



USAID
FROM THE AMERICAN PEOPLE

CRRRC
Armenia

PUBLIC OPINION
STUDY ON
CORRUPTION
IN ARMENIA



Yerevan, 2022



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This report covers the results of the public opinion survey on corruption conducted in October-November of 2021 among 1520 households in the Republic of Armenia (RoA) in the frames of the Armenia Integrity Project (AIP) funded by USAID. The data were collected through face-to-face interviews with portable CAPI-powered devices. The research aims to reveal the perception of corruption among RA residents. For comparison, in some cases, the results of similar surveys conducted in 2019, 2008-2010 were considered in the report.

This research became possible with the support of the American people through the United States Agency for International Development. The content of this report is the responsibility of the Caucasus Research Resource Center-Armenia Foundation and does not necessarily reflect the views of the USAID or the US government.

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ABBREVIATIONS

AIP	Armenia Integrity Project
MAAC	Mobilizing Action Against Corruption Project
CES	Compulsory Enforcement Service
CESA	Compulsory Enforcement Service of the Ministry of Justice of the Republic of Armenia
CPC	Corruption Prevention Commission
CRRC-Armenia	Caucasus Research Resource Center-Armenia
DK	Do not know
HH	Household
RoA	Republic of Armenia
RA	Refuse to answer
USAID	US Agency for International Development

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EXECUTIVE SUMMARY

This study of public opinion on corruption in Armenia conducted by the Caucasus Research Resource Center - Armenia (CRRC-Armenia) in the frames of the the Armenia Integrity Project (AIP) funded by USAID is the fifth study on corruption.

The main goal of the research is to obtain comprehensive information about the perception and behavior of the citizens of Armenia regarding corruption. The research results will contribute to developing an environment where corruption can be reduced, hence, strengthening the good governance and accountability in Armenia.

The research was conducted in October-November 2021 among 1520 respondents through face-to-face interviews throughout Armenia.

The research focuses on the following issues: public perception of corruption in the RoA, individual behavior and experience in corruption situations, general awareness of anti-corruption activities and their mechanisms, and individual anti-corruption behavior and actions.

Public Perception of Corruption in Armenia

Most Armenians believe that it is not possible to reduce corruption in Armenia or it can be reduced only partially. Patronage, combining the business and public office, and bribery were considered the most common forms of corruption.

The sources of finance of political parties or alliances and mass media are perceived by the public as the most non-transparent. There is a widespread perception that the interests of oligarchs and political parties and high-ranking officials are interdependent. In general, the public needs to be regularly informed about transparency and accountability of mass media's and political parties' activities.

Most citizens, with some exceptions, correctly distinguish what are manifestations of corruption and what are not. Nevertheless, some manifestations of corruption are not perceived as such. In that sense, it is necessary to develop effective mechanisms to identify and prevent manifestations of patronage, interlinkages between the business and public office, and bribery among public officials. For example, holding pre-election meetings for parliamentary elections in the village hall or municipality (contains a risk of corruption), charitable contributions made by businessmen

to state funds (contains a risk of corruption), giving a gift or flower to a doctor and a teacher for attentive treatment (corruption) are considered the least corrupt manifestations. Therefore, it is essential to consider highlighting these kind of corruption manifestations and intolerance towards those as crucial components of public education and awareness programs.

In public perception, mass media, judges and courts, political parties or alliances are the most corrupt structures, and health care, electoral processes, and the media are considered as the most corrupt services or sectors. Non-following the laws by the public, imperfections of laws, and difficult economic situation or poverty were the most frequently mentioned factors contributing to the spread of corruption. Impossibility of legal solution of the problems and the willingness to avoid larger payments prescribed by the law or desire to avoid punishments or fines were considered as the main motivations for corruption.

It is essential that prevention of corruption in the structures, services, and sectors perceived as the most corrupt by the public, particularly in the judicial system, political parties, the electoral system, and the health sector, becomes the subject of attention of the relevant bodies. In educational and awareness programs, emphasis can be placed on forming and developing a law-abiding culture among citizens. There is a need to instill the mindset that poverty, a difficult economic situation, and getting out of that situation (“well-living”) does not justify getting involved in corrupt deals; rather, on the contrary, getting involved in such deals deepens the social problems in the country.

Only 9.4% of citizens are aware of the activities or functions of the Corruption Prevention Committee (CPC). More than half of the citizens are familiar with the actions or projects implemented by the government, mainly with the hotlines of various state bodies. The lowest awareness is about the electronic tools of participatory democracy (e-request, e-hotline, e-petition).

To make the fight against corruption more effective, the declaration and verification of the income and assets of officials should be among the government’s priorities, as well as the detection of corruption crimes and the inevitability of punishment by law enforcement officials and the elimination of corruption risks in legislation and government sectors.

Educational and awareness raising programs or campaigns should actively inform citizens about the activities and projects implemented by the government, including the electronic tools for participatory democracy.

It is also recommended to inform the public on different platforms, for example through PSAs, which state bodies and non-governmental organizations in Armenia carry out anti-corruption activities, and in which cases and how one should contact those bodies.

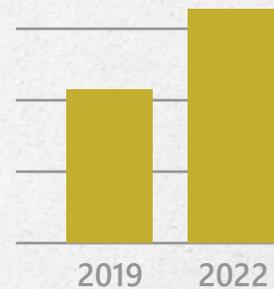
THE IMPACT OF CORRUPTION

2019 2021

■ In your opinion, currently, how big is the influence of corruption on your environment/community?

Very big

In 2021, more people, compared to 2019, believe that the impact of corruption on their lives is **very high**.



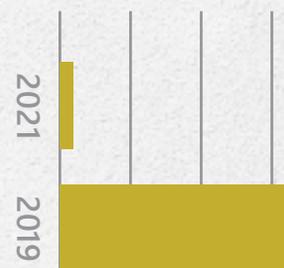
Insignificant

Compared to 2019, in 2021 the number of people who think that the impact of corruption on their lives is **insignificant**, is also very big.



There is no corruption in Armenia

The number of people who believe there is no corruption in Armenia decreased from **4.7%** to **0.3%**.



Do not know

7.6% in 2019 and **4%** of the respondents in 2021 found it difficult to answer the questions.

The proportional representative sample included **1520** RoA citizens aged 18 and older (**with a 95% of confidence interval and 2.5% of margin of error**) from Yerevan and 10 RoA marzes.

Individual Behavior and Experience in Corruption Situations

According to the perception of the most of citizens, the impact of corruption on them is small or insignificant. Most of them hold an opinion that the number of cases of demanding or expecting bribes and the number of cases of giving bribes have been reduced.

Citizens mentioned mass media, family members/relatives/friends/acquaintances, and social networks as the primary sources of information about corruption. Regarding the reliability of information about corruption, H1, Armenia TV, and Shant TV are considered the most reliable TV stations; however, the number of those who do not trust any TV station is quite significant. In this regard, a comprehensive and detailed policy for effective cooperation with mass media is necessary.

The respondents mentioned the desire for a better life, the obligation to transfer a part of the bribe to the ones “above” them and the justification of giving or taking bribes by everyone as the main driving forces of corruption, and the most often mentioned reason for refusing to get involved in corruption was the high risk of punishment. Educational and awareness raising programs must spread the idea of the inevitability of punishment and enroot in public the perception of corruption as a severe crime.

General Awareness of Corruption and Anti-Corruption Activities

Most citizens (about 65%) are not aware which state bodies and non-governmental organizations carry out anti-corruption activities in Armenia. Citizens often mention the Police, the National Security Service, and the Corruption Prevention Committee as the bodies for corruption prevention. Awareness of the Prosecutor’s Office, the now-dissolved Special Investigation Service, and the Investigative Committee is deficient. The situation is even worse in the case of non-governmental organizations.

The citizens indicated the anti-corruption activities of the Police as more efficient. However, most citizens (about 70%) consider that they need informational support. Specifically, they need information clarifying their rights and responsibilities in relation to corruption, information about institutions that can be contacted in case of corrupt behavior of officials, and information about hotlines of the state bodies. To provide more effective information support to citizens, it is essential to widely disseminate information through mass media and social networks clarifying citizens’ rights and responsibilities

when facing corruption situations and information on the institutions they can contact in such situations.

Individual Anti-Corruption Behavior and Actions

The Police is the main institution that citizens would turn to report corrupt behavior by officials. Moreover, about ten times fewer citizens would turn to the RoA Prime Minister, who showed the second result in the survey.

As the main reason for not reporting corruption cases, citizens mention the perspective of being criticized by the public and more than a third mention the fear of punishment. The citizen should also be aware that now, in addition to the Police, there are specialized anti-corruption bodies, in particular, the Corruption Prevention Commission and the Anti-Corruption Committee, which are even more effective and earmarked structures that the citizens can apply to. One of the main goals of anti-corruption educational and awareness raising programs should be to overcome the mentality according to which reporting corruption is a socially reprehensible phenomenon.

More than 47% of citizens are not ready or are unwilling to participate in any action aimed to reduce corruption. Those who have such a desire are willing to implement it through abstaining from paying bribes for public services. Slightly more than 10% of the citizens are ready to inform the relevant authorities about corruption cases.

As the main reason for refusing to participate in anti-corruption activities, citizens state that ordinary people cannot do anything to reduce corruption. The rationale identified by most of those holding this argument, is that corruption in Armenia can be reduced only partially or cannot be reduced at all. The state system, with its practices and integrity, should promote the participation of citizens in the fight against corruption. It will also play a key role in overcoming the tendency of considering the ordinary citizen as a “negligible creature on whom nothing depends” and will restore the faith of ordinary citizens in the possibility of reducing corruption in Armenia and that the citizens themselves also hold responsibility for that.

Introduction

The events in Armenia in April-May 2018, commonly called as velvet, non-violent revolution, created big opportunities for large-scale political, economic, and social reforms in the country. In particular, ways to move from imitation democracy to real democracy, from an economic system based on monopoly to a free competition-based market economy, and from social relations based on extreme social inequality and injustice to a welfare state were outlined.

Corruption and the fight against it play a central role here because hundreds of thousands of people who took to the streets during the mentioned events supported the revolution also because they were sick of the systemic corruption in the country, which at that time had reached dangerous levels threatening the country's security.

There is a clear understanding inside the society that political, economic, and social reforms are impossible if the government does not implement a comprehensive and systematic anti-corruption policy. Implementation of such a policy is necessary for the country's public administration system to be transparent and accountable and for public consciousness to be intolerant of any manifestations of corruption. It is essential that the decision-making in public administration is participatory, the corrupt behavior of public officials, regardless of their positions, is prevented, and, if not prevented, the corruption crimes committed by them are effectively identified and investigated, and the perpetrators do not avoid the

punishment they deserve. If a real political will exists, the institutional system of specialized anti-corruption bodies will contribute to implementing an effective anti-corruption policy, which was prioritized in Armenia in 2019 with the creation of the Corruption Prevention Commission (CPC).

The implementation of an effective anti-corruption policy, the establishment of an anti-corruption institutional system, the correct perception of this policy by the public, and its support will not be possible if the corruption situation in the country and its perceptions by the public are not correctly assessed. For this purpose, studies of the perception of corruption, experience, and public awareness regarding this phenomenon are regularly conducted both at the international and national levels.

Similar studies were conducted in Armenia by Caucasus Research Resource Center-Armenia (CRRCA-Armenia) foundation in 2008-2010 and by Transparency International Anti-Corruption Center" (TIAC) non-governmental organization (the official representative of Transparency International in Armenia) in 2002 and 2006. In addition, in 2019, CRRCA, with USAID's assistance, conducted a similar survey for TIAC. The present study was carried out at the behest of the Armenia Integrity Project and with the support of USAID. Based on the previous research, it is the first of 3 studies to be conducted over five years, which will create a preliminary picture of the renewed public opinion on corruption in Armenia. The next studies are planned to be carried out

after two and five years. The current research questionnaire was developed based on the questionnaire of the survey carried out in 2019 by order of TIAC which was elaborated and updated with participation of experts from the Armenia Integrity Project, CPC, and the Ministry of Justice of the Republic of Armenia.

This report consists of four main analytical chapters. The general and specifically notable results are briefly presented in the Executive summary. The importance of conducting the research is discussed in the Introduction, and the research methodology and general demographic characteristics of the respondents are presented in the relevant methodological section. The report's first analytical chapter (the second chapter) is dedicated to the public perception of corruption in Armenia, where the general perceptions of corrupt behavior, their distribution by sectors and institutions, and the level of awareness are specifically addressed. The third chapter addresses the corruption situation in Armenia, especially the general perceptions of behavior in such situations, the primary sources of information, and the main motivations for solving problems in a corrupt way. The fourth chapter refers to the general awareness of anti-corruption activities and their mechanisms, particularly awareness of anti-corruption activities of state bodies and public organizations, as well as trust in anti-corruption initiatives and evaluation of their effectiveness. The fifth chapter addresses perceptions of personal responsibility for corruption: individual experience in corrupt situations and possible individual anti-corruption actions. The research questionnaire is attached to the analytical research report (see Annex 1). In the context of the research data presentation the differences of various social groups according to basic demographics,

verified by relevant statistical tests, are referred to as well. The report particularly covers the statistically reliable data obtained within the research framework. Brief information about the calculation of the corruption perception index initiated by AIP in parallel with this research and baseline data is provided in the relevant sections of the report. This year, the report itself does not address the index as it will be presented in more detailed way at the end of the Integrity Project, based on data from three surveys (baseline, interim and final).

The analysis carried out in the report showed that the information provided to the public about the sources of funding of political parties, alliances, mass media, election campaigns, and non-governmental organizations is, generally, non transparent, and the public needs information about the funding of mass media and parties.

There is skepticism among the population about the effectiveness of the anti-corruption actions. According to citizens, people resort to corruption when there is no legal way to solve the problem, or the motive for such behavior may be to avoid larger payments defined by the law. The research showed that only 8.9% of the respondents are informed about the electronic tools of participatory democracy ("e-request," "e-hotline," "e-petition"). Moreover, 69-73 percent of citizens consider information about sources of funding of electoral processes dependent on the interests of the oligarchs and businesses.

The citizens mostly welcome the anti-corruption policy. About 80% of the respondents approve the main anti-corruption initiatives of the government that are already being implemented or are still in the phase of discussions. According to

37.2% of respondents, corruption has a very big (17.4%) and rather big (19.8%) impact on them and their surroundings. However, almost a quarter of the respondents (25.3%) stated that the impact is rather small and it has no impact for a third of the respondents (33.2%). Interestingly, women, young people - citizens aged 18-35, those with higher and postgraduate education, residents of Yerevan, as well as those with an income of more than 220,000 AMD believe that the impact of corruption on their community is very big/ rather big impact.

It is essential to emphasize the high percentage (23 percent) of rumors as a significant source of information about corruption, which is only about 4 percent less than the percentage of media as a source of information about corruption. As a comparison, the share of respondents mentioning non-governmental organizations as a source of information has significantly increased since 2019 (11.4% in 2012 and 3.4 percent in 2019).

Amid the general decline in trust in the mass media as a source of information on corruption, most respondents indicated that no media (22.8%) was popular in terms of obtaining reliable information on corruption. A part of the respondents (40.6%) mentioned fear as the main reason for refusing to get involved in corruption "because the risk of punishment is high," while for the other part (44%), it is due to people's morals and value system since corruption is morally not acceptable or is a crime.

44.1% of respondents do not know of any state body or public organization engaged in anti-corruption activities. At the same time, the number of people who want to receive information about corruption has increased by

about 20%. Respondents were most interested in information that clarifies their rights and responsibilities in relation to corruption, information about the institutions they contact in case of corrupt behavior of officials, hotlines of state bodies, anti-corruption educational programs, and information about anti-corruption legislation and policies.

Although the respondents are ready to carry out anti-corruption activities and have a positive attitude towards such activities, more than half of them (51.1%) will not inform the relevant authorities if they are personally involved with corruption. More than a third of the respondents (36.6%) stated that they are held back from corruption by the fear that they will be punished; for example, they will be fired and held responsible for "false" betrayal. About 27.4% fear that no action will be taken even after reporting corruption, and almost 13% believe there is no need to report corruption if it is unrelated to your interests. At the same time, most respondents (about 90%) state that corruption can be proven. Almost half of the respondents are ready to participate in actions to reduce corruption. Moreover, more people living in rural areas and citizens aged 18-35 expressed such a wish.

CHAPTER 1. RESEARCH METHODOLOGY

The methodological part of the report briefly addresses the purpose of the research, the questionnaire, the methodology of the conducted survey, the implementation of field works, as well as the demographics of the respondents.

This public opinion survey on corruption in Armenia conducted by the CRRC-Armenia Foundation with the support of USAID is the fifth similar survey. The previous researches were carried out in 2008, 2009, 2010, and 2019.

The purpose of this research is to find out:

1. Public perception of corruption in Armenia;
2. Corruption situation in Armenia;
3. The level of general awareness about anti-corruption activities and their mechanisms;
4. Perceptions of personal responsibility for corruption.

The research aims to obtain information about preventing corruption in the Republic of Armenia, which will help to understand the problems related to corruption and develop programs that will help to strengthen corruption prevention institutions and integrity systems, implement legal-regulatory measures aimed at preventing corruption, and support the development and implementation of anti-corruption educational programs, also developing and implementing programs and campaigns aimed at increasing public awareness in the anti-corruption field.

1.1. The Survey Questionnaire

CRRC-Armenia developed the survey questionnaire with the expert support of representatives of the USAID's Armenia Integrity Project, the Corruption Prevention Commission of the Republic of Armenia, and the RoA Ministry of Justice, based on the questionnaire of the previous research carried out by CRRC-Armenia within the framework of the USAID Mobilizing Action Against Corruption Project (MAAC) (CRRC-Armenia, 2019), and considering current developments related to the anti-corruption policy. The questionnaire consists of the following sections:

- Public perception of corruption in Armenia;
- Corruption situation in Armenia;
- General awareness of anti-corruption activity and its mechanisms;
- Demography.

The complete questionnaire is presented in Annex 1. The analysis presented in the report is thematically mainly in line with the structure of the questionnaire.

1.2. Sampling Methodology

1520 RA citizens aged 18 and older (with a 95% confidence interval and 2.5% margin of error) from Yerevan and ten (10) regions of the RoA were involved in the proportional representative sample. Data from the RoA National Statistical Committee on the regional distribution of households were used to form the sample (see Table 1 below). The addresses of polling stations were used as a starting point for the fieldwork. Below are the stages of sample formation.

The first phase: proportional stratification by population size according to administrative units, data provided by the RoA National Statistical Committee.

The second phase: proportional stratification according to RoA marzes and type of settlement (capital/other urban/rural).

The third phase: random selection of primary sampling units (clusters) in each urban/rural stratum.

The fourth phase: random selection of households in urban/rural strata in each cluster using the periodic step method (every fourth (4) household in the cluster was visited, ten (10) households in urban areas and eight (8) households in rural areas).

The fifth phase: random selection of the respondent among adults in the household was carried out using the last birthday method.

Table 1. The distribution of the sample by region and type of settlement

	Adult population		Share		Sample size, HH		Number of selected clusters		
	City.	Village.	City.	Village.	City.	Village.	City.	Village.	Total
Marz									
Yerevan	837423		37.1%	0.0%	557	0	56	0	56
Aragatsotn	19562	73538	0.9%	3.3%	13	49	1	6	7
Ararat	52974	139949	2.3%	6.2%	35	93	4	11	15
Armavir	61660	139182	2.7%	6.2%	41	93	4	11	15
Gegharkunik	50148	121835	2.2%	5.4%	33	81	3	10	13
Lori	95249	64707	4.2%	2.9%	63	43	7	5	12
Kotayq	100908	86898	4.5%	3.9%	67	58	7	7	14
Shirak	103480	70304	4.6%	3.1%	69	47	7	6	13
Syuniq	74008	34093	3.3%	1.5%	49	23	5	3	8
Vayots Dzor	13072	24358	0.6%	1.1%	9	16	1	2	3
Tavush	39734	53456	1.8%	2.4%	26	36	3	4	7
Total	1448218	808320	64.2%	35.8%	963	537	98	65	163

Source: [Armstat data](#) as of January 1, 2021

A gender and age quota was applied to randomly selected households based on data monitoring to maintain consistency of survey distribution with the national statistics. 1520 interviews were conducted.

1.3. Fieldwork

Surveys were conducted in 2021, between October 22 to November 24, by CRRC-Armenia 37 experienced interviewers, who conducted the surveys with portable devices operating in the CAPI system through face-to-face interviews. The average duration of the interviews was 35 minutes. 6143 visits were made for surveys, of which 27 percent were completed. 2469 households (41%) refused to participate in the survey, 1299 households (21%) had their doors closed, and the interviewers could not contact any household member. Some households were self-isolated due to the epidemic, adults were absent in some, respondents did not know the interview language, etc. In such cases, households were replaced according to the sample instructions.

1.4. General Characteristics of the Respondents, Description of the Sample

In the sample, women made up 55.5%, and men - 44.5%. The number of respondents aged 18-35 was quite large (30.3%), and relatively young pensioners - were 16.4%. The indicated distribution corresponds to the national statistics (considering the possibility of error up to 5%, see Armstat, Labor Force Survey, 2019; Armstat, Demographic Collection of Armenia, 2021). The closeness of the said distribution to national demographics is also a result of ongoing data verification and quotas.

Most respondents had a secondary education, 36.2% (according to the Labor Force Survey (in 2021) this percentage was 43%). Most respondents (about 70%) were married. The overwhelming majority of the respondents, around 80%, had children. Full-time workers prevailed among the respondents (32.9%), and homemakers and pensioners made a relatively smaller percentage (20.9% and 17.9%, respectively). When looking at the current working status of the respondents according to the type of residence, there is an almost equal distribution in the capital Yerevan and other urban and rural settlements.

CHAPTER 2: PUBLIC PERCEPTION OF CORRUPTION IN ARMENIA

General perceptions of corrupt behavior were raised within the framework of the survey through a series of questions. Respondents were presented with lists of corrupt actions and forms of corruption manifestations, in which they assessed whether or not this or that action was a corruption, or the prevalence of corruption manifestations. In the sub-chapters below, the report addresses general perceptions of corrupt behavior according to corrupt actions, manifestations, sectors, and institutions. In the analytical sections of the report, comparisons are made in individual cases between the 2019 and (as appropriate) earlier survey data and the data obtained in this study.

2.1. Perception of Corruption

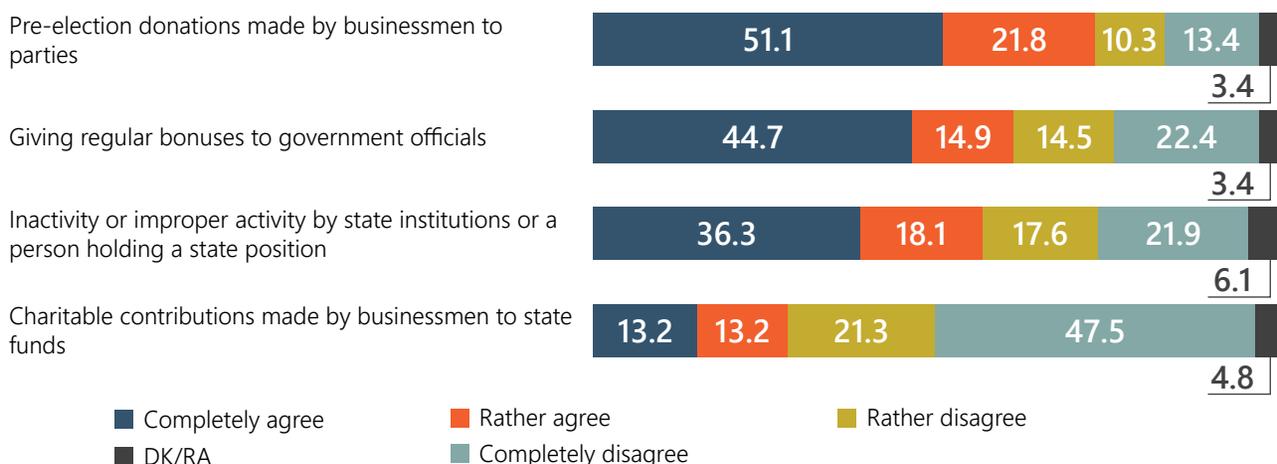
The respondents' perceptions regarding the manifestations of corruption are clear enough, except for some cases in which there is an issue of awareness. In particular, in the case of public-related activities or donations, it is clear that there is a need to raise public awareness so that the public is aware of corruption and activities that can include corruption risks (see figures 1a and 1b).

A relatively smaller number of people, up to 32%, consider the holding of pre-election meetings in the building of the village hall/city hall as corruption (32%), which is not corruption in itself, but may contain such a risk if, for example, the indicated spaces are available to limited political parties. In the same way, charitable contributions made by businessmen to state funds (this is not corruption but may contain corruption risks) are considered corruption by relatively few people (26%).

The number of people considering donations to political parties/alliances by businessmen as corrupt behavior has increased. In 2019, 68% of respondents considered this a manifestation of corruption, and now almost 73% of the respondents hold the same opinion. Although this behavior contains a high corruption risk, it does not manifest corruption. Similarly, charitable contributions made by businessmen to state funds contain a risk of corruption, but they are not a source of corruption. 26% of the respondents consider this a manifestation of corruption, which is 7% less than those who had expressed the same opinion in 2019.

Compared to the data of 2019, the number of people who consider using an official car by a public official for personal purposes as a manifestation of corruption has increased. In 2019, 58% of the citizens considered this a manifestation of corruption, and now 65% of citizens have the same opinion. Fewer people (26%) consider giving a gift or flower to a doctor or a teacher for attentive treatment as a manifestation of corruption, while both behaviors are manifestations of corruption.

Figure 1a. For each of these actions, please tell me if, according to your understanding, this action represents or does not represent corruption. High corruption risk perceptions.

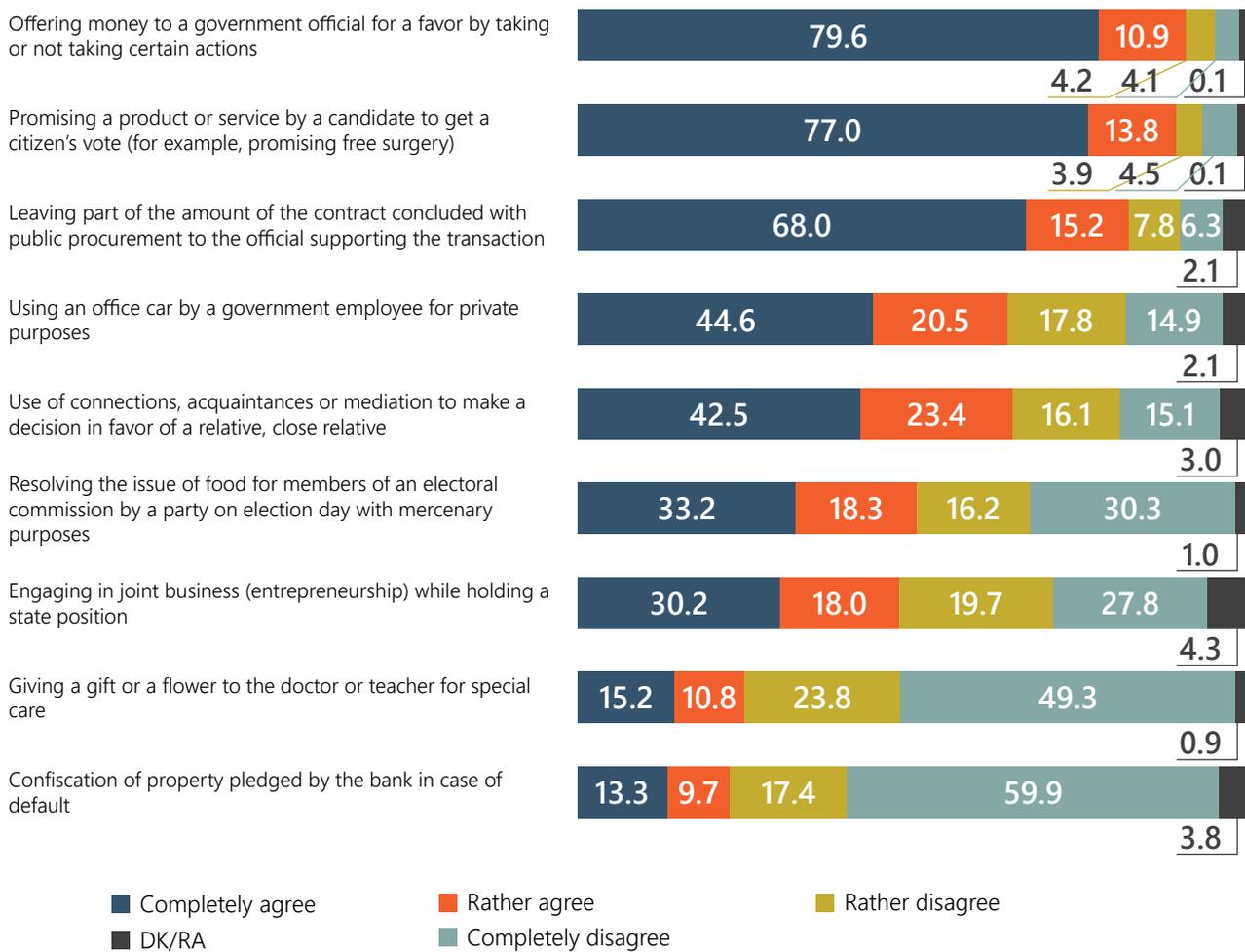


The public opinion related to the manifestations presented below has hardly changed after 2019. 23% of the respondents called the confiscation of the property pledged in the bank in case of non-fulfillment of credit obligations by the bank a manifestation of corruption, while this is not a manifestation of corruption.

83.2% of the respondents considered leaving a part of the amount of the contract concluded with state procurement to the official who supported the deal as a manifestation of corruption. Indeed, this is a manifestation of corruption.

60% of respondents considered the regular payment of bonuses to state officials (a manifestation of high corruption risk) as a manifestation of corruption, which may indicate that the criteria based on which these bonuses are given are not visible to most of the public.

Figure 1b. For each of these actions, please tell me if according to your understanding this action represents or does not represent corruption. Perceptions of corruption.



Among some social groups, views differ according to gender, age group, education level, place of residence, and income level. In particular:

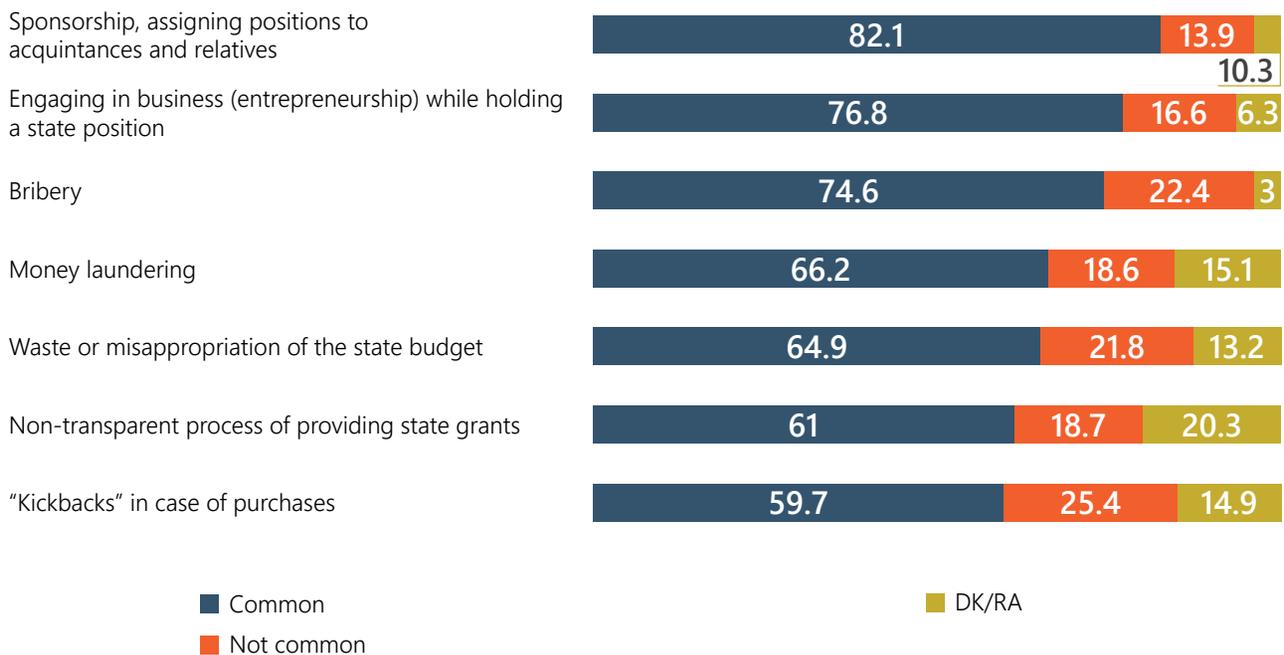
- Inaction or improper work by a person holding a public position or an institution (structure) is a manifestation of corruption; mostly male representatives, mostly residents of Yerevan did not agree.
- Offering money to a person holding a government position for taking or not taking a decision and action in his/her favor was not considered a manifestation of corruption at all by citizens with incomplete and complete secondary education, especially the residents of rural areas, those with an average financial income of more than AMD 220,000 per month.
- Donations made by businessmen to parties/alliances for the pre-election campaign were not considered a manifestation of corruption by most Yerevan residents.
- Doing business while holding a government position was not considered corruption at all by mostly women, especially citizens aged 18-35, mostly Yerevan residents.
- To get a citizen's vote, the candidate's promise of any product or service (for example, organizing a free surgery), generally is not considered a form of corruption mostly by rural residents and citizens with income up to 148,000 AMD.
- More citizens living in Yerevan than in any other city mainly did not agree to consider the provision of food to the commission members on election day as a form of corruption.
- People living in Yerevan and rural areas generally do not agree to consider holding pre-election meetings of the parliamentary elections in the building of the village hall/city hall as corruption.
- Charitable contributions made by businessmen to state funds generally are not considered corruption, especially for the residents of Yerevan, people with primary/secondary professional and incomplete higher education.
- Citizens living in Yerevan generally do not agree to consider regular gratuities to state officials as corruption.
- Citizens over the age of 65, most people with incomplete and complete secondary education, mainly those living in Yerevan, fully agree to consider the confiscation of property pledged in the bank in case of non-fulfillment of credit obligations as corruption.
- People aged 18-50 generally do not agree to consider using an official car by a state official for personal purposes as corruption.
- Leaving a part of the amount of the contract concluded with state procurement to the official who supported the transaction is generally not considered a corruption phenomenon mostly by men, citizens aged 18-35, mostly those with incomplete and complete secondary education, living in rural areas, and especially those with an income of up to 91,000 AMD.
- Giving a gift or flowers to a doctor or a teacher for their attention is generally not considered a corruption phenomenon by the residents of Yerevan.

2.2. The Perception of Corruption Manifestation Forms

82% of the respondents considered patronage the most widespread form of corruption. Respondents considered the interlinkage of business and public office (almost 77%) and bribery (around 75%) common manifestations of corruption (see Figure 2). More than 60% of the respondents considered money laundering (66.2%), embezzlement, or embezzlement of the state budget (64.9%), and the non-transparent process of provision of state grants (61%) to be widespread in the country.

Perceptions of corruption manifestation forms differ according to some socio-demographic groups. In particular, among residents, the number of those who consider the embezzlement or embezzlement of the state budget to be very/rather common are more women (n=563, 66.7%), as well as from Yerevan (n=381, 66.1%) and other urban areas (n=294, 69%). More people in Yerevan (n=408, 70.9%) and other urban areas (n=286, 60.2%) consider money laundering to be very/rather common. 18-35-year-old citizens (n=306, 66.5%), as well as citizens living in other urban areas (n=288, 55.6%), consider the distribution of “otkats” or “maghariches” (kickbacks in case of purchases) to be very/rather common during tenders.

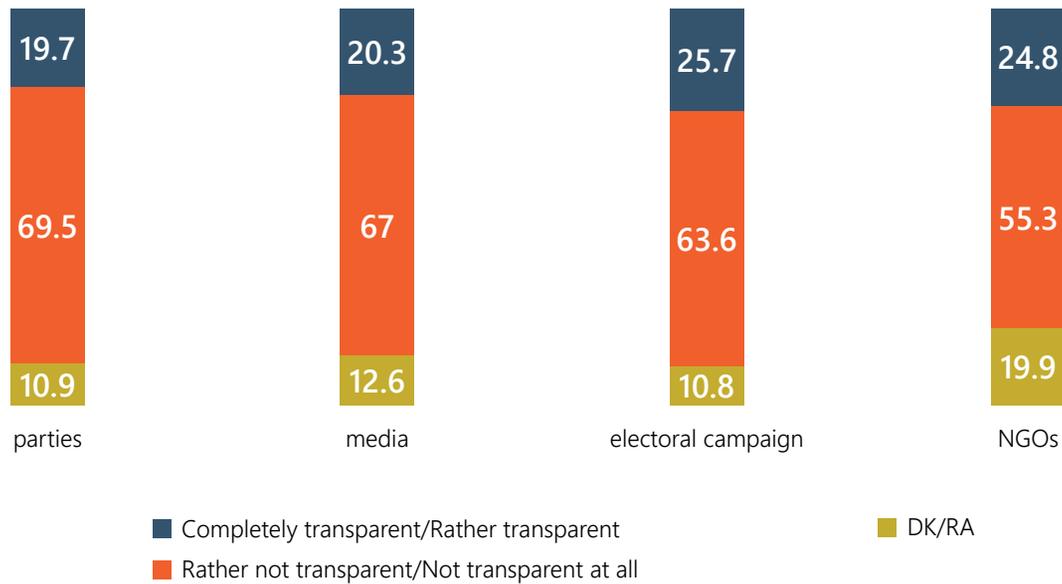
Figure 2. In your opinion, how common are these manifestations of corruption in Armenia? (%)



According to the respondents, the information regarding the funding sources of political parties/alliances, mass media, pre-election campaigns, and non-governmental organizations is not transparent (see Figure 3). 79-81% of citizens over 36 consider the information about the funding sources of political parties or alliances non-transparent, while 72% of young people have the same opinion. 76-77% of citizens, regardless of their residence, perceive the information about

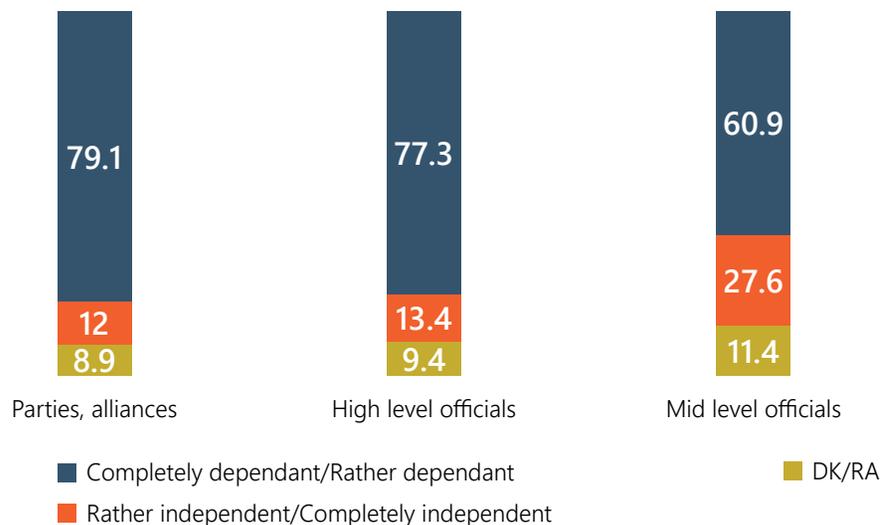
media financing as insufficiently transparent or not transparent. 69-73% of citizens consider the information on the sources of electoral funding insufficiently transparent or not transparent. 74-75% of citizens over 51 consider the information on the sources of non-governmental organizations' funding non-transparent, while 61% of young people share this opinion.

Figure 3. In your opinion, how open/transparent (known) is the information about the financial means of these companies/organizations?



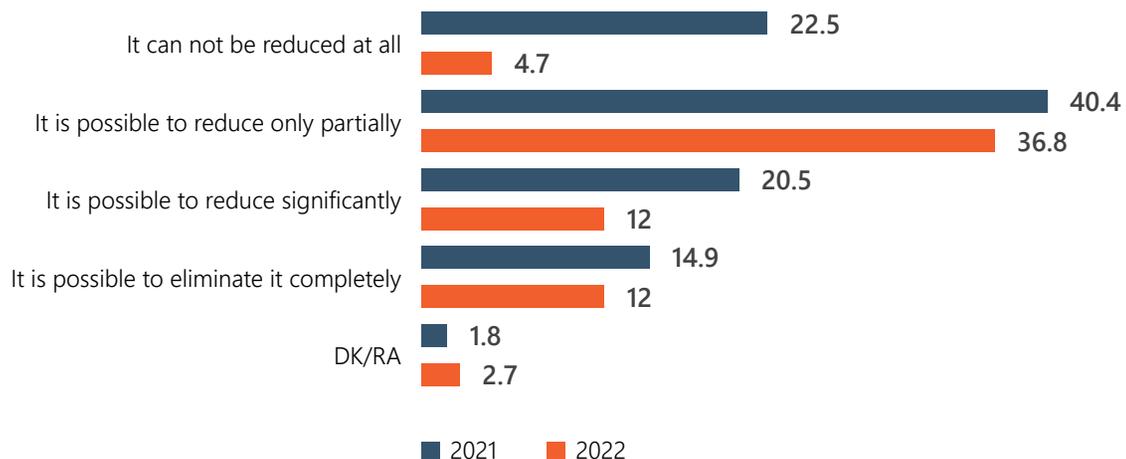
Regardless of the socio-demographic data, most respondents believe that the interests of political parties and state officials depend on the interests of oligarchs and businesses (see Figure 4).

Figure 4. In your opinion, to what degree do these bodies/officials depend on the interests of oligarchs and businesses?



In general, there is skepticism among the population about the effectiveness of the fight against corruption. About one-fifth of those who confirm the existence of corruption in Armenia (98.8% of respondents) believe that it cannot be reduced at all, which is almost five times higher than the number (%) of those who gave the same answer two years ago (Figure 5). At the same time, the share of optimists (43.8%) who believed that corruption could be significantly reduced decreased almost twice. Mainly women (n=567), citizens over 65 (n=164), those with primary, secondary, and incomplete (n=289) education, as well as those with an income of 148,000 - 220,000 AMD (n =187) groups, consider that corruption cannot be reduced at all or can be reduced only partially.

Figure 5. To what extent it is possible to reduce corruption in Armenia?



2.3. Perceptions of Corrupt Behavior by Sector and Institution

When looking at the perceptions of corrupt behavior of different individuals or institutions and comparing them with the results of 2019, it is noticeable that the picture has generally worsened (Figure 6). This is possibly because of the unjustified expectations and changes in public attitudes after the revolution and post-war apathy. For example, the Caucasus Barometer (2021) showed that trust in the government and public institutions had decreased: trust in the National Assembly decreased from 30% in 2019 to 16% in 2020, in the Prime Minister from 71% to 14%, in the President from 78% to 31%, in the courts - 22% from 17%, towards the Police - from 51% to 22%, and mass media became the least trusted institution (from 29% to 3%). So, for example, previously (2019), 12% of people thought that the courts and the prosecutor's office were highly corrupt, and now 32.5% of the respondents have the same opinion. The same picture appears in relation to the opinions expressed by the interviewees regarding the mass media and the Armenian Apostolic Church. Till 2010 in the research results, the mass media and the Armenian Apostolic Church were not characterized as corrupt structures and starting from 2019, the public considered the latter corrupt. About 29% in 2019 and 51% in 2021 considered the Armenian Apostolic Church corrupt, and about 43% in 2019 and 69% in 2021 considered the mass media as a source of corruption.

Interestingly, in 2019, 75% of the respondents believed that the RA Prime Minister and his staff were not corrupt; now, only one-third of the respondents (34%) have the same opinion.

The Human Rights Defender (Ombudsman) has the lowest corruption rating. Almost 52% of respondents believe that the latter is not corrupt, which is significantly more than in 2019 (previously, 36% held this opinion).

As for the corruption of services and sectors, about 55% of the respondents considered corruption widespread in the healthcare sector (Figure 7). In terms of being corrupt, according to citizens, the media is in second place (22.6%), followed by the electoral system (21.4%) (electoral commissions, voter lists, vote counting, etc.). About 76% of the respondents believe that corruption is not widespread in the field of communication (telephone, internet providers, etc.), about 73% - in utilities (water, gas, electricity), and more than 50% - in municipal services (garbage collection, land allocation, etc.).

According to the respondents, factors such as not compliance with laws by the public (16%), imperfections in legislation (15%), poor economic situation/poverty (14%), and failure of the state to enforce laws (14%) contribute to the spread of corruption (Figure 8).

In response to the question on the main motives for offering a bribe, more than 45% of the respondents indicated absence of other legal ways to solve the problem or the motivation to avoid larger payments prescribed by law (about 43 %), as well as avoiding punishment/sanctions (34.3%) (see Figure 9).

Figure 6. The level of involvement of each of them in corruption.

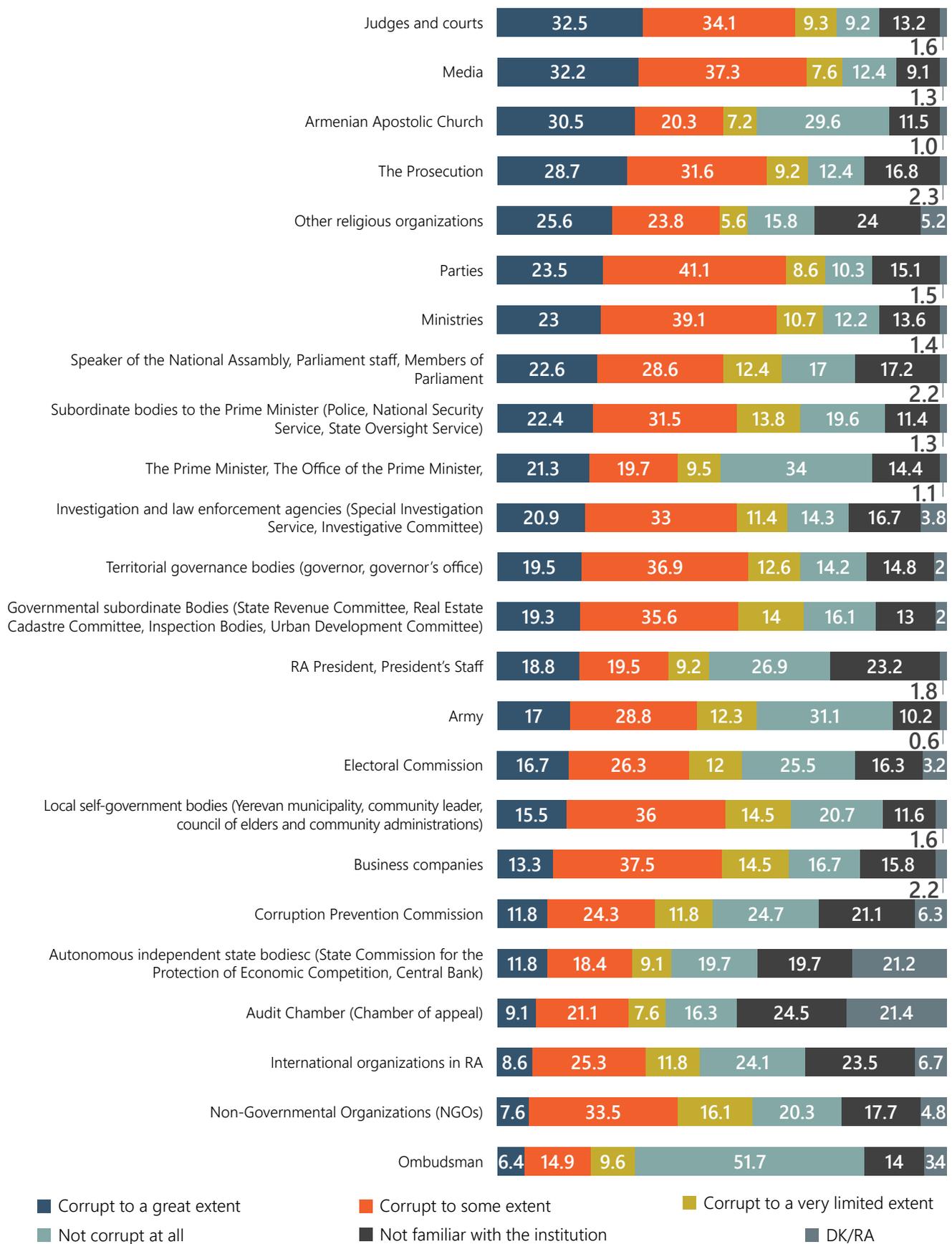
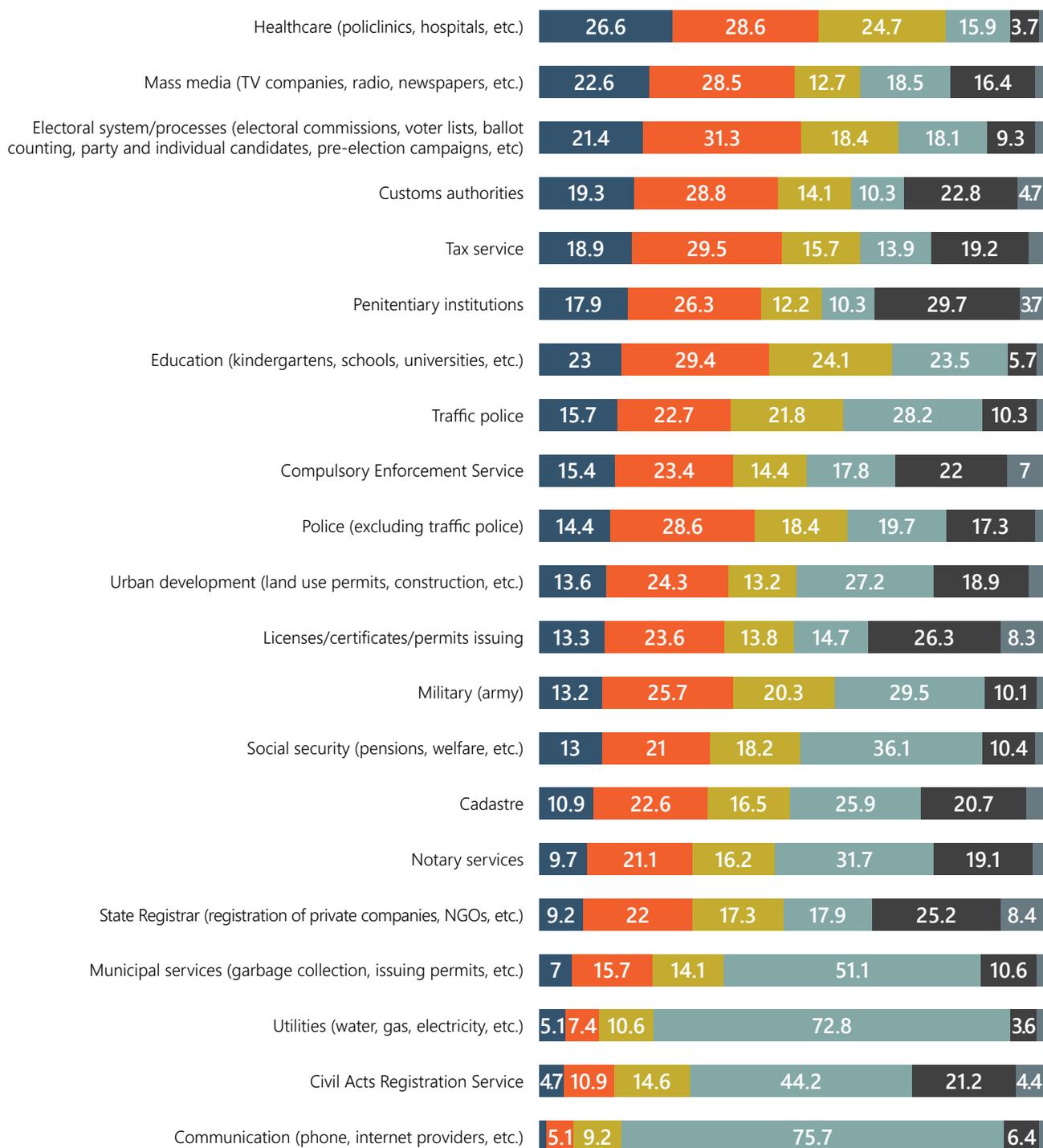


Figure 7. Corruption in each of these sectors and services.



Very common
 Somewhat common
 Rare
 Not common at all
 I am not aware of these sectors
 DK/RA

Figure 8. Factors contributing to the spread of corruption.

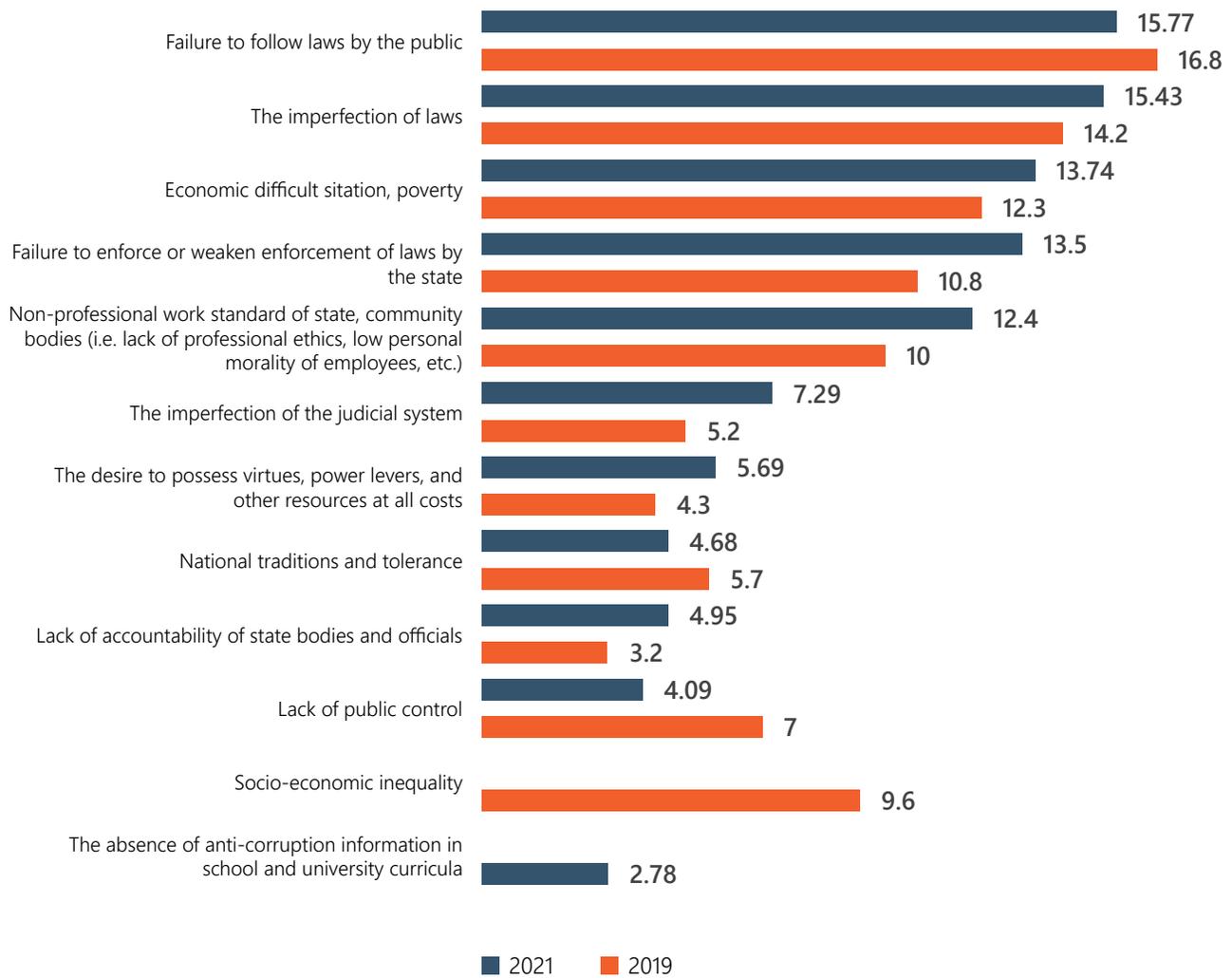
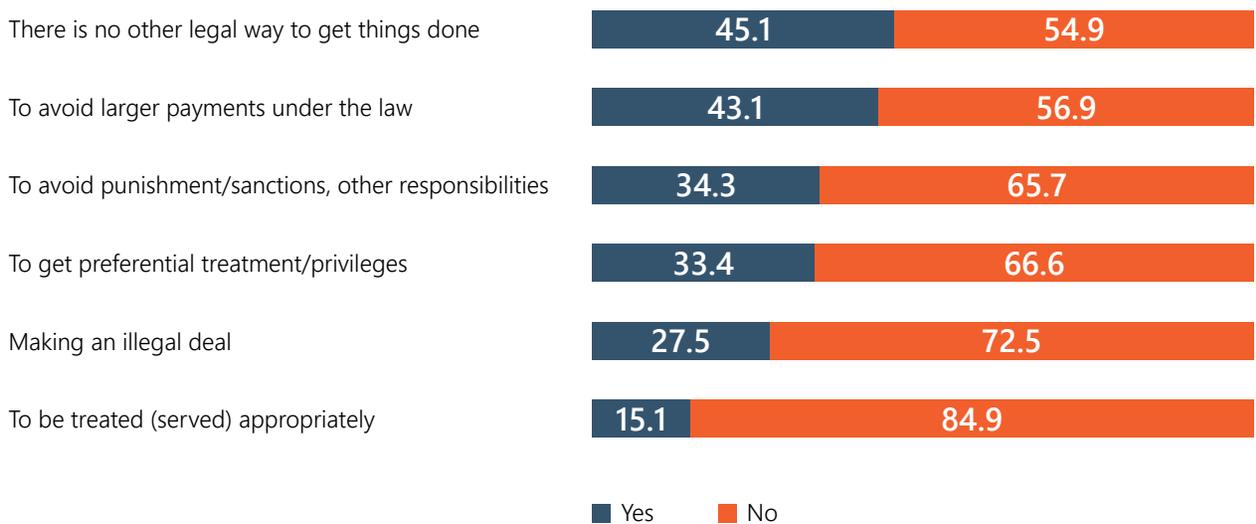


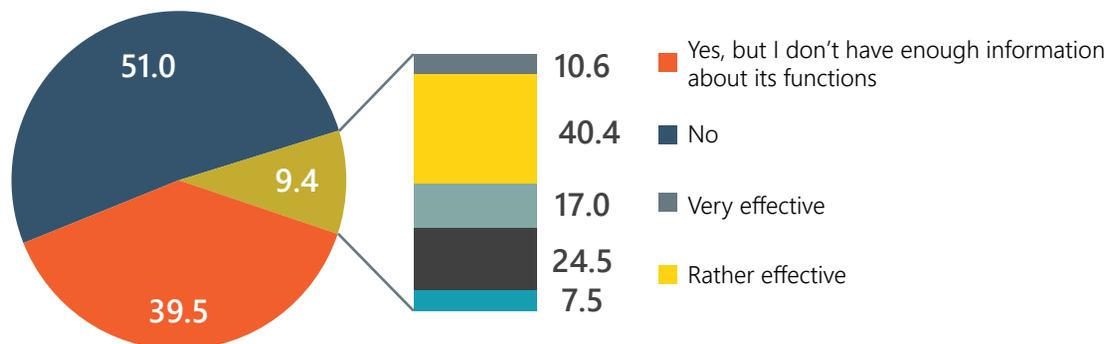
Figure 9. Main motives behind giving bribes (%).



2.4. Perceptions of Corrupt Behavior by the Level of Awareness

Within the framework of the survey, the data on the activities of information platforms and structures aimed at preventing the spread of corruption showed that 49% of the respondents are aware of the RA Corruption Prevention Commission (CPC) (heard about the structure), and only 9.4% of them are aware of its activities/functions. Almost 51% of the respondents (n=143) who are aware of the structure's activities rated the work of the CPC as effective (see Figure 10). Among the institutions carrying out anti-corruption activities (without mentioning the names of the structures by the interlocutors), 1.1% of respondents mentioned the National Security Service in 2019, while in 2021, this percentage was 8.4¹.

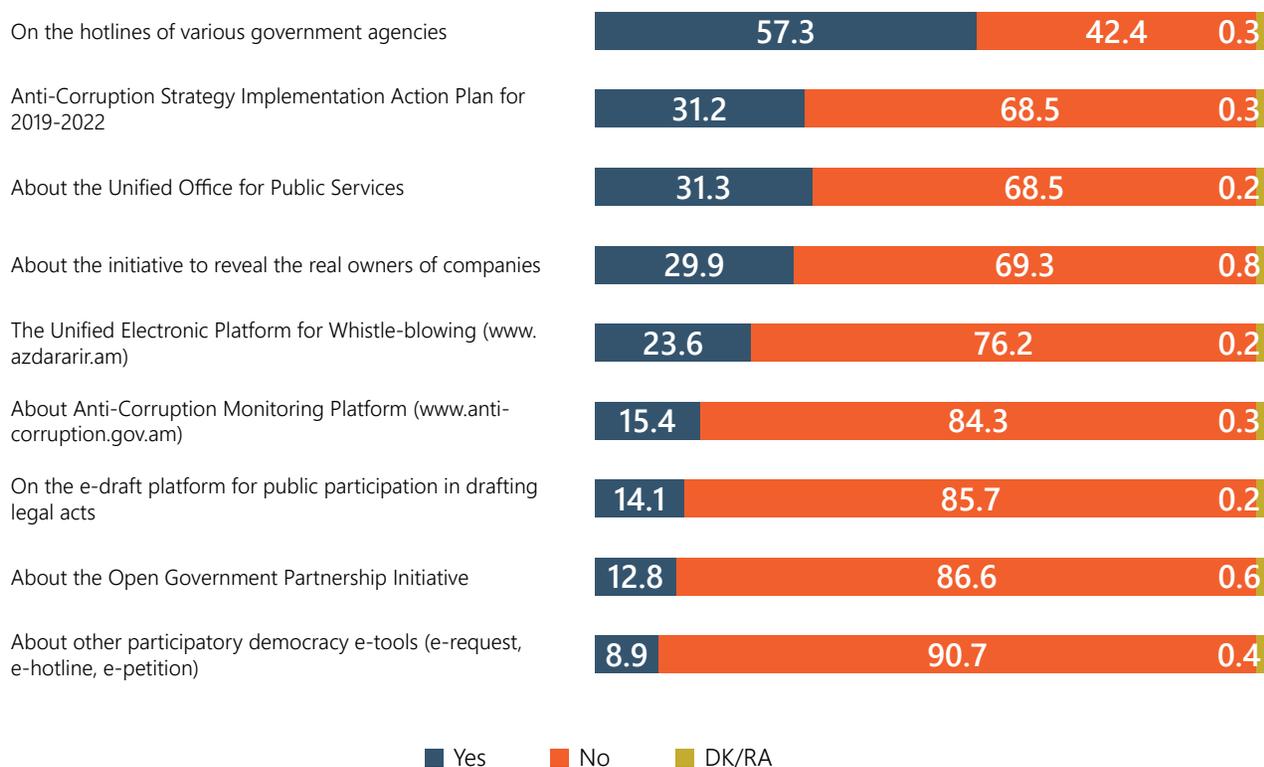
Figure 10a. The level of awareness about the Corruption Prevention Commission and effectiveness in fighting corruption.



A similar picture exists in case of activities or projects implemented or being in the process of implementation by the Government (see Figure 11). For example, 8.9% of the respondents are informed about electronic tools of participatory democracy ("e-request," "e-hotline," "e-petition"), and almost 13% of the respondents are informed about the Open Government Partnership Initiative. Most respondents, 57.3%, are aware of the hotlines of various state bodies and 29.9% - of the platform for revealing the real owners of companies. 31.3 % of the respondents know about 2019-2022 anti-corruption strategy, and 31.2% about the Unified Office for Public Services.

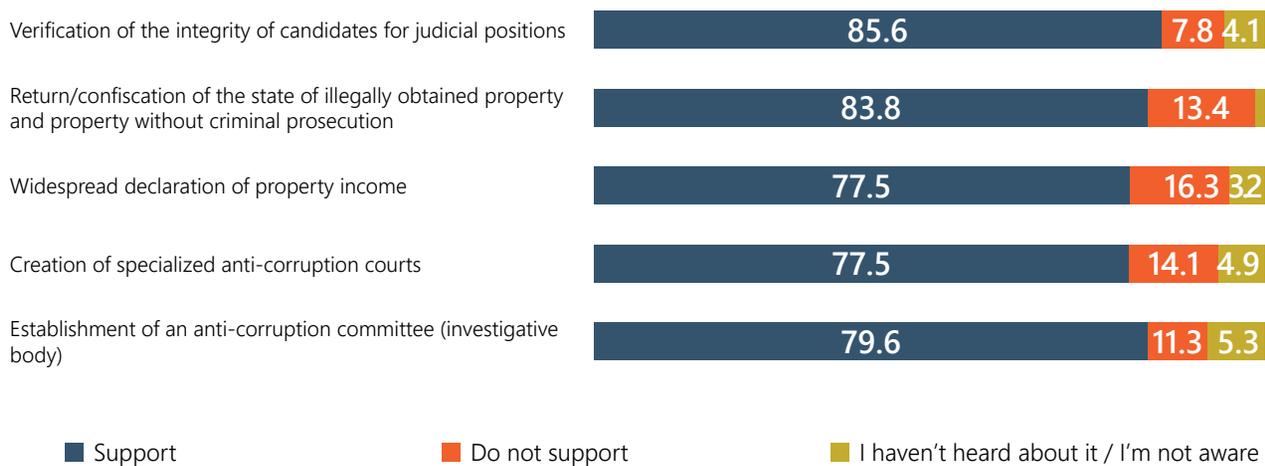
3. In 2019, the respondents were not asked a separate clarifying question regarding the activities/functions of the Corruption Prevention Commission of the RA.

Figure 11. Awareness of the following actions/projects implemented by the government (%).



About 80% of respondents approve of the government’s main anti-corruption initiatives that are already being implemented or are still being considered for implementation (Figure 12).

Figure 12. Approval of anti-corruption initiatives.



Regarding evaluating the effectiveness of the government’s fight against corruption, the respondents are generally divided into two groups: 50.9% consider it effective, and 45.8% consider it ineffective (see Figure 13). 45.8% of those who assessed the fight by the government as effective consider that the current Government of Armenia is not sincere in the fight against corruption (Figure 14). Nevertheless, the mentioned data are not related to the degree of awareness of the citizens but express their general attitude towards the Government.

Figure 13. Effectiveness of the current government’s fight against corruption (%)

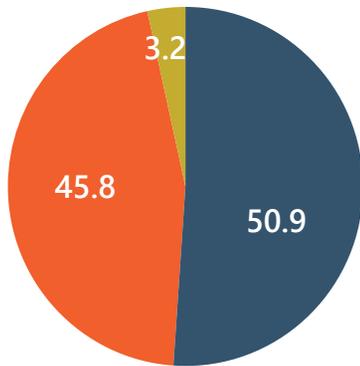
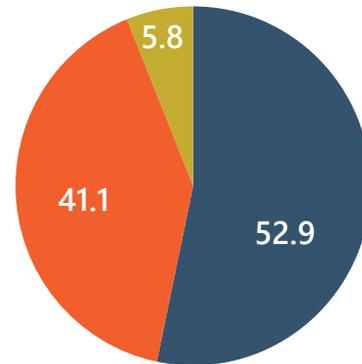


Figure 14. Level of sincerity of current Government to overcome corruption



■ Effective ■ Not effective ■ DK/RA ■ Honest ■ Dishonest ■ DK/RA

To improve the current situation, the respondents mentioned the directions which the RA government should consider priorities. Among them are the declaration and verification of the income and property of the officials (45.4%), the detection of corruption crimes and ensuring the certainty of punishment by law enforcement officers (32.2%), as well as the elimination of corruption risks in legislation and government sectors (26.7%), etc.

The analysis presented in Chapter 2 showed that the information provided to the public on the sources of funding of political parties/alliances, mass media, election campaigns, and non-governmental organizations is not transparent, and the public needs more information on this. 69-73% of the citizens believe that the sources of funding for electoral processes depend on the interests of oligarchs and businesses, and they also need to be informed about the sources of funding for political parties. In general, there is skepticism among the population about the effectiveness of the fight against corruption. According to the citizens, people turn to corruption when there is no other legal way to solve the problem, or the motive for such behavior may be to avoid larger payments defined by the law. The research shows that only 8.9% of the respondents are informed about electronic tools of participatory democracy (“e-request”, “e-hotline”, “e-petition”). In general, the implemented anti-corruption policy is welcomed by the citizens; around 80% of the respondents approve of the main anti-corruption initiatives of the government that are already being implemented or are still under discussion.

CHAPTER 3: PERSONAL BEHAVIOR AND EXPERIENCE IN CORRUPTION SITUATIONS

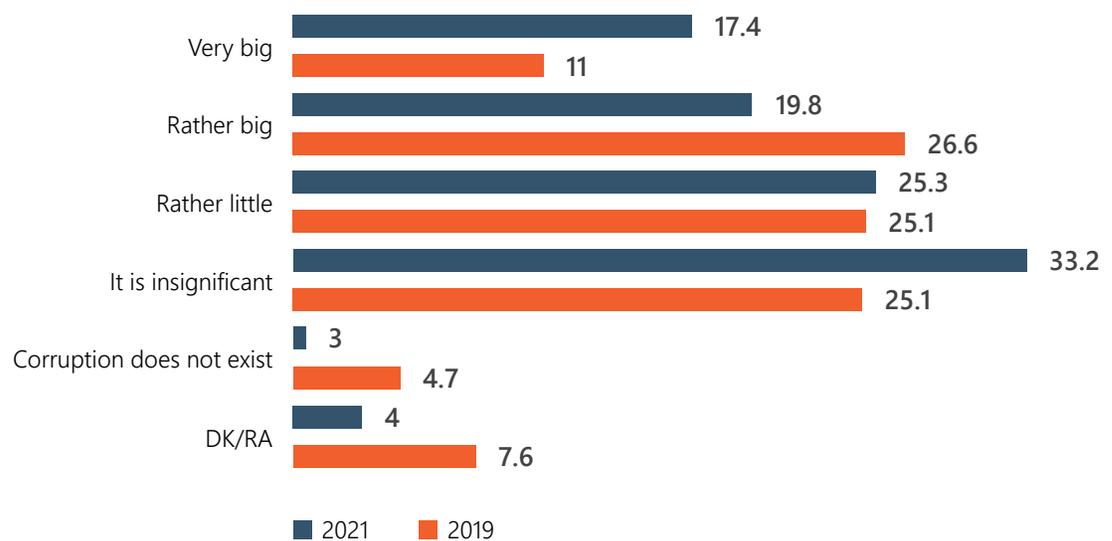
This part of the report presents citizens' assessment of how much corruption affects them and their environment, the main sources of information about corruption and how reliable they are, and the main motives for solving problems through corruption.

3.1. The Impact of Corruption on Citizens

According to 37.2% of the respondents (Figure 15), corruption has a very big (17.4%) and a rather big (19.8%) impact on them and their environment. Almost a quarter of respondents (25.3%) stated that the impact was rather small, and a third of respondents (33.2%) stated that it had no impact.

Interestingly, there is a significant difference between citizens answering this question depending on demographics: women (n=341), citizens aged 18-35 (n=191), those with higher and post-graduate education (n=207), people living in Yerevan (n=246), and those with an income of more than AMD 220,000 (n=111) believe that corruption has a very big/rather big impact on their environment.

Figure 15. The impact of corruption on you and your surroundings/community.



The results of the previous (2019) survey showed that after April-May of 2018, 30.8% of the respondents believed that the frequency of cases when government officials demanded/expected bribes and the amount required/expected by them had decreased significantly. 51.6% of respondents stated that it had somewhat decreased.

Looking at Figures 16 and 17 for 2019 and 2021 respectively, it can be noticeable that citizens' perception of the frequency of cases when government officials demand/expect bribes and the required/expected amount has changed. The share of people who believe that the frequency of bribery cases has decreased is significantly low. If, in 2019, about 91% of respondents believed that the frequency of bribery cases had decreased, in 2021, the percentage of those people was 66.5%. The same applies to the perceptions of the size of bribes: in 2019, more than 80% believed that the size of bribes had decreased, while in 2021, it was 42%.

Figure 16. Perception of change of frequency of bribes required/expected by public officials (%).

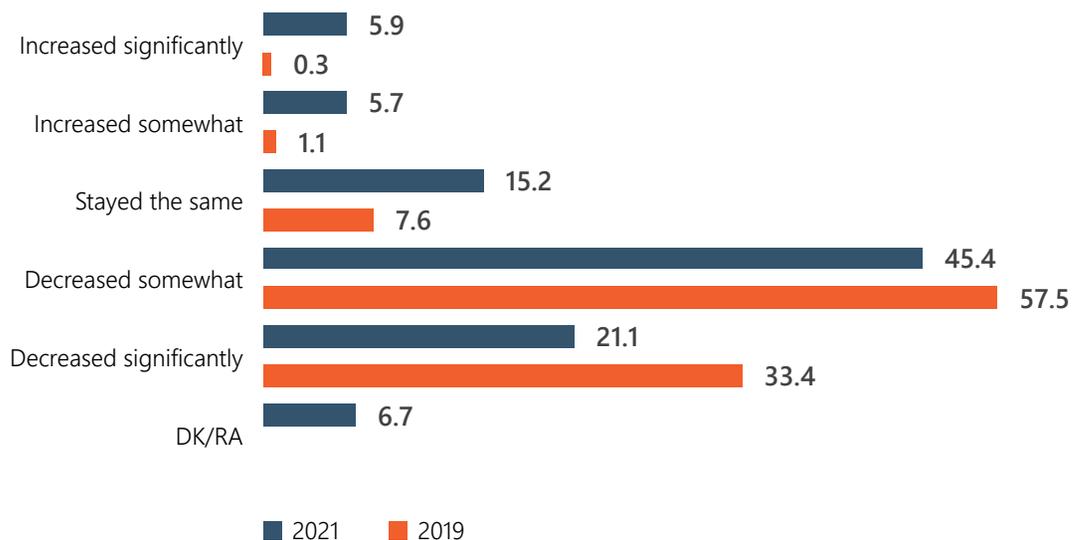
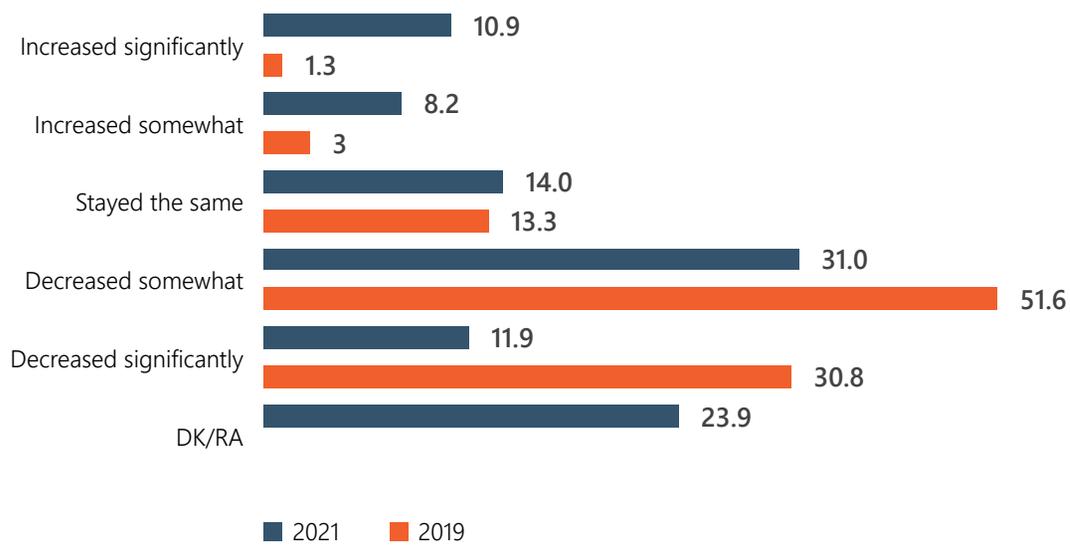


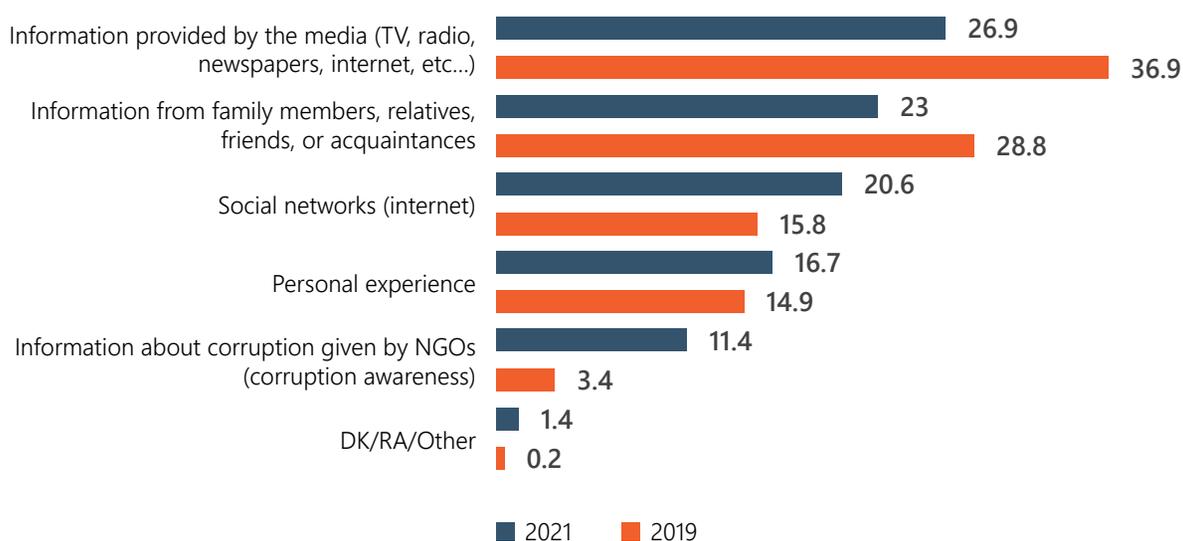
Figure 17. Perception of change of the amount of bribes required/expected by public officials (%).



3.2: The Main Sources of Information for the Assessment of Corruption

Mass media (26.9%), rumors - information from family members, relatives, friends, or acquaintances (23%), and social networks (20.6%) have been mentioned by the respondents as the main information sources for assessing corruption. It is essential to emphasize the high percentage of rumors (23%), only about 4% less than mass media, that were mentioned as a source of information about corruption. Compared to 2019, the picture has hardly changed (Figure 18). Comparatively, the share of respondents who indicated the option of information received through non-governmental organizations has increased significantly.

Figure 18. Source of assessment of the level of corruption (%).



Most respondents (22.8%) stated that there was no media source that was popular in terms of obtaining reliable information about corruption. Others mentioned H1 Public TV (17,7%), Armenia TV (14,6%), and Shant TV (14,0) as popular media sources (see Figure 19). Interestingly, in 2019 Shant TV was the leader enjoying the trust of more than 25% of respondents, Armenia was the second with around 20%, and H1 Public TV was the third with almost 15%. The comparison with last year’s results demonstrates that people’s mistrust in mass media, especially Shant and Armenia TVs, has increased, while trust in H1 Public TV, on the contrary, has increased. In general, compared to 2019, trust in the three most popular TV stations decreased from 60% to 45.6%.

Notably, the situation in rural areas is different from that of urban areas. The table below (see Table 2) shows that the percentage of people who trust media sources providing information on corruption differs between those living in urban and rural areas. 22,3% of respondents living in Yerevan do not trust any TV station, 19,1% trust H1 Public TV, while the trust towards Armenia and Shant is higher in rural areas than in Yerevan (by around 7-8%). In 2019 the TV station ArmNews didn’t make it to top ten most trustworthy media sources, while in 2021, it came right after Shant TV and enjoyed the most trust among those living in Yerevan (5,7%).

Figure 19. Media channels from which one could find accurate information about corruption in Armenia.

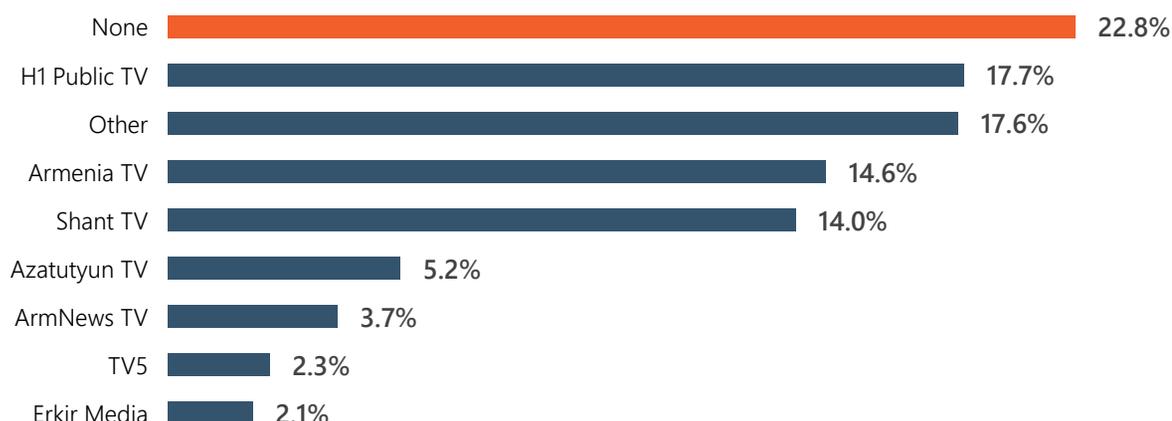


Table 2. Trust in mass media according to residency (% of total) compared to 2019 results.

2021	Yerevan	Other City	Village	2019	Yerevan	Other city	Village
None	22.3	25.7	21.0	None	14.4	15.8	14.7
H1	19.1	16.3	17.2	H1	14.5	12.1	13.1
TV5	2.6	1.9	2.4	Armenia TV	13.9	16.8	23.0
Armenia TV	10.3	15.9	18.4	Shant	21.6	22.4	24.3
Shant	10.6	14.4	17.3	RFE/RL TV	6.7	7.0	3.0
Armnews	5.7	1.6	3.3	TV5	2.1	1.5	0.9
RFE/RL TV	5.4	6.2	4.2	Yerkir Media	0.8	1.6	1.7
Yerkir Media	1.4	2.7	2.4	Other	26.1	22.8	19.4
Other	22.6	15.2	13.8				
Total	100	100	100	Total	100.0	100.0	100.0

Note: In 2019, Azatutyun.am and Azatutyun radio station were included, and in 2021, Azatutyun, which incorporates the TV company, the radio station, and Azatutyun.am. All TV stations with a mark below 2% are presented as "other".

Almost 16% of women trust Shant TV, while only 11,4% of men do so (see Table 3). The difference in trust based on sex is more evident than in the previous survey. For example, in 2019, women trusted Shant, Armenia and Azatutyun more than men did, while men trusted H1 Public TV and News.am more.

Table 3. Trust in media by gender (% of total) compared to 2019 results

2021	Female	Male	2019	Male	Female
None	22.4	23.4	None	16.4	14.3
H1	16.5	19.2	H1	15.1	12.6
TV5	1.7	3.1	Armenia TV	14.4	19.2
Armenia TV	15.6	13.4	Shant	21.3	23.4
Shant	16.0	11.4	Azatoryun	4.0	6.2
Armnews	3.6	3.9	TV5	2.3	1.2
Azatoryun TV	5.0	5.5	Yerkir Media	2.1	1.0
Yerkir Media	2.1	2.1	Other	24.5	22.2
Other	17.3	17.9			
Total	100.0	100.0	Total	100.0	100.0

Table 4. Trust in media by age (% of total) compared to 2019 results

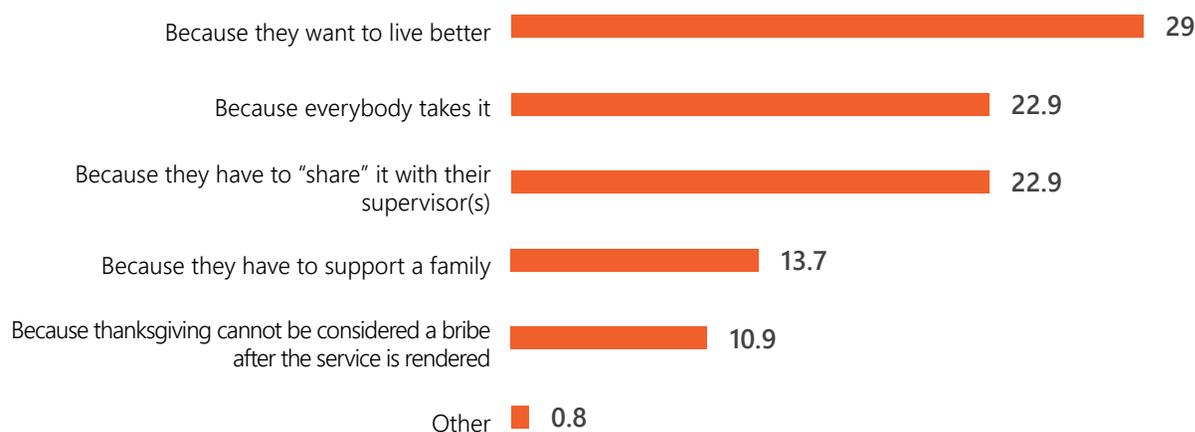
2021	18-35	36-50	51-64	65+	2019	18-35	36-50	51-64	65+
None	26.1	23.3	22.5	17.2	None	20.5	15.9	13.3	10.3
H1	13.6	17.8	19.4	21.6	H1	9.5	12.4	14.5	16.6
TV5	1.7	3.1	2.2	2.2	Armenia TV	15.3	17.5	18.5	19.5
Armenia TV	14.7	13.9	15.5	14.2	Shant	17.1	20.5	23.8	28.7
Shant	11.7	13.1	15.8	16.2	Azatoryun	9.5	6.8	4.5	1.8
Armnews	2.8	3.6	3.4	6.0	TV5	1.1	1.1	2.4	1.4
Azatoryun TV	8.8	5.2	3.6	1.7	Yerkir Media	1.1	1.5	1.5	1.3
Yerkir Media	0.5	1.8	3.1	3.7	Other	25.9	24.4	21.4	20.4
Other	20.1	18.3	14.3	17.2					
Total	100.0	100.0	100.0	100.0	Total	100.0	100.0	100.0	100.0

There is a significant difference between people of varying age groups in terms of their trust in various media sources for obtaining information on corruption. Mistrust is high among young people (according to the survey, almost 26.1% of people aged 18-35 don't trust any media source, see Table 4).

3.3. The Main Motives for Solving Problems in a Corrupt Way

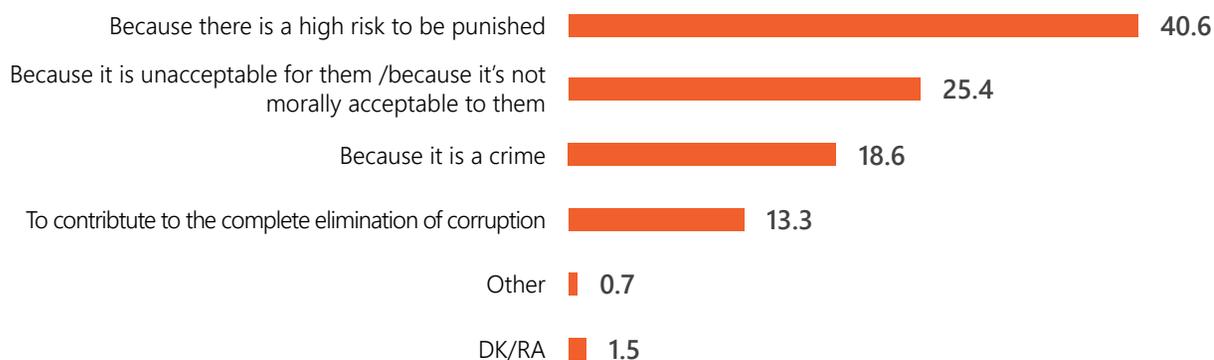
According to the survey, the main reason for taking bribes is the desire to live well (29%) (see Figure 20). According to almost 23% of respondents, people take bribes to pass part of it to “higher levels.” Others (22.9%) explain it as a habit, i.e., because everyone does so. A smaller percentage (13,7%) believes that the obligation to support one’s family is one of the reasons why people take bribes. 10,9% think it is a way of saying “thank you” for a provided service, and it cannot be called a bribe. 10,9% think it is a way of saying “thank you” for a provided service, and it cannot be called a bribe.

Figure 20. Reasons for taking a bribe.



A part of respondents (40.6%) believes that the main reason for withdrawing from getting involved in corruption is fear: because the risk of getting punished is high. For others, however (44%), it is based on morals/values because corruption is morally unacceptable or a crime. For 13.3% contributing to the decrease/elimination of corruption is a possible motive.

Figure 21. Reasons for refusing to take a bribe.



Thus, the analysis carried out in Chapter 3 showed that according to 37.2% of respondents, corruption has a very big or rather big impact on them and their environment. However, almost a quarter of respondents stated that the impact was rather small, and a third of respondents stated that it had no impact. Notably, women, citizens aged 18-35, those with higher and postgraduate education, people living in Yerevan, and those with an income of more than AMD 220,000 believe corruption has a very big/rather big impact on their environment/community.

The number of people who believe that the frequency of bribery cases has decreased is significantly lower compared to 2019. If in 2019, about 91% of respondents believed that the frequency of bribery had been reduced, only 66.5% of the respondents believed so in 2021. The same applies to the perceptions of the size of bribes: in 2019, more than 80% (82.4%) believed that the size of bribes had decreased, while today, it's 42%, which is half as many.

It is worthy of note that rumors have been mentioned quite often (23%) as a source of information for assessing corruption. In comparison, mass media has been mentioned by 26.9%, which is only higher by 4%. In contrast, the share of respondents who indicated information received from CSOs as an information source has increased significantly.

Given the overall decrease in trust in mass media as a source of information on corruption, most respondents (22.8%) stated that no media source was popular for obtaining reliable information about corruption. A part of respondents (40,6%) believes that the main reason for withdrawing from getting involved in corruption is fear: because the risk of getting punished is high. For others, however (44%), it is based on morals/values because corruption is morally unacceptable or a crime.

CHAPTER 4: GENERAL INFORMATION ON ANTI-CORRUPTION ACTIVITY AND ITS MECHANISMS

This part of the report briefly discusses the public awareness of the anti-corruption activities of state bodies and CSOs and the anti-corruption policy

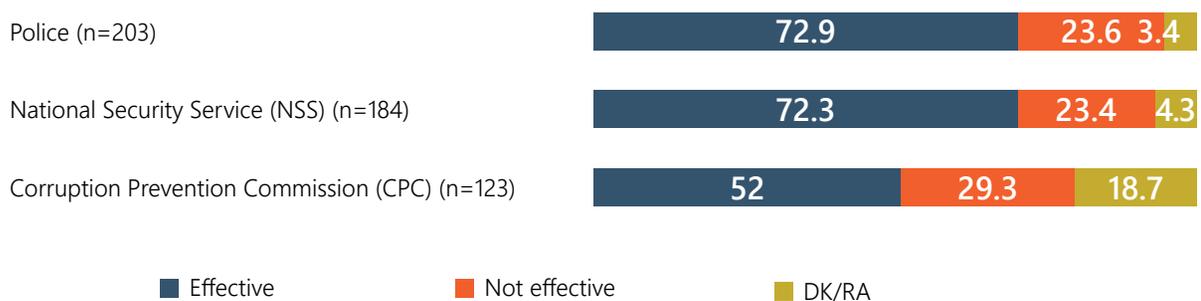
4.1. Public Awareness of the Anti-Corruption Activities of State Bodies and CSOs

The respondents listed Armenian state bodies and CSOs engaged in anti-corruption that they knew of. 44.1% of the respondents do not know any state body or CSO engaged in anti-corruption activities at all, 20.7% found it difficult to answer this question, and 0.3% refused to answer (65.1% in total).

13.6% of respondents (n=671) who are aware of state bodies and non-governmental organizations carrying out anti-corruption activities in Armenia know about the Police (23.3% in 2019), 12.4% - of the National Security Service (21.8% in 2019), 5.8% - the State Supervision Service subordinate to the RA Prime Minister (3.9% in 2019), 4.7% - the Prosecutor's Office (4.5% in 2019). The level of awareness of the Police and the National Security Service as anti-corruption agencies has decreased, while there is a small increase in awareness when it comes to the Corruption Prevention Commission. The share of respondents informed about the anti-corruption activities of all the other state bodies and non-governmental organizations, and their mechanisms do not exceed 3%.

Regarding the respondents' perception of the effectiveness of anti-corruption activities, almost 73% of respondents who are aware of the anti-corruption activity of the Police (n=203, 13.6% of all respondents) rated the latter as effective. 72.3% of respondents who are aware of the anti-corruption activity of the National Security Service (n=184, 12.4% of all respondents) rated the latter as effective. Only 52% of respondents who are aware of the anti-corruption activity of the Corruption Prevention Commission (n=123, 8.4% of all respondents) rated the latter as effective.

Figure 22. Effectiveness of the state anti-corruption bodies according to the respondent (%).

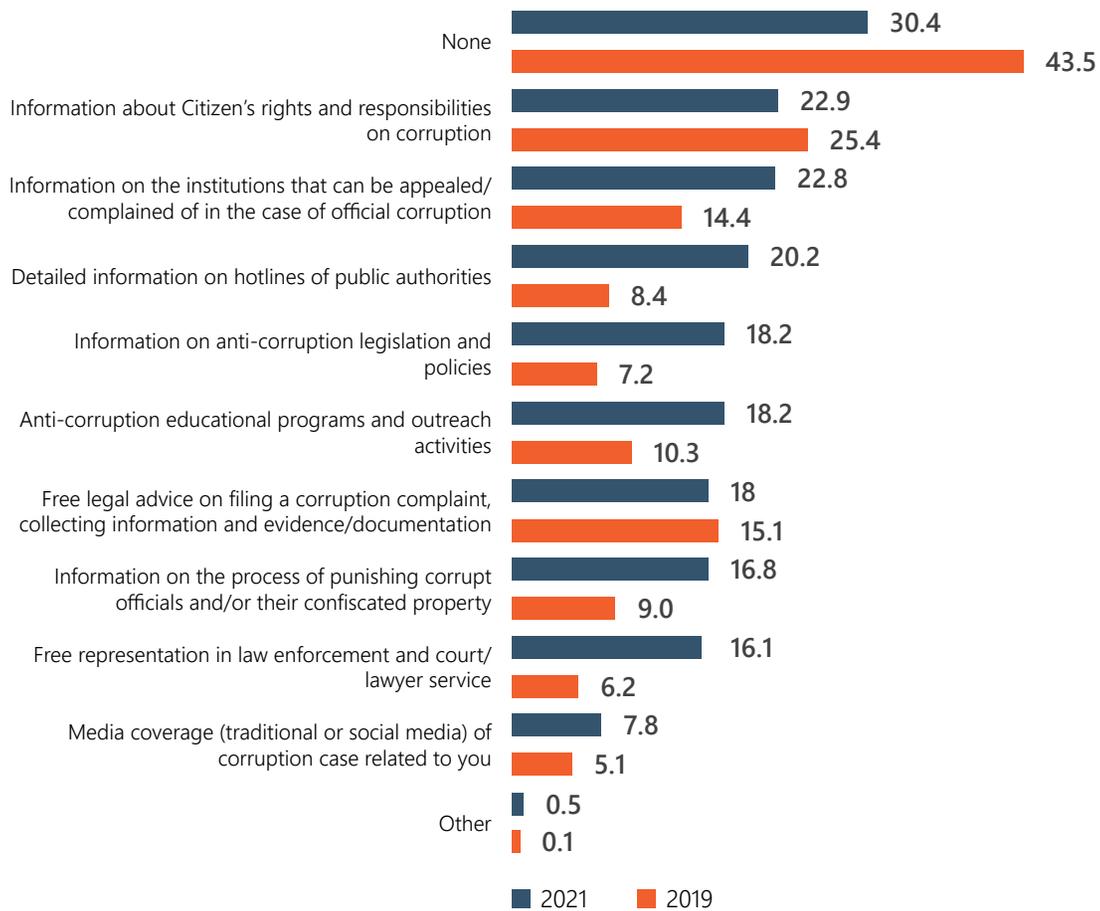


4.2. Public Awareness of Anti-Corruption Policy

Figure 23 shows that the share of those who do not need any support or information has significantly decreased since 2019, from 43.5% to 30.4%, which means that the number of people who want to receive information about corruption has increased by about 20% in Armenian society. The respondents were most interested in information that helps to clarify their rights and responsibilities about corruption (22.9%); information on the institutions that can be contacted in

case of corrupt behavior of officials (22.8%); on the hotlines of state bodies (20.2%); on educational anti-corruption programs (18.2%); and on anti-corruption legislation and policy (18.2%). The share of those who need free representation or legal services in law enforcement agencies and courts has increased by almost 10%.

Figure 23. Type of neediness of anti-corruption assistance (yes, %).



The brief analysis presented in Chapter 4 showed that 44.1% of respondents do not know any state body or public organization engaged in anti-corruption activities at all. At the same time, the number of people who want to receive information about corruption has increased by about 20%. The respondents were most interested in information clarifying their rights and responsibilities in relation to corruption; information on the institutions that can be contacted in case of corrupt behavior of officials, on the hotlines of state bodies, on educational anti-corruption programs, and on anti-corruption legislation and policy.

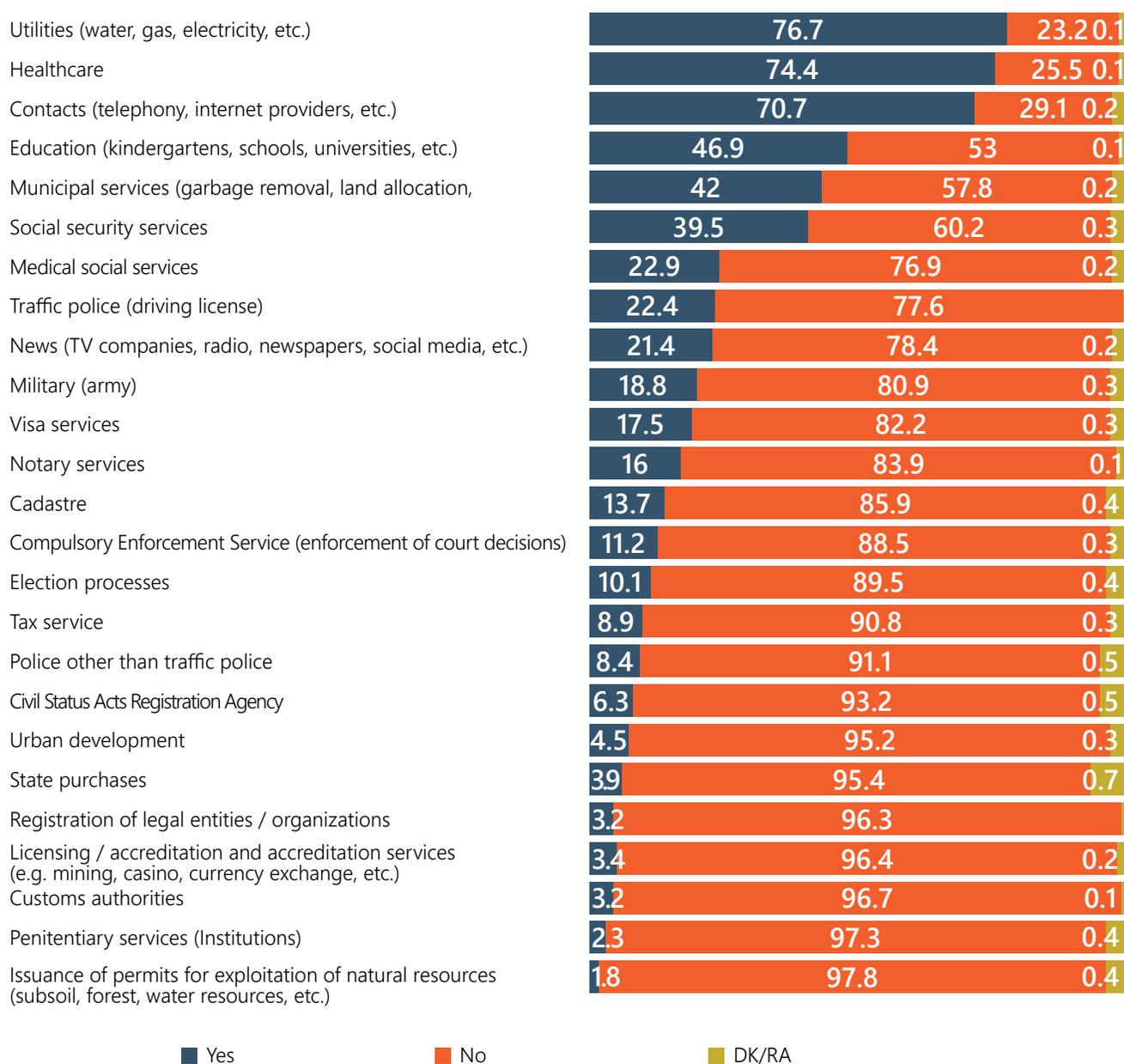
CHAPTER 5. INDIVIDUAL ANTI-CORRUPTION BEHAVIOUR AND ACTIONS

This part of the report addresses the issue of the individual experience of the respondents in corruption-related situations as well as their willingness to carry out anti-corruption activities.

5.1. Individual Experience in Corruption-Related Situations

Figure 24 below indicates that during the last 12 months, the respondents more often interacted with utility (communal) services (76.7%), health facilities (74.4%), telecommunication services (70.7%), educational institutions (46.9%), community services (42%), and social security services (39.5%). It can be emphasized here that these are the sectors that the population trusts the most.

Figure 24. In the last 12 months, have you and/or your HH member had any contact with these institutions? (%)

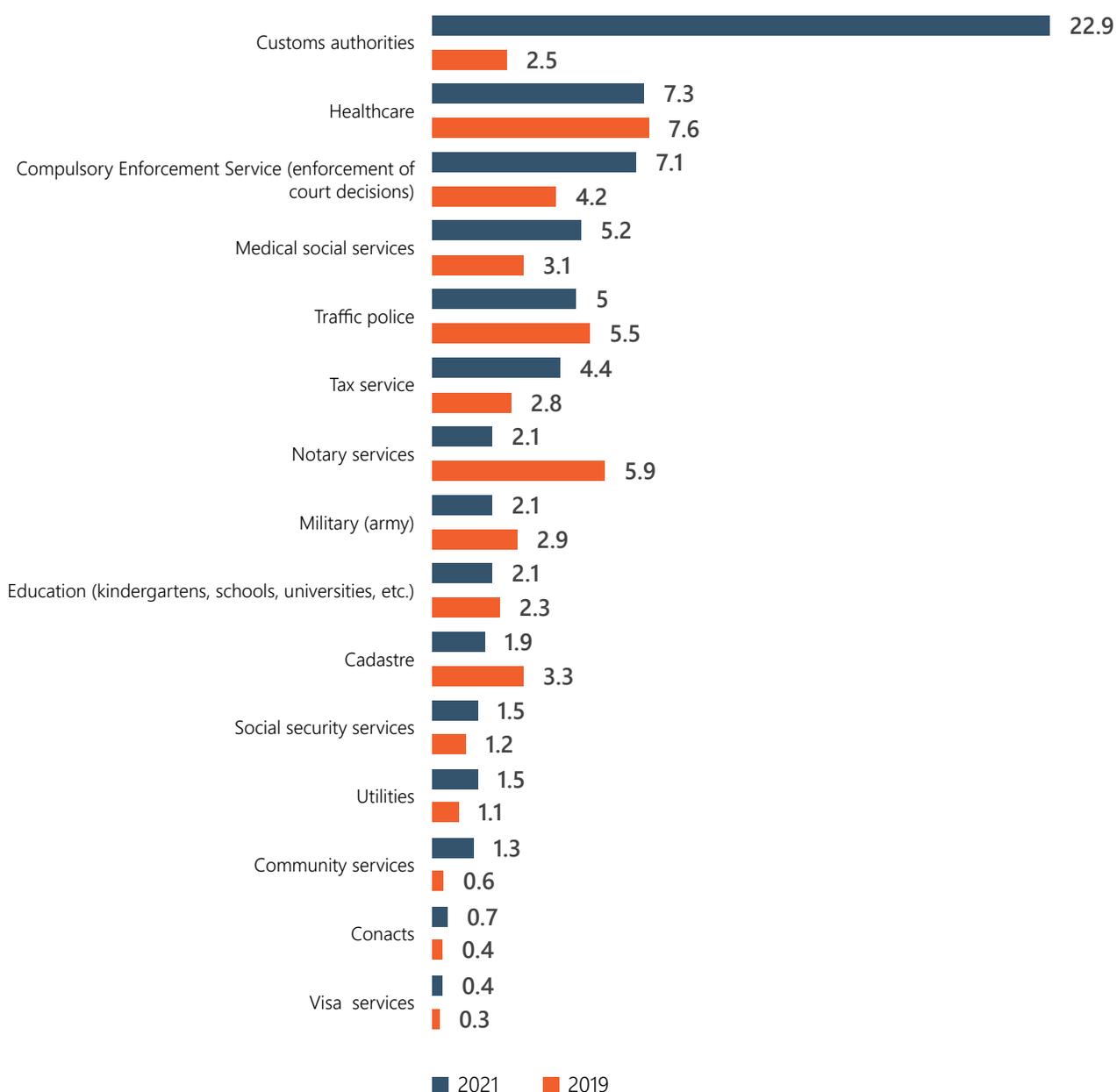


5.2. Possible Individual Anti-Corruption Actions

More than half of the respondents (51.1%) will not report to the relevant authorities if they personally face corruption, and 40.9% will report (see Figure 26).

Comparing the share of respondents who were involved with different institutions/services in Figure 24 and those who paid extra fees in Figure 25, it is noticeable that for some services, the reforms implemented in the last two years have slightly helped to reduce corruption risks, while for others the opposite. Particularly, almost 23% of those who applied to the customs service institutions paid an additional fee (see Figure 25).

Figure 25. Did you have to make extra contributions (yes, %)?



The situation has improved in notarial services, decreasing from 5.9% to 2.1%, and in real estate cadaster - from 3.3% to 1.9%.

During the training of the interviewers, they were informed that unofficial additional fees are meant, but this does not mean that the respondents could not perceive paid services defined by law as additional fees, for example, in the Compulsory Enforcement Service and the Customs Service.

Almost half (46.8%) of those who gave a positive answer about informing the corrupt behavior of officials said that they would apply to the Police, about 5% - to the RA Prime Minister, to the corrupt official's superior (4.2%), and the line minister or the superior of the given body (4%) (see Figure 27). Since 2019, the share of respondents who are inclined to apply to the RA Prime Minister has decreased by about 6%, and, on the contrary, the share of respondents who are ready to apply to the Police has increased by about 27%. In the case of other institutions, there are no significant changes.

Figure 26. If you ever become a victim of corruption, will you turn for help? (%).

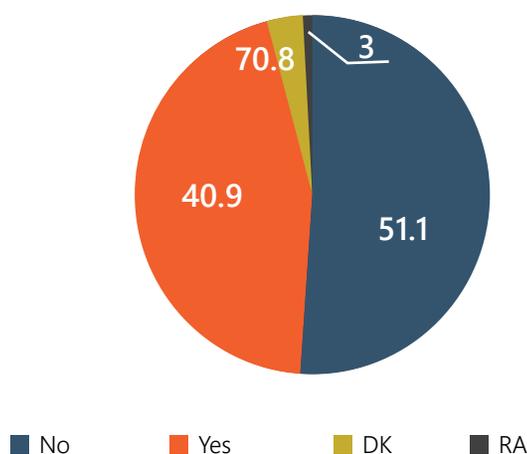
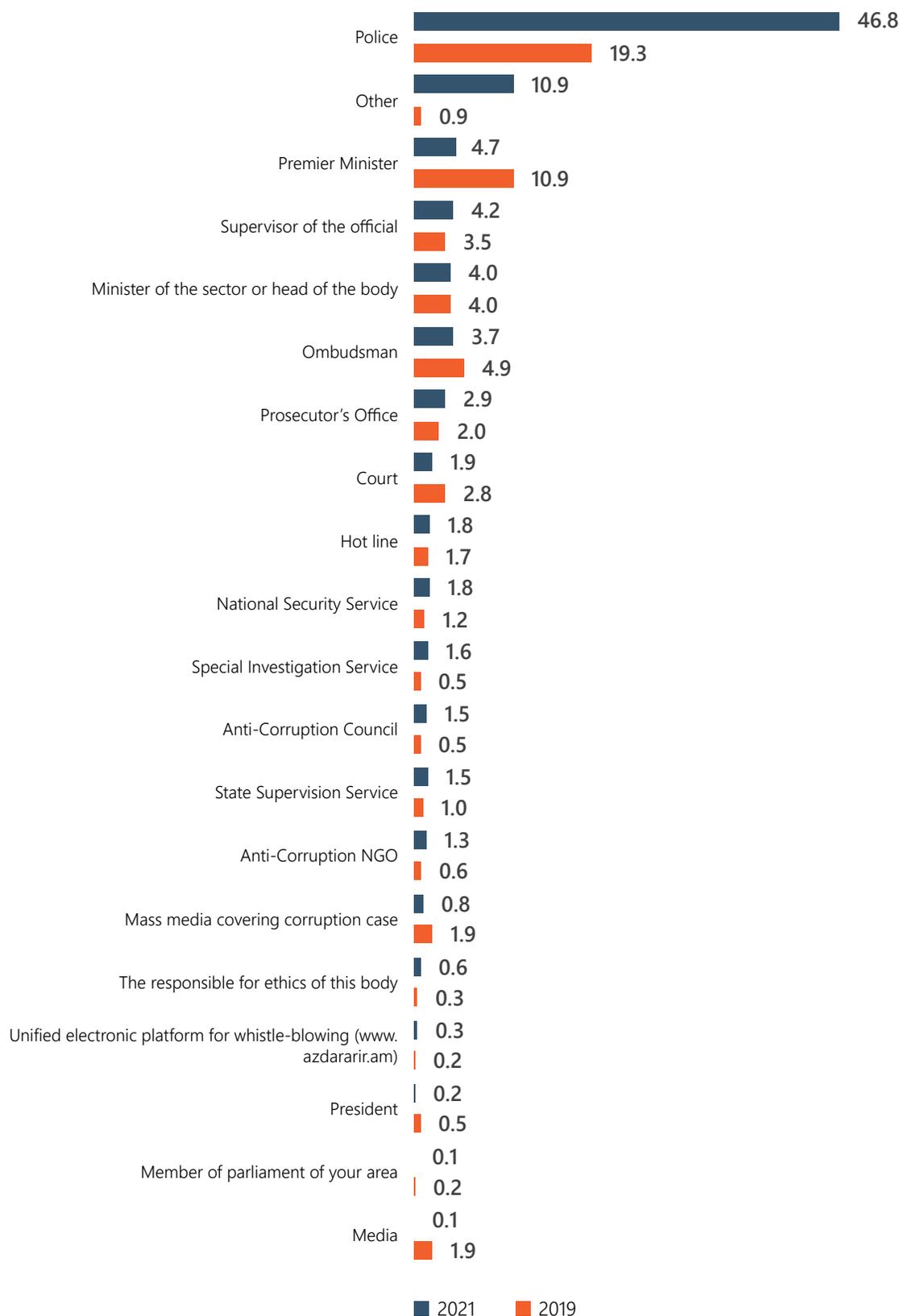


Figure 27. Whom will you apply firstly to report the corruption of officials? ⁴



4. During the training of the interviewers, they were informed that we are talking about unofficial additional fees; however, this does not mean that the respondents could not perceive the paid services defined by law as additional fees, for example, the fees paid to CESA and the Customs Service.

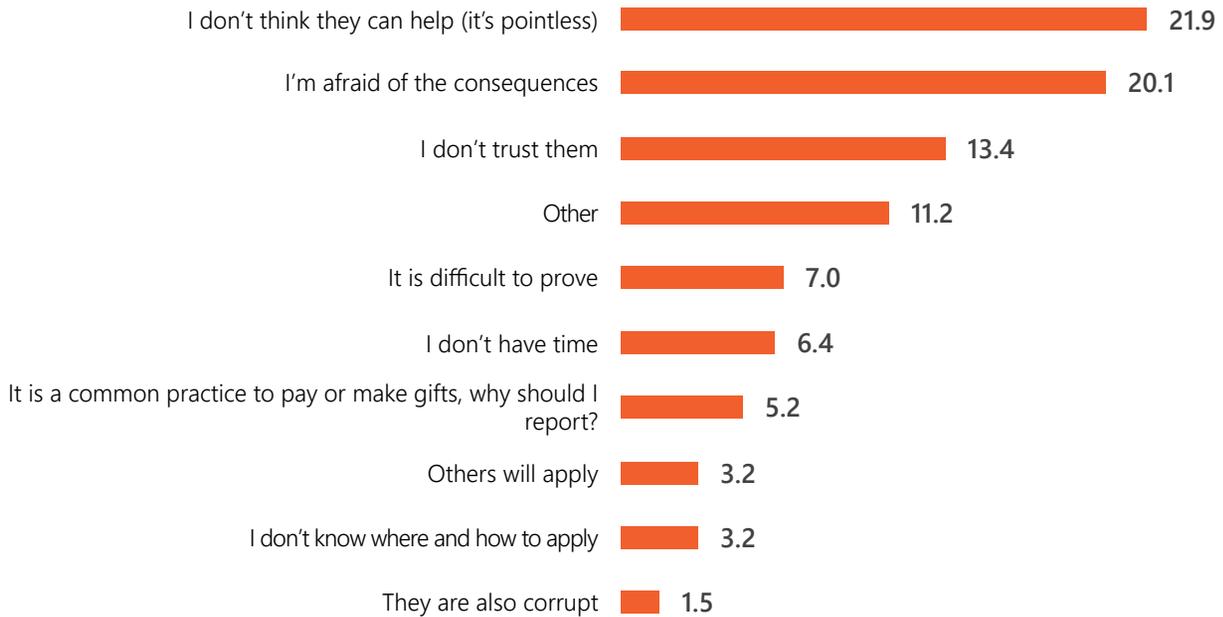
According to the respondents, public criticism continues to be the main reason for not reporting corruption cases, as almost 57% of the respondents believe that reporting or alarming corruption cases are reprehensible (see Figure 28). However, compared to 2019, the number of people sharing such an opinion decreased by almost 20%. Among other reasons for not reporting, more than a third of the respondents (36.6%) mentioned the fear of being punished, for example, being fired or being held responsible for “perjury.” About 27.4% fear that no action will be taken even after reporting corruption, and almost 13% believe there is no need to report corruption if it is unrelated to your interests.

Figure 28. Reasons for not reporting corruption.



51.1% of the respondents, who had expressed the opinion that they would not turn to the relevant authorities when facing corruption (see Figure 26), were asked to specify the reason (see Figure 29). More than a fifth of them (21.9%) believe that it is pointless, 20.1% are afraid of the consequences, and about 13% do not trust the relevant authorities. Less than ten percent (10%) of the respondents believe that corruption is difficult to prove (7%), they don’t have time (6.4%), and paying or giving gifts is a common phenomenon, so why apply (5.2%). Among other options (n=87, 11.2%), the respondents indicated that it is considered delating, they do not want to get involved in it to avoid unnecessary hassles and headaches, and they also think that they will solve the problem on their own.

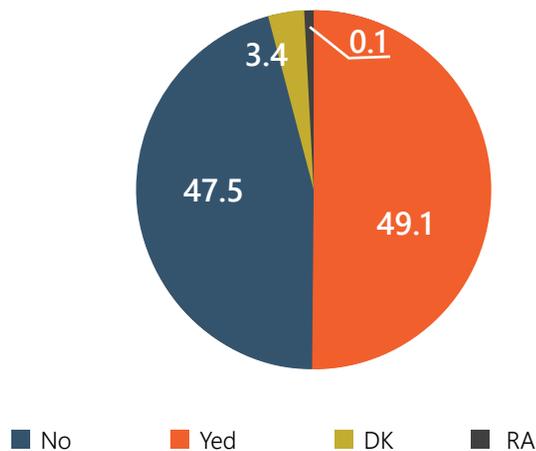
Figure 29. If not, why not?(%, n=776)



5.3. Perceptions of Individual Anti-Corruption Behavior

Almost half of the respondents are ready to participate/get involved in actions to reduce corruption. Moreover, people living in rural areas and those aged 18-35 are more inclined to do that.

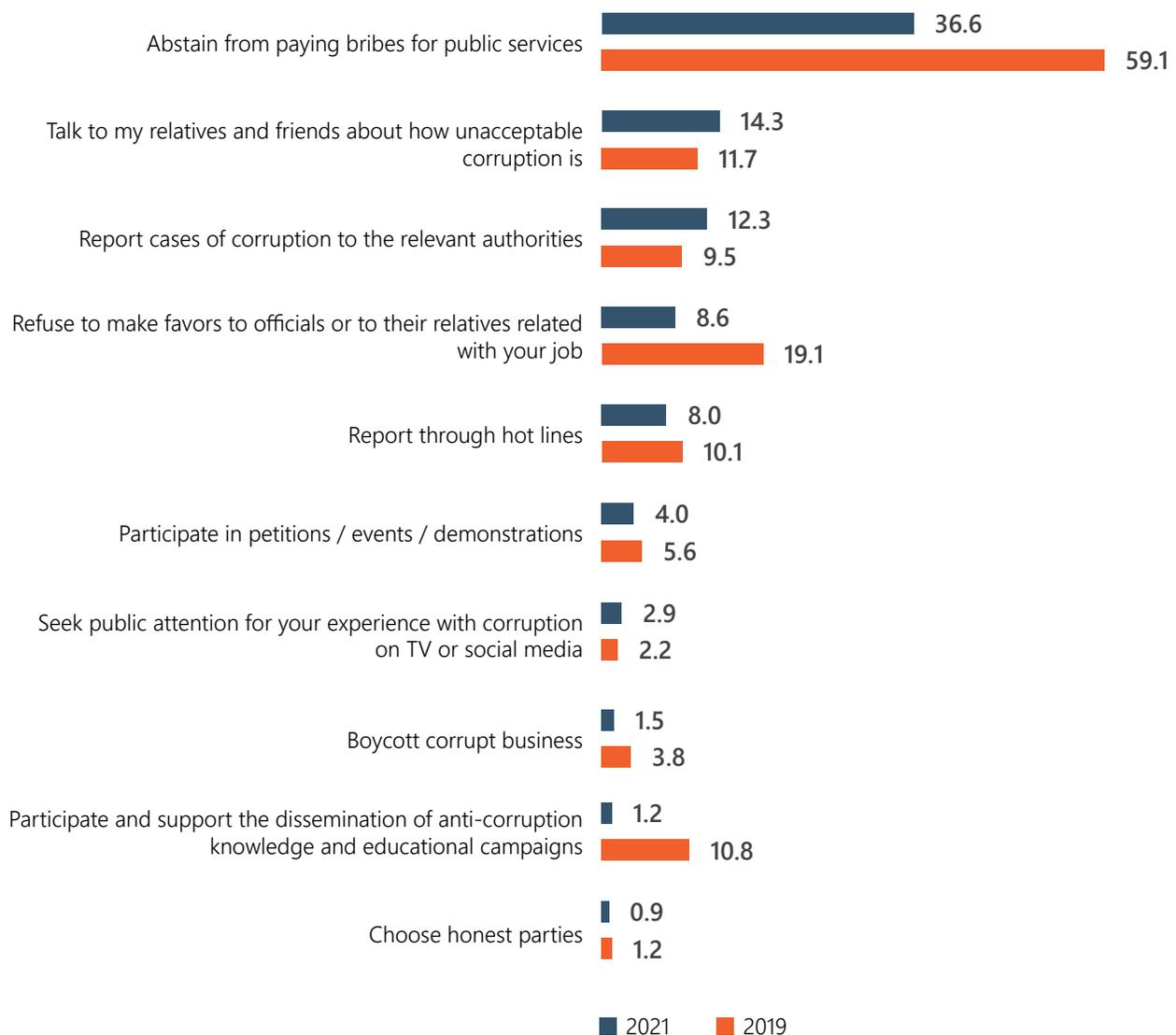
Figure 30. Are you willing to act/be involved in activities to reduce corruption?



As a concrete step, 36.6% of the respondents are ready to avoid paying bribes for public services, and 14.3% are ready to talk to their relatives and friends about the unacceptability of corruption, as well as report to the relevant authorities (12.3%) (see Figure 31). In general, compared to 2019, there is a significant decrease in the share of respondents who were ready to: avoid paying bribes for public services (by 12.5%); refuse to do “favors” to officials or their relatives (by 10.5%); vote for parties/alliances that inspire confidence in terms of anti-corruption (by 9.6%).

In addition to the mentioned options, 11% of the respondents expressed their willingness to be part of public control measures, and 2.3% - to be involved in the activities of anti-corruption NGOs.

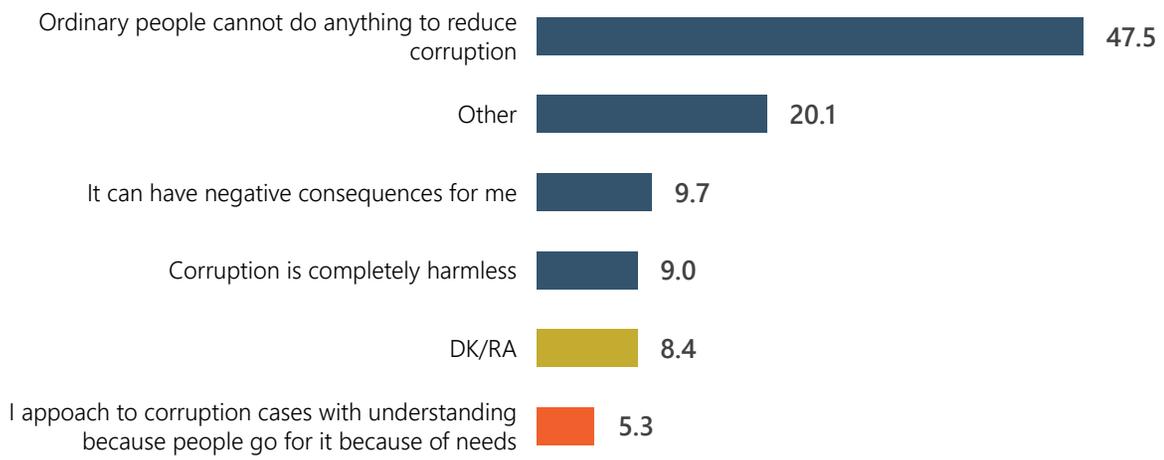
Figure 31. Undertaking to fight corruption in the future (yes, %)⁶.



3. Questions 44 and 44a from 2021 and Question 35 from the 2019 survey have been merged.

When asked why they do not want to be involved in activities aimed at reducing corruption, 47.5% of the respondents (n=722) expressed concern that ordinary people cannot do anything to reduce corruption, 20.1% indicated other options, 9.7% fear that it may have negative consequences for them, a smaller percentage believes that corruption does not harm them at all (9%). There is a statistically significant difference in the respondents' answers depending on age and educational level: Citizens over 36 dominate among the respondents who have chosen the option "Ordinary people can do nothing to reduce corruption." Older and less educated citizens are more likely to think that ordinary people cannot do anything to reduce corruption.

Figure 32. Reasons for not being involved in activities to reduce corruption.



It is interesting to see in the cross tables below to what extent, according to people's opinions, it is possible to reduce corruption in Armenia in general and, if not, why (see Table 6 and Table 7).

Table 6. The reason for refusing to participate in anti-corruption activities according to the respondents' opinion on reducing corruption in Armenia in general (%)

	Ordinary people can do nothing to reduce corruption [n = 343]	It may have negative consequences for me [n = 70]	I approach corruption cases with understanding, because people turn to it out of necessity [n = 38]	Corruption does me no harm [n = 65]	Corruption does me no harm [n = 65]	DK [n = 55]	RA [n = 6]
Cannot be reduced at all	30,3	30	28,9	36,9	18,6	20	16,7
Can be reduced only partially	36,7	40	52,6	36,9	42,8	36,4	66,7
It is possible to reduce significantly	17,8	18,6	10,5	9,2	26,2	14,5	0
It is possible to eliminate completely	12,8	10	5,3	12,3	12,4	21,8	16,7
DK	2,3	1,4	2,6	4,6	0	7,3	0

Table 6 shows that the respondents generally think that ordinary people cannot do anything because they initially have the prejudiced opinion that corruption in Armenia can be reduced only partially (36.7%) or can not be reduced. (30.3%). The same is the case with all those respondents who justify their refusal to participate in anti-corruption activities by the point of view that it may have negative consequences for them (40% and 30%, respectively), understand corruption cases because people resort to it out of necessity (52.6% and 28.9%, respectively). Meanwhile, the share of optimists who believe that corruption in Armenia can still be significantly reduced is slightly increasing (26.2%) among those unwilling to participate in anti-corruption actions for other reasons.

It is essential to understand why people tend to think that ordinary people cannot do anything to reduce corruption. Table 7 below shows that the reasons are more socio-psychological and socio-cultural: The respondents tend to think that the reason is the national way of thinking and culture (20.4%); that people are used to it (10.4%), or the reason is people’s psychology: They strive for money or power. The respondents who refused to participate in anti-corruption actions mention the country’s poor socio-economic situation as the reason for impossibility of reducing corruption in Armenia (9.7%). Citizens indifferent to corruption believe it came from ancient times and is deeply rooted (10.4%).

Table 7. The reason for refusing to participate in anti-corruption activities

	Ordinary people can do nothing to reduce corruption [n = 230]	It may have negative consequences for me [n = 49]	I treat corruption cases with understanding because people turn to it out of necessity [n = 31]	Corruption does me no harm [n = 48]	Other [n= 89]	DK/ RA [n = 36]
National way of thinking and culture	20,4	28,6	29	12,5	16,9	12,9
People are used to	10,4	12,2	9,7	10,4	4,5	36,1
People’s psychology (are greedy, seek money/power)	9,1	2	16,1	12,5	11,2	6,5
It came from the former authorities and took root, they still exist in the state system	1,7	4,1	0	0	3,4	0
The situation in the country is unstable and uncertain	0,9	0	0	0	0	0
Laws and control mechanisms do not work	7	8,2	6,5	4,2	4,5	3,2
It is spread all over the world and cannot be overcome	7	8,2	6,5	4,2	4,5	3,2

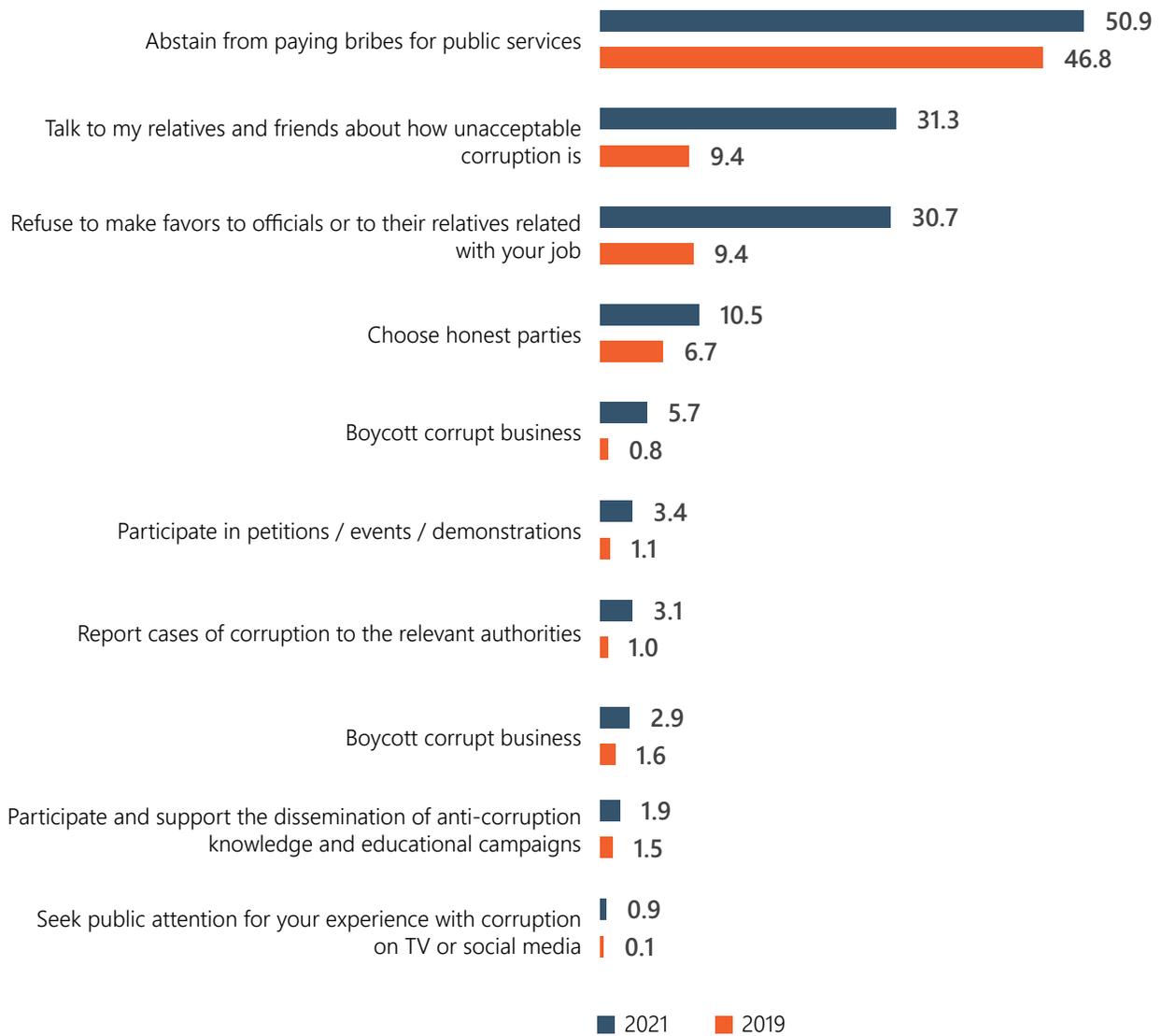
We are a small nation, personal connections are very common	0,9	4,1	0	0	1,1	0
The level of education and consciousness of people is low	0,9	4,1	3,2	0	2,2	3,2
Existence of clans/oligarchs	0	0	0	0	1,1	3,2
Enables resolve issues quickly	1,7	2	3,2	0	1,1	0
Change of generation is needed/long period of time is needed	1,7	2	2	4,2	3,3	6,5
Dependence on Russia exists	0,4	0	0	2,1	0	3,2
The nation is not united	1,3	0	3,2	0	0	20
Socio-economic situation	2,6	4,1	9,7	6,3	7,9	29,7
It came from Soviet times and took root	0,4	0	0	0	1,1	0
It came from ancient times and took root	7,4	2	6,5	10,4	4,5	0
Today's authorities and officials are corrupt	7,4	0	0	4,2	2,2	3,2
It is so widespread that it is impossible to eradicate	1,7	0	0	0	0	0
Each person has to change himself, it depends on people	0,4	4,1	0	0	2,2	0
If it hasn't been possible by now, it won't be possible anymore/it's too difficult	0,4	0	3,2	0	1,1	0
Do not know	7	8,2	6,5	16,7	9	16,1
Refuse to answer	1,3	0	0	0	0	0

It is also interesting to understand how the respondents participated in anti-corruption actions in the past and to compare the obtained results with the results of the 2019 survey.

Figure 33 shows that, as in 2019, the participation of the population in anti-corruption actions is mainly through avoiding paying bribes for public services (50.9%); talking to their relatives and friends about the unacceptable nature of corruption (31, 3%) and/or refusing to do "favors"

to officials or their relatives (30.7%). This process's positive dynamics in more active population involvement are notable.

Figure 33. Undertaking to fight corruption in the past based on previous research (yes, %).



Most people, who previously implemented anti-corruption activities, regardless of everything, are ready to fight against various forms of corruption in Armenia (see Table 8). All those who avoided paying bribes for public services are ready mainly to vote for parties that inspire confidence in terms of anti-corruptionism (77.8%). Those who have talked about the unacceptability of corruption with their relatives and friends are ready to report corruption cases to TV programs or social media (71.4%). Those who have refused to do "favors" to officials or their relatives are mostly ready to vote for parties/ alliances/deputies that inspire confidence in terms of anti-corruptionism (55.6%). Those who have voted for parties that inspired confidence in anti-corruption in the past are ready to participate in anti-corruption petitions/events/demonstrations (31.8%) in the future.

Table 8. The correlation between participation in past anti-corruption activities and willingness to participate in similar activities in the future (%)

	Maintain order and obey the law [n = 346]	Avoid paying bribes for public service [n = 273]	Talk to relatives and friends about the unacceptability of corruption [n = 107]	Refuse to do "favors" to officials or their relatives [n = 64]	Choose parties that inspire confidence in the anti-corruption sense [n = 9]	Notify government agencies through hotlines [n = 60]	Participate in anti-corruption petitions/ events/ demonstrations [n = 22]	Report to relevant authorities [n = 92]	Boycott corrupt businesses [n = 11]	Participate in anti-corruption awareness raising and education campaigns [n = 30]	Report to TV radio shows or social media [n = 7]
I avoided paying bribes for public services	60,7	66,3	70,1	64,1	77,8	50	59,1	58,7	63,6	60	42,9
I have talked to relatives and friends about the unacceptability of corruption	37,6	37,7	58,9	39,1	44,4	50	31,8	47,8	36,4	36,7	71,4
I have refused to do "favors" to officials or their relatives	36,7	38,1	32,7	39,1	55,6	31,7	27,3	35,9	45,5	33,3	14,3
Have voted for parties that inspire confidence in the anti-corruption sense	11,6	11,7	12,1	18,8	11,1	26,7	31,8	15,2	0	20	28,6
Notified government agencies through hotlines	6,4	7,7	3,7	7,8	0	16,7	4,5	15,2	9,1	0	14,3
Reported to relevant authorities	3,8	5,1	1,9	7,8	11,1	13,3	0	9,8	9,1	3,3	0
Boycotted corrupt businesses	3,5	4,4	8,4	7,8	0	5	9,1	2,2	0	6,7	0
Participated in anti-corruption awareness raising and education campaigns	3,5	2,9	4,7	9,4	11,1	6,7	9,1	3,3	0	3,3	0
Reported to TV radio shows or social media	0,9	1,8	0	4,7	0	5	0	3,3	0	0	14,3

All those who reported corruption to state bodies through hotlines in the past are mostly ready to carry out the same anti-corruption action in the future (16.7%). We have the same picture when speaking out through TV, radio, or social media (14.3%). Interestingly, all those who have boycotted corrupt businesses in the past have no desire to do the same in the future (0%). Those who have participated in and supported anti-corruption awareness and education campaigns are almost unwilling to do so in the future (3.3 %) but are mostly ready to participate in anti-corruption petitions/events/demonstrations (9.1%) and vote for parties that inspire confidence in the anti-corruption sense (11.1%).

When asked whether you or any of the members of your household reported corruption by any official during the last 12 months, only 1.7% of the respondents gave a positive answer (the share of those who reportedly did not change much compared to 2019); moreover, 18.5% of the first reported it to the line minister or the head of the relevant body, in contrast to 2019, when the applications addressed to the RoA Prime Minister prevailed (26.2%). The number of applications addressed to the Police have also decreased. If before it was 17.3%, now it is 7.9%. Nevertheless, according to citizens, the Police are the main institution that citizens would turn to inform about the corrupt behavior of officials.

In the course of the analysis, it was also considered how protected all the respondents who reported the corruption incident to this or that body felt, to what extent the anti-corruption actions taken satisfied the informant; which were reasons in case of satisfaction and dissatisfaction and compared the resulting picture with the results of the 2019 survey.

Table 9. How protected did you feel when you reported a corruption phenomenon or incident? (%) (n = 26)

	2021	2019
Completely protected	39	45
Rather protected	15	17
Rather unprotected	23	9
Completely unprotected	23	29

If we compare with the results of the previous survey, it can be seen from Table 9 that the share of those who felt protected decreased by 8% (in 2019, it was 62%, and in 2021 - 54%). When asked what happened after reporting a corruption incident, 50% of respondents reported that no action was taken, and only 15% reported that the issue was resolved informally: They got their money back.

Table 10. How satisfied are you with the actions taken as a result of reporting corruption? (%)
(n = 26)

A formal procedure has been initiated against a public official	7,7
The issue was resolved informally, and you were refunded	15,4
You have been advised not to proceed with the reporting process	3,8
No action has been taken on your report	50,0
You suffered negative consequences for reporting the incident	7,7
Other	15,4

Table 11. How satisfied are you with the actions taken as a result of reporting corruption? (%)
(n = 26)

	2021	2019
Completely satisfied	15,4	34,8
Rather satisfied	26,9	7,5
Rather unsatisfied	15,4	17,8
Completely unsatisfied	38,5	39,8

As a reason for not being satisfied, 50% of respondents (n = 14) indicated that the issue was not resolved, and 35.7% answered that a formal approach was applied. According to 14.3%, after reporting the phenomenon or incident of corruption, there were negative consequences for those close to them, or greater corruption occurred.

And finally, 7.8% of the respondents either had difficulty in answering or refused to answer the question of who was responsible for the fight against corruption in Armenia. More than half of the respondents (54%) have chosen the government option or the ruling political power, almost 16% believe that anti-corruption bodies are responsible, and only 15% believe that everyone is responsible for corruption (see Figure 34)

Figure 34. Who is responsible for the fight against corruption in Armenia (yes, %).



In Chapter 5, the respondents' experience in facing corruption was presented in detail. It is important to emphasize that in the case of some bodies, for example, the Customs Service, the practice of paying an additional fee has become more intensive. In the case of notary offices, for example, it has receded. Regardless of the respondents being ready to carry out anti-corruption actions, more than half of them (51.1%) will not inform the relevant bodies if they deal with corruption. More than a third of the respondents (36.6%) stated that the fear held them back that they would be punished, for example, would be fired, or held responsible for "false" betrayal. About 27.4% are concerned that no action will be taken even after reporting corruption, and almost 13% believe there is no need to report corruption if it is not related to your interests. At the same time, the vast majority of respondents (about 90%) state that corruption can be easily proven. Almost half of the respondents are ready to participate/get involved in actions to reduce corruption.

Moreover, people living in rural areas and those aged 18-35 are more ready to do so. In the fight against corruption in Armenia, socio-psychological and socio-cultural factors are essential: for example, all those who avoided paying bribes for public services are ready to vote for parties that inspire confidence in the anti-corruption sense (77.8%). Those who have voted for such parties in the past are ready to participate in anti-corruption petitions/events/demonstrations in the future (31.8%). Those who have boycotted corrupt businesses in the past have no desire to do the same in the future, and those who have participated in and supported anti-corruption awareness-raising and education campaigns have almost no desire to do so in the future. The 22 individuals who have indicated that they had personally encountered and reported corruption, when asked a specifying question on what happened after reporting the corruption incident, have noted that no action was taken (50%), and only in the case of 15% the problem was informally resolved and they got their money back.

CONCLUSIONS

On citizens' anti-corruption behavior and the most corrupt sectors

About four (4) years after the velvet, non-violent revolution, around 63% of citizens believe that corruption cannot be reduced or can be reduced only partially.

The main reason citizens do not report corruption cases is the fear of being criticized by the public. More than a third of the citizens feared they would be punished, lose their jobs, and be in danger. At the same time, citizens often mentioned the "high risk of punishment" as the main reason for refusing to get involved in corruption. Only 19% of citizens said corruption should be abandoned because it is a crime.

According to public perceptions, the position of the mass media and the Armenian Apostolic Church has deteriorated regarding its reputation in terms of being corrupt. In contrast, the position of the Human Rights Defender has improved. Judges and courts are also perceived as the most corrupt institutions.

The public believes corruption is most common in health, media, and electoral processes and less common in telecommunication, utility, and community services.

A part of the citizens get to know the functions of state bodies also when receiving services from these bodies or when dealing with them directly. Consequently, the range of citizens' knowledge about the functions of these bodies is limited to the range of services requested/received by citizens.

The public has rarely mentioned the need to involve citizens in the anti-corruption fight. This is also related to the fact that more than half of the citizens (54%) believe that the government or the ruling political force is the main one responsible for the fight against corruption in Armenia, and only 15% believe that everyone is responsible for corruption phenomena. Moreover, rural residents and 18-35-year-olds, young people, are more inclined to participate in anti-corruption initiatives.

On laws, legislative imperfections, and national-level regulations

According to citizens, the most frequently mentioned factors contributing to the spread of corruption are the public's non-compliance with laws, imperfection of laws, and poor economic situation/poverty. The last mentioned factor is the paucity of anti-corruption education/awareness programs.

According to citizens' perception, the main motivations for corrupt practices are the impossibility of solving the problems legally, the avoidance of larger payments prescribed by law, and the avoidance of punishment/fine.

The overwhelming majority of the public approves the main anti-corruption initiatives being already implemented by the RA government or still in the status of law.

At the same time, more than 45.8% of the citizens assessed the government's fight against corruption as ineffective. To make it more effective, in their opinion, one of the priorities of the government should be the declaration and verification of the income and property of officials, ensuring the detection of corruption crimes and the inevitability of punishment by law enforcement officers, as well as the elimination of corruption risks in the law and in the executive power sector.

On the relationship between business and politics in preventing corruption

The majority of the population considers that the interests of political parties and state officials depend on the interests of oligarchs and businesses. In particular, it is meant the dependence of the interests of parties/alliances, high-ranking officials, and middle-level officials on the interests of oligarchs and businesses.

According to the perception of the majority of citizens, the information about the funding sources of parties/alliances, mass media, election campaigns, and non-governmental organizations is not transparent.

Regarding the bodies carrying out anti-corruption activities

The public is little aware of which state bodies and non-governmental organizations carry out anti-corruption activities in Armenia because, as this study showed, there is very little awareness among citizens about the anti-corruption activities of these organizations, including the provision of informational support to citizens on corruption issues.

According to the citizens, the Police is the main institution that citizens would turn to in order to inform about the corrupt behavior of the officials.

The Prime Minister of Armenia is the second with about 10 times fewer citizens inclined to approach him.

73% of the 13.6% of citizens who are aware of the anti-corruption functions of the Police assessed the anti-corruption activities of the latter as effective, and 72.3% of the 12.4% of the citizens who were aware of the activities of the National Security Service, assessed its anti-corruption activities as successful. This also shows that there is no public perception of the bodies performing punitive functions about corruption prevention and corruption crimes or the separation of punitive and preventive functions. Citizens have also mentioned the hotlines in different state agencies in Armenia as a means to report corruption.

Approximately half of the citizens (49%) are aware of the RA Corruption Prevention Commission, but only 9.4% of the respondents are aware of its activities/functions. It should be noted that according to the 2019 survey, only 1.1% of the citizens were aware of the activities/functions of the CPC/ Ethics Committee.

Regarding the perception of manifestations of corruption

The public mostly perceives corruption as a phenomenon related to government officials and their corrupt activities.

Among the public, the share of people who consider the following to be manifestations of corruption is relatively smaller:

- Providing food to the members of the electoral commission on election day, being inspired by a mercenary motive;
- Engaging in entrepreneurship alongside the government position;
- Giving a gift or a flower to the doctor or teacher for attentive treatment.

Some actions involving the risk of corruption are considered by the public as manifestations of corruption, for example:

- Making donations by businessmen to parties and alliances for the pre-election campaign;
- Regular payment of bonuses to government officials.

Charitable contributions made by businessmen to state funds are rightly not considered by the vast majority of the public to be a manifestation of corruption.

Many citizens do not perceive business activity in parallel with holding office as corruption. At the same time, activities of a financial nature, such as financing parties and giving bonuses, are considered riskier for the public.

Regarding sources of information about corruption

The main sources of information for citizens are the mass media, almost equally family members/relatives/friends/acquaintances, as well as (in third place) social networks.

In terms of reliability of the information, the most reliable TV stations are Public TV, Armenia TV, and Shant TV. At the same time, the number of respondents who do not trust any TV station (22.5%) exceeds the number of those who trust Public TV, which is considered the most reliable (17.4%). In general, compared to 2019, the desire to receive information about corruption among citizens has increased by about 20%.

Therefore, RA citizens do not have a reliable source of information about corruption. The practice of seeking information from family members/relatives/friends carries severe social risks.

Annex 1.

Questionnaire

Hello, my name is _____. I work for the Caucasus Research Resources Center-Armenia Foundation. We conduct a survey on public opinion in Armenia, and we would like to interview one of your adult household members. Your household was chosen randomly, and we ask you to participate in the survey. The summary of its results can contribute to making the social life of our country healthier. We guarantee that your responses will be confidential and will be used only in summarized/brief form.

Now let us speak about public perceptions of (anti)corruption situation in Armenia more thoroughly.

Q1. For each of these actions, please tell me if according to your understanding this action represents or does not represent corruption. [Read out the options in random order]

		Completely agree	Rather agree	Rather disagree	Completely disagree	(DK)	(RA)
1	Offering money to a government official for taking or not taking certain actions in favor of him/her	1	2	3	4	98	99
2	Conducting pre-election meetings in the building of village hall/ municipality	1	2	3	4	98	99
3	Giving a gift or a flower to the doctor or teacher for attentive treatment	1	2	3	4	98	99

4	Use of connections, acquaintances, or mediation to make a decision in favor of a relative	1	2	3	4	98	99
5	Leaving part of the amount of the contract concluded with public procurement to the official supporting the transaction	1	2	3	4	98	99
6	Using an office car by a government employee for private purposes	1	2	3	4	98	99
7	Confiscation of property pledged by the bank in case of non-fulfillment of credit obligations	1	2	3	4	98	99
8	Giving regular bonuses to government officials	1	2	3	4	98	99
9	Charitable contributions made by businessmen to state funds	1	2	3	4	98	99
10	Pre-election donations made by businessmen to parties	1	2	3	4	98	99
11	Providing food to the members of an electoral commission on election day with a mercenary motive	1	2	3	4	98	99
12	Promising a product or service by a candidate to get a citizen's vote (for example, promising free surgery)	1	2	3	4	98	99
13	Engaging in business activities (entrepreneurship) in parallel to holding a public office	1	2	3	4	98	99
14	Inaction or improper work by state institutions or a person holding a public office	1	2	3	4	98	99

Q2. In your opinion, how common are these manifestations of corruption in Armenia?

	Very common	Rather common	Rather not common	Not common at all	(DK)	(RA)
Sponsorship, appointing acquaintances and relatives to positions	1	2	3	4	98	99
Bribery	1	2	3	4	98	99
Waste or misappropriation of the state budget	1	2	3	4	98	99
Money laundering	1	2	3	4	98	99
Engaging in business (entrepreneurship) while holding a public office	1	2	3	4	98	99
Non-transparent process of providing state grants	1	2	3	4	98	99
"Kickbacks" in case of purchases	1	2	3	4	98	99

Q2a. In your opinion, how open/transparent (known) is the information about the funding of [.....]?

	Completely transparent	Rather transparent	Rather not transparent	Not transparent at all	(DK)	(RA)
Parties	1	2	3	4	98	99
Media	1	2	3	4	98	99
Electoral campaign	1	2	3	4	98	99
NGOs	1	2	3	4	98	99

Q2b. In your opinion, to what degree do these bodies/officials depend on the interests of oligarchs and businesses?

		Completely dependant	Rather dependant	Rather independent	Completely independent	(DK)	(RA)
1	Parties, alliances	1	2	3	4	98	99
2	High-level officials	1	2	3	4	98	99
3	Mid-level officials	1	2	3	4	98	99

Q5. In your opinion, to what extent is it possible to reduce corruption in Armenia?

1	Cannot be reduced at all
2	Can be reduced partially
3	Is possible to reduce significantly
4	Is possible to diminish totally
98	Do not know
99	Refuse to answer

q5_why Why is it impossible to reduce corruption in Armenia? What is the main reason?

[Ask if q5=1 or q5=2]:

Q6. [Show Card 3] Please give me your opinion on the level of involvement of each of them in corruption.

		Corrupt to a great extent	Corrupt to some extent	Corrupt to a very limited extent	Not corrupt at all	Not familiar with the institution	(DK)	(RA)
1	Speaker of the National Assembly, Parliament staff, Members of Parliament	1	2	3	4	95	98	99
2	RoA President, President's staff	1	2	3	4	95	98	99
3	The Prime Minister, The Office of the Prime Minister	1	2	3	4	95	98	99
4	Ministries	1	2	3	4	95	98	99
5	Bodies under the Prime Minister (Police, National Security Service, State Oversight Service)	1	2	3	4	95	98	99
6	Bodies under the Government (State Revenue Committee, Real Estate Cadastre Committee, Inspection Bodies, Urban Development Committee)	1	2	3	4	95	98	99
7	Territorial Governance Bodies (governor, governor's office)	1	2	3	4	95	98	99
8	Investigation and law enforcement agencies (Special Investigation Service, Investigative Committee)	1	2	3	4	95	98	99
9	Corruption Prevention Commission	1	2	3	4	95	98	99
10	The Prosecutor's Office	1	2	3	4	95	98	99
11	Judges and courts	1	2	3	4	95	98	99
12	Local self-government bodies (Yerevan Council of Elders, community head, council of elders and community administrations)	1	2	3	4	95	98	99
13	Electoral Commission	1	2	3	4	95	98	99
14	Ombudsman	1	2	3	4	95	98	99

15	Audit Chamber (Control Chamber)	1	2	3	4	95	98	99
16	Autonomous independent state bodies (State Commission for the Protection of Economic Competition, Central Bank)	1	2	3	4	95	98	99
17	Political Parties	1	2	3	4	95	98	99
18	Media	1	2	3	4	95	98	99
19	Non-governmental Organizations (NGOs)	1	2	3	4	95	98	99
20	Business companies	1	2	3	4	95	98	99
21	International organizations in RA	1	2	3	4	95	98	99
22	Armenian Apostolic Church	1	2	3	4	95	98	99
23	Other religious organizations	1	2	3	4	95	98	99
24	Army	1	2	3	4	95	98	99

Q7. Have you heard about the Corruption Prevention Commission and if so what do you know about the CPC and its functions?

1	Yes, I am aware of its functions	
2	Yes, but I don't have enough information about its functions	-->Q8
3	No	--> Q8
98	(DK)	--> Q8
99	(RA)	

Q7a. How effective has CPC been in fighting corruption? [Read out the options]

1	Very effective
2	Rather effective
3	Rather ineffective
4	Not effective at all
98	(Don't know)
99	(Refused)

Q8. Please give your opinion on how common or rare you think corruption is in each of these sectors and services. [Read out the options in random order]

		Very common	Somewhat common	Rare	Not common at all	I am not aware of these sectors	(DK)	(RA)
1	Healthcare (policlinics, hospitals, etc.)	1	2	3	4	95	98	99
2	Education (kindergartens, schools, universities, etc.)	1	2	3	4	95	98	99
3	State Registrar (registration of private companies, NGOs, etc.)	1	2	3	4	95	98	99
4	Compulsory Enforcement Service	1	2	3	4	95	98	99
5	Military service (army)	1	2	3	4	95	98	99
6	Electoral system/processes (electoral commissions, voter lists, ballot counting, party and individual candidates, pre-election campaigns, etc)	1	2	3	4	95	98	99
7	Customs authorities	1	2	3	4	95	98	99
8	Tax service	1	2	3	4	95	98	99
9	Licenses/certificates/permits issuance	1	2	3	4	95	98	99
10	Traffic police	1	2	3	4	95	98	99
11	Police (excluding traffic police)	1	2	3	4	95	98	99
12	Penitentiary institutions	1	2	3	4	95	98	99
13	Cadastre	1	2	3	4	95	98	99
14	Notary services	1	2	3	4	95	98	99
15	Civil Status Acts Registration Agency	1	2	3	4	95	98	99
16	Social security (pensions, welfare, etc.)	1	2	3	4	95	98	99
17	Telecommunication (phone, internet providers, etc.)	1	2	3	4	95	98	99
18	Utilities (water, gas, electricity, etc.)	1	2	3	4	95	98	99
19	Municipal services (garbage collection, issuing permits, etc.)	1	2	3	4	95	98	99
20	Urban development (land use permits, construction, etc.)	1	2	3	4	95	98	99

21	Mass media (TV companies, radio, newspapers, etc.)	1	2	3	4	95	98	99
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Q10. [Show Card 4] In your opinion, which of the following factors contribute to the spread of corruption? [Accept up to 3 options]

1	Non-professional work of state, community bodies (i.e. lack of professional ethics, low personal integrity of employees, etc.)
2	Failure of the state bodies to enforce the laws or weak control over law enforcement
3	The imperfection of laws
4	Failure to follow the laws by the public
5	The desire to possess goods, power levers, and other resources at all costs
6	Heavy economic situation, poverty
7	Lack of accountability of state bodies and officials
8	National traditions and tolerance
9	Lack of public control (for instance because of lack of awareness of corruption or absence of anti-corruption educational campaigns)
10	Lack of anti-corruption information in school- and university curricula
11	Imperfection of the judicial system
12	Other (specify)_____
98	(DK)
99	(RA)

Q11. [Show Card 5] In your opinion, which of the following are the main motives behind giving bribes? [read out, accept up to 3 options]

1	There is no other legal way to get things done
2	To avoid punishment/sanctions, other responsibilities
3	To avoid larger payments under the law
4	To be treated (served) appropriately
5	To get preferential treatment/privileges
6	Making an illegal deal
7	Other (specify)_____
98	(DK)
99	(RA)

Q12. [Show Card 6] Please tell me, are you aware of the following actions/projects implemented by the government?

		Yes	No	(DK)	(RA)
1	RoA Anti-Corruption Strategy and its Implementation Action Plan for 2019-2022	1	0	98	99
2	Anti-Corruption Monitoring Platform (www.anti-corruption.gov.am)	1	0	98	99
3	Hotlines of various government agencies	1	0	98	99
4	The Unified Electronic Platform for Whistle-blowing (www.azdararir.am)	1	0	98	99
5	Other participatory democracy e-tools (e-request, e-hotline, e-petition)	1	0	98	99
6	The initiative to reveal the real owners of companies	1	0	98	99
7	The e-draft platform for public participation in drafting legal acts	1	0	98	99
8	Open Government Partnership Initiative	1	0	98	99
9	The Unified Office for Public Services	1	0	98	99
10	Other (specify)_____	1	0	98	99

Q13. The government has announced several anti-corruption initiatives, of which some have been put into law. Do you approve of these initiatives or not?

		Fully support	Rather support	Rather against	Do not support at all	I haven't heard about it / I'm not aware	(DK)	(RA)
1	Return/confiscation of the illegally obtained property by the state	x1	2	3	4	97	98	99
2	Verification of the integrity of candidates for judicial positions (vetting)	1	2	3	4	97	98	99
3	Universal declaration of property and income	1	2	3	4	97	98	99
4	Establishing specialized anti-corruption courts	1	2	3	4	97	98	99
5	Establishing an anti-corruption committee (investigative body)	1	2	3	4	97	98	99
6	Other (specify) _____	1	2	3	4	97	98	99

Q14. In your opinion, how effective are the current Government's anti-corruption actions?
[Read out the options]

1	Very effective
2	Rather effective
3	Rather not effective
4	Not effective at all
98	(DK)
99	(RA)

Q15. In your opinion, to what extent is the current government in terms of overcoming corruption? **[Read out the options]**

1	Completely honest
2	Rather honest
3	Rather dishonest
4	Not honest at all
98	(DK)
99	(RA)

Q17. [Show Card 7] Please indicate the directions of the anti-corruption actions, which the government of Armenia must first undertake in order to make the fight against corruption effective. **[Choose up to 3 answers]**

1	Overcoming administrative corruption (manifested in daily interactions with citizens)
2	Strengthening the law enforcement and integrity of the public servants
3	Declaration and verification of income and property of officials
4	Elimination of corruption risks in laws and government decisions
5	Detecting corruption offenses and ensuring the inevitability of punishment by the law enforcement bodies
6	Anti-corruption education and awareness raising
7	Transparent and accountable management
8	Reforming the Judiciary
9	Return of illegally obtained property without criminal prosecution
10	Actively engaging citizens in anti-corruption fight
11	Nothing needs to be done
12	Other (specify)_____
98	(DK)
99	(RA)

Now let's talk in more detail about the current (anti-)corruption situation in Armenia.

Q19. In your opinion, how big is the impact of corruption (bribery; patronage (for in-laws, acquaintances, relatives); exhaustion / misappropriation of public funds, money laundering, political corruption etc.) on you and your surroundings / community?

[Read out the options]

1	Very big
2	Rather big
3	Rather little
4	It is insignificant
97	(Corruption does not exist) [Do not read]
98	(DK)
99	(RA)

Q20. In your experience, since 2018 revolution, to what extent has the frequency and amount of bribes required / expected by public officials changed? [If the respondent answers increased or decreased, specify to what extent]

		Amount of bribes	Frequency of bribes
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
98	(DK)	98	98
99	(RA)	99	99

Q21. [Show Card 10] What do you base your assessment of the level of corruption on? [accept up to 3 answers asking to put them in the order of importance]

1	Personal experience (you have had to provide cash, gifts, or favor)
2	Information from family members, relatives, friends, or acquaintances
3	Information about corruption provided by NGOs (corruption awareness)
4	Information provided by the media (TV, radio, newspapers, internet, etc...)
5	Social networks (internet)
6	Other (specify) _____
98	(DK)
99	(RA)

Q23. [Show Card 8] Hypothetically speaking, if someone were offered to take a bribe (money, gift, asked for an exchange of favor, etc.) and they took it, what would be the reason? **[DO NOT READ pre-coded response options; Mark category that most closely reflects the respondent's answer]**

1	Because everybody takes it
2	Because thanksgiving cannot be considered a bribe after the service is rendered
3	Because they want to live better
4	Because they have to support the family
5	Because they are in need
6	Because they have to "share" it with their supervisor(s)
98	(DK)
99	(RA)

Q24. Hypothetically speaking, if someone were offered to take a bribe (money, gift, asked for an exchange of favor, etc.) and they refused to take it, what would be the reason? **[DO NOT READ pre-coded response options; Mark category that most closely reflects the respondent's answer]**

1	Because there is a high risk to be punished
2	Because it is unacceptable for them / because it's not morally acceptable to them
3	Because it is a crime
4	To contribtute to the complete elimination of corruption
5	Other (specify)_____
98	(DK)
99	(RA)

Q25_26. In the last 12 months, have you and/or your HH member had contact with these institutions? [Read each institution name and fill out Q7, Q8 sequentially].

		Q25. Did you contact or use the following service in the last 12 months? Yes =1, => Z26 No =0=> Z30 (DK)=98=> Z30 (RA)= 99=> Z30	Q26. If yes, did you have to make extra contributions? What was the amount of your contribution? Yes =1 => Z29 No=0=> Z30 (DK)=98 => Z30 (RA)=99 => Z30
1	Healthcare (polyclinics/primary healthcare institutions, hospitals, outpatient clinics, etc.)		
2	Medical social services		
3	Social security services (benefits, pensions, etc.)		
4	Education (kindergartens, schools, universities, etc.)		
5	Military (army)		
6	Traffic police (driving license)		
7	Police other than traffic police		
8	Penitentiary services (institutions)		
9	Compulsory Enforcement Service (enforcement of court decisions)		
10	Notary services		
11	Registration of legal entities / organizations		
12	Customs authorities		
13	Tax service		
14	Licensing / accreditation and accreditation services (e.g. mining, casino, currency exchange, etc.)		
15	Cadastre		
16	State purchases		
17	Utilities (water, gas, electricity, etc.)		
18	Municipal services (garbage removal, land allocation, construction permits, etc.)		
19	Issuance of permits for exploitation of natural resources (subsoil, forest, water resources, etc.)		
20	Election processes		

21	Visa services		
22	Contacts (telephony, internet providers, etc.)		
24	Business		
25	Civil Status Acts Registration Agency		
26	Urban Development		

Q29. The last time you had to make an extra payment or give a gift, what was the sex of the official who received it? **[Ask if Q26=1]**

1	Male
2	Female
99	(RA)

Now let's talk in more detail about the level of general awareness about (anti) corruption activities and its mechanisms.

Q31. Please list three (mass) media channels from which one could find accurate information about corruption in Armenia. **[Mention up to 3 mass media outlet; if nothing is mentioned for all three fields, fill «Ոչ մի» in the Mass media 1 field]**

1	Mass media 1
2	Mass media 2
3	Mass media 3
98	(DK)
99	(RA)

Q34. Please indicate the non-governmental organizations in Armenia you are familiar with.
[Don't read, accept all the possible options]

1	Freedom of Information Center
2	Transparency International
3	"Hetq" Investigative journalists
4	Union of Informed Citizens
5	Armenian Young Lawyers Association (AYLA)
6	Coalition of Anti-Corruption NGOs
7	Helsinki Citizens' Assembly Vanadzor Office
8	Asperez Journalists' Club
9	Anticorruption Policy Council
10	Corruption Prevention Commission (CPC)
11	Audit Chamber of the RA
12	State Supervision Service under the Prime Minister of the Republic of Armenia
13	Prosecutor's Office
14	Police
15	National Security Service (NSS)
16	Special Investigation Service (SIS)
17	Investigation Committee (CC)
18	Bodies of Justice (court)
19	Other/ NGOs (specify)_____
20	None
98	(DK)
99	(RA)

Q36. "In your opinion, how effective are these state anti-corruption bodies in Armenia?"
[Read out the options, ask if Q34=/98 or 99]

	Very effective	Rather effective	Rather not effective	Not effective at all	(DK)	(RA)
1						
2						
3						
4						
98						
99						

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.

[Look at the card 11, accept up to 3 options]

1	Reporting corruption in our society is cursed, criticized, or considered whistleblowing
2	Those who report corruption will be punished, for example, dismissed, held liable for "false" betrayal
3	They think that officials whom they would report to are also corrupt/officials are involved in the corruption
4	No actions will be taken even if corruption is reported
5	It is not worth reporting corruption if you are not personally hurt by it
6	They consider corruption acceptable given that people engage in these activities mainly because of economic need
7	Not familiar with the reporting process
8	It is difficult and time consuming to report
9	Mutually beneficial
10	This crime is difficult to prove
11	Other (specify) _____

Q38. If you ever become a victim of corruption, will you turn for help?

1	Yes	
2	No	→241
98	(DK)	→241
99	(RA)	→241

Q39. If so, to whom will you first apply? [Don't read the options, accept 1 answer]

1	President
2	Prime Minister
3	Minister of the sector or head of the body
4	Supervisor of the official
5	Court
6	Ombudsman
7	Special Investigation Service
8	State Supervision Service

9	Police
10	Prosecutor's Office
11	Corruption Prevention Commission
12	Anti-corruption Council
13	Audit Chamber
14	Anti-Corruption NGO
15	Mass media covering corruption case
16	International organizations
17	Political Party in the parliament supported by you
18	Unified electronic platform for whistle-blowing
19	The responsible for ethics of this body
20	The body which the corruption case is related to
22	Other (specify)_____

Q41. If not, 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	It is difficult to prove
4	I'm afraid of the consequences
5	I don't have a time
6	Others will apply
7	They are also corrupt
8	I don't know where and how to apply
9	It is a common practice to pay or make gifts, why should I report?
10	Other (specify)_____
98	(DK)
99	(RA)

Q42. [Show card 12] Which of the following types of anti-corruption assistance would you like to be available to you? [Accept all the possible options]

1	Information about citizen's rights and responsibilities on corruption
2	Information on anti-corruption legislation and policies
3	Information on the institutions that can be appealed/complained of in the case of official corruption
4	Information on the process of punishing corrupt officials and/or their confiscated property
5	Free legal advice on filing a corruption complaint, collecting information and evidence/ documentation
6	Free representation in law enforcement and court/lawyer service
7	Anti-corruption educational programs and outreach activities
8	Detailed information on hotlines of public authorities
9	Media coverage (traditional or social media) of the corruption case related to you
10	Other (specify)_____
11	None
98	(DK)
99	(RA)

Now let's talk in more detail about the ideas of personal responsibility about corruption.

Q44. Are you willing to act/be involved in activities to reduce corruption?

1	Yes	
2	No	skip to Q1d
98	(DK)	skip to Q1d
99	(RA)	skip to Q1d

Q44a. In your opinion, what are you ready to undertake personally to fight corruption in Armenia? Please, list concrete actions.

[Don't read the options, correspond]

1	[Read, accept up to three answers]
2	Participate in control measures organized by the society
3	Follow the rules and the law
4	Abstain from paying bribes for public services
5	Refuse to make favors to officials or to their relatives related to your job

6	Report cases of corruption to the relevant authorities
7	Vote for honest political parties/alliances
8	Talk to my relatives and friends about how unacceptable corruption is
9	Participate in petitions / events / demonstrations
10	Seek public attention for your experience with corruption on TV or social media
11	Boycott corrupt businesses
12	Participate and support the dissemination of anti-corruption knowledge and educational campaigns
13	Nothing / Ordinary people cannot do anything
14	Get involved in an anticorruption NGOs
15	Other (specify) _____
98	(DK)
99	(RA)

Q44b. How sufficient are your resources/skills to undertake those actions?

	Completely sufficient	Rather sufficient	Rather insufficient	Completely insufficient	(DK)	(RA)
Time	1	2	3	4	98	99
Financial resources	1	2	3	4	98	99
Knowledge	1	2	3	4	98	99
Information	1	2	3	4	98	99
Skills	1	2	3	4	98	99

Q44d. Why you don't want to act/be involved in activities to reduce corruption?

1	Ordinary people cannot do anything to reduce corruption
2	It can have negative consequences for me
3	I approach to corruption cases with understanding because people go for it because of their needs
4	Corruption is completely harmless
5	Other
98	(DK)
99	(RA)

Q45. [Show card 13] Which of these actions just mentioned by me have you already taken in the past to help combat corruption? [Accept up to 3 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 (announce) to the relevant authorities
4	Report through the hotlines of government agencies
5	Report corruption case via the Unified Electronic Platform for Whistle-blowing (www.azdararir.am)
6	Vote for honest parties or candidates
7	Talk to my relatives and friends about the unacceptability of corruption
8	Participate in petitions / events / demonstrations
9	Advertise on TV or social media
10	Boycott corrupt businesses
11	Participate and support the dissemination of anti-corruption knowledge and educational campaigns
12	Involved in the activities of an anti-corruption NGO
13	There was nothing I could do
14	Other (specify) _____
98	(DK)
99	(RA)

Q49. During the past 12 months, have you reported a corrupt act by a public official?

1	Yes	
2	No	--> Skip to Q11
98	(DK)	--> Skip to Q11
99	(RA)	--> Skip to Q11

Q50. [Show card 14] To which official and/or non-official authority/organization did you report that case of corruption? [Mark all the possible options]

1	President
2	Prime Minister
3	Minister of the sector or head of the body
4	Supervisor of the official

5	Court
6	Ombudsman
7	Special Investigation Service
8	State Supervision Service
9	Police
10	Prosecutor's Office
11	Corruption Prevention Commission
12	Anti-Corruption Council
13	Audit Chamber
14	Anti-Corruption NGO
15	Mass media covering corruption case
16	International organizations
17	Political Party in the parliament supported by you
18	Unified electronic platform for whistle-blowing
19	The responsible for ethics of this body
20	The body to which the corruption case is related to
21	Other (specify)_____
98	(DK)
99	(RA)

Q51. How protected have you felt when reported a corruption phenomenon or incident:

[Read out options]

1	Fully protected
2	Rather protected
3	Rather not protected
4	Not protected at all
98	(DK)
99	(RA)

Q51a. What happened after you reported the case of corruption? [Read the options and accept only 1 answer]

1. A formal procedure was initiated against the officer
2. The problem was solved informally and you were given back the money/gift
3. You were advised not to go ahead with your report
4. There was no follow-up to your report [skip to Q11]
5. You suffered negative consequences in connection with reporting the incident
6. Other (please specify)

Q52. How would you rate your level of satisfaction with the feedback you received as a result of your corruption report? [Read out options]

1	Completely satisfied	--> Skip to Q54
2	Rather satisfied	--> Skip to Q54
3	Rather dissatisfied	
4	Completely dissatisfied	
98	(DK)	--> Skip to Q54
99	(RA)	--> Skip to Q54

Q53. If not satisfied, why not? [Read out options]

1	The issue has not been resolved
2	An overly bureaucratic approach was shown
3	Other (specify)_____
98	(DK)
99	(RA)

Q54. In your opinion, who is ultimately responsible for the combating corruption in Armenia? [Don't read, accept all possible answers]

1	All political forces represented in the National Assembly
2	Government / Ruling Political Power
3	Anti-corruption bodies / structures
4	Citizens, individually
5	Citizens, collectively

6	Non-governmental Organizations
7	Media
8	International organizations
9	All
10	Other (specify) _____
98	(DK)
99	(RA)

DEMOGRAPHICS

1. Age _____

2. Gender _____

1	Male
2	Female

3. Date of interview _____ (day/month)

4. Record Time (using 24 hour clock)

Interview began: __ : __

5. Marz

1	1. Yerevan
2	2. Aragatsotn
3	3. Ararat
4	4. Armavir
5	5. Gegharkunik
6	6. Lori
7	7. Kotayk
8	8. Shirak
9	9. Syunik
10	10. Vayots Dzor
11	11. Tavush

6. Area

1	Urban
2	Rural

7. Your current education level

1	Primary education (general, specialized, special)
2	Lower secondary education (general, specialized, special)
3	Upper Secondary education (general, specialized, special)
4	Post-secondary non-tertiary
5	Short-cycle tertiary
6	Higher, incomplete
7	Higher education (BA, specialist)
8	Higher education (MA)
9	Postgraduate
99	(No Answer/Refused)

8. What is your current marital status?

1	Single, never married
2	Married
3	Divorced
4	Widower/widow
5	Cohabiting
99	(No Answer/Refused)

9. Do you have any children?

1	Yes
2	No

10. What is your current employment situation? [Up to 2 answers allowed]

1	Employed full time	
2	Employed part-time at one job	
3	Employed part-time at more than one job	
4	Unemployed, looking for a job	-> If answered, skip to Q 12.
5	Unemployed, not looking for a job	-> If answered, skip to Q 12.

6	Retired	-> If answered, skip to Q 12.
7	Student	-> If answered, skip to Q 12.
8	Housewife	-> If answered, skip to Q 12.
9	Other, specify	-> If answered, skip to Q 12.
99	(No Answer/Refused)	-> If answered, skip to Q 12.

11. What is your occupation, that is, what work you are doing now, even if that is not what you are professionally qualified for? [Accept up to 2 questions]

1	Self-employed without employees
2	Self-employed with employees
3	Self-employed (agriculture)
4	Small family business/ household production
5	Employed by a small private company/organization
6	Employed by a big or middle private company/organization
7	Employed by state/municipal institutions, state organization
8	Employed by international/foreign company/organization
9	Employed by a local or foreign non-governmental organization
10	Other _____ (specify)
98	98. (Don't know)
99	99. (Refused)

12. How would you describe the financial situation (income) of your household? Please select the income range from this that most closely corresponds to your household's monthly income. [Show card 1]

1	Up to 91,000 AMD
2	91,001 – 148,000 AMD
3	148,001 – 220,000 AMD
4	220,001 – 321,000 AMD
5	321,001– 620,000 AMD
6	620,001 AMD and more
98	(Don't know)
99	(Refuse to answer)

13. Please look at this card and tell me the answer which best reflects the current financial situation of your family/household. [\[Show card 2\]](#)

1	1. We do not have enough money even for food
2	2. We have enough money for food, but buying clothes is difficult
3	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	4. We can afford some expensive things, like a car, but not an apartment or a country house
5	5. We can afford anything we want including an apartment or a country house
98	98. (Don't know)
99	99. (No Answer/Refused)

Annex 2.

Demographic indicators

Table 1. Distribution by gender (predicted by actual sample)

Gender	Sample distribution	Population distribution
Male	44%	45%
Female	56%	55%

Table 2. Distribution by Age (predicted by actual sample)

Age	Sample distribution	Population distribution
18-35	30%	35%
36-55	38%	33%
56+	31%	32%

Table 3. Distribution by settlement type (predicted by actual sample)

Settlement type	Sample distribution	Population distribution
Yerevan	38%	37%
Other cities	28%	27%
Rural	34%	36%

Table 4. Distribution by marz (predicted by actual sample)

Marz	Sample distribution	Population distribution
Yerevan	38%	37%
Aragatsotn	4%	4%
Ararat	8%	9%
Armavir	8%	9%
Gegharkunik	7%	8%
Lori	7%	8%
Kotayk	8%	7%
Shirak	8%	8%
Syunik	5%	5%
Vayots Dzor	2%	2%
Tavush	4%	4%
Total	100%	100%

Annex 3.

Calculation of corruption index indicators

PIRA 2. Percentage increase of people willing to act to reduce corruption (by gender, age groups, type of residence)

The Q44a of the Questionnaire 2021 baseline survey was used to calculate the current indicator. (In your opinion, what are you ready personally undertake to fight corruption in Armenia? Please, list concrete actions.) In the numerator is the number of people who chose at least one option, and in the denominator is the total number of respondents, except for those who refused to answer. In 2021, the starting value of this indicator was **42.8%**.

PIRA 3. An increase in the percentage of people who rated the government's good work in fighting corruption

The Q14 of the Questionnaire 2021 baseline survey was used to calculate the current indicator (In your opinion, how effective is the current RA government's fight against corruption? A scale containing 4 Likert options, the options were not read). The numerator is the number of people who answered "Completely effective" and "Rather effective," and the denominator is the total number of respondents, except those who refused to answer. In 2021, this indicator was **51.0%**.

PIRA 14. Percentage increase in public perception of corruption and good institutions

The Q34 of the Questionnaire 2021 of the baseline survey of 2021 was used to calculate the current indicator (Please indicate the non-governmental organizations in Armenia you are familiar with). In the numerator is the number of all people, except for those who chose the "None", "DK" and "RA" options, and in the denominator is the total number of respondents, except for those who refused to answer. In 2021, this indicator was **33.9%**.

PIRA Index. Percentage of users of public services who paid a bribe in the previous 12 months

The Q26 of the Questionnaire 2021 baseline survey was used to calculate the current indicator (In the last 12 months, have you and/or your h/h member had contact with these institutions? If yes, did you have to make extra contributions? What was the amount of your contribution?). Yes/No/DP/HP). The numerator is the number of people who answered “Yes” to at least one option, and the denominator is the number of all those who answered the question. In 2021, this standard was 9.5%.

Note. During the training of the interviewers, they were informed that we are talking about unofficial additional fees, but this does not mean that the respondents could not perceive the paid services defined by law as additional fees, for example, in the CESA and Customs.



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