

GCB Survey

T11. How many of the following people do you think are involved in corruption, or haven't you heard enough about them to say? <i>[Interviewer: Read out options]</i>					
	None	Some of them	Most of them	All of them	Don't know/ Haven't heard <i>[DNR]</i>
A. The President/Prime Minister and Officials in his Office [ask as appropriate]	0	1	2	3	9
B. Members of Parliament	0	1	2	3	9
C. Government officials	0	1	2	3	9
D. Local government councilors	0	1	2	3	9
E. Police	0	1	2	3	9
F. Tax Officials, like Ministry of Finance officials or Local Government tax collectors	0	1	2	3	9
G. Judges and Magistrates	0	1	2	3	9
H. Religious leaders	0	1	2	3	9
I. Business executives	0	1	2	3	9

T12. In your opinion, over the past year, has the level of corruption in this country increased, decreased, or stayed the same? <i>[Interviewer: Probe for strength of opinion.]</i>	
Increased a lot	1
Increased somewhat	2
Stayed the same	3
Decreased somewhat	4
Decreased a lot	5
Don't know <i>[Do not read]</i>	9

Now I would like to talk to you about experiences that some people have in accessing certain essential government services.

T13. In the past 12 months have you had contact with a public school? *[Interviewer: If 'no', circle 7 and continue to next question. If yes, continue with part A below]; [Read out options]*

	No contact <i>[DNR]</i>	Never	Once or twice	A few times	Often	Don't Know <i>[DNR]</i>
A. And how often, if ever, did you have to pay a bribe, give a gift, or do a favour for a teacher or school official in order to get the services you needed from the schools?	7	0	1	2	3	9

T13. In the past 12 months have you had contact with a public clinic or hospital? *[Interviewer: If 'no', circle 7 and continue to next question. If yes, continue with parts B below]; [Read out options]*

	No contact <i>[DNR]</i>	Never	Once or twice	A few times	Often	Don't Know <i>[DNR]</i>
B. And how often, if ever, did you have to pay a bribe, give a gift, or do a favour for a health worker or clinic or hospital staff in order to get the medical care you needed?	7	0	1	2	3	9

T13. In the past 12 months have you tried to get an identity document like a birth certificate, driver's license, passport or voter's card, or a permit, from government? *[Interviewer: If 'no', circle 7 and continue to next question. If yes, continue with part C below]; [Read out options]*

	No contact <i>[DNR]</i>	Never	Once or twice	A few times	Often	Don't Know <i>[DNR]</i>
C. And how often, if ever, did you have to pay a bribe, give a gift, or do a favour for a government official in order to get the document you needed?	7	0	1	2	3	9

T13. In the past 12 months have you tried to get water, sanitation or electric services from government? *[Interviewer: If 'no', circle 7 and continue to next question. If yes, continue with part D below]: [Read out options]*

	No contact [DNR]	Never	Once or twice	A few times	Often	Don't Know [DNR]
D. And how often, if ever, did you have to pay a bribe, give a gift, or do a favour for a government official in order to get the services you needed?	7	0	1	2	3	9

T13. In the past 12 months have you had contact with the police? *[Interviewer: If 'no', circle 7 and continue to next question. If yes, continue with part E below]: [Read out options]*

	No contact [DNR]	Never	Once or twice	A few times	Often	Don't Know [DNR]
E. And how often, if ever, did you have to pay a bribe, give a gift, or do a favour for a police officer in order to get the assistance you needed, or to avoid a problem like passing a checkpoint or avoiding a fine or arrest?	7	0	1	2	3	9

T13. In the past 12 months have you had contact with the courts? *[Interviewer: If 'no', circle 7 and continue to next question. If yes, continue with part F below]: [Read out options]*

	No contact [DNR]	Never	Once or twice	A few times	Often	Don't Know [DNR]
F. And how often, if ever, did you have to pay a bribe, give a gift, or do a favour for a judge or court official in order to get the assistance you needed from the courts?	7	0	1	2	3	9

T14. [If respondent ever reported paying a bribe on T14B, T14D, T14F, T14H, T14J or T14L:] If you ever paid a bribe for any of the services discussed above, did you report any of the incidents you mentioned to a government official or someone in authority?

No	0
Yes	1
Not Applicable <i>[i.e., Respondent answered 0=No, 9=DK or 7=NA to all parts of Q4A-L] [Do not read]</i>	7
Don't know <i>[Do not read]</i>	9

T15. [If yes on T15] Which of the following happened the most recent time that you reported a bribery incident? *[Interviewer: If response on Q5 is anything other than 1=yes, select 7=Not applicable for both parts and continue to Q7]*

	Not applicable (no incidents reported)	No, didn't happen	Yes, happened	Don't know [DNR]
A. Authorities took action against the government officials involved.	7	0	1	9
B. You suffered retaliation or other negative consequences as a result of reporting the incident.	7	0	1	9

	8.01) In your opinion, how often do people like you have to make unofficial payments or gifts in these situations? SINGLE CODE FOR EACH 1. Never 2. Seldom 3. Sometimes 4. Usually 5. Always Don't know - 97; Refusal - 99	8.02) During the past 12 months have you or any member of your household used these services? 1. Yes 2. No Don't know - 97; Refusal - 99 if Don't know or Refusal ► NEXT SERVICE	8.03) How satisfied were you with the quality and the efficiency of the service/interaction? SINGLE CODE FOR EACH 1. Very dissatisfied 2. Dissatisfied 3. Neither 4. Satisfied 5. Very satisfied Don't know - 97; Refusal - 99	8.04) Did you or any member of your household make an unofficial payment or gift when using these services over the past 12 months? 1. Yes 2. No Don't know - 97; Refusal - 99 if Don't know or Refusal ► NEXT SERVICE	8.05) Did you report any of the incidents where you or a member of your household made an unofficial payment or gift to a government official/someone in authority? 1. Yes 2. No Don't know -97; Refusal -99 if Don't know or Refusal ► 8.07	8.06) Which of the following happened the most recent time that you reported a bribery incident? 1. Authorities took action against the government officials involved 2. You suffered negative consequences from reporting the incident 3. Both 4. Nothing Don't know -97; Refusal -99	8.07) Why did you make an informal payment for services you should have received for free? SINGLE CODE FOR EACH 1. I WAS ASKED TO PAY 2. I WAS NOT ASKED TO PAY BUT I KNEW THAT AN INFORMAL PAYMENT WAS EXPECTED 3. I OFFERED TO PAY, TO GET THINGS DONE QUICKER OR BETTER 4. I WAS NOT ASKED TO PAY BUT I WANTED TO EXPRESS MY GRATITUDE Don't know -97; Refusal - 99
a. Interact with the road police							
b. Request official documents (e.g. passport, visa, birth or marriage certificate, land register, etc.) from authorities							
c. Go to courts for a civil matter							
d. Receive public education (primary or secondary)							

e. Receive public education (vocation)							
f. Receive medical treatment in the public health system							
g. Request unemployment benefits							
h. Request other social security benefits							

[Bribery module as asked in Europe and Central Asia]

T16. Some people say that many incidents of corruption are never reported. Based on your experience, what do you think is the main reason why many people do not report corruption when it occurs? [Interviewer: Do not read options. Code from response. SINGLE ANSWER ALLOWED.]

Most people do report incidents of corruption	0			
People don't have enough time to report it	1			
People don't know where to report it	2			
People don't know how to report it	3			
Nothing will be done / It wouldn't make a difference	4			
It's too expensive to report (e.g. due to travel or phone charges)	5			
Corruption is normal / Everyone does it / everyone is involved	6			
People are afraid of the consequences	7			
The officials where they would report to are also corrupt / officials are involved in the corruption	8			
It's government's money, not the people's, so it's not our problem	9			
Other [specify] _____	Post Code			
Don't know	9999			

T17. How well or badly would you say the current government is handling the following matters, or haven't you heard enough to say? [Interviewer: Probe for strength of opinion]

	Very Badly	Fairly Badly	Fairly Well	Very Well	DK / Haven't heard enough [DNR]
A. Fighting corruption in government	1	2	3	4	9

T18. What is the most effective thing that an ordinary person like you can do to help combat corruption in this country? [Interviewer: Do not read options. Code from response. SINGLE ANSWER ALLOWED.]

Nothing / Ordinary people cannot do anything	0			
Refuse to pay bribes	1			
Report corruption when you see or experience it	2			
Vote for clean candidates or parties or for parties that promise to fight corruption	3			
Speak out about the problem, for example, by calling a radio program or writing a letter	4			
Talk to friends and relatives about the problem	5			
Sign a petition asking for a stronger fight against corruption	6			
Join or support an organization that is fighting corruption	7			
Participate in protest marches or demonstrations against corruption	8			
Other [specify] _____	Post Code			
Don't know [Do not read]	9999			

T19. Please tell me whether you agree or disagree with the following statements [Interviewer: Probe for strength of opinion.]

	Strongly disagree	Disagree	Neither agree nor disagree [Do not read]	Agree	Strongly agree	Don't know [Do not read]
A. Ordinary people can make a difference in the fight against corruption	1	2	3	4	5	9
B. In our society it is generally acceptable for people to report a case of corruption they have witnessed	1	2	3	4	5	9
C. If I would witness an act of corruption, I would feel personally obliged to report it	1	2	3	4	5	9

D. I would report a case of corruption even if I would have to spend a day in court to give evidence	1	2	3	4	5	9
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Note: Categories provided in question T11 were localised to the country context. The country questionnaires can be provided on request.