60.8	96.0	100.0
	Total	253	63.3	100.0	
Missing	System	147	36.8		
	Total	400	100.0		
Q22_3 Municipal tax paperwork?					
Valid	Yes	4	1.0	2.0	2.0
	No	193	48.3	98.0	100.0
	Total	197	49.3	100.0	
Missing	System	203	50.8		
	Total	400	100.0		
Q22_4. Business incorporation paperwork?					
Valid	No	55	13.8	100.0	100.0
Missing	System	345	86.3		
	Total	400	100.0		
Q22_5. Motor vehicles Registry?					
Valid	Yes	2	.5	2.7	2.7
	No	71	17.8	97.3	100.0
	Total	73	18.3	100.0	
Missing	System	327	81.8		

ANNEX D: SELECTED FREQUENCIES FOR ENTERPRISE SURVEY

Q22. Have you ever filed a complaint due to bad service you received from...

		Frequency	Percent	Valid Percent	Cumulative Percent
Total		400	100.0		
Q22_6. Mercantile Registry?					
Valid	Yes	4	1.0	3.0	3.0
	No	130	32.5	97.0	100.0
	Total	134	33.5	100.0	
Missing	System	266	66.5		
	Total	400	100.0		
Q22_7. Property Registry /Tax Certificate?					
Valid	Yes	1	.3	1.4	1.4
	No	71	17.8	98.6	100.0
	Total	72	18.0	100.0	
Missing	System	328	82.0		
	Total	400	100.0		
Q22_8 Bank of the Nation?					
Valid	Yes	4	1.0	3.5	3.5
	No	110	27.5	96.5	100.0
	Total	114	28.5	100.0	
Missing	System	286	71.5		
	Total	400	100.0		
Q22_9. Health Registry?					
Valid	Yes	2	.5	5.9	5.9
	No	32	8.0	94.1	100.0
	Total	34	8.5	100.0	
Missing	System	366	91.5		
	Total	400	100.0		
Q22_10. Environmental Licensing?					
Valid	Yes	3	.8	9.7	9.7
	No	28	7.0	90.3	100.0
	Total	31	7.8	100.0	
Missing	System	369	92.3		
	Total	400	100.0		
Q22_11. Telephone connection?					
Valid	Yes	4	1.0	6.9	6.9
	No	54	13.5	93.1	100.0
	Total	58	14.5	100.0	
Missing	System	342	85.5		
	Total	400	100.0		
Q22_12. Electrical connection?					
Valid	Yes	7	1.8	10.4	10.4
	No	60	15.0	89.6	100.0
	Total	67	16.8	100.0	
Missing	System	333	83.3		
	Total	400	100.0		

ANNEX D: SELECTED FREQUENCIES FOR ENTERPRISE SURVEY

Q22_13. Water and Drainage paperwork?

Valid	Yes	4	1.0	6.6	6.6
	No	57	14.3	93.4	100.0
	Total	61	15.3	100.0	
Missing	System	339	84.8		
	Total	400	100.0		

Q23_1. How satisfied you were with the solution you were given: Import and export paperwork?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not satisfied at all	2	.5	40.0	40.0
	Neutral	1	.3	20.0	60.0
	Satisfied	2	.5	40.0	100.0
	Total	5	1.3	100.0	
Missing	System	395	98.8		
	Total	400	100.0		

Q23_2. How satisfied you were with the solution you were given: National tax paperwork?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not satisfied at all	4	1.0	44.4	44.4
	Not satisfied	1	.3	11.1	55.6
	Rather not satisfied	1	.3	11.1	66.7
	Neutral	1	.3	11.1	77.8
	Rather satisfied	1	.3	11.1	88.9
	Satisfied	1	.3	11.1	100.0
	Total	9	2.3	100.0	
Missing	System	391	97.8		
	Total	400	100.0		

Q23_12. How satisfied you were with the solution you were given: Electrical connection?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not satisfied at all	2	.5	33.3	33.3
	Rather not satisfied	1	.3	16.7	50.0
	Neutral	2	.5	33.3	83.3
	Rather satisfied	1	.3	16.7	100.0
	Total	6	1.5	100.0	
Missing	System	394	98.5		
	Total	400	100.0		

Q24_1. Why you did not file a complaint due to bad service you received from Import and export paperwork?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	It would have taken too long	13	3.3	19.1	19.1
	It would have been in vain	46	11.5	67.6	86.8
	Other reasons	5	1.3	7.4	94.1
	There was no need	4	1.0	5.9	100.0
	Total	68	17.0	100.0	

ANNEX D: SELECTED FREQUENCIES FOR ENTERPRISE SURVEY

Q24_1. Why you did not file a complaint due to bad service you received from Import and export paperwork?

		Frequency	Percent	Valid Percent	Cumulative Percent
Missing	Not applicable	1	.3		
	Refuse to answer	1	.3		
	System	330	82.5		
	Total	332	83.0		
	Total	400	100.0		

Q24_2. Why you did not file a complaint due to bad service you received from National tax paperwork?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	You were unaware of how to do it	2	.5	.8	.8
	It would have taken too long	21	5.3	8.9	9.7
	It would have been in vain	160	40.0	67.5	77.2
	Other reasons	38	9.5	16.0	93.2
	There was no need	16	4.0	6.8	100.0
	Total	237	59.3	100.0	
Missing	Not applicable	2	.5		
	Refuse to answer	4	1.0		
	System	157	39.3		
	Total	163	40.8		
	Total	400	100.0		

Q24_3. Why you did not file a complaint due to bad service you received from Municipal tax paperwork?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	You were unaware of how to do it	1	.3	.5	.5
	It would have taken too long	17	4.3	9.0	9.6
	It would have been in vain	124	31.0	66.0	75.5
	Other reasons	32	8.0	17.0	92.6
	There was no need	14	3.5	7.4	100.0
	Total	188	47.0	100.0	
Missing	Not applicable	2	.5		
	Refuse to answer	4	1.0		
	System	206	51.5		
	Total	212	53.0		
	Total	400	100.0		

Q24_4. Why you did not file a complaint due to bad service you received from Business incorporation paperwork?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	It would have taken too long	6	1.5	11.5	11.5
	It would have been in vain	40	10.0	76.9	88.5
	Other reasons	2	.5	3.8	92.3
	There was no need	4	1.0	7.7	100.0
	Total	52	13.0	100.0	
Missing	Not applicable	1	.3		
	Refuse to answer	1	.3		
	System	346	86.5		
	Total	348	87.0		

ANNEX D: SELECTED FREQUENCIES FOR ENTERPRISE SURVEY

Q24_4. Why you did not file a complaint due to bad service you received from Business incorporation paperwork?

	Frequency	Percent	Valid Percent	Cumulative Percent
Total	400	100.0		

Q24_5. Why you did not file a complaint due to bad service you received from Motor vehicles Registry?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	It would have taken too long	10	2.5	14.7	14.7
	It would have been in vain	41	10.3	60.3	75.0
	Other reasons	9	2.3	13.2	88.2
	There was no need	8	2.0	11.8	100.0
	Total	68	17.0	100.0	
Missing	Not applicable	1	.3		
	Refuse to answer	2	.5		
	System	329	82.3		
	Total	332	83.0		
Total	400	100.0			

Q24_6. Why you did not file a complaint due to bad service you received from Mercantile Registry?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	It would have taken too long	18	4.5	14.0	14.0
	It would have been in vain	86	21.5	66.7	80.6
	Other reasons	17	4.3	13.2	93.8
	There was no need	8	2.0	6.2	100.0
	Total	129	32.3	100.0	
Missing	Not applicable	1	.3		
	System	270	67.5		
	Total	271	67.8		
	Total	400	100.0		

Q24_7. Why you did not file a complaint due to bad service you received from Property Registry /Tax Certificate?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	It would have taken too long	7	1.8	9.9	9.9
	It would have been in vain	56	14.0	78.9	88.7
	Other reasons	4	1.0	5.6	94.4
	There was no need	4	1.0	5.6	100.0
	Total	71	17.8	100.0	
Missing	Not applicable	1	.3		
	System	328	82.0		
	Total	329	82.3		
	Total	400	100.0		

Q24_8. Why you did not file a complaint due to bad service you received from Paperwork in the Bank of the Nation?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	You were unaware of how to do it	1	.3	1.0	1.0
	It would have taken too long	14	3.5	13.5	14.4
	It would have been in vain	65	16.3	62.5	76.9
	Other reasons	14	3.5	13.5	90.4

ANNEX D: SELECTED FREQUENCIES FOR ENTERPRISE SURVEY

Q24_8. Why you did not file a complaint due to bad service you received from Paperwork in the Bank of the Nation?

		Frequency	Percent	Valid Percent	Cumulative Percent
	There was no need	10	2.5	9.6	100.0
	Total	104	26.0	100.0	
Missing	Not applicable	2	.5		
	Refuse to answer	2	.5		
	System	292	73.0		
	Total	296	74.0		
	Total	400	100.0		

Q24_9. Why you did not file a complaint due to bad service you received from Health Registry?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	It would have taken too long	2	.5	6.1	6.1
	It would have been in vain	24	6.0	72.7	78.8
	Other reasons	5	1.3	15.2	93.9
	There was no need	2	.5	6.1	100.0
	Total	33	8.3	100.0	
Missing	System	367	91.8		
	Total	400	100.0		

Q24_10. Why you did not file a complaint due to bad service you received from Environmental Licensing?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	It would have taken too long	3	.8	10.7	10.7
	It would have been in vain	16	4.0	57.1	67.9
	Other reasons	6	1.5	21.4	89.3
	There was no need	3	.8	10.7	100.0
	Total	28	7.0	100.0	
Missing	Not applicable	2	.5		
	System	370	92.5		
	Total	372	93.0		
	Total	400	100.0		

Q24_11. Why you did not file a complaint due to bad service you received from Telephone connection?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	It would have taken too long	6	1.5	11.1	11.1
	It would have been in vain	40	10.0	74.1	85.2
	Other reasons	3	.8	5.6	90.7
	There was no need	5	1.3	9.3	100.0
	Total	54	13.5	100.0	
Missing	System	346	86.5		
	Total	400	100.0		

Q24_12. Why you did not file a complaint due to bad service you received from Electrical connection?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	It would have taken too long	5	1.3	8.3	8.3
	It would have been in vain	48	12.0	80.0	88.3
	Other reasons	1	.3	1.7	90.0

ANNEX D: SELECTED FREQUENCIES FOR ENTERPRISE SURVEY

Q24_12. Why you did not file a complaint due to bad service you received from Electrical connection?

		Frequency	Percent	Valid Percent	Cumulative Percent
	There was no need	6	1.5	10.0	100.0
	Total	60	15.0	100.0	
Missing	Not applicable	1	.3		
	System	339	84.8		
	Total	340	85.0		
	Total	400	100.0		

Q24_13. Why you did not file a complaint due to bad service you received from Water and Drainage paperwork?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	It would have taken too long	5	1.3	8.8	8.8
	It would have been in vain	43	10.8	75.4	84.2
	Other reasons	2	.5	3.5	87.7
	There was no need	7	1.8	12.3	100.0
	Total	57	14.3	100.0	
Missing	Not applicable	1	.3		
	System	342	85.5		
	Total	343	85.8		
	Total	400	100.0		

Q25_1. Public officials often request you feel obligated to pay contributions. Has this ever happened to you while filing Import and export paperwork?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	18	4.5	18.2	18.2
	No	81	20.3	81.8	100.0
	Total	99	24.8	100.0	
Missing	Don't know	2	.5		
	Refuse to answer	3	.8		
	System	296	74.0		
	Total	301	75.3		
	Total	400	100.0		

Q25_2. Public officials often request you feel obligated to pay contributions. Has this ever happened to you while filing National tax paperwork?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	31	7.8	8.7	8.7
	No	325	81.3	91.3	100.0
	Total	356	89.0	100.0	
Missing	Don't know	6	1.5		
	Refuse to answer	8	2.0		
	System	30	7.5		
	Total	44	11.0		
	Total	400	100.0		

ANNEX D: SELECTED FREQUENCIES FOR ENTERPRISE SURVEY

Q25_3. Public officials often request you feel obligated to pay contributions. Has this ever happened to you while filing Municipal tax paperwork?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	22	5.5	7.6	7.6
	No	269	67.3	92.4	100.0
	Total	291	72.8	100.0	
Missing	Don't know	6	1.5		
	Refuse to answer	6	1.5		
	System	97	24.3		
	Total	109	27.3		
Total		400	100.0		

Q25_4. Public officials often request you feel obligated to pay contributions. Has this ever happened to you while filing Business incorporation paperwork?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	7	1.8	8.0	8.0
	No	80	20.0	92.0	100.0
	Total	87	21.8	100.0	
Missing	Refuse to answer	2	.5		
	System	311	77.8		
	Total	313	78.3		
	Total	400	100.0		

Q25_5. Public officials often request you feel obligated to pay contributions. Has this ever happened to you while filing paperwork in the Motor vehicles Registry?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	9	2.3	9.8	9.8
	No	83	20.8	90.2	100.0
	Total	92	23.0	100.0	
Missing	System	308	77.0		
	Total	400	100.0		

Q25_6. Public officials often request you feel obligated to pay contributions. Has this ever happened to you while filing paperwork in the Mercantile Registry?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	13	3.3	6.3	6.3
	No	192	48.0	93.7	100.0
	Total	205	51.3	100.0	
Missing	Don't know	3	.8		
	Refuse to answer	1	.3		
	System	191	47.8		
	Total	195	48.8		
	Total	400	100.0		

ANNEX D: SELECTED FREQUENCIES FOR ENTERPRISE SURVEY

Q25_7. Public officials often request you feel obligated to pay contributions. Has this ever happened to you while filing paperwork in the Property Registry /Tax Certificate?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	6	1.5	5.7	5.7
	No	100	25.0	94.3	100.0
	Total	106	26.5	100.0	
Missing	Refuse to answer	4	1.0		
	System	290	72.5		
	Total	294	73.5		
	Total	400	100.0		

Q25_8. Public officials often request you feel obligated to pay contributions. Has this ever happened to you while filing Paperwork in the Bank of the Nation?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	10	2.5	3.9	3.9
	No	244	61.0	96.1	100.0
	Total	254	63.5	100.0	
Missing	Don't know	2	.5		
	Refuse to answer	1	.3		
	System	143	35.8		
	Total	146	36.5		
	Total	400	100.0		

Q25_9. Public officials often request you feel obligated to pay contributions. Has this ever happened to you while filing paperwork in the Health Registry?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	46	11.5	100.0	100.0
Missing	Don't know	1	.3		
	System	353	88.3		
	Total	354	88.5		
	Total	400	100.0		

Q25_10. Public officials often request you feel obligated to pay contributions. Has this ever happened to you while filing paperwork in the Environmental Licensing?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	6	1.5	15.0	15.0
	No	34	8.5	85.0	100.0
	Total	40	10.0	100.0	
Missing	Don't know	1	.3		
	System	359	89.8		
	Total	360	90.0		
	Total	400	100.0		

Q25_11. Public officials often request you feel obligated to pay contributions. Has this ever happened to you while filing paperwork in the Telephone connection?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	4	1.0	4.3	4.3
	No	88	22.0	95.7	100.0

ANNEX D: SELECTED FREQUENCIES FOR ENTERPRISE SURVEY

Q25_11. Public officials often request you feel obligated to pay contributions. Has this ever happened to you while filing paperwork in the Telephone connection?

		Frequency	Percent	Valid Percent	Cumulative Percent
Missing	Total	92	23.0	100.0	
	Don't know	2	.5		
	Refuse to answer	2	.5		
	System	304	76.0		
	Total	308	77.0		
	Total	400	100.0		

Q25_12. Public officials often request you feel obligated to pay contributions. Has this ever happened to you while filing paperwork in the Electrical connection?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	2	.5	2.0	2.0
	No	96	24.0	98.0	100.0
	Total	98	24.5	100.0	
Missing	Refuse to answer	1	.3		
	System	301	75.3		
	Total	302	75.5		
	Total	400	100.0		

Q25_13. Public officials often request you feel obligated to pay contributions. Has this ever happened to you while filing Water and Drainage paperwork?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	1	.3	1.1	1.1
	No	87	21.8	98.9	100.0
	Total	88	22.0	100.0	
Missing	System	312	78.0		
	Total	400	100.0		

Q26_1. For the typical procedure of Import and export paperwork how much your company spent on extra payments each time you require service?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	0	2	.5	66.7	66.7
	20000	1	.3	33.3	100.0
	Total	3	.8	100.0	
Missing	Refuse to answer	8	2.0		
	Don't know	7	1.8		
	System	382	95.5		
	Total	397	99.3		
	Total	400	100.0		

Q26_2. For the typical procedure of National tax paperwork how much your company spent on extra payments each time you require service?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	0	3	.8	37.5	37.5
	5000	2	.5	25.0	62.5
	50000	2	.5	25.0	87.5
	125000	1	.3	12.5	100.0

ANNEX D: SELECTED FREQUENCIES FOR ENTERPRISE SURVEY

Q26_2. For the typical procedure of National tax paperwork how much your company spent on extra payments each time you require service?

		Frequency	Percent	Valid Percent	Cumulative Percent
Missing	Total	8	2.0	100.0	
	Refuse to answer	13	3.3		
	Don't know	10	2.5		
	System	369	92.3		
	Total	392	98.0		
	Total	400	100.0		

Q26_3. For the typical procedure of Municipal tax paperwork how much your company spent on extra payments each time you require service?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	0	1	.3	25.0	25.0
	5000	1	.3	25.0	50.0
	50000	1	.3	25.0	75.0
	125000	1	.3	25.0	100.0
	Total	4	1.0	100.0	
Missing	Refuse to answer	12	3.0		
	Don't know	6	1.5		
	System	378	94.5		
	Total	396	99.0		
	Total	400	100.0		

Q26_4. For the typical procedure of Business incorporation paperwork how much your company spent on extra payments each time you require service?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	0	1	.3	50.0	50.0
	30000	1	.3	50.0	100.0
	Total	2	.5	100.0	
Missing	Refuse to answer	2	.5		
	Don't know	3	.8		
	System	393	98.3		
	Total	398	99.5		
	Total	400	100.0		

Q26_5. For the typical procedure of Motor vehicles Registry paperwork how much your company spent on extra payments each time you require service?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	0	2	.5	50.0	50.0
	5000	1	.3	25.0	75.0
	50000	1	.3	25.0	100.0
	Total	4	1.0	100.0	
Missing	Refuse to answer	2	.5		
	Don't know	3	.8		
	System	391	97.8		
	Total	396	99.0		
	Total	400	100.0		

ANNEX D: SELECTED FREQUENCIES FOR ENTERPRISE SURVEY

Q26_6. For the typical procedure of Mercantile Registry paperwork how much your company spent on extra payments each time you require service?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	0	1	.3	50.0	50.0
	50000	1	.3	50.0	100.0
	Total	2	.5	100.0	
Missing	Refuse to answer	7	1.8		
	Don't know	4	1.0		
	System	387	96.8		
	Total	398	99.5		
Total	400	100.0			

Q26_7. For the typical procedure of Property Registry /Tax Certificate paperwork how much your company spent on extra payments each time you require service?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	15000	1	.3	50.0	50.0
	125000	1	.3	50.0	100.0
	Total	2	.5	100.0	
Missing	Refuse to answer	1	.3		
	Don't know	3	.8		
	System	394	98.5		
	Total	398	99.5		
Total	400	100.0			

Q26_8. For the typical procedure of Paperwork in the Bank of the Nation how much your company spent on extra payments each time you require service?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1000	1	.3	33.3	33.3
	50000	1	.3	33.3	66.7
	125000	1	.3	33.3	100.0
	Total	3	.8	100.0	
Missing	Refuse to answer	3	.8		
	Don't know	4	1.0		
	System	390	97.5		
	Total	397	99.3		
Total	400	100.0			

Q26_10. For the typical procedure of Paperwork in the Environmental Licensing how much your company spent on extra payments each time you require service?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	30000	1	.3	50.0	50.0
	280000	1	.3	50.0	100.0
	Total	2	.5	100.0	
Missing	Don't know	3	.8		
	System	395	98.8		
	Total	398	99.5		
	Total	400	100.0		

ANNEX D: SELECTED FREQUENCIES FOR ENTERPRISE SURVEY

Q26_11. For the typical procedure of Paperwork in the Telephone connection how much your company spent on extra payments each time you require service?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	0	1	.3	50.0	50.0
	50000	1	.3	50.0	100.0
	Total	2	.5	100.0	
Missing	Don't know	2	.5		
	System	396	99.0		
	Total	398	99.5		
Total		400	100.0		

Q27_1. In terms of time and transportation, how costly it was for your company to file Import and export paperwork?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very low	1	.3	5.9	5.9
	Low	2	.5	11.8	17.6
	Somewhat low	3	.8	17.6	35.3
	Medium	4	1.0	23.5	58.8
	Somewhat high	2	.5	11.8	70.6
	High	2	.5	11.8	82.4
	Very high	3	.8	17.6	100.0
	Total	17	4.3	100.0	
Missing	Refuse to answer	1	.3		
	System	382	95.5		
	Total	383	95.8		
	Total	400	100.0		

Q27_2. In terms of time and transportation, how costly it was for your company to file National tax paperwork?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very low	3	.8	10.0	10.0
	Low	2	.5	6.7	16.7
	Somewhat low	4	1.0	13.3	30.0
	Medium	11	2.8	36.7	66.7
	Somewhat high	3	.8	10.0	76.7
	High	3	.8	10.0	86.7
	Very high	4	1.0	13.3	100.0
	Total	30	7.5	100.0	
Missing	Don't know	1	.3		
	Refuse to answer	1	.3		
	System	368	92.0		
	Total	370	92.5		
	Total	400	100.0		

Q27_3. In terms of time and transportation, how costly it was for your company to file Municipal tax paperwork?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very low	3	.8	13.6	13.6
	Low	2	.5	9.1	22.7
	Somewhat low	3	.8	13.6	36.4

ANNEX D: SELECTED FREQUENCIES FOR ENTERPRISE SURVEY

Q27_3. In terms of time and transportation, how costly it was for your company to file Municipal tax paperwork?

		Frequency	Percent	Valid Percent	Cumulative Percent
	Medium	9	2.3	40.9	77.3
	Somewhat high	3	.8	13.6	90.9
	High	1	.3	4.5	95.5
	Very high	1	.3	4.5	100.0
	Total	22	5.5	100.0	
Missing	Don't know	1	.3		
	System	377	94.3		
	Total	378	94.5		
	Total	400	100.0		

Q27_4. In terms of time and transportation, how costly it was for your company to file Business incorporation paperwork?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very low	1	.3	14.3	14.3
	Low	1	.3	14.3	28.6
	Medium	1	.3	14.3	42.9
	High	3	.8	42.9	85.7
	Very high	1	.3	14.3	100.0
	Total	7	1.8	100.0	
Missing	System	393	98.3		
	Total	400	100.0		

Q27_5. In terms of time and transportation, how costly it was for your company to file Motor vehicles Registry paperwork?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very low	1	.3	12.5	12.5
	Low	2	.5	25.0	37.5
	Somewhat low	1	.3	12.5	50.0
	Medium	2	.5	25.0	75.0
	High	1	.3	12.5	87.5
	Very high	1	.3	12.5	100.0
	Total	8	2.0	100.0	
Missing	Refuse to answer	1	.3		
	System	391	97.8		
	Total	392	98.0		
	Total	400	100.0		

Q27_6. In terms of time and transportation, how costly it was for your company to file Mercantile Registry paperwork?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very low	1	.3	7.7	7.7
	Somewhat low	2	.5	15.4	23.1
	Medium	4	1.0	30.8	53.8
	Somewhat high	2	.5	15.4	69.2
	High	2	.5	15.4	84.6
	Very high	2	.5	15.4	100.0

ANNEX D: SELECTED FREQUENCIES FOR ENTERPRISE SURVEY

Q27_6. In terms of time and transportation, how costly it was for your company to file Mercantile Registry paperwork?

		Frequency	Percent	Valid Percent	Cumulative Percent
	Total	13	3.3	100.0	
Missing	System	387	96.8		
	Total	400	100.0		

Q27_7. In terms of time and transportation, how costly it was for your company to file Property Registry /Tax Certificate paperwork?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Somewhat low	1	.3	16.7	16.7
	Medium	3	.8	50.0	66.7
	High	1	.3	16.7	83.3
	Very high	1	.3	16.7	100.0
	Total	6	1.5	100.0	
Missing	System	394	98.5		
	Total	400	100.0		

Q27_8. In terms of time and transportation, how costly it was for your company to file Paperwork in the Bank of the Nation?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Somewhat low	1	.3	10.0	10.0
	Medium	3	.8	30.0	40.0
	High	4	1.0	40.0	80.0
	Very high	2	.5	20.0	100.0
	Total	10	2.5	100.0	
Missing	Refuse to answer	1	.3		
	System	389	97.3		
	Total	390	97.5		
	Total	400	100.0		

Q27_10. In terms of time and transportation, how costly it was for your company to file Paperwork in the Environmental Licensing?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Somewhat low	1	.3	20.0	20.0
	Medium	1	.3	20.0	40.0
	Somewhat high	1	.3	20.0	60.0
	Very high	2	.5	40.0	100.0
	Total	5	1.3	100.0	
Missing	System	395	98.8		
	Total	400	100.0		

ANNEX D: SELECTED FREQUENCIES FOR ENTERPRISE SURVEY

Q27_11. In terms of time and transportation, how costly it was for your company to file Paperwork in the Telephone connection?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Low	1	.3	25.0	25.0
	Medium	1	.3	25.0	50.0
	High	1	.3	25.0	75.0
	Very high	1	.3	25.0	100.0
	Total	4	1.0	100.0	
Missing	System	396	99.0		
	Total	400	100.0		

Q28_1. The Judicial system cannot be trusted

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly disagree	17	4.3	4.5	4.5
	Disagree	30	7.5	7.9	12.3
	Somewhat disagree	41	10.3	10.7	23.0
	Neutral	75	18.8	19.6	42.7
	Somewhat agree	50	12.5	13.1	55.8
	Agree	91	22.8	23.8	79.6
	Strongly agree	78	19.5	20.4	100.0
	Total	382	95.5	100.0	
Missing	Don't know	17	4.3		
	Refuse to answer	1	.3		
	Total	18	4.5		
	Total	400	100.0		

Q28_2. The Judicial system completely follows the instructions of the of the political leadership

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly disagree	10	2.5	2.7	2.7
	Disagree	26	6.5	7.0	9.7
	Somewhat disagree	37	9.3	10.0	19.7
	Neutral	55	13.8	14.9	34.6
	Somewhat agree	63	15.8	17.0	51.6
	Agree	90	22.5	24.3	75.9
	Strongly agree	89	22.3	24.1	100.0
	Total	370	92.5	100.0	
Missing	Don't know	28	7.0		
	Refuse to answer	2	.5		
	Total	30	7.5		
	Total	400	100.0		

Q28_3. The Judicial system is not very fair

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly disagree	13	3.3	3.4	3.4
	Disagree	24	6.0	6.3	9.8
	Somewhat disagree	37	9.3	9.8	19.6

ANNEX D: SELECTED FREQUENCIES FOR ENTERPRISE SURVEY

Q28_3. The Judicial system is not very fair

		Frequency	Percent	Valid Percent	Cumulative Percent
	Neutral	66	16.5	17.5	37.0
	Somewhat agree	69	17.3	18.3	55.3
	Agree	91	22.8	24.1	79.4
	Strongly agree	78	19.5	20.6	100.0
	Total	378	94.5	100.0	
Missing	Don't know	19	4.8		
	Refuse to answer	3	.8		
	Total	22	5.5		
	Total	400	100.0		

Q28_4. The Judicial system does not contribute to the resolutions of conflicts

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly disagree	24	6.0	6.4	6.4
	Disagree	55	13.8	14.7	21.1
	Somewhat disagree	51	12.8	13.6	34.7
	Neutral	80	20.0	21.3	56.0
	Somewhat agree	54	13.5	14.4	70.4
	Agree	70	17.5	18.7	89.1
	Strongly agree	41	10.3	10.9	100.0
	Total	375	93.8	100.0	
Missing	Don't know	24	6.0		
	Refuse to answer	1	.3		
	Total	25	6.3		
	Total	400	100.0		

Q28_5. The Judicial system is manipulated by powerful economic groups

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly disagree	11	2.8	3.2	3.2
	Disagree	25	6.3	7.2	10.3
	Somewhat disagree	34	8.5	9.7	20.1
	Neutral	62	15.5	17.8	37.8
	Somewhat agree	60	15.0	17.2	55.0
	Agree	81	20.3	23.2	78.2
	Strongly agree	76	19.0	21.8	100.0
	Total	349	87.3	100.0	
Missing	Don't know	48	12.0		
	Refuse to answer	3	.8		
	Total	51	12.8		
	Total	400	100.0		

Q28_6. The Judicial system favors the rich

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly disagree	15	3.8	4.0	4.0
	Disagree	24	6.0	6.5	10.5

ANNEX D: SELECTED FREQUENCIES FOR ENTERPRISE SURVEY

Q28_6. The Judicial system favors the rich

		Frequency	Percent	Valid Percent	Cumulative Percent
	Somewhat disagree	26	6.5	7.0	17.5
	Neutral	56	14.0	15.1	32.5
	Somewhat agree	80	20.0	21.5	54.0
	Agree	78	19.5	21.0	75.0
	Strongly agree	93	23.3	25.0	100.0
	Total	372	93.0	100.0	
Missing	Don't know	27	6.8		
	Refuse to answer	1	.3		
	Total	28	7.0		
	Total	400	100.0		

Q28_7. The Judicial system is manipulated by the powerful political groups

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly disagree	12	3.0	3.4	3.4
	Disagree	19	4.8	5.4	8.8
	Somewhat disagree	20	5.0	5.7	14.5
	Neutral	54	13.5	15.3	29.8
	Somewhat agree	68	17.0	19.3	49.1
	Agree	90	22.5	25.6	74.7
	Strongly agree	89	22.3	25.3	100.0
	Total	352	88.0	100.0	
Missing	Don't know	45	11.3		
	Refuse to answer	3	.8		
	Total	48	12.0		
	Total	400	100.0		

Q28_8. The Judicial system is more corrupt than the government

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly disagree	28	7.0	8.5	8.5
	Disagree	38	9.5	11.5	20.0
	Somewhat disagree	32	8.0	9.7	29.7
	Neutral	97	24.3	29.4	59.1
	Somewhat agree	44	11.0	13.3	72.4
	Agree	34	8.5	10.3	82.7
	Strongly agree	57	14.3	17.3	100.0
	Total	330	82.5	100.0	
Missing	Don't know	66	16.5		
	Refuse to answer	4	1.0		
	Total	70	17.5		
	Total	400	100.0		

ANNEX D: SELECTED FREQUENCIES FOR ENTERPRISE SURVEY

Q29. During the last 24 months, did you need to take recourse to the judicial system but decided not to apply for some reason?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	46	11.5	11.5	11.5
	No	354	88.5	88.5	100.0
	Total	400	100.0	100.0	

Q30_1.To what degree did the following reason affect your decision not to apply? Legal costs of judicial processes

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not affected	26	6.5	56.5	56.5
	Almost didn't affect	3	.8	6.5	63.0
	Somewhat didn't affect	4	1.0	8.7	71.7
	Neutral/moderate	3	.8	6.5	78.3
	Somewhat affected	4	1.0	8.7	87.0
	Affected	2	.5	4.3	91.3
	Completely affected	4	1.0	8.7	100.0
	Total	46	11.5	100.0	
Missing	System	354	88.5		
	Total	400	100.0		

Q30_2. To what degree did the following reason affect your decision not to apply? Extra-legal costs of judicial processes

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not affected	22	5.5	47.8	47.8
	Somewhat didn't affect	7	1.8	15.2	63.0
	Neutral/moderate	4	1.0	8.7	71.7
	Somewhat affected	5	1.3	10.9	82.6
	Affected	3	.8	6.5	89.1
	Completely affected	5	1.3	10.9	100.0
	Total	46	11.5	100.0	
Missing	System	354	88.5		
	Total	400	100.0		

Q30_3. To what degree did the following reason affect your decision not to apply? Lack of access to adequate legal advice

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not affected	25	6.3	54.3	54.3
	Almost didn't affect	3	.8	6.5	60.9
	Somewhat didn't affect	4	1.0	8.7	69.6
	Neutral/moderate	7	1.8	15.2	84.8
	Somewhat affected	1	.3	2.2	87.0
	Affected	1	.3	2.2	89.1
	Completely affected	5	1.3	10.9	100.0
	Total	46	11.5	100.0	
Missing	System	354	88.5		
	Total	400	100.0		

ANNEX D: SELECTED FREQUENCIES FOR ENTERPRISE SURVEY

Q30_4. To what degree did the following reason affect your decision not to apply? Lack of credibility of judges

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not affected	15	3.8	32.6	32.6
	Somewhat didn't affect	1	.3	2.2	34.8
	Neutral/moderate	4	1.0	8.7	43.5
	Somewhat affected	5	1.3	10.9	54.3
	Affected	6	1.5	13.0	67.4
	Completely affected	15	3.8	32.6	100.0
	Total	46	11.5	100.0	
Missing	System	354	88.5		
	Total	400	100.0		

Q30_5. To what degree did the following reason affect your decision not to apply? Judges lack professional competence

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not affected	23	5.8	53.5	53.5
	Almost didn't affect	3	.8	7.0	60.5
	Somewhat didn't affect	3	.8	7.0	67.4
	Neutral/moderate	8	2.0	18.6	86.0
	Somewhat affected	2	.5	4.7	90.7
	Affected	1	.3	2.3	93.0
	Completely affected	3	.8	7.0	100.0
Total	43	10.8	100.0		
Missing	Don't know	3	.8		
	System	354	88.5		
	Total	357	89.3		
	Total	400	100.0		

Q30_6. To what degree did the following reason affect your decision not to apply? Excessive amount of time that proceedings take

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not affected	13	3.3	28.3	28.3
	Almost didn't affect	3	.8	6.5	34.8
	Somewhat didn't affect	3	.8	6.5	41.3
	Neutral/moderate	7	1.8	15.2	56.5
	Somewhat affected	4	1.0	8.7	65.2
	Affected	8	2.0	17.4	82.6
	Completely affected	8	2.0	17.4	100.0
Total	46	11.5	100.0		
Missing	System	354	88.5		
	Total	400	100.0		

Q30_7. To what degree did the following reason affect your decision not to apply? Difficulty of compliance of court rulings

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not affected	19	4.8	42.2	42.2
	Almost didn't affect	1	.3	2.2	44.4
	Somewhat didn't affect	8	2.0	17.8	62.2

ANNEX D: SELECTED FREQUENCIES FOR ENTERPRISE SURVEY

Q30_7. To what degree did the following reason affect your decision not to apply? Difficulty of compliance of court rulings

		Frequency	Percent	Valid Percent	Cumulative Percent
	Neutral/moderate	7	1.8	15.6	77.8
	Somewhat affected	2	.5	4.4	82.2
	Affected	4	1.0	8.9	91.1
	Completely affected	4	1.0	8.9	100.0
	Total	45	11.3	100.0	
Missing	Don't know	1	.3		
	System	354	88.5		
	Total	355	88.8		
	Total	400	100.0		

Q30_8. To what degree did the following reason affect your decision not to apply? Complicated and confusing legislation

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not affected	16	4.0	34.8	34.8
	Somewhat didn't affect	2	.5	4.3	39.1
	Neutral/moderate	7	1.8	15.2	54.3
	Somewhat affected	8	2.0	17.4	71.7
	Affected	6	1.5	13.0	84.8
	Completely affected	7	1.8	15.2	100.0
	Total	46	11.5	100.0	
Missing	System	354	88.5		
	Total	400	100.0		

Q31. Have you resolved (by any means) any significant conflict of your company during the last 24 months?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	48	12.0	12.0	12.0
	No	124	31.0	31.0	43.0
	Didn't have conflict	228	57.0	57.0	100.0
	Total	400	100.0	100.0	

Q32_1. Which is/are the means your company used to resolve the conflict?

		Responses		Percent of Cases
		N	Percent	
	Through a court judgment	11	21.6	23.9
	Out of court settlement through legal counsel	5	9.8	10.9
	Arbitration court	1	2.0	2.2
	Other mediation through friends and business partners	24	47.1	52.2
	Dropped the case	5	9.8	10.9
	Other	5	9.8	10.9
Total		51	100.0	110.9

ANNEX D: SELECTED FREQUENCIES FOR ENTERPRISE SURVEY

Q33. During the past 12 months, have you heard of anyone paying bribes to obtain a public service?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	166	41.5	41.8	41.8
	No	231	57.8	58.2	100.0
	Total	397	99.3	100.0	
Missing	Don't know	2	.5		
	Refuse to answer	1	.3		
	Total	3	.8		
Total		400	100.0		

Q34_a Please tell me if you think this action represents corruption?. Giving cash to a police officer to avoid revoking your driving license

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	349	87.3	88.8	88.8
	No	44	11.0	11.2	100.0
	Total	393	98.3	100.0	
Missing	Don't know	6	1.5		
	Refuse to answer	1	.3		
	Total	7	1.8		
Total		400	100.0		

Q34_b. Please tell me if you think this action represents corruption?. Giving a gift to a doctor to grant you special care of you

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	178	44.5	45.2	45.2
	No	216	54.0	54.8	100.0
	Total	394	98.5	100.0	
Missing	Don't know	6	1.5		
	Total	400	100.0		

Q34_c. Please tell me if you think this action represents corruption?. A public official helping a relative get accepted into a university

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	298	74.5	75.4	75.4
	No	97	24.3	24.6	100.0
	Total	395	98.8	100.0	
Missing	Don't know	5	1.3		
	Total	400	100.0		

Q34_d. Please tell me if you think this action represents corruption?. Picking flowers or fruit from a neighbor's garden without permission

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	29	7.3	7.5	7.5
	No	357	89.3	92.5	100.0
	Total	386	96.5	100.0	
Missing	Don't know	12	3.0		
	Refuse to answer	2	.5		
	Total	14	3.5		

ANNEX D: SELECTED FREQUENCIES FOR ENTERPRISE SURVEY

Q34_d. Please tell me if you think this action represents corruption?. Picking flowers or fruit from a neighbor's garden without permission

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	29	7.3	7.5	7.5
	No	357	89.3	92.5	100.0
	Total	386	96.5	100.0	
Missing	Don't know	12	3.0		
	Refuse to answer	2	.5		
	Total	14	3.5		
Total		400	100.0		

Q34_e. Please tell me if you think this action represents corruption?. Using connections to exempt someone close to you from military service

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	310	77.5	78.7	78.7
	No	84	21.0	21.3	100.0
	Total	394	98.5	100.0	
Missing	Don't know	6	1.5		
	Total	400	100.0		

Q34_f. Please tell me if you think this action represents corruption?. Paying a judge to achieve favorable treatment

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	385	96.3	97.0	97.0
	No	12	3.0	3.0	100.0
	Total	397	99.3	100.0	
Missing	Don't know	2	.5		
	Refuse to answer	1	.3		
	Total	3	.8		
Total		400	100.0		

Q34_g. Please tell me if you think this action represents corruption?. A student or a student's parent giving a professor a gift on the day of exams

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	308	77.0	78.2	78.2
	No	86	21.5	21.8	100.0
	Total	394	98.5	100.0	
Missing	Don't know	6	1.5		
	Total	400	100.0		

Q34_h. Please tell me if you think this action represents corruption?. Making small unofficial payments for delivery of pensions

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	279	69.8	70.6	70.6
	No	116	29.0	29.4	100.0
	Total	395	98.8	100.0	
Missing	Don't know	4	1.0		
	Refuse to answer	1	.3		
	Total	5	1.3		

ANNEX D: SELECTED FREQUENCIES FOR ENTERPRISE SURVEY

Q34_h. Please tell me if you think this action represents corruption?. Making small unofficial payments for delivery of pensions

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	279	69.8	70.6	70.6
	No	116	29.0	29.4	100.0
	Total	395	98.8	100.0	
Missing	Don't know	4	1.0		
	Refuse to answer	1	.3		
	Total	5	1.3		
Total		400	100.0		

Q34_i. Please tell me if you think this action represents corruption?. A public official recommending a relative for a position in a ministry

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	272	68.0	68.9	68.9
	No	123	30.8	31.1	100.0
	Total	395	98.8	100.0	
Missing	Don't know	5	1.3		
	Total	400	100.0		

Q34_j. Please tell me if you think this action represents corruption?. Using an office car by a government employee for private purposes

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	203	50.8	52.1	52.1
	No	187	46.8	47.9	100.0
	Total	390	97.5	100.0	
Missing	Don't know	10	2.5		
	Total	400	100.0		

Q34_k. Please tell me if you think this action represents corruption?. Abuse of official position for private business purposes

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	314	78.5	79.3	79.3
	No	82	20.5	20.7	100.0
	Total	396	99.0	100.0	
Missing	Don't know	4	1.0		
	Total	400	100.0		

Q35. In your opinion, how serious of a problem is corruption in Armenia?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very serious	219	54.8	55.7	55.7
	Somewhat serious	142	35.5	36.1	91.9
	Not too serious	25	6.3	6.4	98.2
	Not at all serious	5	1.3	1.3	99.5
	Corruption does not exist	2	.5	.5	100.0
	Total	393	98.3	100.0	
Missing	Don't know	7	1.8		
	Total	400	100.0		

ANNEX D: SELECTED FREQUENCIES FOR ENTERPRISE SURVEY

Q36. Do you agree with the statement that citizens of Armenia consider corruption as a fact of life?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes, to a great extent	169	42.3	42.5	42.5
	Yes, to some extent	121	30.3	30.4	72.9
	No, to a very limited extent	49	12.3	12.3	85.2
	No, not at all	59	14.8	14.8	100.0
	Total	398	99.5	100.0	
Missing	Don't know	2	.5		
	Total	400	100.0		

Q37. How would you compare the level of corruption in Armenia today with the level of corruption a year ago?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Much higher than last year	42	10.5	11.9	11.9
	Somewhat higher than last year	49	12.3	13.8	25.7
	About the same as last year	182	45.5	51.4	77.1
	Somewhat lower than last year	67	16.8	18.9	96.0
	Much lower than last year	14	3.5	4.0	100.0
	Total	354	88.5	100.0	
Missing	Don't know	44	11.0		
	Refused	2	.5		
	Total	46	11.5		
	Total	400	100.0		

Q38_1. In your opinion how corrupt is the following institution? Local self-government bodies (municipalities, neighboring village communities)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not corrupt all	21	5.3	6.0	6.0
	2	40	10.0	11.4	17.4
	3	47	11.8	13.4	30.9
	4	88	22.0	25.1	56.0
	5	68	17.0	19.4	75.4
	6	27	6.8	7.7	83.1
	Fully corrupt	57	14.3	16.3	99.4
	Unfamiliar	2	.5	.6	100.0
	Total	350	87.5	100.0	
	Missing	Don't know	45	11.3	
Refuse to answer		5	1.3		
Total		50	12.5		
Total		400	100.0		

Q38_2. In your opinion how corrupt is the following institution? Regional government bodies (marzpetarans)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not corrupt all	19	4.8	5.7	5.7
	2	23	5.8	6.9	12.6
	3	53	13.3	15.9	28.4
	4	69	17.3	20.7	49.1

ANNEX D: SELECTED FREQUENCIES FOR ENTERPRISE SURVEY

Q38_2. In your opinion how corrupt is the following institution? Regional government bodies (marzpetarans)

		Frequency	Percent	Valid Percent	Cumulative Percent
	5	79	19.8	23.7	72.8
	6	35	8.8	10.5	83.2
	Fully corrupt	55	13.8	16.5	99.7
	Unfamiliar	1	.3	.3	100.0
	Total	334	83.5	100.0	
Missing	Don't know	61	15.3		
	Refuse to answer	5	1.3		
	Total	66	16.5		
	Total	400	100.0		

Q38_3. In your opinion how corrupt is the following institution? Central Bank of Armenia

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not corrupt all	50	12.5	17.9	17.9
	2	46	11.5	16.5	34.4
	3	33	8.3	11.8	46.2
	4	53	13.3	19.0	65.2
	5	31	7.8	11.1	76.3
	6	31	7.8	11.1	87.5
	Fully corrupt	25	6.3	9.0	96.4
	Unfamiliar	10	2.5	3.6	100.0
	Total	279	69.8	100.0	
Missing	Don't know	115	28.8		
	Refuse to answer	6	1.5		
	Total	121	30.3		
	Total	400	100.0		

Q38_4. In your opinion how corrupt is the following institution? Yerevan city hall

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not corrupt all	20	5.0	7.0	7.0
	2	14	3.5	4.9	12.0
	3	32	8.0	11.3	23.2
	4	47	11.8	16.5	39.8
	5	40	10.0	14.1	53.9
	6	63	15.8	22.2	76.1
	Fully corrupt	56	14.0	19.7	95.8
	Unfamiliar	12	3.0	4.2	100.0
	Total	284	71.0	100.0	
Missing	Don't know	110	27.5		
	Refuse to answer	6	1.5		
	Total	116	29.0		
	Total	400	100.0		

ANNEX D: SELECTED FREQUENCIES FOR ENTERPRISE SURVEY

Q38_5. In your opinion how corrupt is the following institution? National Assembly

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not corrupt all	21	5.3	7.1	7.1
	2	25	6.3	8.4	15.5
	3	27	6.8	9.1	24.6
	4	58	14.5	19.5	44.1
	5	39	9.8	13.1	57.2
	6	44	11.0	14.8	72.1
	Fully corrupt	79	19.8	26.6	98.7
	Unfamiliar	4	1.0	1.3	100.0
	Total	297	74.3	100.0	
Missing	Don't know	96	24.0		
	Refuse to answer	7	1.8		
	Total	103	25.8		
	Total	400	100.0		

Q38_6 In your opinion how corrupt is the following institution?. Utilities (Water, Electricity, Gas, Sanitation, and Drainage Company)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not corrupt all	116	29.0	30.7	30.7
	2	81	20.3	21.4	52.1
	3	49	12.3	13.0	65.1
	4	55	13.8	14.6	79.6
	5	30	7.5	7.9	87.6
	6	22	5.5	5.8	93.4
	Fully corrupt	25	6.3	6.6	100.0
	Total	378	94.5	100.0	
	Missing	Don't know	17	4.3	
Refuse to answer		5	1.3		
Total		22	5.5		
Total		400	100.0		

Q38_7. In your opinion how corrupt is the following institution? Armed forces (national army)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not corrupt all	38	9.5	10.7	10.7
	2	35	8.8	9.8	20.5
	3	37	9.3	10.4	30.9
	4	72	18.0	20.2	51.1
	5	51	12.8	14.3	65.4
	6	57	14.3	6.0	81.5
	Fully corrupt	65	16.3	18.3	99.7
	Unfamiliar	1	.3	.3	100
	Total	356	89.0	100.0	
Missing	Don't know	37	9.3		
	Refuse to answer	7	1.8		
	Total	44	11.0		

ANNEX D: SELECTED FREQUENCIES FOR ENTERPRISE SURVEY

Q38_7. In your opinion how corrupt is the following institution? Armed forces (national army)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not corrupt all	38	9.5	10.7	10.7
	2	35	8.8	9.8	20.5
	3	37	9.3	10.4	30.9
	4	72	18.0	20.2	51.1
	5	51	12.8	14.3	65.4
	6	57	14.3	6.0	81.5
	Fully corrupt	65	16.3	18.3	99.7
	Unfamiliar	1	.3	.3	100
	Total	356	89.0	100.0	
Missing	Don't know	37	9.3		
	Refuse to answer	7	1.8		
	Total	44	11.0		
	Total	400	100.0		

Q38_8. In your opinion how corrupt is the following institution? Penitentiary national institutions

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not corrupt all	11	2.8	3.3	3.3
	2	9	2.3	2.7	6.0
	3	15	3.8	4.5	10.5
	4	61	15.3	18.3	28.8
	5	55	13.8	16.5	45.3
	6	51	12.8	15.3	60.7
	Fully corrupt	127	31.8	38.1	98.8
	Unfamiliar	4	1.0	1.2	100.0
	Total	333	83.3	100.0	
Missing	Don't know	61	15.3		
	Refuse to answer	6	1.5		
	Total	67	16.8		
	Total	400	100.0		

Q38_9. In your opinion how corrupt is the following institution? National Electoral Jury and Office of electoral procedures

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not corrupt all	9	2.3	2.6	2.6
	2	16	4.0	4.7	7.4
	3	17	4.3	5.0	12.4
	4	34	8.5	10.0	22.4
	5	46	11.5	13.5	35.9
	6	53	13.3	15.6	51.5
	Fully corrupt	159	39.8	46.8	98.2
	Unfamiliar	6	1.5	1.8	100.0
	Total	340	85.0	100.0	
Missing	Don't know	52	13.0		
	Refuse to answer	8	2.0		
	Total	60	15.0		

ANNEX D: SELECTED FREQUENCIES FOR ENTERPRISE SURVEY

Q38_9. In your opinion how corrupt is the following institution? National Electoral Jury and Office of electoral procedures

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not corrupt all	9	2.3	2.6	2.6
	2	16	4.0	4.7	7.4
	3	17	4.3	5.0	12.4
	4	34	8.5	10.0	22.4
	5	46	11.5	13.5	35.9
	6	53	13.3	15.6	51.5
	Fully corrupt	159	39.8	46.8	98.2
	Unfamiliar	6	1.5	1.8	100.0
	Total	340	85.0	100.0	
Missing	Don't know	52	13.0		
	Refuse to answer	8	2.0		
	Total	60	15.0		
	Total	400	100.0		

Q38_10. In your opinion how corrupt is the following institution? Ministry of Economy

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not corrupt all	18	4.5	6.4	6.4
	2	15	3.8	5.3	11.7
	3	45	11.3	15.9	27.6
	4	80	20.0	28.3	55.8
	5	50	12.5	17.7	73.5
	6	37	9.3	13.1	86.6
	Fully corrupt	31	7.8	11.0	97.5
	Unfamiliar	7	1.8	2.5	100.0
	Total	283	70.8	100.0	
Missing	Don't know	110	27.5		
	Refuse to answer	7	1.8		
	Total	117	29.3		
	Total	400	100.0		

Q38_11. In your opinion how corrupt is the following institution? Ministry of Finance

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not corrupt all	21	5.3	7.3	7.3
	2	15	3.8	5.2	12.6
	3	39	9.8	13.6	26.2
	4	82	20.5	28.7	54.9
	5	53	13.3	18.5	73.4
	6	37	9.3	12.9	86.4
	Fully corrupt	36	9.0	12.6	99.0
	Unfamiliar	3	.8	1.0	100.0
	Total	286	71.5	100.0	
Missing	Don't know	107	26.8		
	Refuse to answer	7	1.8		
	Total	114	28.5		

ANNEX D: SELECTED FREQUENCIES FOR ENTERPRISE SURVEY

Q38_11. In your opinion how corrupt is the following institution? Ministry of Finance

	Frequency	Percent	Valid Percent	Cumulative Percent
Total	400	100.0		

Q38_12. In your opinion how corrupt is the following institution? Ministry of Education

	Frequency	Percent	Valid Percent	Cumulative Percent	
Valid	Not corrupt all	16	4.0	5.0	5.0
	2	14	3.5	4.4	9.5
	3	31	7.8	9.8	19.2
	4	63	15.8	19.9	39.1
	5	56	14.0	17.7	56.8
	6	71	17.8	22.4	79.2
	Fully corrupt	64	16.0	20.2	99.4
	Unfamiliar	2	.5	.6	100.0
	Total	317	79.3	100.0	
Missing	Don't know	77	19.3		
	Refuse to answer	6	1.5		
	Total	83	20.8		
	Total	400	100.0		

Q38_13. In your opinion how corrupt is the following institution? Ministry of Justice

	Frequency	Percent	Valid Percent	Cumulative Percent	
Valid	Not corrupt all	13	3.3	4.2	4.2
	2	12	3.0	3.8	8.0
	3	30	7.5	9.6	17.6
	4	63	15.8	20.1	37.7
	5	41	10.3	13.1	50.8
	6	60	15.0	19.2	70.0
	Fully corrupt	91	22.8	29.1	99.0
	Unfamiliar	3	.8	1.0	100.0
	Total	313	78.3	100.0	
Missing	Don't know	81	20.3		
	Refuse to answer	6	1.5		
	Total	87	21.8		
	Total	400	100.0		

Q38_14. In your opinion how corrupt is the following institution? Ministry of Health

	Frequency	Percent	Valid Percent	Cumulative Percent	
Valid	Not corrupt all	21	5.3	6.5	6.5
	2	14	3.5	4.3	10.9
	3	34	8.5	10.6	21.4
	4	61	15.3	18.9	40.4
	5	48	12.0	14.9	55.3
	6	75	18.8	23.3	78.6
	Fully corrupt	67	16.8	20.8	99.4
	Unfamiliar	2	.5	.6	100.0

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Q38_14. In your opinion how corrupt is the following institution? Ministry of Health

		Frequency	Percent	Valid Percent	Cumulative Percent
Missing	Total	322	80.5	100.0	
	Don't know	71	17.8		
	Refuse to answer	7	1.8		
	Total	78	19.5		
	Total	400	100.0		

Q38_15. In your opinion how corrupt is the following institution? Ministry of Transportation and Communications

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not corrupt all	15	3.8	5.0	5.0
	2	20	5.0	6.6	11.6
	3	42	10.5	14.0	25.6
	4	73	18.3	24.3	49.8
	5	48	12.0	15.9	65.8
	6	47	11.8	15.6	81.4
	Fully corrupt	53	13.3	17.6	99.0
	Unfamiliar	3	.8	1.0	100.0
	Total	301	75.3	100.0	
	Missing	Don't know	93	23.3	
Refuse to answer		6	1.5		
Total		99	24.8		
Total		400	100.0		

Q38_16. In your opinion how corrupt is the following institution? The Office of President

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not corrupt all	39	9.8	15.7	15.7
	2	28	7.0	11.3	27.0
	3	46	11.5	18.5	45.6
	4	38	9.5	15.3	60.9
	5	28	7.0	11.3	72.2
	6	25	6.3	10.1	82.3
	Fully corrupt	39	9.8	15.7	98.0
	Unfamiliar	5	1.3	2.0	100.0
	Total	248	62.0	100.0	
Missing	Don't know	140	35.0		
	Refuse to answer	12	3.0		
	Total	152	38.0		
	Total	400	100.0		

Q38_17. In your opinion how corrupt is the following institution? The Office of Prime Minister

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not corrupt all	35	8.8	14.1	14.1
	2	32	8.0	12.9	27.0
	3	37	9.3	14.9	41.9
	4	38	9.5	15.3	57.3

ANNEX D: SELECTED FREQUENCIES FOR ENTERPRISE SURVEY

Q38_17. In your opinion how corrupt is the following institution? The Office of Prime Minister

		Frequency	Percent	Valid Percent	Cumulative Percent
	5	25	6.3	10.1	67.3
	6	31	7.8	12.5	79.8
	Fully corrupt	46	11.5	18.5	98.4
	Unfamiliar	4	1.0	1.6	100.0
	Total	248	62.0	100.0	
Missing	Don't know	141	35.3		
	Refuse to answer	11	2.8		
	Total	152	38.0		
	Total	400	100.0		

Q38_18. In your opinion how corrupt is the following institution? General Prosecutor Office

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not corrupt all	12	3.0	3.9	3.9
	2	13	3.3	4.2	8.1
	3	17	4.3	5.5	13.6
	4	54	13.5	17.5	31.1
	5	42	10.5	13.6	44.7
	6	51	12.8	16.5	61.2
	Fully corrupt	119	29.8	38.5	99.7
	Unfamiliar	1	.3	.3	100.0
	Total	309	77.3	100.0	
Missing	Don't know	81	20.3		
	Refuse to answer	10	2.5		
	Total	91	22.8		
	Total	400	100.0		

Q38_19. In your opinion how corrupt is the following institution? National Police

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not corrupt all	10	2.5	2.9	2.9
	2	13	3.3	3.8	6.7
	3	26	6.5	7.6	14.3
	4	57	14.3	16.6	30.9
	5	56	14.0	16.3	47.2
	6	56	14.0	16.3	63.6
	Fully corrupt	125	31.3	36.4	100.0
	Total	343	85.8	100.0	
Missing	Don't know	51	12.8		
	Refuse to answer	6	1.5		
	Total	57	14.3		
	Total	400	100.0		

Q38_20. In your opinion how corrupt is the following institution? Attorney General's Office

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not corrupt all	9	2.3	2.7	2.7

ANNEX D: SELECTED FREQUENCIES FOR ENTERPRISE SURVEY

Q38_20. In your opinion how corrupt is the following institution? Attorney General's Office

		Frequency	Percent	Valid Percent	Cumulative Percent
	2	11	2.8	3.3	5.9
	3	23	5.8	6.8	12.7
	4	51	12.8	15.1	27.8
	5	60	15.0	17.8	45.6
	6	64	16.0	18.9	64.5
	Fully corrupt	119	29.8	35.2	99.7
	Unfamiliar	1	.3	.3	100.0
	Total	338	84.5	100.0	
Missing	Don't know	55	13.8		
	Refuse to answer	7	1.8		
	Total	62	15.5		
	Total	400	100.0		

Q38_21. In your opinion how corrupt is the following institution? Public Registries

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not corrupt all	49	12.3	13.9	13.9
	2	51	12.8	14.5	28.4
	3	37	9.3	10.5	38.9
	4	50	12.5	14.2	53.1
	5	38	9.5	10.8	63.9
	6	39	9.8	11.1	75.0
	Fully corrupt	77	19.3	21.9	96.9
	Unfamiliar	11	2.8	3.1	100.0
	Total	352	88.0	100.0	
Missing	Don't know	41	10.3		
	Refuse to answer	7	1.8		
	Total	48	12.0		
	Total	400	100.0		

Q38_22. In your opinion how corrupt is the following institution? Law Enforcement Institutions

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not corrupt all	20	5.0	5.8	5.8
	2	20	5.0	5.8	11.7
	3	27	6.8	7.9	19.5
	4	74	18.5	21.6	41.1
	5	50	12.5	14.6	55.7
	6	52	13.0	15.2	70.8
	Fully corrupt	100	25.0	29.2	100.0
	Total	343	85.8	100.0	
Missing	Don't know	51	12.8		
	Refuse to answer	6	1.5		
	Total	57	14.3		
	Total	400	100.0		

ANNEX D: SELECTED FREQUENCIES FOR ENTERPRISE SURVEY

Q38_23. In your opinion how corrupt is the following institution? Public Universities

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not corrupt all	10	2.5	2.8	2.8
	2	23	5.8	6.4	9.1
	3	25	6.3	6.9	16.0
	4	64	16.0	17.7	33.7
	5	62	15.5	17.1	50.8
	6	76	19.0	21.0	71.8
	Fully corrupt	100	25.0	27.6	99.4
	Unfamiliar	2	.5	.6	100.0
	Total	362	90.5	100.0	
Missing	Don't know	32	8.0		
	Refuse to answer	6	1.5		
	Total	38	9.5		
	Total	400	100.0		

Q38_24. In your opinion how corrupt is the following institution? Human Rights Defender

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not corrupt all	95	23.8	32.3	32.3
	2	50	12.5	17.0	49.3
	3	55	13.8	18.7	68.0
	4	38	9.5	12.9	81.0
	5	15	3.8	5.1	86.1
	6	7	1.8	2.4	88.4
	Fully corrupt	17	4.3	5.8	94.2
	Unfamiliar	17	4.3	5.8	100.0
	Total	294	73.5	100.0	
Missing	Don't know	100	25.0		
	Refuse to answer	6	1.5		
	Total	106	26.5		
	Total	400	100.0		

Q38_25. In your opinion how corrupt is the following institution? Public Services Regulatory Commission

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not corrupt all	29	7.3	9.6	9.6
	2	29	7.3	9.6	19.3
	3	36	9.0	12.0	31.2
	4	56	14.0	18.6	49.8
	5	33	8.3	11.0	60.8
	6	27	6.8	9.0	69.8
	Fully corrupt	34	8.5	11.3	81.1
	Unfamiliar	57	14.3	18.9	100.0
	Total	301	75.3	100.0	
Missing	Don't know	92	23.0		
	Refuse to answer	7	1.8		
	Total	99	24.8		

ANNEX D: SELECTED FREQUENCIES FOR ENTERPRISE SURVEY

Q38_25. In your opinion how corrupt is the following institution? Public Services Regulatory Commission

	Frequency	Percent	Valid Percent	Cumulative Percent
Total	400	100.0		

Q38_26. In your opinion how corrupt is the following institution? Civil Service Council

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not corrupt all	29	7.3	9.7
	2	25	6.3	18.1
	3	33	8.3	29.2
	4	59	14.8	49.0
	5	28	7.0	58.4
	6	29	7.3	68.1
	Fully corrupt	34	8.5	79.5
	Unfamiliar	61	15.3	100.0
	Total	298	74.5	100.0
Missing	Don't know	96	24.0	
	Refuse to answer	6	1.5	
	Total	102	25.5	
	Total	400	100.0	

Q38_27. In your opinion how corrupt is the following institution? Chamber of Control

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not corrupt all	46	11.5	15.2
	2	26	6.5	23.8
	3	33	8.3	34.7
	4	44	11.0	49.2
	5	27	6.8	58.1
	6	32	8.0	68.6
	Fully corrupt	50	12.5	85.1
	Unfamiliar	45	11.3	100.0
	Total	303	75.8	100.0
Missing	Don't know	91	22.8	
	Refuse to answer	6	1.5	
	Total	97	24.3	
	Total	400	100.0	

Q38_28. In your opinion how corrupt is the following institution? State Health Agency (Medical Services Procurement)

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not corrupt all	17	4.3	5.5
	2	20	5.0	12.0
	3	30	7.5	21.8
	4	54	13.5	39.3
	5	42	10.5	52.9
	6	41	10.3	66.2
	Fully corrupt	45	11.3	80.8
	Unfamiliar	59	14.8	100.0

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Q38_28. In your opinion how corrupt is the following institution? State Health Agency (Medical Services Procurement)

		Frequency	Percent	Valid Percent	Cumulative Percent
Missing	Total	308	77.0	100.0	
	Don't know	85	21.3		
	Refuse to answer	7	1.8		
	Total	92	23.0		
	Total	400	100.0		

Q40. Do you think corruption is most severe among low-ranking public officials, mid-ranking public officials or high-ranking public officials?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Corruption is most severe among high-ranking public official	194	48.5	52.3	52.3
	Corruption is most severe among mid-ranking public officials	114	28.5	30.7	83.0
	Corruption is most severe among low-ranking public officials	25	6.3	6.7	89.8
	The level of corruption is the same across all ranks	38	9.5	10.2	100.0
	Total	371	92.8	100.0	
Missing	Don't know	26	6.5		
	Refused	3	.8		
	Total	29	7.3		
	Total	400	100.0		

Q41A. How did the demand for bribes by public officials change over the past year?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Significantly increased	46	11.5	15.4	15.4
	Somewhat increased	68	17.0	22.7	38.1
	Stayed the same as last year	137	34.3	45.8	83.9
	Somewhat decreased	40	10.0	13.4	97.3
	Significantly decreased	8	2.0	2.7	100.0
	Total	299	74.8	100.0	
Missing	Don't know	97	24.3		
	Refuse to answer	4	1.0		
	Total	101	25.3		
	Total	400	100.0		

Q41B. How did the frequency for bribes by public officials change over the past year?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Significantly increased	33	8.3	11.0	11.0
	Somewhat increased	37	9.3	12.3	23.3
	Stayed the same as last year	150	37.5	49.8	73.1
	Somewhat decreased	69	17.3	22.9	96.0
	Significantly decreased	12	3.0	4.0	100.0
	Total	301	75.3	100.0	
Missing	Don't know	96	24.0		
	Refuse to answer	3	.8		
	Total	99	24.8		
	Total	400	100.0		

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Q41bribe. Demand for bribe (in 1000 AMD)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	15	1	.3	20.0	20.0
	20	1	.3	20.0	40.0
	30	2	.5	40.0	80.0
	50	1	.3	20.0	100.0
	Total	5	1.3	100.0	
Missing	System	395	98.8		
	Total	400	100.0		

Q42. If someone has paid a bribe to governmental employee in order to obtain a service or to resolve a problem, how certain it is that the service is obtained or the problem resolved?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very certain	109	27.3	30.1	30.1
	Fairly certain	127	31.8	35.1	65.2
	Somewhat uncertain	82	20.5	22.7	87.8
	Extremely uncertain	44	11.0	12.2	100.0
	Total	362	90.5	100.0	
Missing	Don't know	36	9.0		
	Refused	2	.5		
	Total	38	9.5		
	Total	400	100.0		

Q43. Which of the following are the main motives behind corrupt practices (Multiple frequencies)?

		Responses		Percent of Cases
		N	Percent	
	There is no other way to get things done	272	28.8	69.9
	To avoid punishment/sanctions	119	12.6	30.6
	To avoid higher official payments	83	8.8	21.3
	To speed up the processes/procedures	253	26.8	65.0
	To be treated (served) appropriately	42	4.5	10.8
	To get preferential treatment/privileges	69	7.3	17.7
	To have alternative source of income	56	5.9	14.4
	Practice of obligatory (illegal) "payments" to supervisor	37	3.9	9.5
	Other	12	1.3	3.1
Total		943	100.0%	242.4

Q44. How would you react if you were offered to take a bribe (money, gift, asked for an exchange of favor, etc.)?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	I would take it	69	17.3	19.2	19.2
	I would not take it	289	72.3	80.3	99.4
	Other	2	.5	.6	100.0
	Total	360	90.0	100.0	
Missing	Don't know	35	8.8		
	Refused	5	1.3		

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Total	40	10.0
Total	400	100.0

Q45. Why would you take it?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Because everybody takes it	22	5.5	32.4	32.4
	Because I need money	24	6.0	35.3	67.6
	Because I have to "share" it with my supervisor(s)	14	3.5	20.6	88.2
	Other	3	.8	4.4	92.6
	As a "payment" for my good will/efforts	5	1.3	7.4	100.0
	Total	68	17.0	100.0	
Missing	Don't know	1	.3		
	System	331	82.8		
	Total	332	83.0		
	Total	400	100.0		

Q46. Why would you not take it?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Because there is a high risk to be punished	29	7.3	10.4	10.4
	Because it is unacceptable for me	226	56.5	81.3	91.7
	Because I will try to resolve the issue through legal means	11	2.8	4.0	95.7
	Other	12	3.0	4.3	100.0
	Total	278	69.5	100.0	
Missing	Don't know	9	2.3		
	Refused	1	.3		
	System	112	28.0		
	Total	122	30.5		
	Total	400	100.0		

Q47. How would you react if you were asked to give a bribe (money, gift, asked for an exchange of favor, etc.)?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	I would give it	270	67.5	74.8	74.8
	I would not give it	84	21.0	23.3	98.1
	Other	7	1.8	1.9	100.0
	Total	361	90.3	100.0	
Missing	Don't know	35	8.8		
	Refused	4	1.0		
	Total	39	9.8		
Total	400	100.0			

Q48. Why would you give it?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Because everyone gives	18	4.5	6.7	6.7
	Because there's no other way I can obtain the service	224	56.0	83.9	90.6

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Q48. Why would you give it?

		Frequency	Percent	Valid Percent	Cumulative Percent
	I will try to negotiate the price	16	4.0	6.0	96.6
	Other	9	2.3	3.4	100.0
	Total	267	66.8	100.0	
Missing	Don't know	2	.5		
	System	131	32.8		
	Total	133	33.3		
	Total	400	100.0		

Q49. Why would you not give it?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Because there is a high risk to be punished	2	.5	2.4	2.4
	Because it is unacceptable for me	56	14.0	66.7	69.0
	Because I will try to resolve the issue through legal mea	15	3.8	17.9	86.9
	Other	8	2.0	9.5	96.4
	I don't have money/means to give it	2	.5	2.4	98.8
	It is pointless	1	.3	1.2	100.0
	Total	84	21.0	100.0	
Missing	System	316	79.0		
	Total	400	100.0		

Q50_1. How often is money obtained from bribes used for financing political campaigns?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Never	81	20.3	28.3	28.3
	Rarely	47	11.8	16.4	44.8
	Seldom	27	6.8	9.4	54.2
	Half the time	47	11.8	16.4	70.6
	Often	30	7.5	10.5	81.1
	Frequently	20	5.0	7.0	88.1
	Always	34	8.5	11.9	100.0
	Total	286	71.5	100.0	
Missing	Don't know	112	28.0		
	Refused	2	.5		
	Total	114	28.5		
	Total	400	100.0		

Q50_2. How often is money obtained from bribes used for supporting organized corrupt groups in the entire public sector?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Never	70	17.5	25.8	25.8
	Rarely	34	8.5	12.5	38.4
	Seldom	35	8.8	12.9	51.3
	Half the time	36	9.0	13.3	64.6
	Often	48	12.0	17.7	82.3
	Frequently	16	4.0	5.9	88.2
	Always	32	8.0	11.8	100.0

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Q50_2. How often is money obtained from bribes used for supporting organized corrupt groups in the entire public sector?

		Frequency	Percent	Valid Percent	Cumulative Percent
Missing	Total	271	67.8	100.0	
	Don't know	125	31.3		
	Refused	4	1.0		
	Total	129	32.3		
	Total	400	100.0		

Q50_3. How often is money obtained from bribes used for supporting organized corrupt groups inside of each entity?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Never	58	14.5	21.9	21.9
	Rarely	30	7.5	11.3	33.2
	Seldom	33	8.3	12.5	45.7
	Half the time	53	13.3	20.0	65.7
	Often	39	9.8	14.7	80.4
	Frequently	17	4.3	6.4	86.8
	Always	35	8.8	13.2	100.0
Missing	Total	265	66.3	100.0	
	Don't know	131	32.8		
	Refused	4	1.0		
	Total	135	33.8		
	Total	400	100.0		

Q50_4. How often is money obtained from bribes used for payment to corrupt officials that act on their own behalf?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Never	32	8.0	11.5	11.5
	Rarely	13	3.3	4.7	16.2
	Seldom	35	8.8	12.6	28.8
	Half the time	44	11.0	15.8	44.6
	Often	47	11.8	16.9	61.5
	Frequently	39	9.8	14.0	75.5
	Always	68	17.0	24.5	100.0
Missing	Total	278	69.5	100.0	
	Don't know	118	29.5		
	Refused	4	1.0		
	Total	122	30.5		
	Total	400	100.0		

Q51_1. My company never has clear and precise information on the requirements and obligations authorities have established to be able to participate in business

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly disagree	65	16.3	16.9	16.9
	Disagree	77	19.3	20.1	37.0
	Somewhat disagree	51	12.8	13.3	50.3
	Neutral	64	16.0	16.7	66.9
	Somewhat agree	40	10.0	10.4	77.3
	Agree	44	11.0	11.5	88.8

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Q51_1. My company never has clear and precise information on the requirements and obligations authorities have established to be able to participate in business

		Frequency	Percent	Valid Percent	Cumulative Percent
Missing	Strongly agree	43	10.8	11.2	100.0
	Total	384	96.0	100.0	
	Not applicable	1	.3		
	Don't know	12	3.0		
	Refused	3	.8		
	Total	16	4.0		
	Total	400	100.0		

Q51_2. The development processes of new rules or policies that affect companies are never made known

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly disagree	39	9.8	10.3	10.3
	Disagree	62	15.5	16.3	26.6
	Somewhat disagree	50	12.5	13.2	39.7
	Neutral	75	18.8	19.7	59.5
	Somewhat agree	51	12.8	13.4	72.9
	Agree	62	15.5	16.3	89.2
	Strongly agree	41	10.3	10.8	100.0
	Total	380	95.0	100.0	
Missing	Not applicable	1	.3		
	Don't know	16	4.0		
	Refused	3	.8		
	Total	20	5.0		
	Total	400	100.0		

Q51_3. In the event of important amendments to laws or policies that affect my company's operation, the government never considers my opinions or those of the business unions

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly disagree	15	3.8	4.0	4.0
	Disagree	27	6.8	7.1	11.1
	Somewhat disagree	42	10.5	11.1	22.2
	Neutral	64	16.0	16.9	39.1
	Somewhat agree	71	17.8	18.7	57.8
	Agree	71	17.8	18.7	76.5
	Strongly agree	89	22.3	23.5	100.0
	Total	379	94.8	100.0	
Missing	Not applicable	1	.3		
	Don't know	17	4.3		
	Refused	3	.8		
	Total	21	5.3		
	Total	400	100.0		

Q51_4. The business atmosphere created by the government always causes unexpected changes in laws and policies that substantially affect our business

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly disagree	19	4.8	5.0	5.0

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Q51_4. The business atmosphere created by the government always causes unexpected changes in laws and policies that substantially affect our business

		Frequency	Percent	Valid Percent	Cumulative Percent
	Disagree	30	7.5	7.9	12.8
	Somewhat disagree	31	7.8	8.1	20.9
	Neutral	80	20.0	20.9	41.9
	Somewhat agree	66	16.5	17.3	59.2
	Agree	93	23.3	24.3	83.5
	Strongly agree	63	15.8	16.5	100.0
	Total	382	95.5	100.0	
Missing	Not applicable	1	.3		
	Don't know	14	3.5		
	Refused	3	.8		
	Total	18	4.5		
	Total	400	100.0		

Q51_5. Information on public bids is never obtained in a transparent and efficient manner

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly disagree	20	5.0	6.1	6.1
	Disagree	41	10.3	12.6	18.7
	Somewhat disagree	27	6.8	8.3	27.0
	Neutral	52	13.0	16.0	42.9
	Somewhat agree	58	14.5	17.8	60.7
	Agree	53	13.3	16.3	77.0
	Strongly agree	75	18.8	23.0	100.0
	Total	326	81.5	100.0	
Missing	Don't know	70	17.5		
	Refused	4	1.0		
	Total	74	18.5		
	Total	400	100.0		

Q52_4. I do not trust the government

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly disagree	31	7.8	8.2	8.2
	Disagree	49	12.3	12.9	21.1
	Somewhat disagree	55	13.8	14.5	35.5
	Neutral	92	23.0	24.2	59.7
	Somewhat agree	54	13.5	14.2	73.9
	Agree	44	11.0	11.6	85.5
	Strongly agree	55	13.8	14.5	100.0
	Total	380	95.0	100.0	
Missing	Don't know	15	3.8		
	Refused	5	1.3		
	Total	20	5.0		
	Total	400	100.0		

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Q52_5. The government should not have the fight against corruption as a priority.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly disagree	148	37.0	38.3	38.3
	Disagree	115	28.8	29.8	68.1
	Somewhat disagree	40	10.0	10.4	78.5
	Neutral	37	9.3	9.6	88.1
	Somewhat agree	12	3.0	3.1	91.2
	Agree	20	5.0	5.2	96.4
	Strongly agree	14	3.5	3.6	100.0
	Total	386	96.5	100.0	
Missing	Don't know	14	3.5		
	Total	400	100.0		

Q52_6. Corruption is supported by businessmen.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly disagree	47	11.8	12.2	12.2
	Disagree	53	13.3	13.8	26.0
	Somewhat disagree	35	8.8	9.1	35.2
	Neutral	61	15.3	15.9	51.0
	Somewhat agree	62	15.5	16.1	67.2
	Agree	77	19.3	20.1	87.2
	Strongly agree	49	12.3	12.8	100.0
	Total	384	96.0	100.0	
Missing	Don't know	14	3.5		
	Refused	2	.5		
	Total	16	4.0		
	Total	400	100.0		

Q52_7. An anticorruption campaign is neither politically nor administratively possible at the moment.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly disagree	49	12.3	13.2	13.2
	Disagree	69	17.3	18.6	31.8
	Somewhat disagree	49	12.3	13.2	45.0
	Neutral	60	15.0	16.2	61.2
	Somewhat agree	35	8.8	9.4	70.6
	Agree	65	16.3	17.5	88.1
	Strongly agree	44	11.0	11.9	100.0
	Total	371	92.8	100.0	
Missing	Don't know	28	7.0		
	Refused	1	.3		
	Total	29	7.3		
	Total	400	100.0		

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Q52_8. Public officials should be tried more severely than business owners in corruption cases.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly disagree	31	7.8	7.9	7.9
	Disagree	24	6.0	6.2	14.1
	Somewhat disagree	8	2.0	2.1	16.2
	Neutral	42	10.5	10.8	26.9
	Somewhat agree	34	8.5	8.7	35.6
	Agree	117	29.3	30.0	65.6
	Strongly agree	134	33.5	34.4	100.0
	Total	390	97.5	100.0	
Missing	Don't know	10	2.5		
	Total	400	100.0		

Q52_9. My competitors are unaware of compliance with ethical regulations in their businesses.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly disagree	26	6.5	7.7	7.7
	Disagree	41	10.3	12.1	19.8
	Somewhat disagree	46	11.5	13.6	33.4
	Neutral	88	22.0	26.0	59.5
	Somewhat agree	29	7.3	8.6	68.0
	Agree	59	14.8	17.5	85.5
	Strongly agree	49	12.3	14.5	100.0
	Total	338	84.5	100.0	
Missing	Not applicable	1	.3		
	Don't know	61	15.3		
	Total	62	15.5		
	Total	400	100.0		

Q53_a. How do you think the corruption levels changed over the last 24 months: Higher level corruption (political corruption, governmental and large bribes)?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Significantly decreased	5	1.3	1.5	1.5
	Decreased	26	6.5	8.0	9.5
	Somewhat decreased	46	11.5	14.2	23.7
	Stayed the same	165	41.3	50.8	74.5
	Somewhat increased	45	11.3	13.8	88.3
	Increased	23	5.8	7.1	95.4
	Significantly increased	15	3.8	4.6	100.0
	Total	325	81.3	100.0	
Missing	Don't know	70	17.5		
	Refused	5	1.3		
	Total	75	18.8		
	Total	400	100.0		

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**Q53_b. How do you think the corruption levels changed over the last 24 months: Small level corruption
(bureaucratic/administrative corruption involving lower level officials).**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Significantly decreased	8	2.0	2.4	2.4
	Decreased	28	7.0	8.4	10.7
	Somewhat decreased	42	10.5	12.5	23.3
	Stayed the same	188	47.0	56.1	79.4
	Somewhat increased	34	8.5	10.1	89.6
	Increased	29	7.3	8.7	98.2
	Significantly increased	6	1.5	1.8	100.0
	Total	335	83.8	100.0	
Missing	Don't know	62	15.5		
	Refused	3	.8		
	Total	65	16.3		
	Total	400	100.0		

Q54. To what extent do you think corruption can be reduced in Armenia?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Corruption cannot be reduced at all	57	14.3	14.8	14.8
	Corruption can be reduced to a certain degree	168	42.0	43.8	58.6
	Corruption can be substantially reduced	139	34.8	36.2	94.8
	Corruption can be completely eradicated	20	5.0	5.2	100.0
	Total	384	96.0	100.0	
Missing	Don't know	14	3.5		
	Refused	2	.5		
	Total	16	4.0		
	Total	400	100.0		

Q55. What percentage of your company's monthly income would you be willing to pay so that corruption in the private sector was eliminated in Armenia?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Nothing (0%)	128	32.0	34.0	34.0
	Up to 5%	98	24.5	26.1	60.1
	6 to 10%	74	18.5	19.7	79.8
	11 to 25%	46	11.5	12.2	92.0
	26 to 50%	14	3.5	3.7	95.7
	Over 50%	16	4.0	4.3	100.0
	Total	376	94.0	100.0	
Missing	DK	23	5.8		
	RA	1	.3		
	Total	24	6.0		
	Total	400	100.0		

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Q56. In the last 12 months, on average, what percentage of time was spent by the director or upper level managers of a company like your own, negotiating with public officials?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Nothing (0%)	135	33.8	35.8	35.8
	Up to 5%	147	36.8	39.0	74.8
	6 to 10%	55	13.8	14.6	89.4
	11 to 25%	29	7.3	7.7	97.1
	26 to 50%	6	1.5	1.6	98.7
	Over 50%	5	1.3	1.3	100.0
	Total	377	94.3	100.0	
Missing	Don't know	21	5.3		
	RA	2	.5		
	Total	23	5.8		
	Total	400	100.0		

Q57_1. Currently How often companies must make unofficial payments (tips or bribes) in order to win a tender or contract bid in the public sector?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Never	29	7.3	14.2	14.2
	Rarely	12	3.0	5.9	20.1
	Seldom	16	4.0	7.8	27.9
	Half the time	38	9.5	18.6	46.6
	Often	42	10.5	20.6	67.2
	Frequently	30	7.5	14.7	81.9
	Always	37	9.3	18.1	100.0
	Total	204	51.0	100.0	
Missing	Don't know	196	49.0		
	Total	400	100.0		

Q57_2. 12 months ago How often companies must make unofficial payments (tips or bribes) in order to win a tender or contract bid in the public sector?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Never	28	7.0	14.2	14.2
	Rarely	8	2.0	4.1	18.3
	Seldom	17	4.3	8.6	26.9
	Half the time	36	9.0	18.3	45.2
	Often	39	9.8	19.8	65.0
	Frequently	26	6.5	13.2	78.2
	Always	43	10.8	21.8	100.0
	Total	197	49.3	100.0	
Missing	Don't know	203	50.8		
	Total	400	100.0		

ANNEX D: SELECTED FREQUENCIES FOR ENTERPRISE SURVEY

Q57_3. 24 months ago How often companies must make unofficial payments (tips or bribes) in order to win a tender or contract bid in the public sector?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Never	28	7.0	14.3	14.3
	Rarely	9	2.3	4.6	18.9
	Seldom	13	3.3	6.6	25.5
	Half the time	33	8.3	16.8	42.3
	Often	40	10.0	20.4	62.8
	Frequently	30	7.5	15.3	78.1
	Always	43	10.8	21.9	100.0
	Total	196	49.0	100.0	
Missing	Don't know	204	51.0		
	Total	400	100.0		

Q58_a. What percentage of the total amount of the contract do you believe your rival would currently have to illegally pay to secure the contract?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	0-20	94	23.5	56.6	56.6
	25-50	58	14.5	34.9	91.6
	50-100	14	3.5	8.4	100
	Total	166	41.5	100.0	
Missing	Refused	5	1.3		
	DK	229	57.3		
	Total	234	58.5		
	Total	400	100.0		

Q58_b. How the percentage amount changed over the last 24 months?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Decreased	5	1.3	4.2	4.2
	Somewhat decreased	10	2.5	8.3	12.5
	Stayed the same	87	21.8	72.5	85.0
	Somewhat increased	13	3.3	10.8	95.8
	Increased	4	1.0	3.3	99.2
	Significantly increased	1	.3	.8	100.0
	Total	120	30.0	100.0	
Missing	Don't know	44	11.0		
	Refused	1	.3		
	System	235	58.8		
	Total	280	70.0		
	Total	400	100.0		

Q59_1. How often do companies like your own find themselves obligated to make unofficial payments or contributions to public officials in processing of licenses and permits?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Never	123	30.8	42.9	42.9
	Rarely	30	7.5	10.5	53.3
	Seldom	39	9.8	13.6	66.9

ANNEX D: SELECTED FREQUENCIES FOR ENTERPRISE SURVEY

Q59_1. How often do companies like your own find themselves obligated to make unofficial payments or contributions to public officials in processing of licenses and permits?

		Frequency	Percent	Valid Percent	Cumulative Percent
	Half the time	46	11.5	16.0	82.9
	Often	32	8.0	11.1	94.1
	Frequently	11	2.8	3.8	97.9
	Always	6	1.5	2.1	100.0
	Total	287	71.8	100.0	
Missing	Not applicable	2	.5		
	Don't know	103	25.8		
	Refused	8	2.0		
	Total	113	28.3		
	Total	400	100.0		

Q59_2. How often do companies like your own find themselves obligated to make unofficial payments or contributions to public officials in reporting taxes (i.e. auditing)?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Never	167	41.8	54.9	54.9
	Rarely	41	10.3	13.5	68.4
	Seldom	33	8.3	10.9	79.3
	Half the time	37	9.3	12.2	91.4
	Often	18	4.5	5.9	97.4
	Frequently	7	1.8	2.3	99.7
	Always	1	.3	.3	100.0
	Total	304	76.0	100.0	
Missing	Don't know	89	22.3		
	Refused	7	1.8		
	Total	96	24.0		
	Total	400	100.0		

Q59_3. How often do companies like your own find themselves obligated to make unofficial payments or contributions to public officials in obtaining contracts with state entities?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Never	141	35.3	52.0	52.0
	Rarely	28	7.0	10.3	62.4
	Seldom	28	7.0	10.3	72.7
	Half the time	33	8.3	12.2	84.9
	Often	21	5.3	7.7	92.6
	Frequently	8	2.0	3.0	95.6
	Always	12	3.0	4.4	100.0
	Total	271	67.8	100.0	
Missing	Not applicable	2	.5		
	Don't know	121	30.3		
	Refused	6	1.5		
	Total	129	32.3		
	Total	400	100.0		

ANNEX D: SELECTED FREQUENCIES FOR ENTERPRISE SURVEY

Q59_4. How often do companies like your own find themselves obligated to make unofficial payments or contributions to public officials in obtaining permits and licenses for imports and exports?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Never	113	28.3	46.7	46.7
	Rarely	19	4.8	7.9	54.5
	Seldom	22	5.5	9.1	63.6
	Half the time	35	8.8	14.5	78.1
	Often	21	5.3	8.7	86.8
	Frequently	17	4.3	7.0	93.8
	Always	15	3.8	6.2	100.0
	Total	242	60.5	100.0	
Missing	Not applicable	3	.8		
	Don't know	151	37.8		
	Refused	4	1.0		
	Total	158	39.5		
	Total	400	100.0		

Q59_5. How often do companies like your own find themselves obligated to make unofficial payments or contributions to public officials in speeding up judicial processes?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Never	123	30.8	49.6	49.6
	Rarely	21	5.3	8.5	58.1
	Seldom	18	4.5	7.3	65.3
	Half the time	24	6.0	9.7	75.0
	Often	22	5.5	8.9	83.9
	Frequently	20	5.0	8.1	91.9
	Always	20	5.0	8.1	100.0
	Total	248	62.0	100.0	
Missing	Don't know	146	36.5		
	Refused	6	1.5		
	Total	152	38.0		
	Total	400	100.0		

Q59_6. How often do companies like your own find themselves obligated to make unofficial payments or contributions to public officials in obtaining other public services?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Never	92	23.0	37.7	37.7
	Rarely	26	6.5	10.7	48.4
	Seldom	31	7.8	12.7	61.1
	Half the time	61	15.3	25.0	86.1
	Often	18	4.5	7.4	93.4
	Frequently	9	2.3	3.7	97.1
	Always	7	1.8	2.9	100.0
	Total	244	61.0	100.0	
Missing	Not applicable	1	.3		
	Don't know	150	37.5		
	Refused	5	1.3		

ANNEX D: SELECTED FREQUENCIES FOR ENTERPRISE SURVEY

Q59_6. How often do companies like your own find themselves obligated to make unofficial payments or contributions to public officials in obtaining other public services?

	Frequency	Percent	Valid Percent	Cumulative Percent
Total	156	39.0		
Total	400	100.0		

Q60. Sometimes competitors (rival companies) have an unfair advantage by being exempted from regulations, taxes or other requirements. How often did your company experience similar situation?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Never	334	83.5	89.5	89.5
	Rarely	11	2.8	2.9	92.5
	Seldom	9	2.3	2.4	94.9
	Half the time	9	2.3	2.4	97.3
	Often	5	1.3	1.3	98.7
	Frequently	2	.5	.5	99.2
	Always	3	.8	.8	100.0
	Total	373	93.3	100.0	
Missing	Don't know	24	6.0		
	Refused	3	.8		
	Total	27	6.8		
	Total	400	100.0		

Q61_1. To what extent does the following impact business atmosphere in Armenia? Bribes paid to Central Bank Reserve officials to secure that particular interests are favored in bank decisions

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No impact	63	15.8	26.9	26.9
	Insignificant	22	5.5	9.4	36.3
	Somewhat insignificant	46	11.5	19.7	56.0
	Neutral/moderate	35	8.8	15.0	70.9
	Somewhat significant	22	5.5	9.4	80.3
	Significant	29	7.3	12.4	92.7
	Completely significant	17	4.3	7.3	100.0
	Total	234	58.5	100.0	
Missing	Don't know	158	39.5		
	Refused	7	1.8		
	System	1	.3		
	Total	166	41.5		
	Total	400	100.0		

Q61_2. To what extent does the following impact business atmosphere in Armenia? Bribes paid to members of the National Assembly to favor particular interests in laws

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No impact	51	12.8	19.3	19.3
	Insignificant	23	5.8	8.7	28.0
	Somewhat insignificant	33	8.3	12.5	40.5
	Neutral/moderate	24	6.0	9.1	49.6
	Somewhat significant	38	9.5	14.4	64.0
	Significant	61	15.3	23.1	87.1

ANNEX D: SELECTED FREQUENCIES FOR ENTERPRISE SURVEY

Q61_2. To what extent does the following impact business atmosphere in Armenia? Bribes paid to members of the National Assembly to favor particular interests in laws

		Frequency	Percent	Valid Percent	Cumulative Percent
Missing	Completely significant	34	8.5	12.9	100.0
	Total	264	66.0	100.0	
	Don't know	128	32.0		
	Refused	7	1.8		
	System	1	.3		
	Total	136	34.0		
	Total	400	100.0		

Q61_3. To what extent does the following impact business atmosphere in Armenia? Bribes paid to public officials to secure particular interests in presidential and ministerial decisions

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No impact	43	10.8	16.7	16.7
	Insignificant	29	7.3	11.3	28.0
	Somewhat insignificant	36	9.0	14.0	42.0
	Neutral/moderate	30	7.5	11.7	53.7
	Somewhat significant	32	8.0	12.5	66.1
	Significant	58	14.5	22.6	88.7
	Completely significant	29	7.3	11.3	100.0
Missing	Total	257	64.3	100.0	
	Don't know	135	33.8		
	Refused	7	1.8		
	System	1	.3		
	Total	143	35.8		
	Total	400	100.0		

Q61_4. To what extent does the following impact business atmosphere in Armenia? Bribes paid to municipal authorities and Council members to favor particular interests

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No impact	38	9.5	13.6	13.6
	Insignificant	35	8.8	12.5	26.2
	Somewhat insignificant	51	12.8	18.3	44.4
	Neutral/moderate	41	10.3	14.7	59.1
	Somewhat significant	27	6.8	9.7	68.8
	Significant	61	15.3	21.9	90.7
	Completely significant	26	6.5	9.3	100.0
Missing	Total	279	69.8	100.0	
	Don't know	112	28.0		
	Refused	8	2.0		
	System	1	.3		
	Total	121	30.3		
	Total	400	100.0		

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Q61_5. To what extent does the following impact business atmosphere in Armenia? Bribes paid to high judicial authorities for decisions to be taken outside the law and benefit particular interests

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No impact	21	5.3	7.7	7.7
	Insignificant	32	8.0	11.8	19.5
	Somewhat insignificant	31	7.8	11.4	30.9
	Neutral/moderate	36	9.0	13.2	44.1
	Somewhat significant	42	10.5	15.4	59.6
	Significant	65	16.3	23.9	83.5
	Completely significant	45	11.3	16.5	100.0
	Total	272	68.0	100.0	
Missing	Don't know	120	30.0		
	Refused	7	1.8		
	System	1	.3		
	Total	128	32.0		
	Total	400	100.0		

Q62. How often do you think companies like yours make donations as political contributions to a party or movement during an electoral campaign?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Never	259	64.8	76.0	76.0
	Rarely	41	10.3	12.0	88.0
	Seldom	17	4.3	5.0	93.0
	Half the time	15	3.8	4.4	97.4
	Often	4	1.0	1.2	98.5
	Frequently	2	.5	.6	99.1
	Always	3	.8	.9	100.0
	Total	341	85.3	100.0	
Missing	Don't know	56	14.0		
	Refused	2	.5		
	System	1	.3		
	Total	59	14.8		
	Total	400	100.0		

Q63. For your company to become or stay profitable, how important is it to finance political party or candidate's campaigns?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Completely unimportant	280	70.0	73.1	73.1
	Unimportant	35	8.8	9.1	82.2
	Somewhat unimportant	29	7.3	7.6	89.8
	Neutral/Moderate	21	5.3	5.5	95.3
	Somewhat important	10	2.5	2.6	97.9
	Important	5	1.3	1.3	99.2
	Completely important	2	.5	.5	99.7
	97	1	.3	.3	100.0
	Total	383	95.8	100.0	
Missing	Don't know	14	3.5		

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Refused	2	.5
System	1	.3
Total	17	4.3
Total	400	100.0

Q64_1. Has your company contributed campaign funding for the 2008 general presidential elections?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	6	1.5	1.5	1.5
	No	390	97.5	98.5	100.0
	Total	396	99.0	100.0	
Missing	Don't know	3	.8		
	System	1	.3		
	Total	4	1.0		
	Total	400	100.0		

Q64_2. Has your company contributed campaign funding for the 2009 taghapat elections?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	4	1.0	1.0	1.0
	No	392	98.0	99.0	100.0
	Total	396	99.0	100.0	
Missing	Don't know	3	.8		
	System	1	.3		
	Total	4	1.0		
	Total	400	100.0		

Q64_3. Has your company contributed campaign funding for the 2009 mayor elections?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	4	1.0	1.0	1.0
	No	392	98.0	99.0	100.0
	Total	396	99.0	100.0	
Missing	Don't know	3	.8		
	System	1	.3		
	Total	4	1.0		
	Total	400	100.0		

Q65_1. If you could do something against corruption, what would you do?

	Responses		
	N	Percent	Percent of Cases
Other	113	18.9	28.3
Stricter control	51	8.5	15.6
Stricter punishments	105	17.5	32.1
Increased salaries (for public officials)	75	12.5	22.9
Law implementation/improvements	90	15.0	27.5
Ensuring free elections	6	1.0	1.8
Exposure of corrupt persons/structures	17	2.8	5.2
Transparency (in state institutions)	5	0.8	1.5

ANNEX D: SELECTED FREQUENCIES FOR ENTERPRISE SURVEY

Q65_1. If you could do something against corruption, what would you do?

	Responses		
	N	Percent	Percent of Cases
I would not get involved in corrupt acts	18	3.0	5.5
Development of free/non-politicized economy	12	2.0	3.7
Force the upper class to stop their corrupt practices	16	2.7	4.9
Raise general level of education/civic consciousness of the	21	3.5	6.4
Raise/ensure the level of cadres	20	3.3	6.1
Improvement of tax laws	8	1.3	2.4
Nothing	25	4.2	7.6
Creation of new jobs	6	1.0	1.8
Change of the state apparatus	11	1.8	3.4
Total	599	100.0	183.2

Q66. Mention 3 entities, public, private and community-based which you believe could head strategies in the fight against corruption?

	Responses		
	N	Percent	Percent of Cases
Other	75	16.3	26.7
The Government	104	22.6	37.0
National Assembly	46	1.0	16.4
The President	39	8.5	13.9
President's Office	26	5.6	9.3
Ministry of Justice	10	2.2	3.6
Police	21	4.6	7.5
National Security Service	12	2.6	4.3
Prosecutor General's Office/Courts	41	8.9	14.6
None	34	7.4	12.1
NGOs	13	2.8	4.6
Ombudsmen	6	1.3	2.1
Ministry of internal affairs	10	2.2	3.6
The Prime Minister(The Prime Mister's Office)	9	2.0	3.2
Municipalities	9	2.0	3.2
Tax and custom services	6	1.3	2.1
Total	461	100.0	164.0

Q67. Do you know of any Non-Governmental Organizations (NGOs) that are active in the domain of fighting corruption Armenia?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	46	11.5	11.7	11.7
	No	340	85.0	86.7	98.5
	Don't know what an NGO is	6	1.5	1.5	100.0
	Total	392	98.0	100.0	
Missing	Don't know	7	1.8		
	System	1	.3		

ANNEX D: SELECTED FREQUENCIES FOR ENTERPRISE SURVEY

Total	8	2.0
Total	400	100.0

Q68. Please name any NGOs that you are familiar with that are active in anti-corruption activities in Armenia.

	Responses		
	N	Percent	Percent of Cases
IFES	1	2.3	2.9
TI	8	18.6	23.5
FOICA	2	4.7	5.9
YEREVAN PRESS CLUB	5	11.6	14.7
AYLA	7	16.3	20.6
Other	5	11.6	14.7
Achilles	6	14.0	17.6
Helsinki Committee	5	11.6	14.7
Consumers' Rights Defense	1	2.3	2.9
Asperez Club	2	4.7	5.9
Hotline	1	2.3	2.9
Total	43	100.0	126.5

Q69. Do you agree or disagree that NGOs are capable of combating corruption in Armenia?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly agree	29	7.3	7.7	7.7
	Somewhat agree	110	27.5	29.1	36.8
	Somewhat disagree	122	30.5	32.3	69.0
	Strongly disagree	117	29.3	31.0	100.0
	Total	378	94.5	100.0	
Missing	Don't know	14	3.5		
	Refused	1	.3		
	System	7	1.8		
	Total	22	5.5		
Total		400	100.0		

Q70. Are you aware of any anti-corruption measures being taken by the Government of Armenia?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	198	49.5	50.1	50.1
	No	197	49.3	49.9	100.0
	Total	395	98.8	100.0	
Missing	Don't know	3	.8		
	Refused	1	.3		
	System	1	.3		
	Total	5	1.3		
Total		400	100.0		

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Q71. How effective or ineffective is the Government's fight against corruption in Armenia?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very effective	11	2.8	5.7	5.7
	Somewhat effective	66	16.5	34.4	40.1
	Somewhat ineffective	62	15.5	32.3	72.4
	Very ineffective	53	13.3	27.6	100.0
	Total	192	48.0	100.0	
Missing	Don't know	6	1.5		
	Refused	1	.3		
	System	201	50.3		
	Total	208	52.0		
	Total	400	100.0		

Q72 List concrete actions you can personally undertake to help combat corruption.

	Responses		Percent of Cases
	N	Percent	
Abstain from paying bribes for public services	159	32.5	41.7
Refuse work-related favors to officials/their relatives	31	6.3	8.1
Report corrupt public officials to NGO anticorruption center	9	1.8	2.4
Report corrupt officials to competent authorities	11	2.2	2.9
File a lawsuit against the corrupt official	29	5.9	7.6
Participate in awareness campaigns against corruption	20	4.1	5.2
Participate/support anticorruption educational campaign	24	4.9	6.3
There is nothing I can do	188	38.4	49.3
Other	10	2.0	2.6
Don't get involved in corrupt actions	6	1.2	1.6
Tell others not to get involved in corrupt actions	2	.4	.5
Total	489	100.0	128.3

Q73. In what year did this company begin operations?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1936-1990	22	5.5	5.5	5.5
	1991-1995	29	9.8	9.8	15.3
	1996-2000	98	24.5	24.6	39.8
	2001-2009	240	60.0	60.2	100.0
	Total	399	99.8	100.0	
Missing	System	1	.3		
	Total	400	100.0		

Q74. Where are the headquarters (main address) of your company located?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Armenia/Yerevan	231	57.8	57.9	57.9
	Armenia/regions	163	40.8	40.9	98.7
	Outside of Armenia	5	1.3	1.3	100.0
	Total	399	99.8	100.0	

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Missing	System	1	.3
	Total	400	100.0

Q75_main. What is this company's main activity sector?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Commerce	169	42.3	42.4	42.4
	Industry	56	14.0	14.0	56.4
	Services	129	32.3	32.3	88.7
	Mining	4	1.0	1.0	89.7
	Construction works	9	2.3	2.3	92.0
	Other	32	8.0	8.0	100.0
	Total	399	99.8	100.0	
Missing	System	1	.3		
	Total	400	100.0		

Q75_1s. Secondary activity sector

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Commerce	26	6.5	32.1	32.1
	Industry	14	3.5	17.3	49.4
	Services	32	8.0	39.5	88.9
	Construction works	1	.3	1.2	90.1
	Other	8	2.0	9.9	100.0
	Total	81	20.3	100.0	
Missing	Refuse to answer	1	.3		
	System	318	79.5		
	Total	319	79.8		
	Total	400	100.0		

Q75_2s. Secondary activity sector

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Services	3	.8	75.0	75.0
	Mining	1	.3	25.0	100.0
	Total	4	1.0	100.0	
Missing	System	396	99.0		
	Total	400	100.0		

Q76. Approximately what was the total income of your company last year (2008) in AMD?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not applicable	13	3.3	7.8	7.8
	0	25	6.2	16.2	16.2
	200-5.000	16	4.0	10.4	26.6
	30.000-130.000	8	2.0	5.2	31.8
	250.000-1,000.000	25	6.2	16.2	48.1
	1,500.000-9,500.000	37	9.2	24.0	72.1
	10,000.000-90,000.000	30	7.5	19.5	91.6
	100,000.000 and above	13	3.2	8.4	100

ANNEX D: SELECTED FREQUENCIES FOR ENTERPRISE SURVEY

Q76. Approximately what was the total income of your company last year (2008) in AMD?

		Frequency	Percent	Valid Percent	Cumulative Percent
	Total	166	41.5	100.0	
Missing	Refuse to answer	134	33.5		
	Don't know	99	24.8		
	System	1	.3		
	Total	234	58.5		
	Total	400	100.0		

Q77_1. Give an approximate percentage of shares owned by your family and yourself

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	0	122	30.5	31.4	31.4
	1-25	14	3.5	3.6	35.1
	26-50	30	7.5	7.7	42.8
	51-98	13	3.2	3.4	46.1
	100	208	52.2	53.9	100.0
	Total	388	97.0	100.0	
Missing	Refuse to answer	9	2.3		
	Don't know	2	.5		
	System	1	.3		
	Total	12	3.0		
	Total	400	100.0		

Q77_2. Give an approximate percentage of shares owned by the State (Central government or state-owned company)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	0	385	96.3	99.0	99.0
	15	1	.3	.3	99.2
	20	1	.3	.3	99.5
	100	2	.5	.5	100.0
	Total	389	97.3	100.0	
Missing	Refuse to answer	10	2.5		
	System	1	.3		
	Total	11	2.8		
Total	400	100.0			

Q77_3. Give an approximate percentage of shares owned by the Local Government

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	0	389	97.3	100.0	100.0
Missing	Refuse to answer	10	2.5		
	System	1	.3		
	Total	11	2.8		
Total	400	100.0			

Q77_4. Give an approximate percentage of shares owned by the Workers and their families

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	0	346	86.5	88.9	88.9
	1-25	9	2.2	2.3	91.3

ANNEX D: SELECTED FREQUENCIES FOR ENTERPRISE SURVEY

Q77_4. Give an approximate percentage of shares owned by the Workers and their families

		Frequency	Percent	Valid Percent	Cumulative Percent
	28-50	16	4.0	4.1	95.4
	70-99	9	2.2	2.3	97.7
	100	9	2.2	2.3	100.0
	Total	389	97.3	100.0	
Missing	Refuse to answer	10	2.5		
	System	1	.3		
	Total	11	2.8		
	Total	400	100.0		

Q77_5. Give an approximate percentage of shares owned by the Foreign investors

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	0	364	91.0	93.6	93.6
	20-50	8	2.0	2.1	95.6
	80-99	4	1.0	1.0	96.7
	100	13	3.3	3.3	100.0
	Total	389	97.3	100.0	
Missing	Refuse to answer	10	2.5		
	System	1	.3		
	Total	11	2.8		
	Total	400	100.0		

Q77_6. Give an approximate percentage of shares owned by the National investors self

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	0	272	68.0	69.6	69.6
	3-40	7	1.8	1.8	71.4
	50-95	21	5.2	5.4	76.7
	100	91	22.8	23.3	100.0
	Total	389	97.3	100.0	
Missing	Refuse to answer	10	2.5		
	System	1	.3		
	Total	11	2.8		
	Total	400	100.0		

Q78_1. Approximately how many fulltime employees does your company have currently?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	0	5	1.2	1.3	1.3
	1-10	288	72.0	72.7	74.0
	11-40	73	18.2	18.4	92.4
	41-73	16	4.0	4.0	96.5
	100-650	14	3.5	3.5	100.0
	Total	396	99.0	100.0	
Missing	Refuse to answer	2	.5		
	Don't remember	1	.3		
	System	1	.3		
	Total	4	1.0		

ANNEX D: SELECTED FREQUENCIES FOR ENTERPRISE SURVEY

Q78_1. Approximately how many fulltime employees does your company have currently?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	0	5	1.2	1.3	1.3
	1-10	288	72.0	72.7	74.0
	11-40	73	18.2	18.4	92.4
	41-73	16	4.0	4.0	96.5
	100-650	14	3.5	3.5	100.0
	Total	396	99.0	100.0	
Missing	Refuse to answer	2	.5		
	Don't remember	1	.3		
	System	1	.3		
	Total	4	1.0		
	Total	400	100.0		

Q78_2. Approximately how many fulltime employees did your company have 24 months ago?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	0	4	1.0	1.2	1.2
	1-10	248	62.0	1.2	74.8
	11-45	60	15.0	73.6	92.6
	50-98	12	3.0	17.8	96.1
	100-700	13	3.2	3.6	100.0
	Total	336	84.0	100.0	
Missing	Refuse to answer	2	.5		
	Don't remember	5	1.3		
	Not applicable	56	14.0		
	System	1	.3		
	Total	64	16.0		
	Total	400	100.0		

Q80. What percentage of your company's employees has worked in the public sector? (approximately)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Nothing (0%)	299	74.8	75.9	75.9
	Up to 5%	62	15.5	15.7	91.6
	6 to 10%	6	1.5	1.5	93.1
	11 to 25%	4	1.0	1.0	94.2
	26 to 50%	6	1.5	1.5	95.7
	Over 50%	17	4.3	4.3	100.0
	Total	394	98.5	100.0	
Missing	DK	5	1.3		
	System	1	.3		
	Total	6	1.5		
	Total	400	100.0		

Q81_1. What type of annual growth or decline do you expect for your company over the next 12 months? (IF growth, positive change, if decline - negative change)

		Frequency	Percent	Valid Percent	Cumulative Percent
	-110(-50)	135	38.8	33.8	33.8

ANNEX D: SELECTED FREQUENCIES FOR ENTERPRISE SURVEY

Q81_1. What type of annual growth or decline do you expect for your company over the next 12 months? (IF growth, positive change, if decline - negative change)

		Frequency	Percent	Valid Percent	Cumulative Percent
	-45-(-3)	73	18.3	18.3	52.1
	0	51	12.8	12.8	64.9
	2-20	115	28.8	28.8	93.7
	25-50	17	4.3	4.3	98.0
	60-100	7	1.8	1.8	99.7
	101 and above	1	0.3	0.3	100.0
Missing	Refuse to answer	5	1.3		
	Don't know	101	25.3		
	System	1	.3		
	Total	107	26.8		
	Total	400	100.0		

Q81_2. What type of annual growth or decline do you expect for your company over the next 24 months? (IF growth, positive change, if decline - negative change)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	-100-(-50)	159	39.8	41.1	41.1
	-40-(-2)	39	9.8	10.1	51.2
	0	39	9.8	10.1	61.2
	3-24	104	26.0	26.9	88.1
	25-50	40	10.0	10.3	98.4
	60-100	6	1.5	1.6	100.0
	Total	255	63.8	100.0	
Missing	Refuse to answer	5	1.3		
	Don't know	127	31.8		
	System	13	3.3		
	Total	145	36.3		
	Total	400	100.0		

Q82_1. Did your company receive direct subsidies during last 12 months?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	6	1.5	1.5	1.5
	No	388	97.0	98.5	100.0
	Total	394	98.5	100.0	
Missing	Don't know	5	1.3		
	System	1	.3		
	Total	6	1.5		
	Total	400	100.0		

Q82_2. Did your company receive Tax agreements during last 12 months?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	42	10.5	10.7	10.7
	No	349	87.3	89.3	100.0
	Total	391	97.8	100.0	
Missing	Don't know	8	2.0		
	System	1	.3		

ANNEX D: SELECTED FREQUENCIES FOR ENTERPRISE SURVEY

Total	9	2.3
Total	400	100.0

Q82_3. Did your company receive Bank loans at interest rates below market rates during last 12 months?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	51	12.8	12.9	12.9
	No	344	86.0	87.1	100.0
	Total	395	98.8	100.0	
Missing	Don't know	4	1.0		
	System	1	.3		
	Total	5	1.3		
	Total	400	100.0		

Q83. Has your company received any type of credit since 2005?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	150	37.5	38.3	38.3
	No	242	60.5	61.7	100.0
	Total	392	98.0	100.0	
Missing	Don't know	7	1.8		
	System	1	.3		
	Total	8	2.0		
	Total	400	100.0		

Q84. What type of entity granted the credit?

		Responses		
		N	Percent	Percent of Cases
	Private banks	134	88.7	90.5
	State banks	11	7.3	7.4
	Private resources	6	4.0	4.1
Total		151	100.0	102.0

Q85. During the last 24 months, did your company request a banking loan?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	170	42.5	43.1	43.1
	No	224	56.0	56.9	100.0
	Total	394	98.5	100.0	
Missing	Don't know	5	1.3		
	System	1	.3		
	Total	6	1.5		
	Total	400	100.0		

Q86. Can you tell me if your company already received the loan?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Received	130	32.5	76.9	76.9
	Still waiting for an answer	12	3.0	7.1	84.0
	Refused	27	6.8	16.0	100.0
	Total	169	42.3	100.0	

ANNEX D: SELECTED FREQUENCIES FOR ENTERPRISE SURVEY

Missing	Don't know	1	.3
	System	230	57.5
	Total	231	57.8
	Total	400	100.0

Q87. During the last 24 months, has your company made a large investment in land, construction, machinery or equipment?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	102	25.5	25.6	25.6
	No	296	74.0	74.4	100.0
	Total	398	99.5	100.0	
Missing	Don't know	1	.3		
	System	1	.3		
	Total	2	.5		
	Total	400	100.0		

Q88. During the last 24 months, has your company planned to make a large investment in land, construction, machinery or equipment?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	42	10.5	14.2	14.2
	No	253	63.3	85.8	100.0
	Total	295	73.8	100.0	
Missing	Don't know	2	.5		
	System	103	25.8		
	Total	105	26.3		
	Total	400	100.0		

Q90. Does your company engage in international business operations on a daily basis?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	94	23.5	24.0	24.0
	No	297	74.3	76.0	100.0
	Total	391	97.8	100.0	
Missing	Don't know	8	2.0		
	System	1	.3		
	Total	9	2.3		
	Total	400	100.0		

Q91. Has your company been penalized ((sanctioned)) by the State Tax Authority during the last 24 months?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	138	34.5	35.1	35.1
	No	255	63.8	64.9	100.0
	Total	393	98.3	100.0	
Missing	Don't know	4	1.0		
	Refused	2	.5		
	System	1	.3		
	Total	7	1.8		
	Total	400	100.0		

ANNEX D: SELECTED FREQUENCIES FOR ENTERPRISE SURVEY

Q92. Can you tell me if the company filed an appeal to that penalty (sanction)?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	18	4.5	13.1	13.1
	No	119	29.8	86.9	100.0
	Total	137	34.3	100.0	
Missing	System	263	65.8		
	Total	400	100.0		

D1. Gender

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Male	285	71.3	71.3	71.3
	Female	115	28.8	28.8	100.0
	Total	400	100.0	100.0	

D4. What is your current level of completed education?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Incomplete secondary	1	.3	.3	.3
	Secondary	40	10.0	10.0	10.3
	Incomplete secondary technical	9	2.3	2.3	12.5
	Secondary technical	61	15.3	15.3	27.8
	Higher education (Diploma/Masters degree)	276	69.0	69.0	96.8
	Candidate/ Doctorate	13	3.3	3.3	100.0
	Total	400	100.0	100.0	

D5_1. Have you ever studied in Russia?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	30	7.5	8.5	8.5
	No	323	80.8	91.5	100.0
	Total	353	88.3	100.0	
Missing	System	47	11.8		
	Total	400	100.0		

D5_2. Have you ever studied in Former Soviet Union?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	9	2.3	2.5	2.5
	No	344	86.0	97.5	100.0
	Total	353	88.3	100.0	
Missing	System	47	11.8		
	Total	400	100.0		

D5_3. Have you ever studied in Europe?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	8	2.0	2.3	2.3
	No	345	86.3	97.7	100.0
	Total	353	88.3	100.0	

ANNEX D: SELECTED FREQUENCIES FOR ENTERPRISE SURVEY

Missing	System	47	11.8
	Total	400	100.0

D5_4. Have you ever studied in USA?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	7	1.8	2.0	2.0
	No	346	86.5	98.0	100.0
	Total	353	88.3	100.0	
Missing	System	47	11.8		
	Total	400	100.0		

D5_5. Have you ever studied in other country?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	6	1.5	1.8	1.8
	No	334	83.5	98.2	100.0
	Total	340	85.0	100.0	
Missing	System	60	15.0		
	Total	400	100.0		

D6. What's your professional sphere?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Science and technology, engineering	133	33.3	37.8	37.8
	Economy, administration	113	28.3	32.1	69.9
	Humanities	69	17.3	19.6	89.5
	Other	19	4.8	5.4	94.9
	Service	18	4.5	5.1	100.0
	Total	352	88.0	100.0	
Missing	Refuse to answer	1	.3		
	System	47	11.8		
	Total	48	12.0		
	Total	400	100.0		

D7. Have you ever taken part in business trainings?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	121	30.3	30.3	30.3
	No	279	69.8	69.8	100.0
	Total	400	100.0	100.0	

ANNEX D: SELECTED FREQUENCIES FOR ENTERPRISE SURVEY

D8. What position do you occupy in the company?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Owner	204	51.0	51.0	51.0
	General Manager / General Director	110	27.5	27.5	78.5
	Finance Manager / Director	36	9.0	9.0	87.5
	Human Resources Manager / Chief of Staff	26	6.5	6.5	94.0
	Chief of Department / Chief of Unit	5	1.3	1.3	95.3
	Other	19	4.8	4.8	100.0
	Total	400	100.0	100.0	

D9. Please indicate how many employees are you supervising?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Under 5	236	59.0	59.1	59.1
	Between 6 and 19	122	30.5	30.6	89.7
	Between 20 to 49	23	5.8	5.8	95.5
	Between 50 to 99	7	1.8	1.8	97.2
	Between 100 to 149	8	2.0	2.0	99.2
	Between 150 to 199	1	.3	.3	99.5
	200 and up	2	.5	.5	100.0
	Total	399	99.8	100.0	
Missing	Refuse to answer	1	.3		
	Total	400	100.0		

D10. Have you ever been appointed to fill a position in the public administration?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	99	24.8	24.8	24.8
	No	301	75.3	75.3	100.0
	Total	400	100.0	100.0	

D11. Have you ever worked in the public sector?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	165	41.3	41.4	41.4
	No	234	58.5	58.6	100.0
	Total	399	99.8	100.0	
Missing	Refuse to answer	1	.3		
	Total	400	100.0		