M-1. Household identification number: __ __ __ __ __ __ __ __ __ __
Marz **Cluster** **HH ID**

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

M-3. Marz

01. Yerevan	04. Armavir	07. Kotayk	10. Vayots Dzor
02. Aragatsotn	05. Gegharqunik	08. Shirak	11. Tavush
03. Ararat	06. Lori	09. Syunik	

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

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

M-5. Urban/Rural Residence 1. Yerevan 2. Other Urban 3. Rural

M-6. Interviewer Code |___|___|___|___|
Sup. **Int.**

INTERVIEWER! Begin Sampling Procedure HERE:

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

1.1. If the HH address is found and there are inhabitants, move to "2"
1.2. If the HH address is found but nobody is there, ask neighbours if the householed is permanently inhabited. If it is, clarify when the the HH members will be present and make another visit (later during the same day - in rural areas, and on any other day during the fieldwork – in urban areas) .
1.3. If there are no permament inhabitants in the address, make a respective note in "M-10" and move to the next household.

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

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

2.1. If the HH agrees to participate in the survey, move to "3"
2.2. If the HH refuses to participate in the survey, make a respective note in "M-10" and move to the next household.

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

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

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

4.1. If the designated respondent is at home and agrees to be interviewed, complete M-7, M-8 and M-9 and move to the main questionnaire.
4.2. If the designated respondent is at home and refuses the interview or another family member blocks the interview, politely leave the house and go to the next appropriate house or apartment on that route.

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

Day _____ Hour (using 24 hour clock) _____

M-7. Interview Completed on the…

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

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

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

(Record Time Began starting with Q-1)

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

1. Address was not found

2. Dwelling uninhabited

3. Household inaccessible

4. Household refused to be interviewed

5. Respondent unavailable

6. Respondent refused to be interviewed

7. Respondent is unable to respond

8. Impossibility of interview in Armenian

9. Respondent is unable to respond (sickness, old age ets.)

10. No adult in the HH

Date: _____ ***Time: _____***

Armenia Household Corruption Survey
Novemeber 2010

M-1. Respondent identification number/ID |__|__| |__|__|__|__|__| |__|__|__|

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

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

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

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

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

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

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

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

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

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

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

1. Unemployment
2. Poverty
3. Political Instability
4. Poor healthcare system / health services
5. Poor infrastructure
6. Problems with education system
7. Problems with pension system
8. Inflation/ High prices
9. Emigration
10. General economic problems
11. Conflict / dispute over Nagorno Karabakh
12. Corruption
13. Clashes between government and opposition
14. Crime

15. Relationship with neighboring countries (except Karabakh issue)
16. Low income/salaries
17. Other, specify……*[Record verbatim]*
98. *(Don't know)*
99. *(Refused)*

Q5. In your opinion, how serious of a problem is corruption in Armenia? [*Read the options]*
1. Very serious
2. Somewhat serious
3. Not too serious
4. Not at all serious
5. *(Corruption does not exist)* *[Volunteered; Do not read]*
98. *(Don't know)*
99. *(Refused)*

Corruption: Now let's talk about corruption.

Q6. Do you agree with the statement that citizens of Armenia consider corruption as a fact of life? *[Read the options]*
1. Yes, to a great extent
2. Yes, to some extent
3. No, to a very limited extent
4. No, not at all
98. *(Don't know)*
99. *(Refused)*

Q7. How would you compare the level of corruption in Armenia today with the level of corruption a year ago? Is the current level of corruption ... *[Read the options]*
1. Much higher than last year
2. Somewhat higher than last year
3. About the same as last year
4. Somewhat lower than last year
5. Much lower than last year
98. *(Don't know)*
99. *(Refused)*

Q8. To what extent do you think corruption can be reduced in Armenia? **[Show Card Q8]**
1. Corruption cannot be reduced at all
2. Corruption can be reduced to a certain degree
3. Corruption can be substantially reduced
4. Corruption can be completely eradicated
98. *(Don't know)*
99. *(Refused)*

Q9. Now I am going to read out a list of institutions and offices in Armenia. Using the card, please give me your opinion on the level of involvement of each of them in corruption? **[Show Card Q9]**	Corrupt to a great extent	Corrupt to some extent	Corrupt to a very limited extent	Not corrupt at all	*(DK)*	*(Refused)*
1. The Office of the President	1	2	3	4	98	99
2. The Government staff	1	2	3	4	98	99
3. The Ministries	1	2	3	4	98	99
4. Regional Government Bodies (Marzpetarans)	1	2	3	4	98	99
5. Yerevan City Hall	1	2	3	4	98	99

6. Local self-government bodies (municipalities, neighboring and village communities)	1	2	3	4	98	99
7. National Assembly	1	2	3	4	98	99
8. Civil Service Council	1	2	3	4	98	99
9. Public Services Regulatory Commission	1	2	3	4	98	99
10. The Prosecution	1	2	3	4	98	99
11. Courts	1	2	3	4	98	99
12. Law enforcement institutions	1	2	3	4	98	99
13. Human Rights Defender	1	2	3	4	98	99
14. Electoral Commission	1	2	3	4	98	99

Q10. I am now going to read out a list of sectors and services in Armenia. Please give me your opinion on how common or rare you think corruption is in each of these sectors and services. **[Show Card Q10]**	Very common	Somewhat common	Somewhat rare	Not common or non existent	*(DK)*	*(Refused)*
1. Healthcare (policlinics, hospitals, etc.)	1	2	3	4	98	99
2. Education (kindergartens, schools, universities, etc.)	1	2	3	4	98	99
3. State Registrar (registration of private companies, NGOs, etc.)	1	2	3	4	98	99
4. Court Decisions Enforcement Office (Office of the Court)	1	2	3	4	98	99
5. Military (army)	1	2	3	4	98	99
6. Electoral system/processes (Electoral commissions, voter lists, ballot counting, party and individual candidates, pre-election campaigns, etc)	1	2	3	4	98	99
7. Customs authorities	1	2	3	4	98	99
8. Tax service	1	2	3	4	98	99
9. Licenses/certificates/permits issuing	1	2	3	4	98	99
10. Traffic police	1	2	3	4	98	99
11. Police (excluding traffic police)	1	2	3	4	98	99
12. Cadastre	1	2	3	4	98	99
13. Notary services	1	2	3	4	98	99
14. Social security (pensions, welfare, etc.)	1	2	3	4	98	99
15. Communication (phone, internet providers, etc.)	1	2	3	4	98	99
16. Utilities (water, gas, electricity, etc.)	1	2	3	4	98	99
17. Municipal services (garbage collection, issuing permits, etc.)	1	2	3	4	98	99
18. Urban development (land use permits, construction, etc.)	1	2	3	4	98	99
19. Business sector	1	2	3	4	98	99
20. Mass media (TV companies, radio, newspapers, etc.)	1	2	3	4	98	99
21. Political parties	1	2	3	4	98	99
22. NGOs	1	2	3	4	98	99
23. Church	1	2	3	4	98	99

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

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

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

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]*

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

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

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

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

1. Personal experience (you have had to provide cash, gifts, or favor)
2. Talk with relatives or family
3. Talk with friends and acquaintances
4. Information about corruption given by NGOs (corruption awareness)
5. Information provided by the media (TV, radio, newspapers, internet, etc…)
6. Other, please specify……*[Record verbatim]*

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

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

Q15. *Now,* I will show you a list of TV channels, radio stations, newspapers and websites that people here can use to learn about political and economic developments in Armenia. **[Show Card Q15]** Are there any other media sources not listed here that you use regularly for information on political and economic developments? *[Accept up to 3"other" responses but do not prompt for more than 1; write name of media source in the "other" rows and ask Q15B.]*	**Q15A.** Have you used this media source in past 12 months? *[Circle "1" for all "yes" responses]*	*[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?				**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]*
	Yes	**Yesterday**	**Last 7 days**	**Last 4 weeks**	**Less frequently**	
1. **H1 National Television**	1	1	2	3	4	1.
2. **Yerkir Media**	1	1	2	3	4	2.
3. **Shant TV**	1	1	2	3	4	3.
4. **Armenia TV**	1	1	2	3	4	4.
5. **H2**	1	1	2	3	4	5.
6. **ALM TV**	1	1	2	3	4	6.
7. **Kentron TV**	1	1	2	3	4	7.
8. **RTR**	1	1	2	3	4	8.
9. **ORT**	1	1	2	3	4	9.
10. **Public Radio of Armenia**	1	1	2	3	4	10.
11. **Radio Liberty/Azatutiun Radiokayan**	1	1	2	3	4	11.
12. **Radio Hay FM**	1	1	2	3	4	12.
13. **Chorord Ishkhanutiun**	1	1	2	3	4	13.
14. **Aravot**	1	1	2	3	4	14.
15. **Azg**	1	1	2	3	4	15.
16. **Hayots Ashkharh**	1	1	2	3	4	16.
17. **Haykakan Zhamanak**	1	1	2	3	4	17.
18. **Yerkir**	1	1	2	3	4	18.
19. **Hayastani Hanrapetutiun**	1	1	2	3	4	19.
20. **Golos Armenii**	1	1	2	3	4	20.
21. **Iravunk**	1	1	2	3	4	21.
22. *[Ask in regions only]* Regional (local) TV	1	1	2	3	4	22.
23. *[Ask in regions only]* Regional (local) Newspaper	1	1	2	3	4	23.
24. **www.a1plus.am**	1	1	2	3	4	24.
25. Other internet news site	1	1	2	3	4	25.
26. Other, ……..*[Record]*	1	1	2	3	4	26.
27. Other, ……*[Record]*	1	1	2	3	4	27.
28. Other, ……*[Record]*	1	1	2	3	4	28.
97. Do not trust any source						97

Q16. I will now read to you a few types of actions. For each of these actions, please tell me if according to your understanding you think this action represents or does not represent corruption.	Yes	No	*(DK)*	*(Refused)*
1. Giving cash to a police officer to avoid revoking your driving license	1	0	98	99
2. Giving a gift to a doctor to grant you special care of you	1	0	98	99
3. A public official helping a relative get accepted into a university	1	0	98	99
4. Picking flowers or fruit from a neighbor's garden without permission	1	0	98	99
5. Using connections to exempt someone close to you from military service	1	0	98	99
6. Paying a judge to achieve favorable treatment	1	0	98	99
7. A student or a student's parent giving a professor a gift on the day of exams	1	0	98	99
8. Making small unofficial payments for delivery of pensions	1	0	98	99
9. A public official recommending a relative for a position in a ministry	1	0	98	99
10. Using an office car by a government employee for private purposes	1	0	98	99
11. Abuse of official position for private business purposes	1	0	98	99

Q17. To the best of your knowledge, which of the following is most often the case when someone ends up paying a bribe to a governmental employee? *[Read response options and accept only one response]*

1. A government employee indicates or asks for payment.
2. The household offers a payment of its own accord.
3. It is known beforehand how to pay and *how much to pay, so it is not discussed.*
4. *Other,* specify……*[Record answer verbatim]*

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

Q18. If someone has paid a bribe to governmental employee in order to obtain a service or to resolve a problem, how certain it is that the service is obtained or the problem resolved? *[Read response options and accept only one response]*

1. Very certain
2. Fairly certain
3. Somewhat uncertain
4. Extremely uncertain

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

Q19. I will now read you some possible motives behind corrupt practices. In your opinion, which of the following are the main motives behind corrupt practices? I am referring to the main reasons that people who participate in corrupt acts use to justify their actions. *[**Show Card Q19** and read the options/; Multiple responses allowed; Accept up to three responses]*

1. There is no other way to get things done
2. To avoid punishment/sanctions
3. To avoid higher official payments
4. To speed up the processes/procedures
5. To be treated (served) appropriately
6. To get preferential treatment/privileges
7. To have alternative source of income
8. The practice of obligatory (illegal) "payments" to supervisors
9. Other, specify……*[Record answer verbatim]*

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

Personal Experience

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

Q20. How would you react if you were offered to take a bribe (money, gift, asked for an exchange of favor, etc.)? Would you take it or would you not take it?

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

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

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

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

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

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

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

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

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

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

1. Because there is a high risk to be punished
2. Because it is unacceptable for me
3. Because I will try to resolve the issue through legal means
4. Because I have no money/means
5. Other, specify……*[Record answer verbatim]*

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

Q26, Q27, Q28, Q29. [Show card Q26-29] In the last 12 months, have you or anyone in your household, had contact with these institutions? If yes, did you have to make extra contributions? What was the amount of your contribution? *[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=0, DK=98, RA=99 then end]*	**Q27.** If contacted, asked to pay bribe? *[If Yes=1, go to Q28, if No=0, DK=98, RA=99 then end]*	If paid bribe, then how much? Interviewer: if DK and RA, use codes 98 & 99 in a circle	
			Q28. *Amount paid last time DK=98, RA=99*	***Q29.*** *Total amount paid during past 12 months DK=98, RA=99*
1. State-guaranteed free birth assistance				
2. Healthcare, except state guaranteed free birth assistance				
3. Education (kindergartens, schools, universities, etc.)				
4. State Registrar (registration of private companies, NGOs, etc.)				
5. Military (army)				
6. The Prosecution)				
7. Courts				
8. Court Decisions Enforcement Office (Office of the Court)				
9. Customs authorities				
10. Tax service				
11. licenses/certificates/permits issuer				
12. Traffic police				
13. Police (excluding traffic police)				
14. Cadastre				
15. Notary services				
16. Social security (pensions, welfare, etc.)				
17. Communication (phone, internet providers, etc.)				
18. Utilities (water, gas, electricity, etc.)				

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

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

1. Primary healthcare facility (policlinic, ambulatory and health posts, rural health center)
2. Secondary or tertiary care facilities (clinics, hospitals) *[Go to Q32]*

98 Don't know) [Go to Q32]
99 (Refused) [Go to Q32]

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

1. Medical consultation
2. Laboratory and diagnostic services
3. Receipt of free of charge drugs, if recipient is eligible
4. Treatment

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

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

1. Yes
0. No

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

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

Individual Behavior *[ASK ALL]*

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

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

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

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

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

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

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

Q37. Some people in Armenia are reluctant to report corrupt actions because of various reasons. I will list some of these possible reasons; please tell me which of the following you personally consider as a reason for not reporting corruption to the relevant authorities. [Read the options]	Yes	No	*(DK)*	*(Refused)*
1. Those who report corruption will be subject to retribution/retaliation	1	0	98	99
2. No actions will be taken even if corruption is reported.	1	0	98	99
3. It is not worth reporting corruption if I am not personally hurt by it.	1	0	98	99
4. Most people who commit corruption only do so because of economic hardship.	1	0	98	99

5. Our society does not reward those who report corruption.	1	0	98	99

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

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

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

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

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

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

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

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

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

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

[ASK ALL]

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

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

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

Q46. Please name any NGOs that you are familiar with that are active in anti-corruption activities in Armenia.

[Multiple response; Do not read response options]

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

[ASK Q47 IF Q45≠ 3]

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

1. Strongly agree
2. Somewhat agree
3. Somewhat disagree
4. Strongly disagree

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

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

Q48B. *[ASK Q48B if Q48A = 1]* Why? *[Open-ended; DO NOT READ pre-coded response options; Mark category that most closely reflects the respondent's answer; If answer not listed, record response in category "other"]*
1. Hope/expectation of assistance 2. To protect my rights 3. To reduce/eliminate corruption 4. …… *[Record verbatim]*
98. *(Don't know)*
99. *(Refused)*

Q48C. *[ASK Q48C if Q48A = 2]* Why not? *[Open-ended; DO NOT READ pre-coded response options; Mark category that most closely reflects the respondent's answer; If answer not listed, record response in category "other"]*
1. I don't think they can help (it's pointless) 2. I don't trust them 3. …… *[Record verbatim]*
98. *(Don't know)*
99. *(Refused)*

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

1. Information about citizens' rights in the area of corruption
2. Information about citizens' obligations in the area of corruption
3. Information about anticorruption legislation
4. Information about institutions you may complain about officials' corrupt behavior
5. Free legal advice to formulate your corruption complaint
6. Free legal support in collecting information and evidence related to corruption cases
7. Free legal support in development and submission of corruption case documents
8. Free representation in court
9. Anticorruption awareness activities
10. Anticorruption education activities
11. If other, please specify……..…

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

[ASK ALL]

Q50. Are you aware of the following public agencies?	**Q50A.** Aware?	*[ASK IF Q50A = 1]* **Q50B.** How effective has this agency *[Read from list]* been in fighting corruption?

[Show Card Q50A-50B]	Yes	No	Very effective	S/w effective	S/w ineffective	Completely ineffective	*(DK)*	*(Refused)*
1. Anti-Corruption Strategy Monitoring Commission	1	0	1	2	3	4	98	99
2. Human Rights Defender	1	0	1	2	3	4	98	99
3. Chamber of Control	1	0	1	2	3	4	98	99

Q51.
Q51A. Are you aware of any organizations providing free legal advice on corruption cases in your Marz/district (if from Yerevan)?

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

[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. Helsinki Association
5. Other, please specify……
98. *(Don't know)*
99. *(Refused)*

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

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

[ASK Q53 IF Q52=1]
Q53.Which of the following, if any, do you know about Advocacy and Assistance Centers (AAC)?

Do you know about…	Yes	No	*(Don't know)*	*(Refused)*
1. AAC's role	1	0	98	99
2. How to utilize AAC	1	0	98	99
3. Services that AAC provides	1	0	98	99

Government Action *[ASK ALL]*

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

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

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

[ASK Q55 IF Q54 = 1]

Q55. Now, I will show you a list of Government of Armenia anti-corruption measures. For each one, please tell me if you are aware of it or not. ***[Show Card Q55]***	Yes	No	*(Don't know)*	*(Refused)*
1. Anticorruption Strategy	1	0	98	99
2. Ministry of Health Hotline	1	0	98	99
3. Signing of international conventions	1	0	98	99
4. Traffic police reform	1	0	98	99
5. Customs Transparency of Calculations	1	0	98	99
6. Other, specify ……	1	0	98	99

[ASK ALL]

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

1. Very effective
2. Somewhat effective
3. Somewhat ineffective
4. Very ineffective

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

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

1. Strongly agree
2. Somewhat agree
3. Somewhat disagree
4. Strongly disagree

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

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

1. Yes *[Go to Q59]*

0. No *[Go to Q60]*

98. *(Don't know)* *[Go to Q60]*
99. *(Refused)* *[Go to Q60]*

[ASK Q59 IF Q58=1]

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

1. Very effective
2. Somewhat effective
3. Somewhat ineffective
4. Very ineffective

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

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

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

[ASK Q61 IF Q60=1]

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

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

[ASK ALL]

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

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

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

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

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

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

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

Demographics

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

D1.	Gender *[Record gender; do not ask]*	
	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 ***(Write down the number of years (round it))*** |___| ___| **98.** ***(Refused)*** **99.** ***(Don't know)***	
D4.	What is the highest level of education you received?	
	1. Primary education (either complete or incomplete) [1-4th grades]	
	2. Incomplete secondary education [5-9th grades].	
	3. Completed secondary education [10/11th grades]	
	4. Secondary technical education.	
	5. Incomplete higher education [1-3th grades].	
	6. Completed higher education [BA/MA].	
	7. Post-graduate degree [PhD/aspirantura]	
	99 (No Answer/Refused)	
D5.	What is your current marital status?	
1	Single, never married	
2	Married	
3	Divorced	
4	Widower	
5	Cohabitating	
98	*(Don't know)*	
99	*(No Answer/Refused)*	
D6.	Do you have any children? 1. ***Yes*** => How many? Record _____	

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

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

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

I have my own business/Self-employed without employees	1
I have my own business/ Self-employed with employees	2
Small family business/ household production	3
Employed by big or middle private company/organization	4
Employed by state company/organization	5
Employed by international/foreign company/organization	6
Employed by local or foreign non-governmental organization	7
Other _____ *(specify)*	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. ***[Show Card D9]***

1. Up to 18.000 AMD
2. 18.001 – 36.000 AMD
3. 36.001 – 90.000 AMD
4. 90.001 – 144.000 AMD
5. 144.001 – 288.000 AMD
6. 288.001 – 432.000 AMD

7.	432.001 AMD and more
98.	(Don't know)
99.	(Refuse to answer)

D10.	**[Show Card D10]** Please look at this card and tell me the answer which best reflects the current financial situation of your family/household
1	We do not have enough money even for food
2	We have enough money for food, but buying clothes is difficult
3	We have money for food and clothes; we can save some, but we do not have enough money to buy expensive things, like a car
4	We can afford some expensive things, like a car, but not an apartment or a country house
5	We can afford anything we want including an apartment or a country house
98	*(Don't know)*
99	*(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 CATEGOROES FROM THE TABLE ROW BY ROW, AND ACCEPT ONLY ONE ANSWER FOR EACH ROW]

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

Read Closing Statement to the Respondent:

"Thank you for participating in our survey. Do you have any questions? In the next few days my supervisor may contact you to evaluate the quality of my work and answer any other questions you may

have about the interview. To help him do that, could I have your telephone number? This information will discarded once checks have been done, to preserve your anonymity."

Respondent Information: Name: _____

Address:_____

Tel No. _____

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

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

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

Interviewer evaluation form

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

Indifferent	
Interested, involved,	
Friendly,	
Impatient,	
Worried, nervous,	
Hostile.	

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

Never,	1
Just for a few questions (less than20%),	2
For some questions, but not that many (approximately between 20 and 40),	3
For a substantial number of questions, but less than half the interview,	4
Throughout most of the interview, or through the entire interview.	5

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

Never,	1
Just for a few questions (less than ten),	2
For some questions, but not that many (approximately	3

between 10 and 20),	
For a substantial number of questions, but less than half the interview,	4
Throughout most of the interview, or through the entire interview.	5

W4. Did the respondent appear to you:

Completely honest,	1
Mostly honest,	2
Mostly dishonest,	3

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

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

These questions should be answered by your field supervisor

D14. Is this interview subject to control/check?

1. Yes
0. No

D15. Control/check method?

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