

Annex I

TERMS OF REFERENCE

Global Corruption Barometer 10th Edition

Tuesday, 30 October 2018

1.0 Background

The Global Corruption Barometer (GCB) survey has been conducted by Transparency International since 2002. Transparency International is looking to repeat the survey with an updated questionnaire and methodology.

Transparency International (TI) is the leading global NGO working against corruption and has succeeded in placing and maintaining corruption on the international agenda while developing the tools to address it. The international movement of Transparency International consists of more than 100 National Chapters which are locally established and fully independent national NGOs who are strongly rooted in their own country and set their own priorities and strategies according to national context and needs. Together with the international Secretariat based in Berlin and Individual Members, they form the global network that is the TI Movement.

A key element of TI's work is diagnosing corruption by measuring its occurrence and people's views about it through surveys and indices. Based on its findings, TI raises awareness of particular types of corruption and the effectiveness of anti-corruption programs; monitors trends in the incidence of corruption and in the implementation of anti-corruption measures; and advocates for reforms in laws, policies and practices. Based on in-depth research, TI develops practical tools to counter corruption and implements solutions, working through coalitions of actors from civil society, the public and the private sectors. TI publications and indices have been a source of informed reference for many individuals and organisations, be it academically, or as tools for advocacy for change.

Transparency International Secretariat (TI-S) has commissioned IPSOS Peru to conduct a nationally representative GCB survey in Argentina, Brazil, Colombia, Costa Rica, Chile, Dominican Republic, El Salvador, Guatemala, Honduras, México, Panamá, Peru and Venezuela. These Terms of Reference outline the expected tasks and deliverables for the implementation of the project.

2.0 Objectives

Collect and provide data on attitudes towards corruption in Argentina, Brazil, Colombia, Costa Rica, Chile, Dominican Republic, El Salvador, Guatemala, Honduras, México, Panamá, Peru and Venezuela: The survey will collect data on public experience with and attitudes towards corruption. While some questions are the same as asked in previous iterations of the GCB, there have been some questionnaire and methodology updates and amendments. See Annex II for the full questionnaire which will be fielded in the survey.

3.0 Methodology

The survey will be implemented by means of a face to face CAPI survey methodology.

4.0 The sample

IPSOS Peru will collect data from nationally representative sample of adults aged 18 or above using proportionate to population size (PPS) sampling approach. The sample will be distributed across all regions of the country according to their population size.

Within each province, Secondary Sampling Units (SSUs) will be selected at random proportionally to population size from all accessible SSUs in the province. SSUs will be divided between rural and urban categories according to population size. Every attempt must be made by the interviewers to survey in the selected SSUs. In case the selected SSUs were inaccessible (for reasons such as natural disasters, floods, fallen bridges, or local conflicts), back up SSUs must also be chosen at random in advance of fieldwork. The decision to replace a selected SSU with a secondary SSU must only be made by the fieldwork manager for reasons listed above, and must be sanctioned by IPSOS Peru before it is implemented.

10 interviews will be completed in each SSU. Households will be chosen at random using systematic sampling with random start (corner, orientation and door is selected randomly through a computer program). In case of rejection, the interviewer will apply a systematic jump of 3 houses to get an effective survey.

Respondents from each household will be chosen using a quota system. Target quotas will be set up according to age and gender. Quotas will be determined in advance of fieldwork, based on national population data or other respected demographic information and shared with Transparency International, including the source for the target quotas, for prior approval before commencing fieldwork. Efforts must be made to use specific quotas for sample strata according to level of urbanisation and/or by region, if the age (x gender) composition of any of these deviates substantially from the national distribution.

The total sample size in each country will be at least 1,000 adults aged 18 or above.

5.0 The Translation of Questionnaires and Country Profiles

IPSOS Peru will ensure that the questionnaire (described in Annex II) is translated into the local language(s). A master Spanish translation will be made by IPSOS Peru, and this will be verified by each country project team against the English original for accuracy and to implement any adaptations that reflect small country differences in language. The final questionnaire in each language and national variant, as it will be implemented in the field work, will be sent to Transparency International for before fielding. This will be checked and verified by the Transparency International National chapter for that country.

6.0 Piloting

The questionnaires will be pilot tested on a selection of 10 respondents in each country (5 respondents in an urban area, 5 respondents in a rural area – rural interviews to be conducted outside of the direct agglomeration of a city). The purpose of piloting is to ensure that the translation is correct and that the questions are appropriately phrased for the local environment, and that they are understood by the respondents. Besides these, the piloting must attest the technical functionality of the CAPI questionnaire and associated sample management form / script. “Dummy data” as well as the data collected during the pilot interviews will be provided demonstrating the functionality of the CAPI script. IPSOS Peru must submit the resulting data file and notify Transparency International of any issues that arise as a result of piloting, plus give recommendations for question amendment or translation changes.

All modifications to the corruption module (as outlined in Annex II) and its related instructions, demographic variables, and sampling structure that may be suggested from the piloting results must be approved by Transparency International before the surveys are implemented.

7.0 Interviewing

The questionnaire will be asked to individuals with a protocol for selection determined as agreed and approved by Transparency International, in order to produce a nationally representative sample. The survey sample will be using quotas.

Respondents/ households that were selected to be interviewed, but did not participate, should be tracked and the reason, including not home, refusal, etc. must be recorded.

Survey fieldwork and interview completion is determined by IPSOS Peru by taking into consideration the number of completed interviews and the quality and comprehensiveness of the data gathered. For a questionnaire to be complete, all of the relevant information, must be obtained and entered into the data base. No questions should be left blank (don't know answers will be allowed), except the ones skipped due to correctly applied skipping patterns.

The country partner survey companies who will be conducting the survey in each country is as follows:

	Name of organisation	In-country project manager	Email
Argentina	Ipsos Argentina	Brenda Lynch	Brenda.Lynch@ipsos.com
Brazil	Ipsos Brazil	Danilo Cersosimo	Danilo.Cersosimo@ipsos.com
Colombia	Ipsos Colombia	Cristina Querubín	Cristina.Querubin@ipsos.com
Costa Rica	Ipsos Caribbean & Central America	Stanley Cardona	Stanley.Cardona@ipsos.com
Chile	Ipsos Chile	Miguel Ángel Pinto	MiguelAngel.Pinto@ipsos.com
Dominican Republic	Ipsos Caribbean & Central America	Stanley Cardona	Stanley.Cardona@ipsos.com
El Salvador	Ipsos Caribbean & Central America	Stanley Cardona	Stanley.Cardona@ipsos.com
Guatemala	Ipsos Caribbean & Central America	Stanley Cardona	Stanley.Cardona@ipsos.com
Honduras	Ipsos Caribbean & Central America	Stanley Cardona	Stanley.Cardona@ipsos.com
México	Ipsos Mexico	Patricia Lopez	Patricia.Lopez@ipsos.com
Panamá	Ipsos Caribbean & Central America	Stanley Cardona	Stanley.Cardona@ipsos.com
Peru	Ipsos Perú	Carlos Ponce	Carlos.Ponce@ipsos.com
Venezuela	RDS In Market	Fátima Dos Santos	fatimadossantos@rdsinmarket.com.ve

*At Ipsos CCA, Stanley Cardona will be the Project manager for the six selected countries. However, we also provide a local contact for each country.

Guatemala: Sharon Lemus Sharon.Lemus@ipsos.com

El Salvador, Honduras y Nicaragua: Carlos Santos Carlos.Santos@ipsos.com

Costa Rica: Maikol Rodriguez Maikol.Rodriguez@ipsos.com

Panamá: Juan Gómez Juan.Gomez2@ipsos.com

Dominican Republic: Gabriel Schipani GabrielSchipani.Schipani@ipsos.com

Every effort should be made to ensure that the interviewers are local to the area that they are conducting the survey in.

8.0 Quality Controls

At least thirty percent (30%) of the completed interviews will be back checked by telephone or in person by project manager. The managers of the survey will randomly check enumerators and will listen to recorded interviews by each interviewer. IPSOS Peru will develop detailed logs of this activity (i.e. by filling in an appropriate form or mini-questionnaire for each sample unit checked including the outcome of the checks) which will then be submitted to TI as an Annex to the Technical Report. Representatives of Transparency International may visit survey teams to monitor effectiveness, ensure quality and check for progress in the field. IPSOS Peru will report to Transparency International if any problems are noted with the implementation of the survey which may affect sample representativeness or the quality or comprehensiveness of the corruption and demographic data, and agrees to make every effort to rectify any issues.

Transparency International will be provided with weekly reports from IPSOS Peru, which will include information on the number of interviews completed, the survey response rate, as well as general observations on the performance of team members. IPSOS Peru will take action to rectify any problems or emerging difficulties with the work or with the performance of individual team members. IPSOS Peru will routinely check the completion of the questionnaires via interim submissions of the dataset.

9.0 CAPI Script development and Quality Control

A single version of the CAPI script will be used for all countries which is capable to handle the sample and the contact outcome recording integrated with the questionnaire administration (using either iField, or STG, but the same must be used for all countries), in order to avoid country differences. Only tablets will be used for the survey. The script must be fully functional and conform to guidelines as per the questionnaire included in Annex 1 (routing, randomisation, rotation, single/multi-code questions etc.) IPSOS Peru should fully test the script used for all countries and send Transparency International a test script along with “dummy data” after piloting but before full fieldwork commences, so that it can be approved.

The exception will be for Venezuela where for security reasons a PAPI questionnaire may need to be fielded outside Caracas. The central CAPI script should be used for data entry to ensuring uniformity.

10.0 Weighting

Each country data will be weighted by IPSOS Peru according to the latest accurate national population statistics of adults aged 18+ based on age, gender, region, urban/rural area plus socio economic status of the respondent. The target weights will be provided to Transparency International prior to end of fieldwork. The weighting syntaxes and a set of tables, one for each country, with the unweighted and weighted distribution of the sample according to variables involved in the weighting process, will also be delivered to Transparency International, with the survey data.

11.0 Data delivery

The survey data will be delivered to Transparency International by IPSOS Peru in SPSS electronic format. The final format of each variable in the data set will follow the guidelines defined by the Codebook which will be provided to Transparency International by IPSOS Peru based on the CAPI script.

In addition to the data itself IPSOS Peru will also deliver a technical report/users guide, in English, using the template provided by Transparency International, on the sampling strategy,

sampling biases introduced, survey implementation and other pertinent information for researchers, providing specifics separately for each country it oversaw. The report will cover observations/experiences arising from the survey and the methodology employed as well as sampling outcome measures (response rates, etc.) according to the AAPOR/ESOMAR standards.

Any data removed in the cleaning process (such as due to interviewer error, interviewer GPS does not match PSU, interviews completed very quickly/ very slowly, duplicated interviews, or other issues noticed during the quality control phase) will also be reported.

12.0 Deliverables

The following outlines the deliverables expected from IPSOS Peru as part of this project:

- a. Will ensure that in each country the survey is conducted using the above specified methodology and sampling plan and according to the specified schedule.
- b. Will ensure that the questionnaire and if required all related survey materials, including the Implementation Manuals, the Questionnaire Manuals, and Training Materials are translated by a native speaker of the language, and are reviewed by each country office for conformity to the English original plus conforming to local language differences.
- c. Will seek approval for the final translated and localised questionnaires from Transparency International prior to launching the surveys.
- d. Will provide Transparency International with the scripted version of the questionnaire. The CAPI script labelling must conform the question numbering and question/answer labelling used in the questionnaire.
- e. Will ensure that staff including field supervisors and enumerators are trained on the questionnaire and survey procedures using Implementation Manuals and the Questionnaire Manuals.
- f. Will ensure that the survey is pilot tested on 10 respondents prior to launching the surveys in two locations (one urban/one rural) per country.
- g. Will confirm with Transparency International any necessary or suggested changes on the questionnaire based on the results of piloting the surveys or issues raised during training of the interviewers or the translation process. Questionnaires and the script should be resubmitted to Transparency International reflecting all changes (if any).
- h. Will complete the interviews to achieve a nationally representative sample.
- i. Will provide weekly Progress Reports in a format required by TI.
- j. Will provide the survey data to Transparency International, for quality control checks when the following milestones are reached: ten percent (10%) of the overall number of interviews; and again when fifty percent (50%) of the overall survey sample has been completed. The final set will be delivered after completion of one hundred percent (100%) of the interviews and the completion of any necessary editing and weighting.
- k. Will conduct quality control checks of the data (for accuracy, and to identify interviewer error/ interviewer fraud) following the survey completion and before submitting to Transparency International. The results of these quality control checks will be communicated towards TI via a qualitative summary (see point n.), and a dataset including the logs of each check performed.
- l. Will provide Transparency International with a clean labelled database of at least 13,000 completed interviews (with at least 1,000 interviews per country) in SPSS electronic database format. The database will contain all variables and variable labels included in the questionnaire in English. It will also include weights and any other data necessary to conduct quantified tabulation. Each questionnaire and data record must have a unique numeric identifier.

- m. Will provide Transparency International with a clean labelled database of all contact attempts performed during the fieldwork of the survey, with time, date, geo coordinates and respective outcome of the particular contact attempt. The database will contain all variables recorded by the sample management script and variable labels in English.
- n. Will provide Transparency International with a technical report/users guide, in English, on the data describing all codes, sampling biases introduced in the survey implementation and other pertinent information for researchers. The report will cover observations/experiences arising from the survey and the methodology employed. Any data removed in the “cleaning” process other than through clarification with the responding establishment will also be reported. It should include a summary of any key findings from the call-backs.

13.0 Timeline

- The anticipated timeline for the project is as follows:
- Delivery of translated questionnaire 1 week
- Delivery of sampling plan 2 weeks
- Delivery of training materials and scripted questionnaire 1 week
- Interviewer training and piloting: 1 week
- Completed database containing at least 13,000 interviews: 5 weeks
- Delivery of technical reports: 2 weeks

All work must be completed by no later than 31st January 2018.

14.0 Payment Schedule

50% advance on contract signature

30% on delivery of cleaned, weighted, completed database containing at least 13,000 interviews, from 13 countries

20% on delivery of all technical reports for all 13 countries

15.0 Contacts

Coralie Pring

Research Expert, Transparency International Secretariat

Tel: +49-30-343820-690

Email: cpring@transparency.org

Jon Vrushi

Research Officer

Tel: +49-30-343820-720

jvrushi@transparency.org

Annex II

Global Corruption Barometer – LAC Region 2018

Administrative Variables

STARTDATE.

Interview Start Date: DD/MM/YYYY

STARTTIME.

Interview Start Time: __/__/__ [24 Hour Clock]

ENDDATE.

Interview End Date: DD/MM/YYYY

ENDTIME.

Interview End Time: __/__/__ [24 Hour Clock]

INTID.

Interviewer ID Number: ____

GENDER.

Gender of Interviewer: Male 1 / Female 2

REG.

Region [PRECODED LIST OF ALL REGIONS]

SSU.

Administrative area [PRECODED LIST OF ALL REGIONS]

AREA.

Type of Area: Urban 1 / Rural 2

Introduction

Good day. My name is _____. I am from _____, an independent research organisation based in [INSERT COUNTRY NAME]. I do not represent the government or any political party. We are studying the views of citizens in [INSERT COUNTRY NAME] about how the country is governed and how the economy is managed. We would like to discuss these issues with a member of your household. Every person in the country has an equal chance of being included in this study. All information will be kept confidential. Your household has been chosen by chance. We would like to choose an adult from your household. Would you help us pick one?

NOTE: THE PERSON MUST GIVE HIS OR HER INFORMED CONSENT BY ANSWERING POSITIVELY. IF PARTICIPATION IS REFUSED, WALK AWAY FROM THE HOUSEHOLD AND RECORD THIS IN THE ABOVE TABLE ON "REASONS FOR UNSUCCESSFUL CALLS." SUBSTITUTE THE HOUSEHOLD USING AN INTERVAL OF XXXXX HOUSEHOLDS. IF CONSENT IS SECURED, PROCEED TO RESPONDENT SELECTION.

INTRODUCTION WITH SELECTED RESPONDENT

IF THE SELECTED RESPONDENT IS NOT THE SAME PERSON THAT YOU FIRST MET, REPEAT INTRODUCTION:

Good day. My name is _____. I am from _____, an independent research organisation based in [INSERT COUNTRY NAME]. I do not represent the government or any political party. We are studying the views of citizens in [INSERT COUNTRY NAME] about how the country is governed and how the economy is managed. We would like to discuss these issues with you.

TO ALL RESPONDENTS:

Your answers will be confidential. They will be put together with 1000 other people we are talking to us, to get an overall picture. It will be impossible to pick you out from what you say, so please feel free to tell us what you think. This interview will take about 30 minutes. There is no penalty for refusing to participate. Do you wish to proceed? **[PROCEED WITH INTERVIEW ONLY IF ANSWER IS POSITIVE. IF PARTICIPATION IS REFUSED, WALK AWAY FROM THE HOUSEHOLD AND RECORD THIS IN THE ABOVE TABLE ON "REASONS FOR UNSUCCESSFUL CALLS."]**

Please note that a supervisor may contact you later to review the work done by our interviewers. **[IF RESPONDENT AGREES TO PROCEED, ADD:] We can do this interview in [LIST TRANSLATION LANGUAGES].** Please, tell me which language you would like to use. **[IF INTERVIEWER DOES NOT SPEAK SELECTED LANGUAGE, THEN MAKE AN APPOINTMENT FOR LATER IN THE DAY WITH A MEMBER OF THE TEAM WHO SPEAKS THAT LANGUAGE.]**

LANG.

Language of interview: [PRECODED LIST OF ALL LANGUAGES]

GEN.

Gender of Respondent: Male 1 / Female 2

AGE.

Age: ____ [WHOLE NUMBERS ONLY ALLOWED]

PROGRAMMER INSTRUCTIONS: IF RESPONDENT IS AGED LESS THAN 18, SHOW THE FOLLOWING TEXT. "THE RESPONDENT IS AGED UNDER 18. STOP INTERVIEW AND USE CARDS TO RANDOMLY DRAW ANOTHER RESPONDENT IN THE SAME HOUSEHOLD."

SECTION A

FILTER: ASK ALL

Q1.

Overall, how much trust and confidence do you have in the following to do a good job in [INSERT COUNTRY NAME] and act in a fair manner whilst carrying out their responsibilities? **READ EACH ITEM THEN SAY...** Would you say you have no trust at all, not very much trust, a fair amount of trust or a great deal of trust?

READ SCALE AS NECESSARY

PROG NOTE:

- SINGLE RESPONSE PER ROW
- RANDOMISE A THROUGH C

		No trust at all	Not very much trust	A fair amount of trust	A great deal of trust	DO NOT READ Don't know
A	The government (including politicians, public servants or any kind of government agency)	0	1	2	3	99
B	The courts	0	1	2	3	99
C	The police	0	1	2	3	99

FILTER: ASK ALL

Q2.

Now some questions about corruption in government – by that I mean corruption involving politicians, public servants or any kind of government agency in **[INSERT COUNTRY NAME] (PAUSE)**.

How much of a problem, if at all, is corruption in the government in this country? Is it...? **READ OUT ANSWER OPTIONS**

PROG NOTE:
- **SINGLE RESPONSE**
- **REVERSE 0 THROUGH 3**

No problem at all	0
Fairly small	1
Quite big	2
A very big problem	3
DO NOT READ Don't know	99

FILTER: ASK IF Q2 = 1-3 OTHERWISE go to Q3

Q3.

What kind of corruption do you think is the main problem in government – please tell me the kind of actions or behaviour you have in mind.

SAY IF NECESSARY: I'm only interested in the general type of problem - you don't need to give me any names, unless they've already been in the media.

PROG NOTE:
- **OPEN TEXT FIELD**

FILTER: ASK ALL

Q4.

Over the past year, in your opinion, has the level of corruption in **[INSERT COUNTRY NAME] ...?**
READ OUT

PROG NOTE:
- **SINGLE RESPONSE**
- **REVERSE 0 - 4**

Decreased a lot	0
Somewhat decreased	1
Stayed the same	2
Somewhat increased	3
Increased a lot	4
DO NOT READ Don't know	99

FILTER: ASK ALL

Q5.

How well or badly would you say the current government is handling the task of fighting corruption in government – would you say it's handling it...? **READ OUT**

PROG NOTE:
- **SINGLE RESPONSE**
- **REVERSE 1-4**

Very badly	1
Fairly badly	2

Fairly well	3
Very well	4
DO NOT READ Don't know	99

FILTER: ASK ALL

Q6.

[] How many of the following people do you think are involved in corruption – would it be none of them, some of them, most of them, or all of them? Firstly...?

SAY IF NECESSARY: How many of those people do you think are involved in corruption?

READ SCALE AS NECESSARY
PAUSE AFTER EACH CATEGORY

PROG NOTE:

- SINGLE RESPONSE PER ROW
- ROTATE A-L

		None	Some of them	Most of them	All of them	DO NOT READ Don't know
A	The President and Officials in his/her Office ¹	1	2	3	4	99
B	The Prime Minister and Officials in his/her Office ²	1	2	3	4	99
C	Members of Parliament ³	1	2	3	4	99
D	Government officials	1	2	3	4	99
E	Local government councillors ⁴	1	2	3	4	99
F	Police	1	2	3	4	99
G	Judges and Magistrates ⁵	1	2	3	4	99
H	Religious leaders	1	2	3	4	99
I	Business executives	1	2	3	4	99
J	Workers in non-governmental organizations	1	2	3	4	99
K	Journalists	1	2	3	4	99
L	Bankers	1	2	3	4	99

FILTER: ASK ALL

Q7.

[] I'm next going to read out a list of freedoms that people may have. For each one, please tell me whether there is now much less freedom, somewhat less freedom, the same amount of freedom, somewhat more freedom or much more freedom compared with 12 months ago?

READ OUT EACH ITEM. PAUSE AFTER EACH.

SAY IF NECESSARY: Is there now much less, somewhat less, the same amount, somewhat more or much more freedom compared with 12 months ago?

READ SCALE AS NECESSARY

PROG NOTE:

- SINGLE RESPONSE PER ROW
- RANDOMISE A THROUGH C

¹ Edit/ Remove as appropriate depending on the political system of the country

² Edit/ Remove as appropriate depending on the political system of the country

³ Revise depending on what is the words used to refer to elected representatives in the legislative office of the country

⁴ Translate to refer to officials who are elected to the lowest administrative area

⁵ Magistrates should be translated to refer to lower level courts.

		Much less freedom	Somewhat less freedom	Same	Somewhat more freedom	Much more freedom	Don't know DO NOT READ
A	Your own freedom to say what you think about politics	0	1	2	3	4	99
B	The media's freedom to investigate and report on government mistakes or to criticize government actions or performance	0	1	2	3	4	99
C	The freedom of independent groups or nongovernmental organizations to speak, hold meetings or advocate their views freely, including criticizing the government if they choose	0	1	2	3	4	99

SECTION B

FILTER: ASK ALL

Q8(a).

[T49A] I next want to ask you some questions about your experience with various public services in the last 12 months. Can you tell me in the past 12 months have you had contact with a public school?

PROG NOTE: SINGLE CODE

Yes	1
No	0
DO NOT READ Don't know	99

FILTER: ALL RESPONDENTS WHO HAVE HAD CONTACT WITH A PUBLIC SCHOOL IN THE PAST 12 MONTHS (Q8(a)=1)

Q8(b).

[T49C] 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?

PROG NOTE: SINGLE CODE

Never	0
Once or twice	1
A few times	2
Often	3
DO NOT READ Don't know	99
DO NOT READ Refused	98

FILTER: ASK ALL

Q9(a).

[T49D] In the past 12 months have you had contact with a public clinic or hospital?

PROG NOTE: SINGLE CODE

A	Yes	1
B	No	0
C	DO NOT READ Don't know	99

FILTER: ALL RESPONDENTS WHO HAVE HAD CONTACT WITH A PUBLIC CLINIC OR HOSPITAL IN THE PAST 12 MONTHS (Q9(a)=1)

Q9(b).

[T49G] 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?

PROG NOTE: SINGLE CODE

Never	0
Once or twice	1
A few times	2
Often	3
DO NOT READ Don't know	99
DO NOT READ Refused	98

FILTER: ASK ALL

Q10(a).

[T49H] 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?

PROG NOTE: SINGLE CODE

Yes	1
No	0
DO NOT READ Don't know	99

FILTER: ALL RESPONDENTS WHO HAVE TRIED TO GET AN IDENTITY DOCUMENT IN THE PAST 12 MONTHS (Q10(a)=1)

Q10(b).

[T49K] 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?

PROG NOTE: SINGLE CODE

Never	0
Once or twice	1
A few times	2
Often	3
DO NOT READ Don't know	99
DO NOT READ Refused	98

FILTER: ASK ALL

Q11(a).

[T49L] In the past 12 months have you tried to get water, sanitation or electric services from government?

PROG NOTE: SINGLE CODE

Yes	1
No	0
DO NOT READ Don't know	99

FILTER: ALL RESPONDENTS WHO HAVE TRIED TO GET WATER SANITATION OR ELECTRIC SERVICES FROM GOVERNMENT IN THE PAST 12 MONTHS (Q11(a)=1)

Q11(b).

[T49N] 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?

PROG NOTE: SINGLE CODE

Never	0
Once or twice	1
A few times	2
Often	3
DO NOT READ Don't know	99
DO NOT READ Refused	98

FILTER: ASK ALL

Q12(a).

[T49O] In the past 12 months have you had contact with the police?

PROG NOTE: SINGLE CODE

Yes	1
No	0
DO NOT READ Don't know	99

FILTER: ALL RESPONDENTS WHO HAVE REQUESTED ASSISTANCE FROM THE POLICE IN THE PAST 12 MONTHS (Q12(a)=1)

Q12(b).

[T49R] 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 checkpoint⁶ or avoiding a fine or arrest?

PROG NOTE: SINGLE CODE

Never	0
Once or twice	1
A few times	2
Often	3
DO NOT READ Don't know	99
DO NOT READ Refused	98

FILTER: ASK ALL

Q13(a).

[T49S] In the past 12 months have you had contact with the courts?

PROG NOTE: SINGLE CODE

Yes	1
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⁶ For example, a traffic or pedestrian stop point

No	0
DO NOT READ Don't know	99

FILTER: ALL RESPONDENTS WHO HAVE REQUESTED ASSISTANCE FROM THE COURTS IN THE PAST 12 MONTHS (Q13(a)=1)

Q13(b).

[T49T] 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 **or to avoid a problem?**

PROG NOTE: SINGLE CODE

Never	0
Once or twice	1
A few times	2
Often	3
DO NOT READ Don't know	99
DO NOT READ Refused	98

FILTER: ASK ANY WHO PAID A BRIBE 1 THRU 3 FOR ANY Q8(b), Q9(b), Q10(b), Q11(b), Q12(b), Q13(b),

Q14(a).

[] And thinking about the most recent time that you **paid a bribe**, gave a gift, or did a favour in order to get a public service, what was your main reason for doing this? Was it that READ OUT ANSWER OPTIONS

PROG NOTE:

- **SINGLE RESPONSE**

You were asked to pay	1
You were not asked to pay but you knew it was expected	2
You offered to pay to get things done quicker or better	3
You were not asked to pay but you wanted to express your gratitude	4
Something else (Please Specify) _____	97
DO NOT READ Don't know	99
DO NOT READ Refused	98

FILTER: ASK ANY WHO PAID A BRIBE 1 THRU 3 FOR ANY Q8(b), Q9(b), Q10(b), Q11(b), Q12(b), Q13(b),

Q14(b).

[] And thinking about the last time that you paid a bribe, gave a gift, or did a favour in order to get a public service, did you report the incident to a government official or someone in authority?

PROG NOTE:

- **SINGLE RESPONSE**

No	0
Yes	1
Don't know	99

FILTER: ASK ALL

Q16.

[] In this country, can ordinary people report incidents of corruption without fear, or do they risk retaliation or other negative consequences if they speak out?

PROG NOTE:

- **SINGLE RESPONSE**

Can report without fear	0
Fear reprisals	1
Don't know	99

FILTER: ASK ALL

Q17.

[] And thinking about if you were to report a case of corruption **committed** by a government official, how likely is it that appropriate action would be taken against them? Is it... **READ OUT ANSWER OPTIONS**

PROG NOTE:

- **SINGLE RESPONSE**
- **REVERSE 0 - 3**

Not at all likely	0
Not very likely	1
Somewhat likely	2
Very likely	3
DO NOT READ Don't know/Haven't heard	99

FILTER: ASK ALL

Q18.

[] Sextortion is a form of corruption which occurs when a public official says that they will give a government benefit (such as quicker service, approval of documents, a job or promotion, or avoiding a fine or imprisonment) in exchange for sexual favours such as sexual activity, inappropriate touching, exposing body parts, or posing for sexual photos.

How often, if at all, do you think that this occurs in this country? Do you think it happens...?

PROG NOTE: SINGLE RESPONSE

Very frequently	4
Often	3
Occasionally	2
Rarely	1
Never	0
DO NOT READ Don't know	99
DO NOT READ Refused	98

FILTER: ASK ALL

Q19.

[] And thinking about your own experience or experiences had by people you know, how often, if at all, has a public official implied either openly or suggestively to either yourself or someone you know, that they will grant a government benefit in exchange for sexual favours?

PROG NOTE: SINGLE RESPONSE

Never	0
Once or twice	1
A few times	2
Often	3
Or have you had no contact with any public officials ever	4
DO NOT READ Don't know	99
DO NOT READ Refused	98

SECTION C

FILTER: ASK ALL

Q20(a).

Please tell me how often you think the following things happen during national, regional or local elections in **[INSERT COUNTRY NAME]**. **READ EACH ITEM THEN SAY...** Do you think this happens never, rarely, occasionally, frequently, or very frequently?

SAY IF NECESSARY: How often do you think that happens in **[INSERT COUNTRY NAME]**?
READ SCALE AS NECESSARY

PROG NOTE:
- **SINGLE RESPONSE PER ROW**
- **RANDOMISE A-C**

		Never	Rarely	Occasionally	Frequently	Very frequently	
A	False information or fake news being spread to influence voting outcomes	0	1	2	3	4	
B	Voters being paid money or offered a special favour to vote in a particular way	0	1	2	3	4	
C	Voters being threatened with retaliation if they do not vote in a particular way	0	1	2	3	4	

FILTER: ASK ALL

Q20(b).

And in the past 5 years, how many times, if at all, has anyone tried to offer **you a bribe or special favour** to vote in a particular way at a national, regional or local election? Has that happened to you...?
READ OUT

PROG NOTE: SINGLE RESPONSE

Never	0
Once or twice	1
A few times	2
Often	3
DO NOT READ Don't know	99
DO NOT READ Refused	98
DO NOT READ Not applicable - could not vote	97

FILTER: ASK ALL

Q20(c).

And in the past 5 years, how many times, if at all, has anyone threatened you with some sort of retaliation if you did not vote in a particular way at a national, regional or local election? Has that happened to you...? **READ OUT**

PROG NOTE:
- **SINGLE RESPONSE**

Never	0
Once or twice	1

A few times	2
Often	3
DO NOT READ Don't know	99
DO NOT READ Refused	98
DO NOT READ Not applicable - could not vote	97

FILTER: ASK ALL

Q21.

In the past 12 months, how many times have you personally witnessed, or suspected, a government official or politician doing the following things – would it be never, once or twice a few times, or **often** (**PAUSE**). So firstly...?

SAY IF NECESSARY: How many times in the past 12 months have you personally witnessed or suspected them of that?

READ SCALE AS NECESSARY

PROG NOTE:

- RANDOMISE A-D
- SINGLE RESPONSE PER ROW

		Never	Once or twice	A few times	Often	DO NOT READ Don't know	DO NOT READ Refused
A	An official or politician having unexplained income beyond their public salary	0	1	2	3	99	98
B	An official or politician abusing their position to benefit themselves or their family	0	1	2	3	99	98
C	A politician making a decision or voting in a way which favours a business or individual who gave them political support or donations	0	1	2	3	99	98
D	An official or politician awarding a public contract to a company in exchange for a bribe, gift or favour	0	1	2	3	99	98

SECTION D

FILTER: ASK ALL

Q22.

For each of the following statements that I read out, please tell me whether you strongly disagree, tend to disagree, neither agree nor disagree, tend to agree or strongly agree.

READ OUT STATEMENTS. PAUSE AFTER EACH.

SAY IF NECESSARY: Do you strong disagree, tend to disagree, neither agree nor disagree, tend to agree or strongly agree?

PROG NOTE:

- SINGLE RESPONSE PER ROW
- RANDOMISE Pp1 THROUGH Man2

	Strongly disagree	Tend to disagree	Neither agree nor disagree	Tend to agree	Strongly agree	Don't know DO NOT READ

Ppl1.	Politicians should always listen closely to the problems of the people	0	1	2	3	4	99
Ppl2	Politicians don't have to spend time among ordinary people to do a good job.	0	1	2	3	4	99
Ant1.	The government is pretty much run by a few big interests looking out for themselves.	0	1	2	3	4	99
Ant2.	Government officials use their power to try to improve people's lives.	0	1	2	3	4	99
Man1.	You can tell if a person is good or bad if you know their politics ⁷ .	0	1	2	3	4	99
Man2.	The people I disagree with politically are not bad people.	0	1	2	3	4	99

FILTER: ASK ALL

Q23.

[]

And next, for each of the following statements that I read out, please tell me whether you strongly disagree, tend to disagree, neither agree nor disagree, tend to agree or strongly agree.

READ OUT STATEMENTS A THROUGH E. PAUSE AFTER EACH.

SAY IF NECESSARY: Do you strongly disagree, tend to disagree, neither agree nor disagree, tend to agree or strongly agree?

PROG NOTE:

- **SINGLE RESPONSE PER ROW**
- **RANDOMISE A - E**

		Strongly disagree	Tend to disagree	Neither agree nor disagree	Tend to agree	Strongly agree	Don't know [DNR]
A	Ordinary people can make a difference in the fight against corruption	0	1	2	3	4	99
B	The government takes the views of people like me into account when making decisions	0	1	2	3	4	99
C	It is acceptable for the government to engage in a bit of corruption as long as it gets things done and delivers good results.	0	1	2	3	4	99
D	People in my local area tend to work together to solve problems affecting the community	0	1	2	3	4	99
E	When reporting a case of corruption committed by a government official, appropriate action is more	0	1	2	3	4	99

⁷ Translate as political ideology or political conviction.

	likely to be taken if a man rather than a women makes the complaint												
--	---	--	--	--	--	--	--	--	--	--	--	--	--

Filter: ASK ALL

Q24.

[] Next, I'd like you tell me how acceptable or not the following situations are on a scale from 0 to 10, where 0 is completely unacceptable and 10 is completely acceptable (**PAUSE**). Firstly...? **READ OUT STATEMENTS A THROUGH E. PAUSE AFTER EACH.**

SAY IF NECESSARY: How acceptable or not do you think that is on a scale from 0 to 10, where 0 is completely unacceptable and 10 is completely acceptable
- PROBE FOR STRENGTH OF OPINION ON A SCALE 0-10

PROG NOTE:
- SINGLE RESPONSE PER ROW
- RANDOMISE A-E

		Completely un-acceptable											Completely acceptable	DO NOT READ Don't know
A	A citizen using their personal or political connections to get a better service than others from a government department	0	1	2	3	4	5	6	7	8	9	10	99	
B	A politician or councillor giving special help to someone because they donated money to their election campaign	0	1	2	3	4	5	6	7	8	9	10	99	
C	A public servant influencing a hiring decision in their department to favour a friend or a family member	0	1	2	3	4	5	6	7	8	9	10	99	
D	A public official awarding a contract to a company who paid a bribe. The company will deliver the work on time	0	1	2	3	4	5	6	7	8	9	10	99	
E	A person paying a police officer on the street to avoid getting a fine for a traffic offence	0	1	2	3	4	5	6	7	8	9	10	99	

FILTER: ASK ALL

Q25.

[] How **often** do you think the following situations happen in [**INSERT COUNTRY NAME**] – would you say they happen never, rarely, occasionally, frequently, or very frequently. Firstly...?

SAY IF NECESSARY: How often do you think that happens in [**INSERT COUNTRY NAME**]?
READ SCALE AS NECESSARY

PROG NOTE:
- SINGLE RESPONSE PER ROW
- RANDOMISE A-D

		Never	Rarely	Occasionally	Frequently	Very frequently	DO NOT READ Don't know
A	People using their personal or political connections to get a better service from a government department than other people	0	1	2	3	4	99

B	Individuals or companies using money to have greater influence over government decisions	0	1	2	3	4	99
C	A public servant influencing a hiring decision in their department to favour a friend or a family member	0	1	2	3	4	99
D	People paying police officers on the street to avoid getting a fine for a traffic offence	0	1	2	3	4	99

FILTER: ASK ALL

Q26(a).

In this country there is the right by law for citizens to access key facts and data from the government. Were you aware that you have the right to request information from government, or were you not yet aware that you had this right?

PROG NOTE:

- **SINGLE RESPONSE**

Yes, I was aware	1
No, I was not yet aware	0
DO NOT READ Don't know	99

FILTER: ASK ALL

Q26(b).

In some cases, public bodies make information and facts publicly accessible, for example on their website. In other cases, citizens request (such as via a letter, email or telephone call) that the public body provides them with the information they need. In the last 12 months how often, if at all, have you officially contacted a public body to request any information? Have you done this... **READ OUT ANSWER OPTIONS**

PROG NOTE:

- **SINGLE RESPONSE**

Never	0
Once or twice	1
A few times	2
Often	3
DO NOT READ Don't know	99

And finally some questions about you. Please note that they are only for administrative purposes

FILTER: ASK ALL

Q27.

Which of the following best describes your working status?

PROG NOTE:

- **SINGLE RESPONSE**

Working full-time (more than 30 hours per week)	0
Working part-time (less than 30 hours per week)	1
Not working and looking for work	2
Retired	3
Does not work and Not seeking for job	4
Student	5

Homemaker	6
DO NOT READ Refused to answer	98
DO NOT READ Don't know	99

FILTER: ASK IF Q27 == 0 AND 1 OTHERWISE SKIP to Q.29.

Q28.

[] What is your main occupation? [Do not read options. Code from responses.]

PROG NOTE:

- **SINGLE RESPONSE**

Subsistence farmer (produces only for home consumption)	0
Peasant Farmer (produces both for own consumption and some surplus produce for sale)	1
Commercial Farmer (produces mainly for sale)	2
Farm worker	3
Fisherman	4
Trader / Hawker / Vendor	5
Miner	6
Domestic Worker / Maid / Char / House helper	7
Armed Services/ Police / Security Personnel	8
Artisan / skilled manual worker in the formal sector	9
Artisan / skilled manual worker in the informal sector	10
Clerical Worker	11
Unskilled manual worker in the formal sector	12
Unskilled manual worker in the informal sector	13
Businessperson (works in company for others)	14
Businessperson (Owns small business of less than 10 employees)	15
Businessperson (Owns large business of 10 or more employees)	16
Professional Worker (e.g., lawyer, accountant, nurse, engineer, etc.)	17
Supervisor / Foreman	18
Teacher	19
Government Worker	20
Employees in the retail sector	21
Other _____ PLEASE POST CODE	
DO NOT READ Refused to answer	98
DO NOT READ Don't know	99

FILTER: ASK IF Q27 == 3 THRU 6

Q29.

[] What was your last main occupation?

PROG NOTE:

- **SINGLE RESPONSE**
- **PLEASE DO NOT READ OPTIONS – CODE FROM ANSWER.**

Never had a job	0
Subsistence farmer (produces only for home consumption)	1
Peasant Farmer (produces both for own consumption and some surplus produce for sale)	2
Commercial Farmer (produces mainly for sale)	3
Farm worker	4

Fisherman	5
Trader / Hawker / Vendor	6
Miner	7
Domestic Worker / Maid / Char / House helper	8
Armed Services/ Police / Security Personnel	9
Artisan / skilled manual worker in the formal sector	10
Artisan / skilled manual worker in the informal sector	11
Clerical Worker	12
Unskilled manual worker in the formal sector	13
Unskilled manual worker in the informal sector	14
Businessperson (works in company for others)	15
Businessperson (Owns small business of less than 10 employees)	16
Businessperson (Owns large business of 10 or more employees)	17
Professional Worker (e.g., lawyer, accountant, nurse, engineer, etc.)	18
Supervisor / Foreman	19
Teacher	20
Government Worker	21
Employees in the retail sector	22
Other _____ PLEASE SPECIFY	
DO NOT READ Refused to answer	98
DO NOT READ Don't know	99

FILTER: ASK ALL

Q30.

[] What is your highest level of education? **DO NOT READ OPTIONS – CODE FROM ANSWER.**

PROG NOTE:

- **SINGLE RESPONSE**

No formal education	0
Informal schooling only	1
Some primary schooling	2
Primary school completed	3
Some secondary school	4
Secondary school completed	5
Some higher secondary/equivalent	6
Higher secondary/equivalent completed	7
Some Bachelor/equivalent degree	8
Bachelor/equivalent degree completed	9
Masters/equivalent degree or above	10
DO NOT READ Refused to answer	98

FILTER: ASK ALL

Q31.

[] To finish, thinking about the amount of income your household has to buy what you want, would you say that your household has...? - **READ THE SCALE BELOW**

PROG NOTE:

- **SINGLE RESPONSE**
- **REVERSE 4 - 0**

Definitely enough to buy what we want with no difficulties	4
Just enough to buy what	3
We can manage with difficulties	2
We need to borrow, spend savings to buy things	1
We can't buy at all what we want, we have no savings or no income	0
DO NOT READ Refused to answer	98