



## **Salient Findings of the Life in Transition Survey Europe and Central Asia Region**



February 2007



## LITS-at-a-Glance Summary

**Introduction:** The Life in Transition Survey (LITS), a joint initiative of the European Bank for Reconstruction and Development and the World Bank, was carried out between September and November, 2006. Covering virtually almost all the countries in the World Bank’s Europe and Central Asia (ECA) region, the main objective of the LITS is to assess the impact of transition on people, and to understand how contemporaneous attitudes of people towards market reforms and political evolution are related to objective individual and household characteristics. The LITS questionnaire comprises 6 modules: (i) Household Roster, (ii) Housing and Expenses, (iii) Attitudes and Values, (iv) Current Activities, (v) Education and Labor, and (vi) Life History; the first two modules were conducted at the household level, while the remainder were administered at the individual level.

**Country Coverage and Sampling:** Altogether 29 countries were covered, including (a) EU member states (Bulgaria, Czech Republic, Estonia, Hungary, Latvia, Lithuania, Poland, Romania, Slovakia, and Slovenia), (b) South-Eastern Europe (Albania, Bosnia and Herzegovina, Croatia, Macedonia, Montenegro, and Serbia), (c) low-income CIS (Armenia, Azerbaijan, Georgia, Kyrgyz Republic, Moldova, Tajikistan, and Uzbekistan), (d) middle-income CIS (Belarus, Kazakhstan, Russia, and Ukraine), Turkey, and Mongolia (which has recently become an EBRD client also). The survey questionnaire was administered to a nationally representative sample of 1,000 persons within each country. After collecting some basic household-level information, one person aged 18 years or older was selected at random within each household for the main individual interview.

### Contents:

KEY FINDINGS .....	(i)
1: SATISFACTION WITH LIFE AND SURROUNDINGS .....	1
2: SATISFACTION WITH PUBLIC SERVICE DELIVERY .....	8
3: PRIORITIES FOR ADDITIONAL GOVERNMENT INVESTMENT .....	16
4: ROLE OF THE STATE .....	18
5: ATTITUDES TOWARDS MARKET ECONOMY AND DEMOCRACY .....	22
6: SOCIAL CAPITAL .....	24
7: TRUST IN PUBLIC INSTITUTIONS .....	26
8: FACTORS EXPLAINING ECONOMIC OUTCOMES .....	38
9: PERCEPTIONS OF CORRUPTION .....	40

Within the World Bank, the Europe and Central Asia Region (Office of the Chief Economist as well as the Poverty Reduction and Economic Management Unit) and the Investment Climate Unit contributed to the LITS, and the work was carried out under the guidance of Mr. Pradeep Mitra, Chief Economist, Europe and Central Asia Region, and Mr. Asad Alam, Sector Manager ECSPE.

**Citation:** Please refer to the data in all uses as the “2006 EBRD-World Bank Life in Transition Survey (LITS).” Standard practice is to use this lengthy citation the first time the LITS is referenced in the document and the shorthand LITS thereafter.

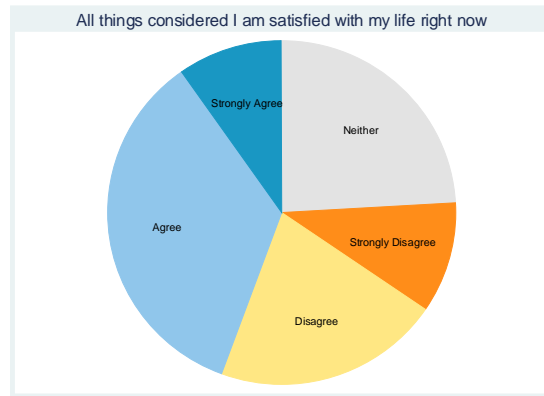
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Revised 9th February, 2007.

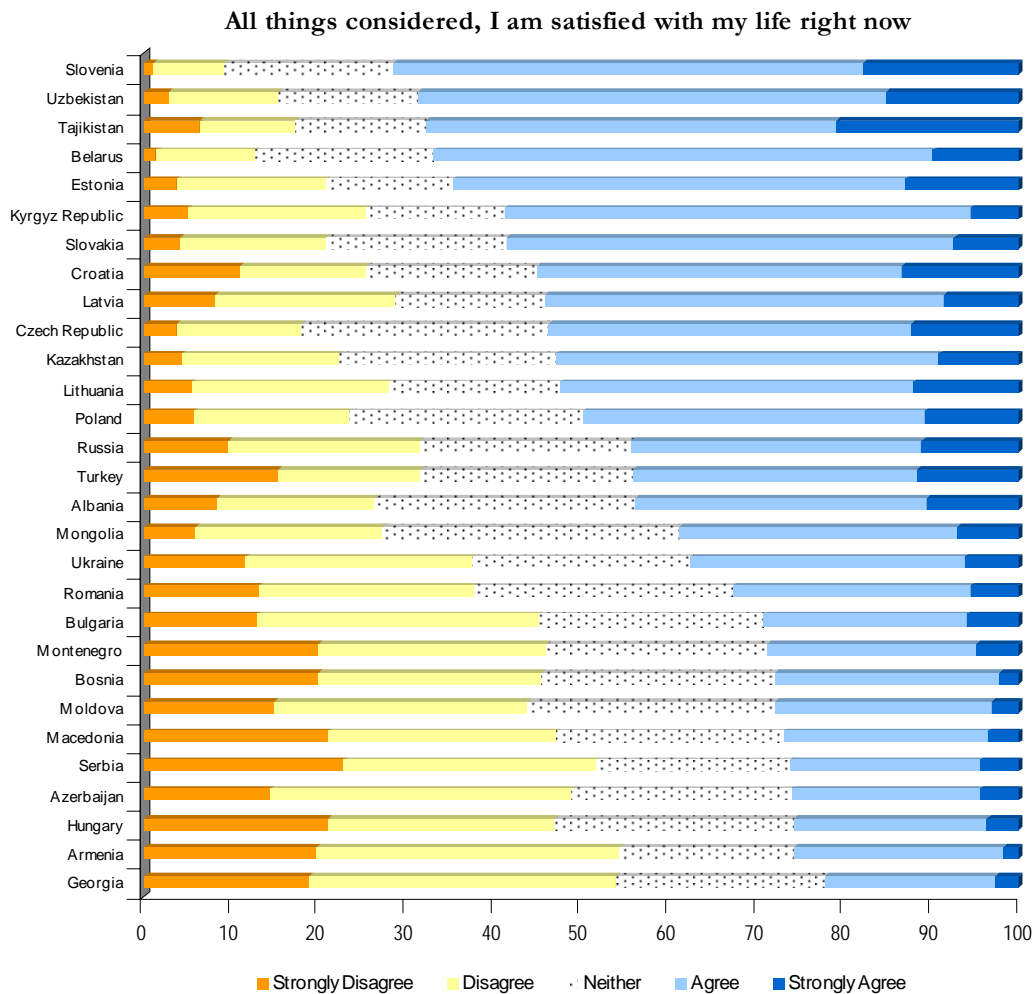
### KEY FINDINGS

#### Satisfaction with Life and Surroundings

- People reporting themselves as satisfied with their lives outnumber those that are not, 3 to 2.

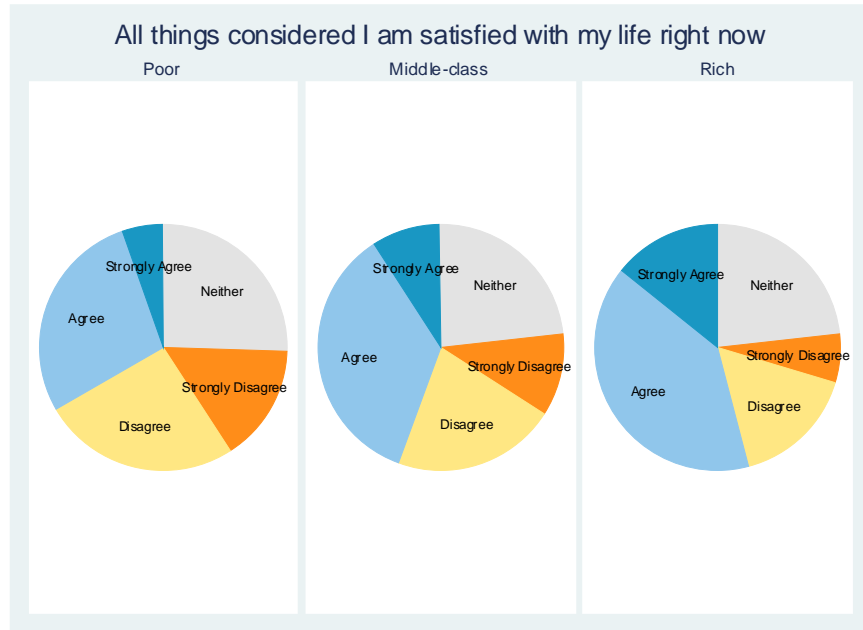


- Ratio in the region varies from a high of 8 : 1 in Slovenia to roughly 2 : 5 in Georgia. Overall satisfaction levels are highest, on average, in the low-income CIS, followed by the EU member states.

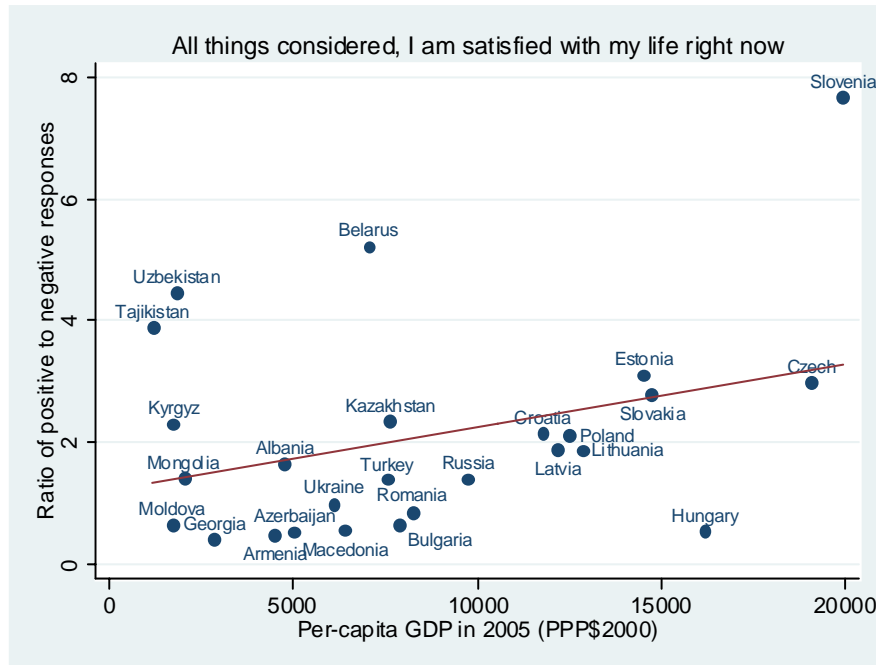




- Satisfaction with life is positively correlated with income levels, both within countries...

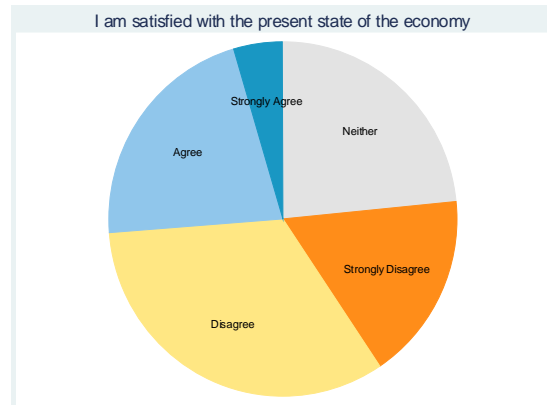


- ... as well as across countries:

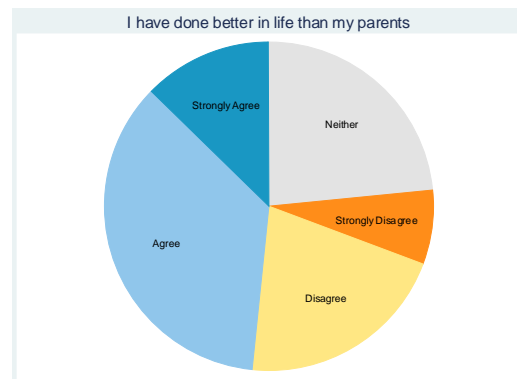
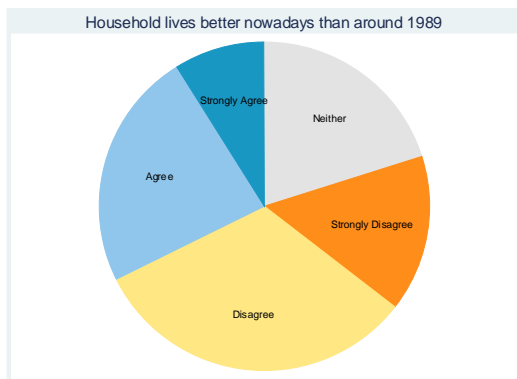




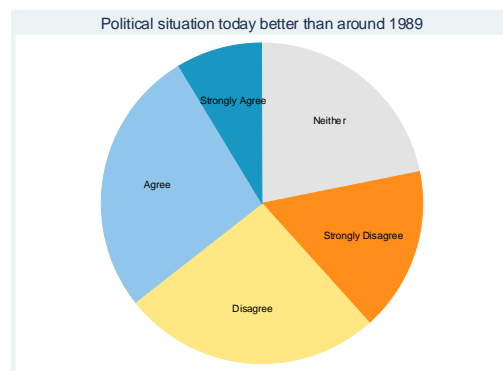
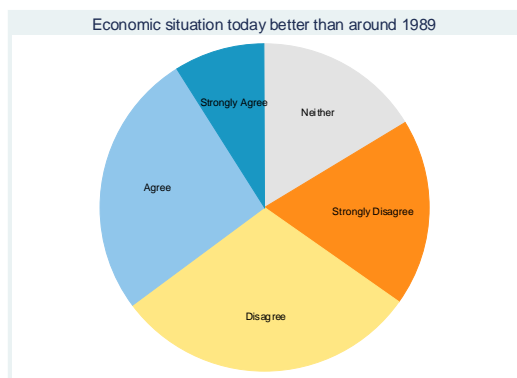
- One-half the respondents in the region (and over two-thirds in South-Eastern Europe), report themselves as being dissatisfied with the present state of the economy. Highest satisfaction rates reported in Belarus, Kazakhstan, and Estonia, and the lowest in Hungary, Macedonia, and Bosnia.



- Mixed responses about impact of transition on their lives: less than one-third of respondents report their household lives better nowadays than around 1989; however, about one-half report they have done better in life than their parents, outnumbering by roughly 2 : 1 those saying they have not.

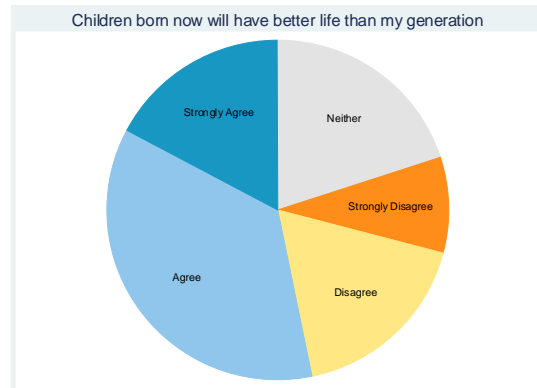


- More people disagree than agree with the statements that the economic and political situations in their country are better today than around 1989.





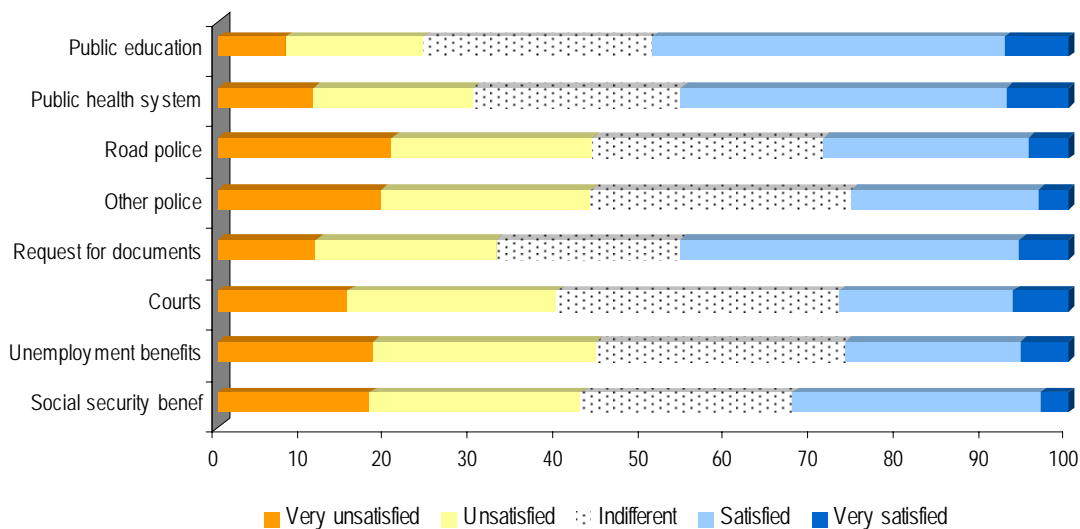
- However, 53 percent agree that children born now will have a better chance than their generation, compared to 27 percent that disagree. High optimism in Albania, Belarus, and Lithuania, but relatively high pessimism in Hungary, Macedonia, and Serbia.



### Satisfaction with Public Service Delivery

- The public education and public health systems receive quite favorable ratings, with 49 percent and 45 percent of the population reporting themselves as being satisfied with the education and medical treatment they received from these facilities (24 and 20 percent respectively reported being dissatisfied with the services they received); overall, 46 percent report themselves as being satisfied with the quality and the efficiency of the service/interaction with authorities in requests for official documents such as passports, visas, birth or marriage certificates, land records, etc (vs. 23 percent dissatisfied).

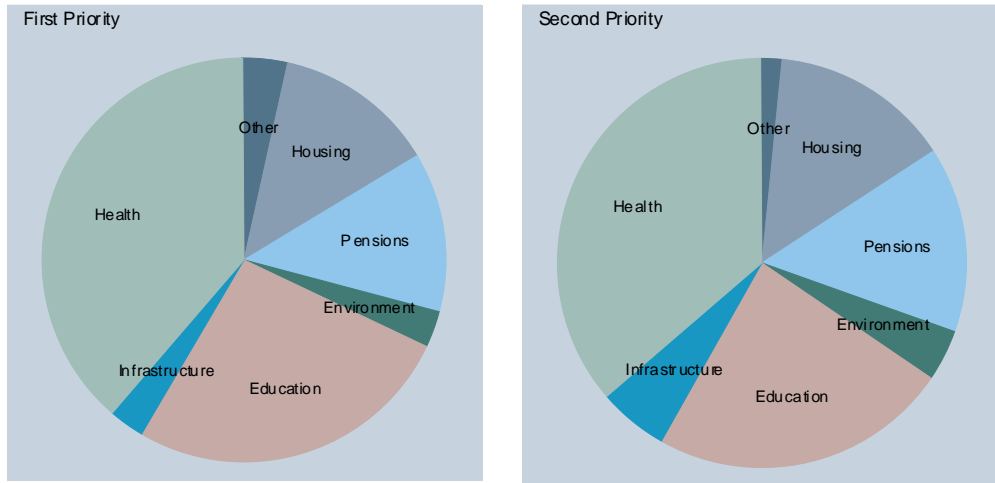
### Level of satisfaction with quality & efficiency of service/institution



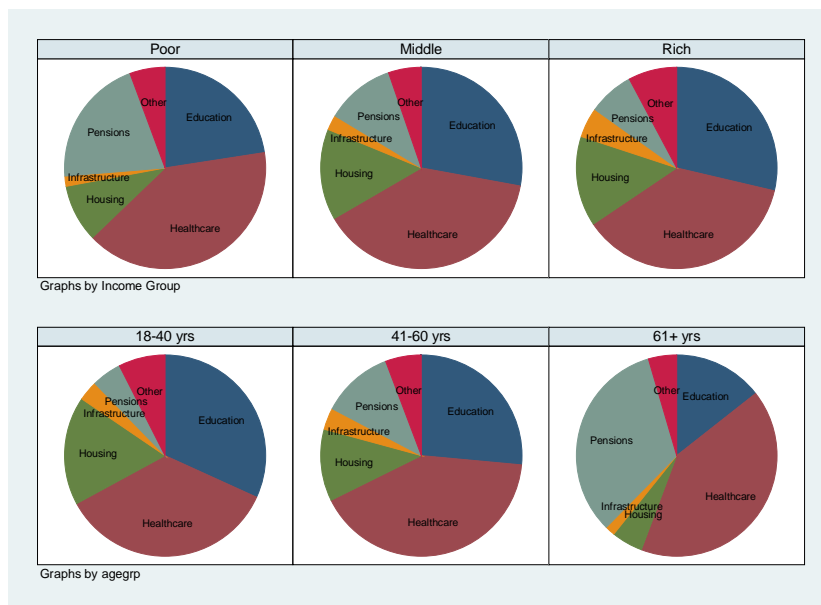
- Reported satisfaction rates generally somewhat higher among EU member states, and lower among the middle-income CIS.
- Interactions with the police and the courts receive generally lower satisfaction ratings from the public, though there are considerable inter-country differences in response patterns. For instance, 51 percent of respondents in Poland are satisfied with their interaction with authorities in courts (vs. 17 percent that were dissatisfied), while 66 percent of respondents in Armenia report themselves as being dissatisfied (vs. only 11 percent that were satisfied).

### Priorities for Additional Govt. investment

- When asked about their first priority for extra government investment, 40 percent of people choose healthcare, followed by education (27 percent), housing (13 percent) and pensions (13 percent). Similar pattern observed with regard to the second priority reported by respondents.



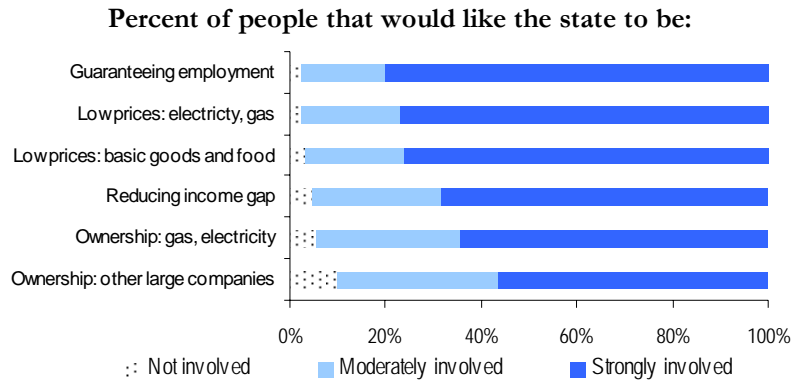
- Compared to the region as a whole, healthcare is picked by a relatively higher share of the population in Hungary, Bulgaria, and Slovakia; education in Turkey, Mongolia, and Bosnia; housing in Belarus, Russia, and Romania; pensions in Georgia, Albania, and Romania; environment in Kazakhstan, Tajikistan, and Mongolia; infrastructure in Albania, Mongolia, and Montenegro.
- Support for greater government investment in education and housing is stronger among the youth and relatively better-off; healthcare and pensions, by contrast, receives stronger support amongst the poor and elderly.





### Role of the State

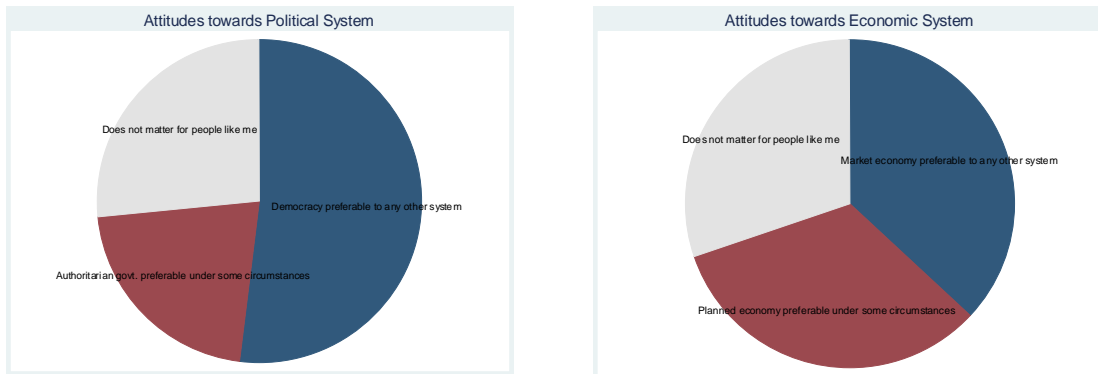
• Most people in the region favor strong state involvement in various activities, including guaranteeing employment (80 percent), guaranteeing low prices for electricity, gas, basic goods, and food (76-77 percent), reducing the gap between the rich and the poor (68 percent), ownership of gas and electricity companies (64 percent), and other large companies in the country (56 percent).



• Strong support for income redistribution, guaranteeing employment and low prices for essential goods is highest in South-Eastern Europe, while strong support for public ownership of utilities and other large companies is highest among low-income CIS. Strong support for the above-mentioned activities is also high among EU member states, though lower, on average, than in other countries.

### Democracy and Market Economy

• A majority (52 percent) of people in the region agree that democracy is preferable to any other form of the political system, compared to only about one-fifth (21 percent) who think that an authoritarian government may be preferable to a democratic one under some circumstances. Considerable variation at the country level: support for democracy vs. an authoritarian government in some circumstances is much stronger in Turkey (75 vs. 6 percent) than in Russia (36 vs. 33 percent)

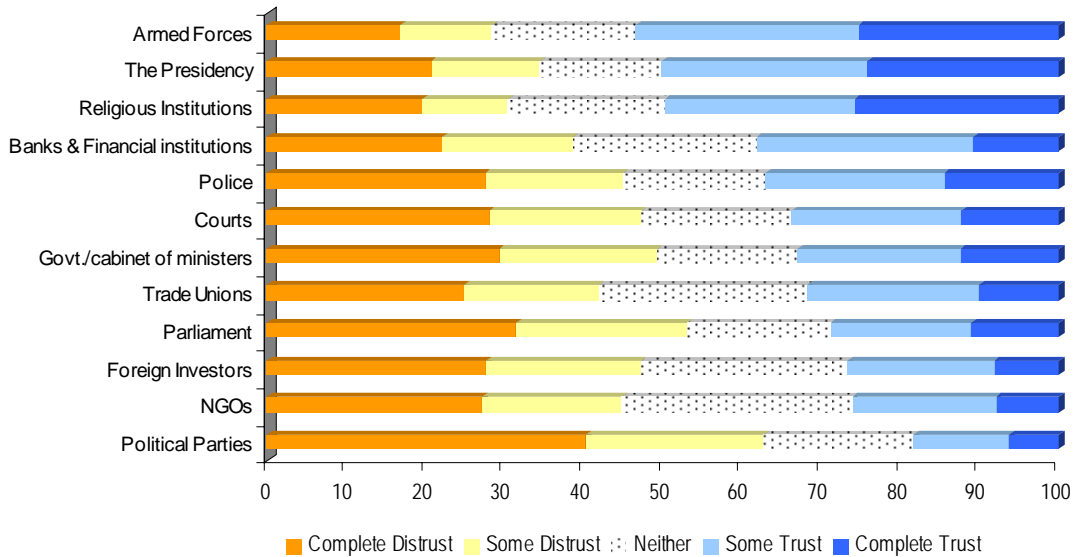


• Support expressed for a market economy system considerably more nuanced than that for democracy: overall, about 37 percent agree that a market economy is preferable to any other form of economic system, while 33 percent think that under some circumstances, a planned economy may be preferable to a market economy. Support for a market economy system is relatively higher in Albania, Mongolia, and Azerbaijan; relatively lower in Russia, Kazakhstan, and Bosnia.

### Trust in Public Institutions

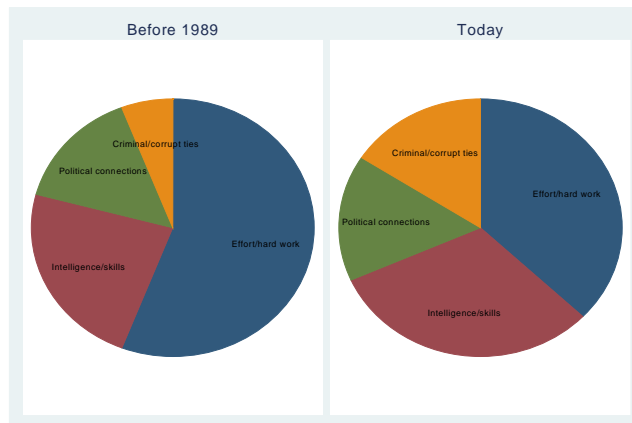
- When asked to what extent they trust different public institutions and agents, respondents give the most favorable ratings to the armed forces, the presidency, and religious institutions, while political parties, NGOs, and foreign investors receive the lowest ratings.

**Extent of Trust in Various Institutions**



### Factors important for getting ahead in life

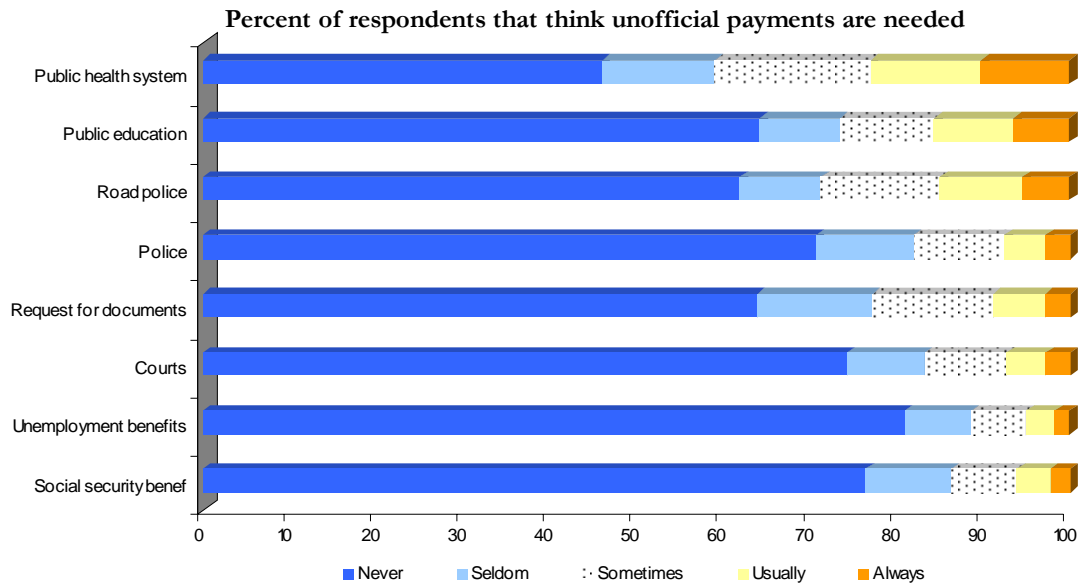
- Compared to the prevailing situation around 1989, people rate effort and hard work as relatively less important factors for getting ahead in life today. By contrast, respondents rate intelligence and skills, and – on a more sobering note – criminal/corrupt ties as increasingly important factors today compared to around 1989.





### Perceptions of Corruption

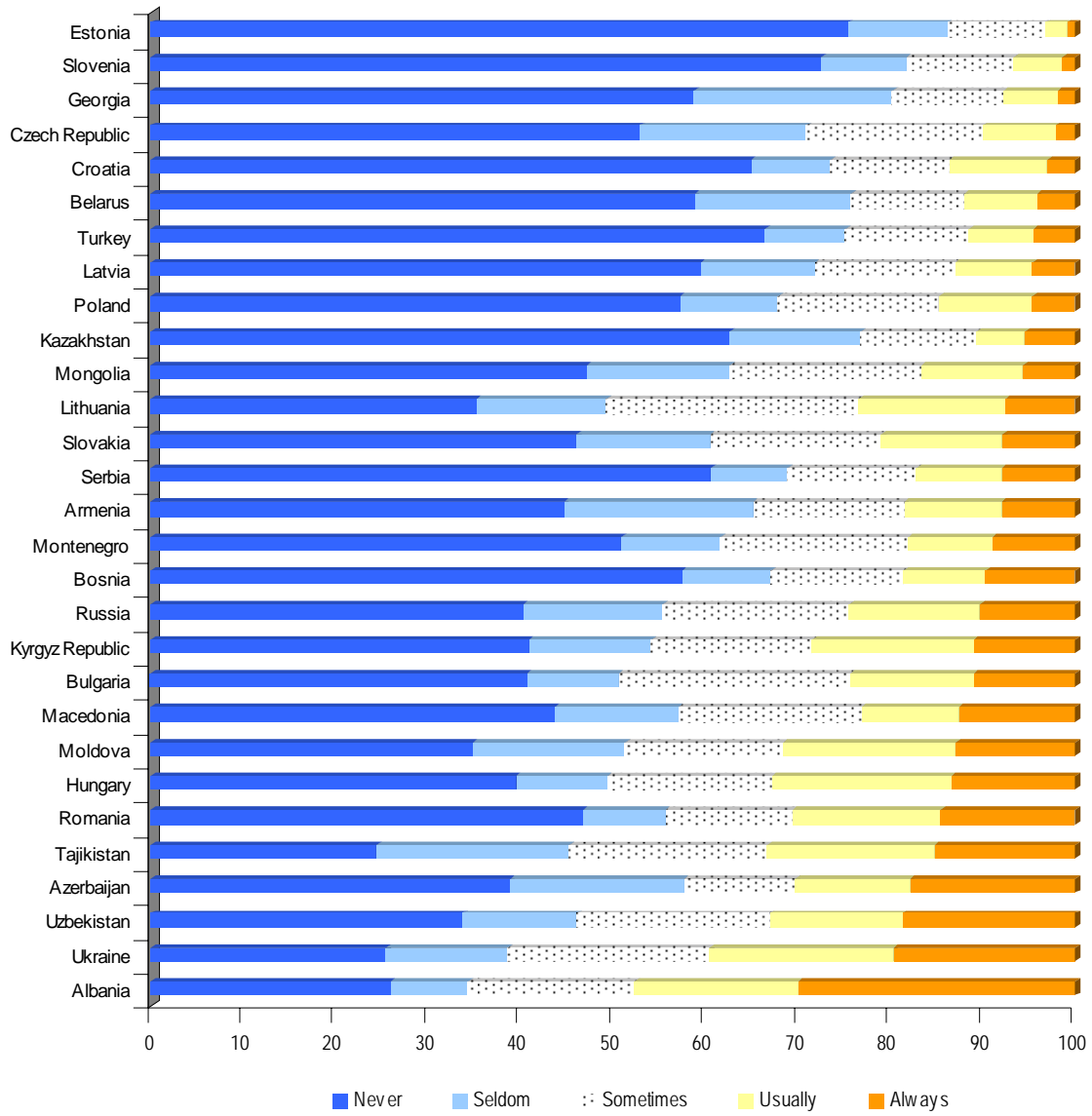
- When asked in their opinion how often it is necessary for people to have to make unofficial payments/gifts when using public services or interacting with various public officials, a large majority reply that such payments are never needed (public health system being a notable exception).



- Considerable variation at the country level in the proportion of the population reporting that unofficial payments/gifts are needed when using the public health system. For instance, three-fourths of respondents in Estonia report that such payments are never needed, compared to one-fourth in Tajikistan; similarly, a negligible fraction of people in Slovenia, Georgia, Czech Republic, and Croatia opine that such payments are always needed, this proportion rises to roughly one-fifths or more in Albania, Ukraine, Uzbekistan, and Azerbaijan.

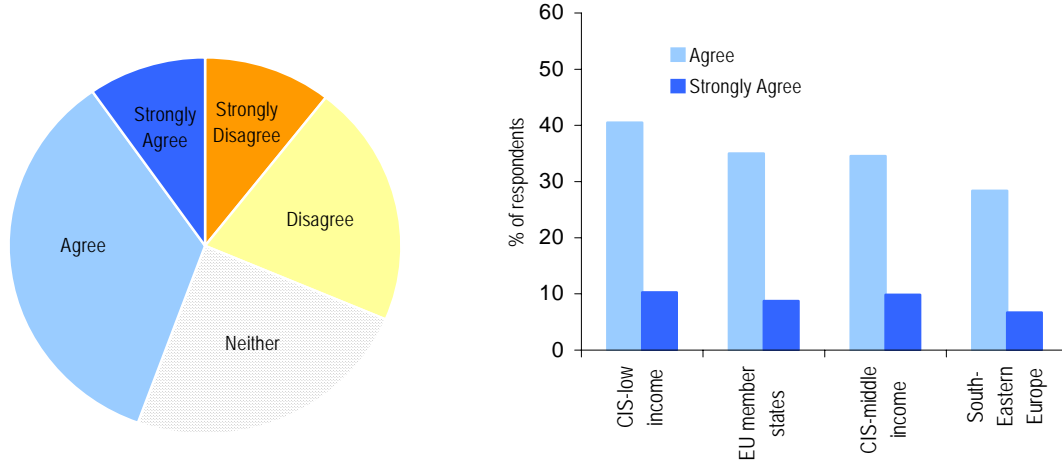
EBRD-World Bank Life in Transition Survey

Percent that think unofficial payments are needed in public health system



1: SATISFACTION WITH LIFE AND SURROUNDINGS

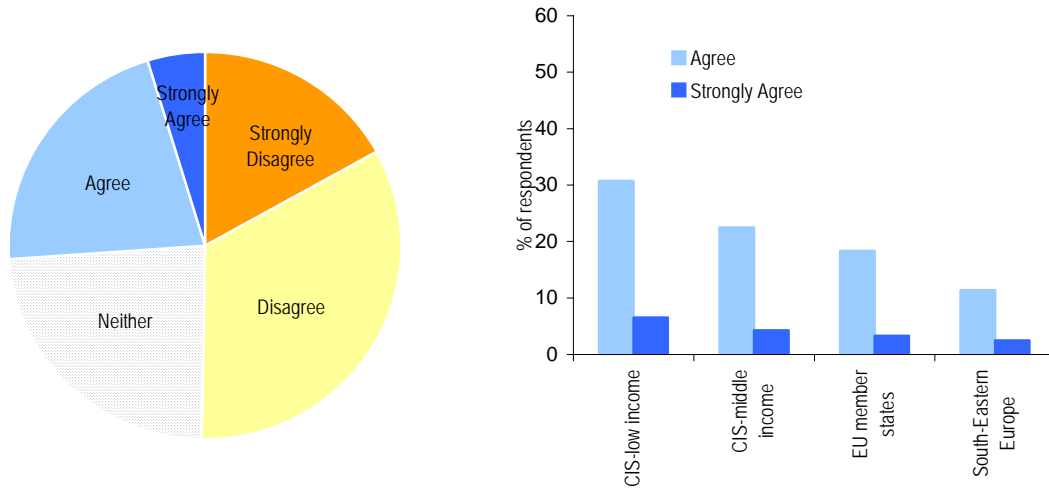
(a) All things considered, I am satisfied with my life now



Percentage of respondents who ...

Group / Country	Strongly Disagree		Neither	Strongly Agree		Overall
	Disagree	Disagree		Agree	Agree	
CIS-low income	9	21	19	41	10	100
EU member states	9	21	26	35	9	100
CIS-middle income	9	22	24	35	10	100
South-Eastern Europe	18	23	24	28	7	100
<b>Overall sample:</b>	<b>10</b>	<b>21</b>	<b>24</b>	<b>35</b>	<b>10</b>	<b>100</b>
Slovenia	1	8	19	54	18	100
Belarus	2	11	20	57	10	100
Uzbekistan	3	13	16	53	15	100
Tajikistan	6	11	15	47	21	100
Estonia	4	17	14	52	13	100
Czech Republic	4	14	28	41	12	100
Slovakia	4	17	21	51	7	100
Kazakhstan	4	18	25	44	9	100
Kyrgyz Republic	5	20	16	53	6	100
Poland	6	18	27	39	11	100
Lithuania	6	22	20	40	12	100
Croatia	11	14	20	42	13	100
Latvia	8	21	17	46	9	100
Albania	8	18	30	33	11	100
Mongolia	6	21	34	32	7	100
Russia	10	22	24	33	11	100
Turkey	15	16	24	32	12	100
Ukraine	12	26	25	31	6	100
Romania	13	25	29	27	6	100
Bulgaria	13	32	26	23	6	100
Moldova	15	29	28	25	3	100
Montenegro	20	26	25	24	5	100
Azerbaijan	15	34	25	21	5	100
Bosnia	20	25	27	26	2	100
Macedonia	21	26	26	23	4	100
Hungary	21	26	27	22	4	100
Serbia	23	29	22	22	4	100
Armenia	20	34	20	24	2	100
Georgia	19	35	24	19	3	100

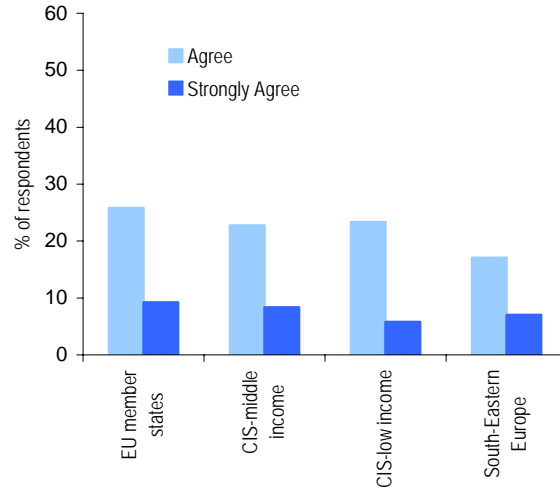
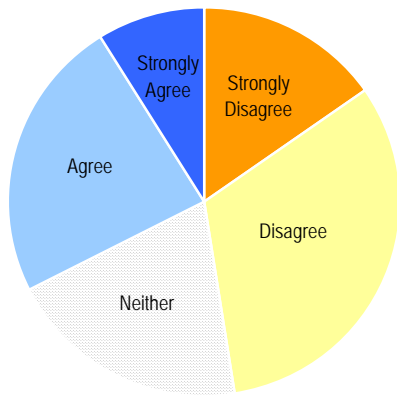
(b) On the whole, I am satisfied with present state of the economy



Percentage of respondents who ...

Group / Country	Strongly Disagree	Disagree	Neither	Agree	Strongly Agree	Overall
CIS-low income	11	30	21	31	7	100
CIS-middle income	15	35	23	23	4	100
EU member states	17	33	28	18	3	100
South-Eastern Europe	33	35	19	11	2	100
<b>Overall sample:</b>	<b>17</b>	<b>33</b>	<b>24</b>	<b>22</b>	<b>5</b>	<b>100</b>
Belarus	1	13	30	47	9	100
Kazakhstan	5	16	21	47	11	100
Estonia	4	20	21	48	6	100
Uzbekistan	7	25	20	40	9	100
Tajikistan	11	22	17	35	14	100
Slovenia	9	25	30	29	7	100
Azerbaijan	8	29	29	30	5	100
Albania	11	27	27	28	6	100
Lithuania	9	35	25	29	2	100
Czech Republic	13	28	30	25	4	100
Mongolia	8	30	36	23	3	100
Russia	14	33	26	24	4	100
Poland	11	31	34	20	4	100
Turkey	23	28	20	21	7	100
Slovakia	12	35	29	21	3	100
Kyrgyz Republic	12	44	17	25	2	100
Latvia	18	37	18	24	3	100
Armenia	20	37	21	19	3	100
Romania	20	32	29	15	3	100
Georgia	20	40	23	15	2	100
Moldova	19	43	23	13	2	100
Montenegro	28	38	22	9	3	100
Croatia	39	31	17	11	2	100
Bulgaria	24	44	19	10	2	100
Serbia	35	38	17	8	2	100
Ukraine	25	53	14	8	1	100
Bosnia	37	36	18	8	2	100
Macedonia	36	38	17	8	1	100
Hungary	41	38	15	5	1	100

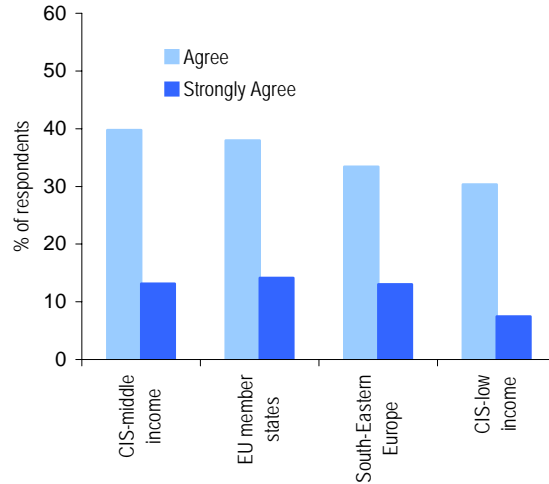
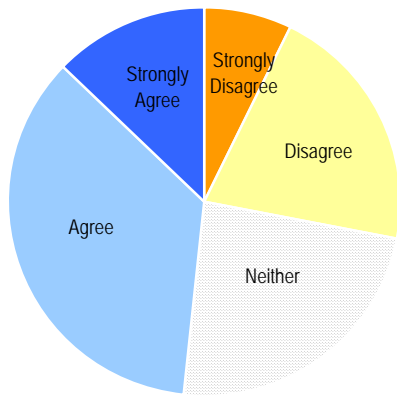
(c) My household lives better nowadays than in 1989



Percentage of respondents who ...

Group / Country	Strongly Disagree	Disagree	Neither	Agree	Strongly Agree	Overall
EU member states	14	27	24	26	9	100
CIS-middle income	14	36	19	23	8	100
CIS-low income	12	38	20	23	6	100
South-Eastern Europe	27	31	18	17	7	100
<b>Overall sample:</b>	<b>15</b>	<b>32</b>	<b>20</b>	<b>23</b>	<b>9</b>	<b>100</b>
Albania	6	7	15	48	24	100
Belarus	2	19	29	42	8	100
Estonia	5	24	22	33	16	100
Slovenia	8	20	29	30	12	100
Lithuania	9	28	16	32	15	100
Czech Republic	8	24	26	29	12	100
Poland	10	25	24	29	12	100
Kazakhstan	8	33	21	29	10	100
Mongolia	8	27	29	33	4	100
Slovakia	7	29	32	28	4	100
Uzbekistan	8	38	20	26	8	100
Turkey	21	24	19	24	13	100
Tajikistan	13	32	21	24	11	100
Latvia	19	28	15	28	10	100
Romania	16	24	28	24	7	100
Russia	14	35	19	22	10	100
Kyrgyz Republic	8	43	17	27	4	100
Bulgaria	16	35	22	22	6	100
Moldova	13	35	26	22	3	100
Croatia	30	25	21	15	9	100
Azerbaijan	16	40	23	19	3	100
Ukraine	18	42	16	21	3	100
Macedonia	24	31	23	18	5	100
Armenia	22	36	18	21	3	100
Georgia	20	40	18	19	3	100
Montenegro	29	42	14	10	4	100
Hungary	29	37	20	11	3	100
Serbia	30	39	16	12	3	100
Bosnia	35	35	19	10	2	100

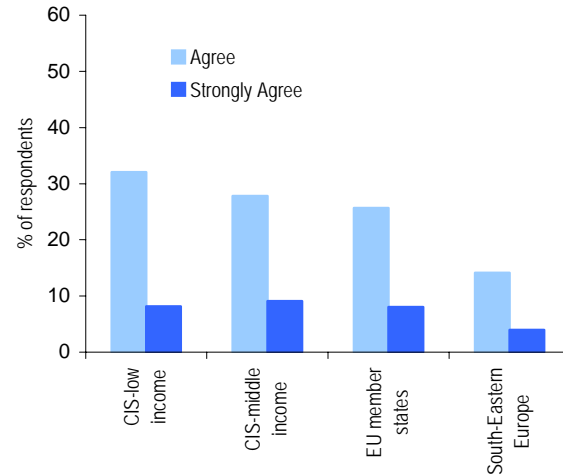
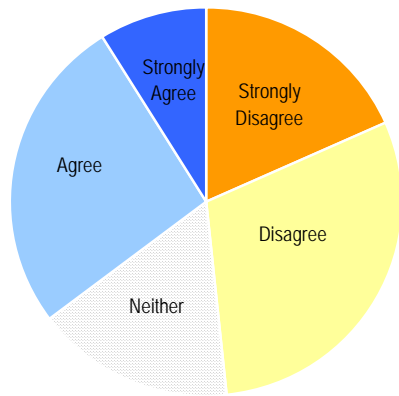
(d) I have done better in life than my parents



Percentage of respondents who ...

Group / Country	Strongly Disagree	Disagree	Neither	Agree	Strongly Agree	Overall
CIS-middle income	5	19	23	40	13	100
EU member states	6	19	24	38	14	100
South-Eastern Europe	11	21	22	33	13	100
CIS-low income	8	31	24	30	7	100
<b>Overall sample:</b>	<b>7</b>	<b>21</b>	<b>24</b>	<b>36</b>	<b>13</b>	<b>100</b>
Belarus	2	9	23	53	13	100
Slovenia	2	13	23	44	19	100
Estonia	2	14	21	42	21	100
Albania	5	9	14	52	19	100
Slovakia	4	12	20	51	14	100
Romania	3	13	24	44	16	100
Lithuania	2	18	18	38	24	100
Latvia	4	18	18	42	18	100
Czech Republic	4	17	27	36	15	100
Russia	4	20	23	38	15	100
Croatia	10	15	20	34	21	100
Kazakhstan	5	20	23	41	11	100
Poland	6	21	24	35	14	100
Ukraine	7	20	23	42	8	100
Bulgaria	6	23	23	39	8	100
Tajikistan	6	25	25	32	12	100
Uzbekistan	6	28	20	37	10	100
Moldova	7	20	33	36	4	100
Serbia	13	22	23	30	12	100
Hungary	12	24	27	28	9	100
Macedonia	13	26	24	29	8	100
Montenegro	10	29	28	26	8	100
Turkey	18	22	25	22	13	100
Bosnia	11	27	27	30	5	100
Kyrgyz Republic	5	39	21	32	4	100
Georgia	11	36	23	24	6	100
Mongolia	11	36	30	20	3	100
Azerbaijan	12	39	30	16	3	100
Armenia	14	42	24	17	3	100

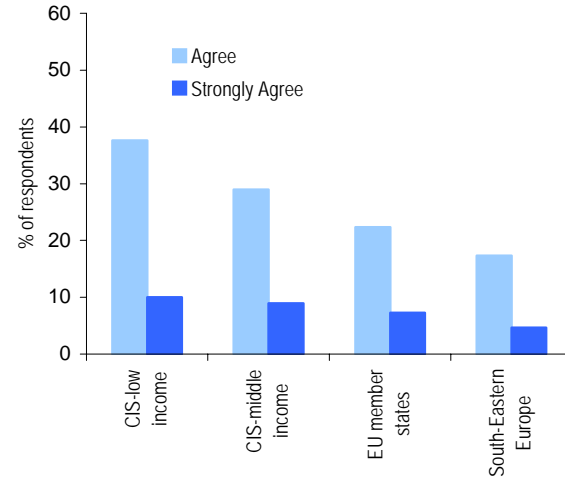
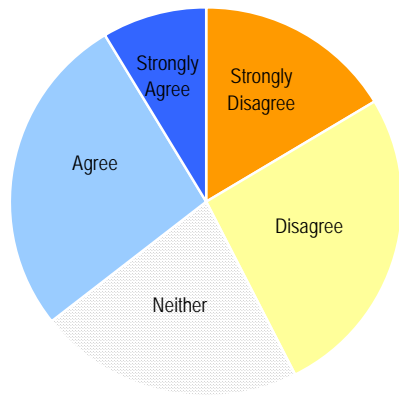
(e) The economic situation in this country is better today than in 1989



Percentage of respondents who ...

Group / Country	Strongly Disagree	Disagree	Neither	Agree	Strongly Agree	Overall
CIS-low income	14	31	15	32	8	100
CIS-middle income	15	32	16	28	9	100
EU member states	18	28	20	26	8	100
South-Eastern Europe	39	29	14	14	4	100
<b>Overall sample:</b>	<b>18</b>	<b>30</b>	<b>16</b>	<b>26</b>	<b>9</b>	<b>100</b>
Belarus	1	12	18	56	12	100
Estonia	3	13	17	45	22	100
Albania	8	9	12	55	16	100
Kazakhstan	5	20	13	47	15	100
Mongolia	5	23	19	45	10	100
Lithuania	7	24	16	41	12	100
Czech Republic	9	23	21	32	15	100
Uzbekistan	9	26	15	36	13	100
Azerbaijan	8	28	20	41	3	100
Latvia	13	28	15	36	9	100
Poland	16	23	20	32	10	100
Slovenia	11	29	21	28	10	100
Russia	13	29	18	29	11	100
Slovakia	12	33	17	29	9	100
Tajikistan	18	30	11	30	11	100
Armenia	23	28	11	30	7	100
Turkey	27	27	12	21	12	100
Romania	19	33	24	19	5	100
Georgia	24	36	13	23	5	100
Moldova	20	41	16	19	4	100
Kyrgyz Republic	21	48	6	22	2	100
Bulgaria	23	40	19	14	3	100
Ukraine	25	45	13	15	3	100
Croatia	42	24	18	13	3	100
Montenegro	41	35	11	11	2	100
Hungary	40	35	14	9	2	100
Serbia	41	34	15	7	2	100
Macedonia	44	38	11	5	1	100
Bosnia	53	31	11	4	1	100

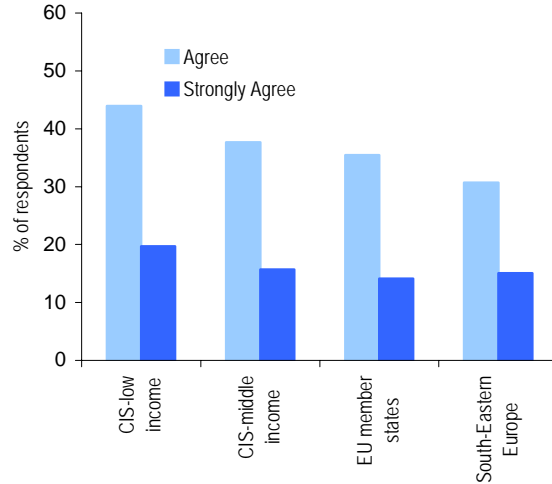
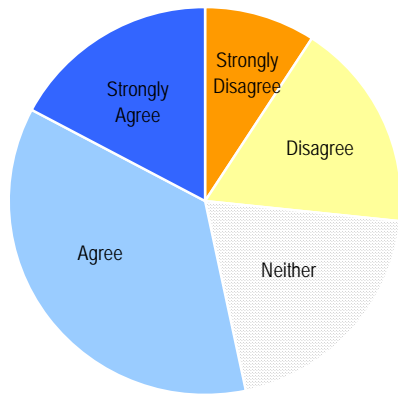
(f) The political situation in this country is better today than in 1989



Percentage of respondents who ...

Group / Country	Strongly Disagree	Disagree	Neither	Agree	Strongly Agree	Overall
CIS-low income	10	23	20	38	10	100
CIS-middle income	13	28	21	29	9	100
EU member states	18	27	26	22	7	100
South-Eastern Europe	32	26	20	17	5	100
<b>Overall sample:</b>	<b>16</b>	<b>26</b>	<b>22</b>	<b>27</b>	<b>9</b>	<b>100</b>
Belarus	1	10	21	57	11	100
Kazakhstan	2	12	17	53	16	100
Uzbekistan	4	13	24	44	15	100
Azerbaijan	6	19	22	46	7	100
Estonia	5	22	27	34	12	100
Albania	12	14	22	41	10	100
Mongolia	6	24	23	40	8	100
Tajikistan	12	20	12	41	14	100
Latvia	11	21	25	36	8	100
Russia	11	25	23	30	11	100
Slovakia	10	26	24	29	11	100
Czech Republic	14	25	22	27	12	100
Georgia	13	26	19	36	6	100
Slovenia	12	26	25	27	10	100
Lithuania	10	29	25	28	8	100
Armenia	18	24	16	34	8	100
Turkey	24	20	21	24	11	100
Romania	18	22	31	24	6	100
Poland	17	27	27	21	8	100
Croatia	27	19	22	23	8	100
Bulgaria	19	33	25	20	3	100
Moldova	19	36	22	19	3	100
Montenegro	32	25	17	21	5	100
Serbia	29	32	22	14	3	100
Kyrgyz Republic	20	54	9	15	2	100
Ukraine	25	44	15	14	2	100
Hungary	39	35	16	8	2	100
Macedonia	42	32	17	8	1	100
Bosnia	50	30	14	5	1	100

(g) Children born now have better chance than my generation

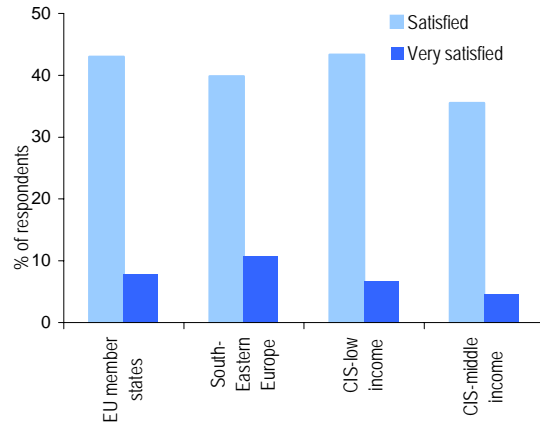
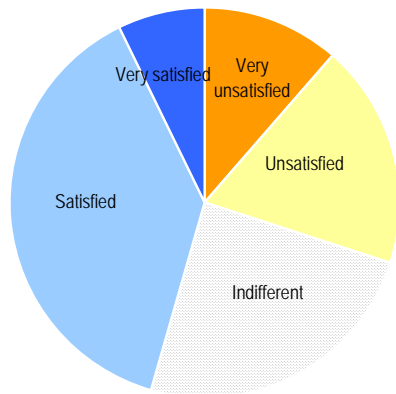


Percentage of respondents who ...

Group / Country	Strongly Disagree		Neither	Strongly Agree		Overall
	Disagree	Disagree		Agree	Agree	
CIS-low income	4	15	18	44	20	100
CIS-middle income	8	18	20	38	16	100
EU member states	8	18	24	35	14	100
South-Eastern Europe	14	19	20	31	15	100
<b>Overall sample:</b>	<b>9</b>	<b>18</b>	<b>20</b>	<b>36</b>	<b>17</b>	<b>100</b>
Albania	3	2	6	44	44	100
Belarus	1	8	17	54	21	100
Lithuania	2	8	13	46	30	100
Kazakhstan	1	9	17	51	22	100
Estonia	1	9	18	49	23	100
Tajikistan	2	9	18	41	31	100
Latvia	1	12	15	48	25	100
Mongolia	3	11	16	41	30	100
Uzbekistan	2	11	14	48	25	100
Georgia	4	12	17	48	20	100
Slovakia	5	12	24	44	15	100
Kyrgyz Republic	4	18	11	53	14	100
Poland	7	16	26	37	14	100
Czech Republic	6	20	24	34	16	100
Montenegro	10	15	20	44	12	100
Romania	9	16	27	36	13	100
Azerbaijan	4	23	27	36	10	100
Russia	9	19	19	35	17	100
Turkey	15	16	16	28	26	100
Croatia	14	16	21	33	17	100
Ukraine	10	21	22	37	9	100
Bulgaria	9	24	23	30	13	100
Moldova	9	22	29	34	6	100
Armenia	13	24	19	34	9	100
Bosnia	17	24	24	26	9	100
Slovenia	13	33	21	22	11	100
Serbia	17	25	23	28	7	100
Macedonia	19	25	23	22	10	100
Hungary	20	29	21	23	6	100

2: SATISFACTION WITH PUBLIC SERVICE DELIVERY

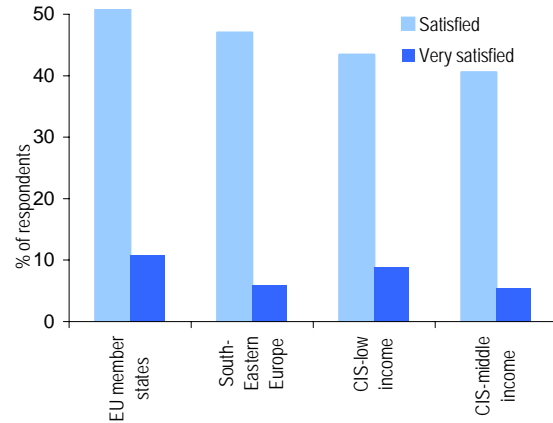
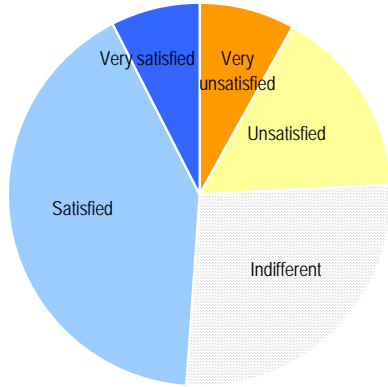
(a) Receiving medical treatment in the public health system



Percentage of respondents that are:

Group / Country	Very unsatisfied	Unsatisfied	Indifferent	Satisfied	Very satisfied	Overall
EU member states	10	15	24	43	8	100
South-Eastern Europe	14	17	19	40	11	100
CIS-low income	13	20	17	43	7	100
CIS-middle income	10	23	28	36	5	100
<b>Total</b>	<b>11</b>	<b>19</b>	<b>24</b>	<b>38</b>	<b>7</b>	<b>100</b>
Slovenia	3	6	26	46	20	100
Czech Republic	3	7	30	48	11	100
Croatia	7	8	20	45	20	100
Georgia	4	11	22	54	10	100
Slovakia	8	6	29	39	18	100
Lithuania	4	16	23	45	11	100
Armenia	9	17	11	53	11	100
Estonia	5	23	12	50	10	100
Latvia	6	20	19	48	9	100
Hungary	7	16	27	42	8	100
Bulgaria	9	21	11	48	12	100
Belarus	3	24	23	43	6	100
Poland	9	14	31	42	4	100
Bosnia	13	14	24	39	11	100
Azerbaijan	13	19	13	47	8	100
Turkey	17	11	21	37	14	100
Montenegro	12	20	19	36	13	100
Mongolia	12	17	22	42	6	100
Russia	10	21	28	37	5	100
Uzbekistan	13	21	18	42	6	100
Kazakhstan	9	22	31	34	5	100
Macedonia	17	16	16	45	5	100
Serbia	16	20	19	37	9	100
Kyrgyz Republic	16	23	11	44	6	100
Moldova	13	24	21	37	6	100
Romania	19	19	16	39	6	100
Tajikistan	17	21	25	33	4	100
Ukraine	10	28	28	31	3	100
Albania	21	27	12	38	2	100

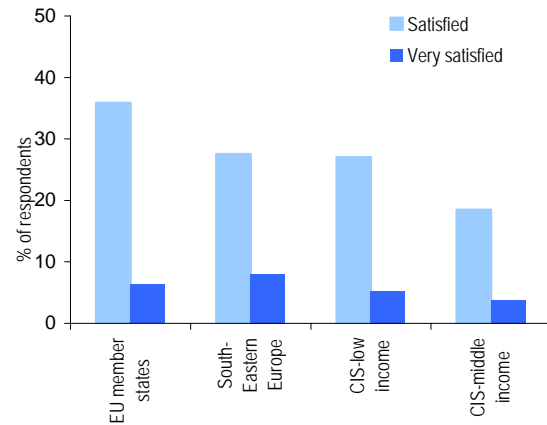
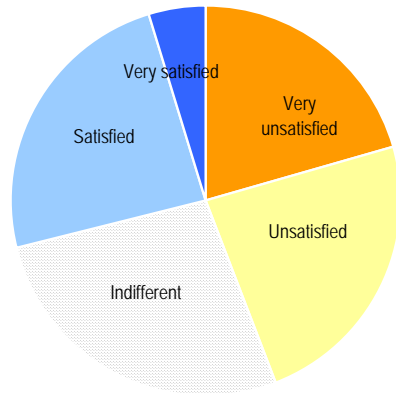
(b) Receiving public education



Percentage of respondents that are:

Group / Country	Very unsatisfied	Unsatisfied	Indifferent	Satisfied	Very satisfied	Overall
EU member states	6	9	23	51	11	100
South-Eastern Europe	10	15	22	47	6	100
CIS-low income	13	18	17	43	9	100
CIS-middle income	6	18	30	41	5	100
<b>Total</b>	<b>8</b>	<b>16</b>	<b>27</b>	<b>41</b>	<b>8</b>	<b>100</b>
Poland	2	3	28	55	12	100
Hungary	2	5	19	64	11	100
Czech Republic	4	4	24	57	12	100
Slovenia	4	5	22	54	16	100
Croatia	2	12	23	44	18	100
Georgia	4	9	16	61	11	100
Estonia	0	19	7	58	17	100
Bulgaria	2	12	18	56	11	100
Latvia	0	17	13	64	7	100
Armenia	1	14	19	55	11	100
Lithuania	3	16	20	42	19	100
Belarus	0	22	20	44	15	100
Montenegro	5	12	30	44	9	100
Kazakhstan	6	11	30	45	8	100
Uzbekistan	12	12	14	49	12	100
Bosnia	6	15	32	43	5	100
Slovakia	4	14	41	38	2	100
Russia	5	18	28	42	6	100
Albania	9	15	19	55	1	100
Moldova	9	20	27	37	6	100
Turkey	17	12	25	32	14	100
Mongolia	12	13	33	38	4	100
Tajikistan	14	17	24	38	7	100
Ukraine	7	21	37	33	2	100
Romania	16	20	19	37	8	100
Macedonia	14	20	23	37	6	100
Serbia	18	16	17	47	2	100
Kyrgyz Republic	13	28	21	31	7	100
Azerbaijan	19	28	11	37	5	100

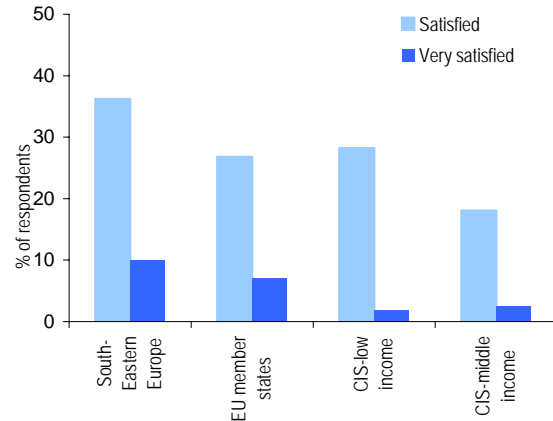
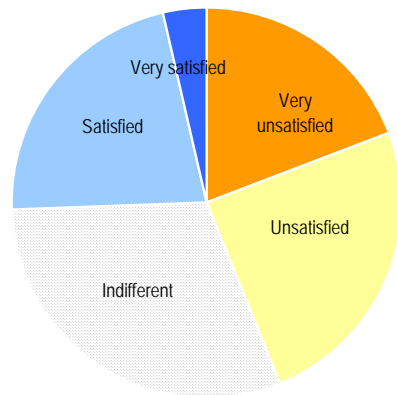
(c) Interactions with the road police



Percentage of respondents that are:

Group / Country	Very unsatisfied	Unsatisfied	Indifferent	Satisfied	Very satisfied	Overall
EU member states	9	17	32	36	6	100
South-Eastern Europe	16	16	32	28	8	100
CIS-low income	27	21	20	27	5	100
CIS-middle income	23	28	27	18	4	100
<b>Overall sample:</b>	<b>20</b>	<b>24</b>	<b>27</b>	<b>24</b>	<b>5</b>	<b>100</b>
Georgia	3	7	20	56	14	100
Poland	2	12	36	43	7	100
Estonia	8	10	18	55	9	100
Croatia	12	6	27	33	21	100
Hungary	8	12	33	41	6	100
Latvia	7	19	24	45	6	100
Lithuania	10	15	26	39	10	100
Slovakia	10	16	30	33	10	100
Belarus	9	24	24	37	7	100
Bosnia	11	14	45	24	6	100
Slovenia	20	15	30	19	17	100
Romania	19	18	19	36	8	100
Macedonia	16	18	27	37	1	100
Czech Republic	9	22	41	26	2	100
Turkey	29	11	19	35	6	100
Uzbekistan	24	18	17	35	5	100
Serbia	20	17	30	28	5	100
Moldova	14	19	40	22	5	100
Montenegro	14	25	33	23	5	100
Armenia	24	21	24	26	5	100
Kazakhstan	22	29	25	19	5	100
Bulgaria	16	36	25	20	3	100
Ukraine	23	26	26	22	3	100
Russia	23	28	28	17	4	100
Azerbaijan	53	15	8	19	6	100
Albania	23	37	21	17	2	100
Tajikistan	40	22	17	18	4	100
Mongolia	33	25	23	19	1	100
Kyrgyz Republic	27	45	11	15	2	100

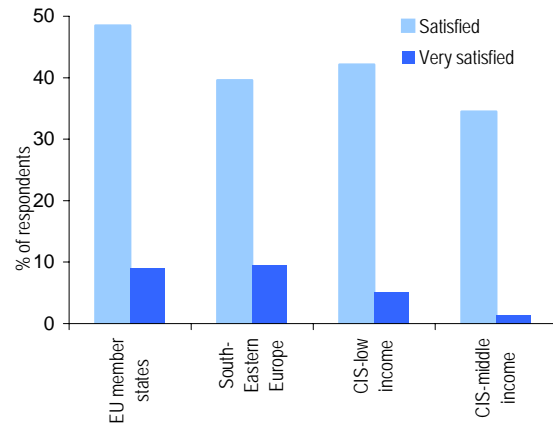
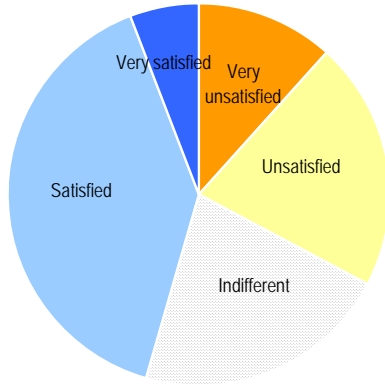
(d) Interactions with other police (i.e. other than road police)



Percentage of respondents that are:

Group / Country	Very unsatisfied	Unsatisfied	Indifferent	Satisfied	Very satisfied	Overall
South-Eastern Europe	14	16	24	36	10	100
EU member states	10	20	36	27	7	100
CIS-low income	20	28	22	28	2	100
CIS-middle income	22	29	28	18	3	100
<b>Total</b>	<b>19</b>	<b>25</b>	<b>30</b>	<b>22</b>	<b>3</b>	<b>100</b>
Croatia	7	5	28	38	22	100
Georgia	8	15	12	45	19	100
Armenia	10	10	23	43	15	100
Bulgaria	5	24	22	35	14	100
Latvia	12	12	22	51	4	100
Poland	4	15	55	16	10	100
Hungary	11	19	22	38	10	100
Estonia	15	23	9	42	12	100
Serbia	19	12	18	39	11	100
Bosnia	12	19	17	51	1	100
Turkey	14	2	49	33	2	100
Slovenia	17	19	31	18	15	100
Montenegro	10	24	30	30	5	100
Slovakia	13	16	35	36	0	100
Czech Republic	9	23	39	25	4	100
Moldova	9	30	26	34	1	100
Lithuania	10	29	27	34	1	100
Ukraine	18	15	38	27	2	100
Azerbaijan	29	20	6	45	0	100
Macedonia	12	27	37	21	4	100
Kazakhstan	22	24	24	24	5	100
Romania	21	15	41	17	6	100
Albania	19	35	14	30	2	100
Belarus	18	22	38	21	2	100
Kyrgyz Republic	18	38	19	25	0	100
Uzbekistan	22	31	24	23	0	100
Russia	23	32	26	16	3	100
Mongolia	40	32	5	21	3	100
Tajikistan	24	29	33	15	0	100

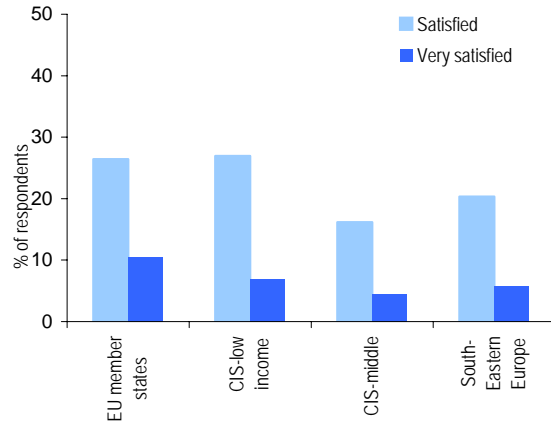
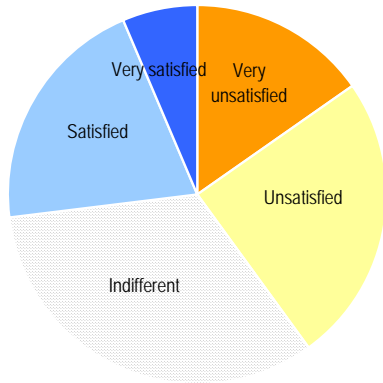
(e) Requests for official documents



Percentage of respondents that are:

Group / Country	Very unsatisfied	Unsatisfied	Indifferent	Satisfied	Very satisfied	Overall
EU member states	8	15	19	48	9	100
South-Eastern Europe	11	18	22	40	9	100
CIS-low income	12	23	18	42	5	100
CIS-middle income	11	28	25	34	1	100
<b>Total</b>	<b>12</b>	<b>21</b>	<b>22</b>	<b>40</b>	<b>6</b>	<b>100</b>
Slovenia	6	9	23	40	22	100
Poland	6	7	20	62	5	100
Estonia	6	10	11	57	15	100
Bosnia	5	9	33	42	11	100
Bulgaria	3	17	8	63	9	100
Georgia	1	20	21	48	11	100
Croatia	7	13	26	40	15	100
Latvia	8	12	14	57	9	100
Slovakia	7	12	25	48	8	100
Hungary	9	14	16	48	13	100
Czech Republic	7	16	25	42	9	100
Turkey	16	7	18	46	14	100
Montenegro	9	14	23	46	8	100
Armenia	9	19	9	54	8	100
Lithuania	10	16	18	50	7	100
Moldova	5	21	25	46	3	100
Serbia	12	19	18	39	12	100
Macedonia	13	15	20	48	5	100
Belarus	5	24	29	39	3	100
Ukraine	8	20	30	39	3	100
Azerbaijan	17	20	12	40	11	100
Uzbekistan	11	22	19	48	1	100
Romania	17	27	20	26	10	100
Tajikistan	12	24	30	32	2	100
Albania	16	30	17	34	4	100
Kazakhstan	12	36	16	34	1	100
Russia	13	30	23	33	1	100
Mongolia	18	29	18	34	1	100
Kyrgyz Republic	17	33	15	33	2	100

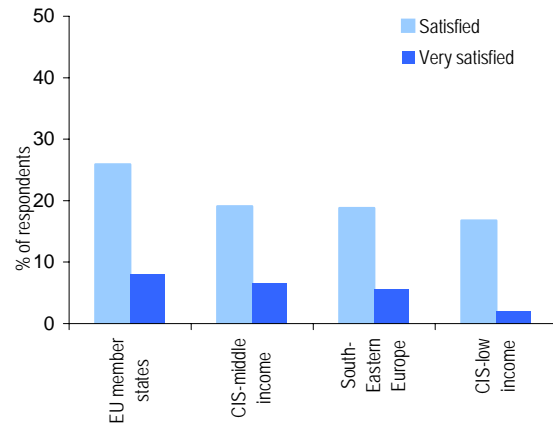
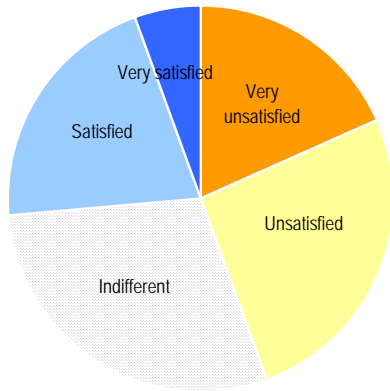
(f) Going to courts for a civil matter



Percentage of respondents that are:

Group / Country	Very unsatisfied	Unsatisfied	Indifferent	Satisfied	Very satisfied	Overall
EU member states	19	21	23	26	10	100
CIS-low income	27	19	20	27	7	100
CIS-middle	10	34	36	16	4	100
South-Eastern Europe	34	13	27	20	6	100
<b>Total</b>	<b>15</b>	<b>25</b>	<b>33</b>	<b>21</b>	<b>6</b>	<b>100</b>
Poland	7	10	32	27	24	100
Belarus	6	9	37	46	3	100
Lithuania	11	11	24	35	18	100
Latvia	12	12	17	59	0	100
Tajikistan	6	16	40	33	4	100
Hungary	9	24	21	33	13	100
Slovenia	20	7	27	29	16	100
Turkey	19	2	44	27	9	100
Azerbaijan	27	5	21	30	17	100
Moldova	15	15	28	40	3	100
Slovakia	18	6	37	33	6	100
Kazakhstan	10	24	31	30	5	100
Estonia	19	25	8	45	3	100
Croatia	30	7	22	30	11	100
Ukraine	7	30	35	25	4	100
Montenegro	8	28	42	17	5	100
Albania	27	18	27	18	11	100
Georgia	25	29	3	43	0	100
Czech Republic	21	24	27	19	8	100
Bulgaria	24	29	15	23	9	100
Bosnia	27	26	15	27	5	100
Russia	11	36	36	13	5	100
Macedonia	31	20	25	20	4	100
Romania	32	27	14	25	2	100
Uzbekistan	50	19	6	13	13	100
Kyrgyz Republic	31	39	8	19	3	100
Serbia	43	9	32	14	3	100
Mongolia	36	25	21	18	0	100
Armenia	34	32	22	11	0	100

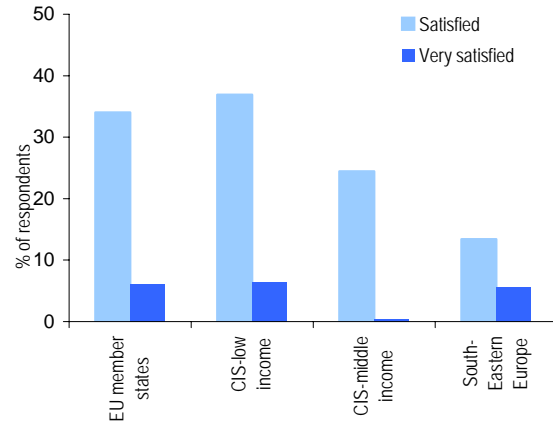
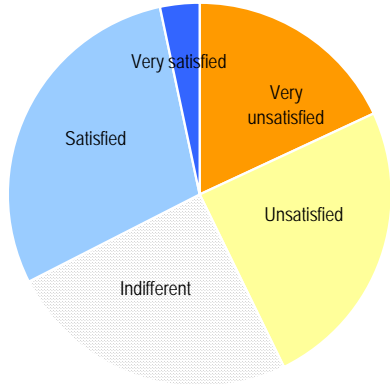
(g) Requests for unemployment benefits



Percentage of respondents that are:

Group / Country	Very unsatisfied	Unsatisfied	Indifferent	Satisfied	Very satisfied	Overall
EU member states	15	15	35	26	8	100
CIS-middle income	17	34	23	19	7	100
South-Eastern Europe	28	25	23	19	6	100
CIS-low income	30	32	19	17	2	100
<b>Total</b>	<b>18</b>	<b>26</b>	<b>29</b>	<b>21</b>	<b>6</b>	<b>100</b>
Latvia	6	8	10	70	7	100
Poland	2	14	52	17	14	100
Slovenia	20	7	24	36	13	100
Lithuania	9	28	10	46	7	100
Estonia	13	30	9	45	4	100
Hungary	18	5	50	16	11	100
Croatia	5	40	26	17	12	100
Czech Republic	15	23	27	29	6	100
Kazakhstan	24	25	9	33	9	100
Bosnia	34	8	25	21	12	100
Bulgaria	28	14	17	41	0	100
Russia	15	35	22	22	6	100
Serbia	31	12	24	26	6	100
Belarus	17	0	67	17	0	100
Turkey	15	13	51	21	0	100
Romania	30	9	38	15	9	100
Georgia	24	33	16	18	10	100
Montenegro	17	32	31	11	8	100
Armenia	27	31	16	23	4	100
Moldova	11	17	59	13	0	100
Slovakia	16	14	58	12	0	100
Ukraine	25	37	28	2	9	100
Mongolia	21	40	27	8	4	100
Macedonia	25	35	25	14	1	100
Kyrgyz Republic	44	31	7	19	0	100
Uzbekistan	33	32	21	14	0	100
Azerbaijan	34	43	8	15	0	100
Tajikistan	35	17	36	11	0	100
Albania	39	36	11	14	0	100

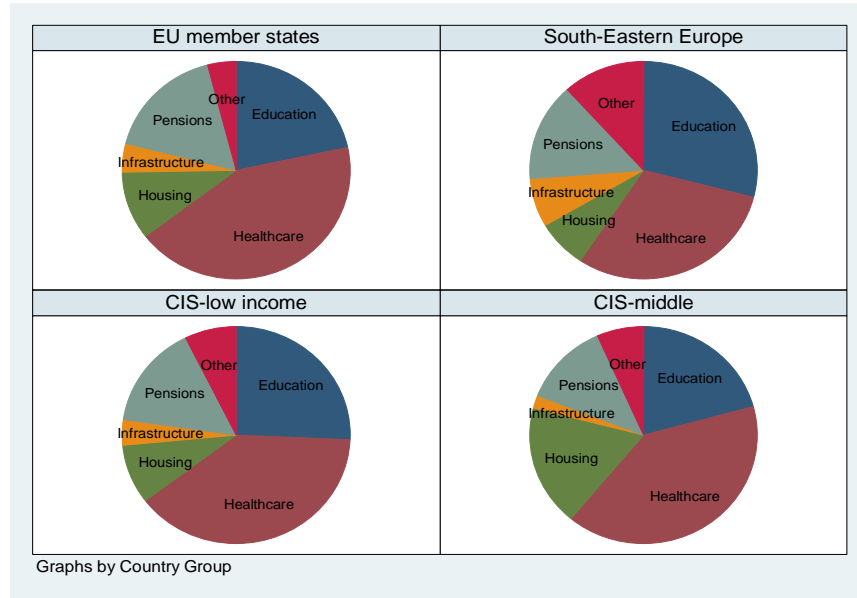
(h) Requests for other social security benefits



Percentage of respondents that are:

Group / Country	Very unsatisfied	Unsatisfied	Indifferent	Satisfied	Very satisfied	Overall
EU member states	16	22	22	34	6	100
CIS-low income	21	23	13	37	6	100
CIS-middle income	17	32	27	24	0	100
South-Eastern Europe	27	31	23	13	6	100
<b>Total</b>	<b>18</b>	<b>25</b>	<b>25</b>	<b>29</b>	<b>3</b>	<b>100</b>
Lithuania	7	13	21	56	4	100
Estonia	8	19	10	49	14	100
Latvia	7	25	2	59	8	100
Mongolia	12	19	16	48	6	100
Hungary	21	10	18	38	14	100
Poland	8	24	27	37	4	100
Uzbekistan	16	22	9	45	8	100
Armenia	23	8	19	42	8	100
Czech Republic	12	22	23	37	5	100
Turkey	21	10	27	35	7	100
Slovenia	17	25	23	24	12	100
Slovakia	23	11	29	35	2	100
Kyrgyz Republic	20	26	11	40	3	100
Croatia	28	14	28	15	16	100
Kazakhstan	20	21	22	38	0	100
Albania	12	43	8	31	5	100
Belarus	10	32	29	29	0	100
Tajikistan	33	11	30	13	13	100
Bulgaria	17	31	23	28	1	100
Russia	17	31	28	25	1	100
Montenegro	21	35	22	17	5	100
Georgia	30	34	15	14	7	100
Ukraine	16	38	26	20	0	100
Azerbaijan	33	29	17	21	0	100
Romania	37	29	19	10	6	100
Macedonia	32	35	16	18	0	100
Bosnia	23	42	25	9	0	100
Serbia	31	35	28	4	2	100
Moldova	34	18	44	4	0	100

**3: PRIORITIES FOR ADDITIONAL GOVERNMENT INVESTMENT**



**1. First priority:**

Percentage of respondents choosing:

Group / Country	Education	Healthcare	Housing	Pensions	Environment	Infrastructure	Overall
EU member states	22	44	10	17	2	4	100
South-Eastern Europe	32	33	8	16	3	8	100
CIS-low income	27	41	9	16	3	4	100
CIS-middle	21	42	19	13	4	2	100
<b>Total</b>	<b>27</b>	<b>40</b>	<b>13</b>	<b>13</b>	<b>3</b>	<b>3</b>	<b>100</b>
Albania	24	23	9	21	5	18	100
Belarus	28	32	21	13	2	4	100
Bosnia	39	27	8	18	1	6	100
Bulgaria	23	53	3	17	2	4	100
Croatia	35	32	8	19	2	4	100
Czech Republic	29	41	11	13	5	2	100
Macedonia	39	33	7	14	2	4	100
Hungary	16	53	8	13	4	6	100
Moldova	24	45	8	14	2	6	100
Montenegro	27	35	11	13	3	10	100
Poland	21	41	11	19	1	6	100
Romania	18	42	15	21	2	2	100
Serbia	28	41	7	12	4	8	100
Slovakia	31	50	5	9	2	3	100
Slovenia	32	37	13	12	4	2	100
Turkey	58	29	4	5	1	3	100
Ukraine	21	49	13	11	3	3	100
Armenia	20	48	6	21	2	2	100
Azerbaijan	29	41	12	15	1	3	100
Estonia	30	41	4	15	4	5	100
Georgia	24	35	11	23	2	5	100
Kazakhstan	22	44	12	13	7	3	100
Kyrgyz Republic	32	37	13	9	2	7	100
Latvia	32	36	6	18	2	5	100
Lithuania	24	49	10	14	0	2	100
Mongolia	40	28	7	9	5	11	100
Russia	21	40	21	13	4	1	100
Tajikistan	40	29	9	14	6	2	100
Uzbekistan	24	44	8	16	4	4	100

**2. Second priority:**

Group / Country	Percentage of respondents choosing:						Overall
	Education	Healthcare	Housing	Pensions	Environment	Infrastructure	
EU member states	21	34	13	20	4	8	100
South-Eastern Europe	21	38	10	16	5	10	100
CIS-low income	26	38	11	16	4	4	100
CIS-middle	24	33	18	15	5	4	100
<b>Total</b>	<b>24</b>	<b>37</b>	<b>14</b>	<b>15</b>	<b>4</b>	<b>6</b>	<b>100</b>
Albania	20	40	8	12	7	14	100
Belarus	20	36	22	10	5	6	100
Bosnia	20	36	9	20	3	11	100
Bulgaria	29	37	5	20	3	6	100
Croatia	18	40	11	21	3	7	100
Czech Republic	16	30	18	18	11	7	100
Macedonia	26	44	9	12	3	5	100
Hungary	18	30	13	22	5	12	100
Moldova	23	34	12	17	6	9	100
Montenegro	22	33	13	15	4	13	100
Poland	18	35	14	21	3	9	100
Romania	24	35	13	19	2	6	100
Serbia	21	36	11	14	8	11	100
Slovakia	27	35	13	14	5	6	100
Slovenia	22	30	18	15	8	6	100
Turkey	27	56	5	5	1	6	100
Ukraine	22	32	21	15	5	6	100
Armenia	34	32	8	17	5	4	100
Azerbaijan	25	41	15	14	2	3	100
Estonia	31	36	6	15	6	7	100
Georgia	20	39	9	21	4	7	100
Kazakhstan	29	30	13	15	8	5	100
Kyrgyz Republic	26	38	12	11	5	8	100
Latvia	23	39	9	21	3	6	100
Lithuania	26	34	9	24	3	4	100
Mongolia	24	37	12	6	7	14	100
Russia	25	33	18	16	5	4	100
Tajikistan	24	39	13	14	6	3	100
Uzbekistan	28	38	10	16	5	3	100

**Breakdown of 1st priority reported by sector:**

<b>i) Education - Top 3:</b>		<b>ii) Health - Top 3</b>		<b>iii) Housing - Top 3</b>		
Turkey	58	Hungary	53	Belarus	21	
Mongolia	40	Bulgaria	53	Russia	21	
Bosnia	39	Slovakia	50	Romania	15	
<b>Bottom 3:</b>		<b>Bottom 3:</b>		<b>Bottom 3:</b>		
Armenia	20	Tajikistan	29	Slovakia	5	
Romania	18	Mongolia	28	Turkey	4	
Hungary	16	Albania	23	Estonia	4	
<b>iv) Pensions - Top 3:</b>	<b>21</b>	<b>v) Environment - Top 3</b>	<b>5</b>	<b>vi) Infrastructure - Top 3</b>	<b>18</b>	
Georgia	23	Kazakhstan	7	Albania	18	
Albania	21	Tajikistan	6	Mongolia	11	
Romania	21	Mongolia	5	Montenegro	10	

## 4: ROLE OF THE STATE

## (a) Reducing the gap between the rich and the poor:

Group / Country	Percentage that think state should be:			Overall
	Not involved	Moderately involved	Strongly involved	
South-Eastern Europe	3	18	79	100
CIS-low income	6	27	67	100
CIS-middle income	4	30	66	100
EU member states	8	37	56	100
<b>Overall sample:</b>	<b>5</b>	<b>27</b>	<b>68</b>	<b>100</b>
Turkey	2	6	92	100
Armenia	2	9	89	100
Azerbaijan	5	9	87	100
Montenegro	1	13	86	100
Bosnia	1	14	85	100
Macedonia	2	15	83	100
Serbia	3	16	81	100
Slovenia	4	17	79	100
Mongolia	7	17	75	100
Lithuania	6	20	74	100
Croatia	4	22	74	100
Albania	3	26	72	100
Georgia	3	26	71	100
Latvia	6	24	71	100
Ukraine	3	29	69	100
Tajikistan	3	29	68	100
Bulgaria	3	29	68	100
Russia	4	29	68	100
Kyrgyz Republic	7	27	66	100
Romania	5	29	66	100
Hungary	3	33	64	100
Kazakhstan	4	32	64	100
Uzbekistan	7	33	59	100
Estonia	6	37	58	100
Moldova	7	39	54	100
Slovakia	6	42	52	100
Poland	10	44	46	100
Belarus	10	47	43	100
Czech Republic	17	45	38	100

## (b) Guaranteeing Employment

Group / Country	Percentage that think state should be:			Overall
	Not involved	Moderately involved	Strongly involved	
South-Eastern Europe	2	12	87	100
CIS-low income	1	13	86	100
CIS-middle income	2	19	79	100
EU member states	4	25	71	100
<b>Overall sample:</b>	<b>2</b>	<b>18</b>	<b>80</b>	<b>100</b>
Turkey	2	5	94	100
Montenegro	1	8	92	100
Armenia	1	8	92	100
Bosnia	1	8	91	100
Georgia	0	10	90	100
Serbia	1	9	90	100
Uzbekistan	1	10	89	100
Albania	1	13	87	100
Kazakhstan	2	12	86	100
Kyrgyz Republic	2	13	86	100
Azerbaijan	2	13	85	100
Mongolia	2	14	84	100
Macedonia	2	14	84	100
Slovenia	3	15	82	100
Tajikistan	1	17	82	100
Russia	3	19	79	100
Ukraine	1	20	79	100
Croatia	5	17	79	100
Hungary	1	21	78	100
Poland	3	23	74	100
Romania	3	23	73	100
Latvia	5	24	71	100
Moldova	1	28	71	100
Lithuania	8	22	70	100
Bulgaria	3	27	70	100
Belarus	3	30	67	100
Slovakia	1	34	65	100
Estonia	7	39	54	100
Czech Republic	10	38	52	100

**(c) Guaranteeing low prices for electricity and gas**

Group / Country	Percentage that think state should be:			Overall
	Not involved	Moderately involved	Strongly involved	
South-Eastern Europe	2	18	80	100
CIS-middle income	2	21	78	100
CIS-low income	2	22	76	100
EU member states	4	28	68	100
<b>Overall sample:</b>	<b>2</b>	<b>21</b>	<b>77</b>	<b>100</b>
Turkey	1	8	91	100
Armenia	1	11	88	100
Montenegro	1	12	86	100
Kyrgyz Republic	2	12	86	100
Georgia	1	14	85	100
Macedonia	1	15	84	100
Albania	1	16	84	100
Kazakhstan	1	17	82	100
Bosnia	2	18	81	100
Ukraine	1	19	80	100
Uzbekistan	1	22	78	100
Croatia	4	19	77	100
Tajikistan	3	20	77	100
Lithuania	4	18	77	100
Russia	2	21	77	100
Serbia	3	20	77	100
Bulgaria	2	21	77	100
Latvia	4	26	71	100
Mongolia	7	22	71	100
Poland	3	27	70	100
Moldova	1	29	70	100
Belarus	3	29	69	100
Slovakia	2	29	69	100
Slovenia	5	27	68	100
Romania	4	28	68	100
Estonia	3	31	66	100
Hungary	4	34	62	100
Azerbaijan	7	32	61	100
Czech Republic	8	38	54	100

**(d) Guaranteeing low prices for basic goods and food**

Group / Country	Percentage that think state should be:			Overall
	Not involved	Moderately involved	Strongly involved	
South-Eastern Europe	2	17	80	100
CIS-low income	2	20	78	100
CIS-middle income	3	20	77	100
EU member states	5	29	66	100
<b>Overall sample:</b>	<b>3</b>	<b>21</b>	<b>76</b>	<b>100</b>
Turkey	1	9	90	100
Montenegro	1	11	88	100
Tajikistan	1	14	85	100
Kazakhstan	3	13	84	100
Bosnia	1	16	84	100
Kyrgyz Republic	2	15	83	100
Macedonia	1	17	82	100
Albania	1	18	81	100
Armenia	4	15	81	100
Georgia	2	18	80	100
Croatia	4	17	79	100
Uzbekistan	0	21	79	100
Ukraine	1	21	78	100
Serbia	3	20	77	100
Russia	4	20	76	100
Slovenia	4	22	74	100
Romania	3	24	73	100
Bulgaria	3	25	72	100
Mongolia	10	20	70	100
Lithuania	12	18	70	100
Moldova	1	30	69	100
Belarus	3	29	68	100
Azerbaijan	8	24	68	100
Latvia	6	26	68	100
Slovakia	2	31	67	100
Poland	5	30	65	100
Hungary	4	35	61	100
Czech Republic	11	37	52	100
Estonia	10	42	48	100

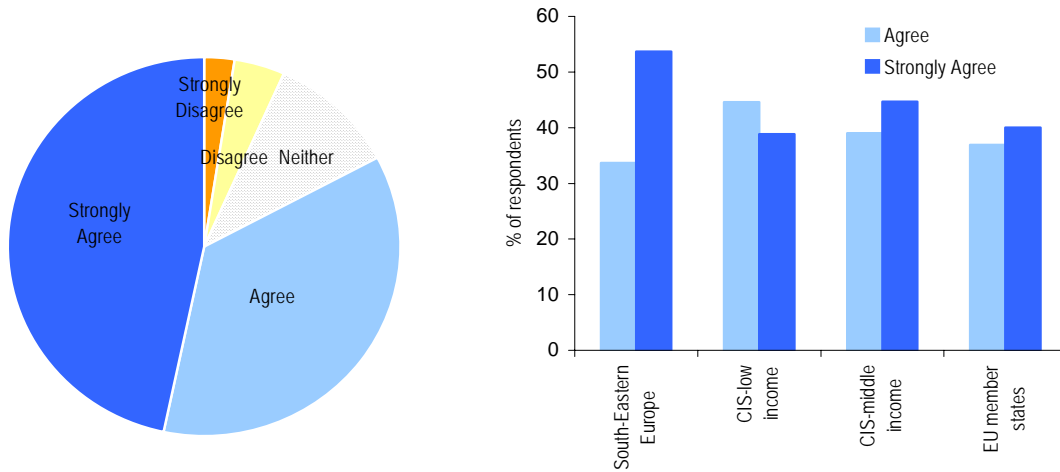
**(e) Ownership of gas and electricity companies:**

Group / Country	Percentage that think state should be:			Overall
	Not involved	Moderately involved	Strongly involved	
CIS-low income	5	30	65	100
CIS-middle income	5	31	64	100
South-Eastern Europe	7	30	63	100
EU member states	8	35	57	100
<b>Overall sample:</b>	<b>6</b>	<b>30</b>	<b>64</b>	<b>100</b>
Armenia	3	15	83	100
Lithuania	4	16	80	100
Turkey	4	19	77	100
Georgia	2	24	74	100
Tajikistan	5	23	72	100
Bosnia	5	24	70	100
Kazakhstan	3	28	69	100
Macedonia	6	26	68	100
Latvia	5	29	66	100
Ukraine	4	30	65	100
Russia	5	30	65	100
Croatia	8	27	65	100
Uzbekistan	4	32	65	100
Kyrgyz Republic	7	30	63	100
Mongolia	10	28	62	100
Bulgaria	5	33	62	100
Poland	7	34	59	100
Montenegro	7	35	59	100
Albania	6	36	59	100
Serbia	8	35	58	100
Estonia	5	38	57	100
Romania	10	33	57	100
Hungary	7	36	56	100
Moldova	5	39	56	100
Azerbaijan	9	36	55	100
Slovakia	4	41	55	100
Slovenia	12	42	46	100
Belarus	10	48	42	100
Czech Republic	14	48	37	100

**(f) Ownership of large companies in this country:**

Group / Country	Percentage that think state should be:			Overall
	Not involved	Moderately involved	Strongly involved	
CIS-low income	8	32	60	100
South-Eastern Europe	10	31	59	100
CIS-middle income	10	35	55	100
EU member states	14	39	47	100
<b>Overall sample:</b>	<b>10</b>	<b>33</b>	<b>56</b>	<b>100</b>
Armenia	5	15	81	100
Turkey	7	20	73	100
Lithuania	12	18	71	100
Tajikistan	8	22	70	100
Bosnia	8	23	69	100
Mongolia	11	23	66	100
Kazakhstan	5	29	66	100
Georgia	6	31	63	100
Croatia	11	27	61	100
Macedonia	10	29	61	100
Uzbekistan	8	33	59	100
Montenegro	10	32	58	100
Russia	10	34	56	100
Serbia	11	34	55	100
Ukraine	8	37	55	100
Kyrgyz Republic	11	35	54	100
Latvia	8	38	54	100
Moldova	7	41	52	100
Azerbaijan	10	38	51	100
Romania	14	35	51	100
Albania	10	40	50	100
Poland	14	38	48	100
Slovakia	10	44	47	100
Hungary	11	43	46	100
Bulgaria	13	46	41	100
Slovenia	21	38	41	100
Estonia	16	47	37	100
Belarus	20	44	36	100
Czech Republic	20	47	32	100

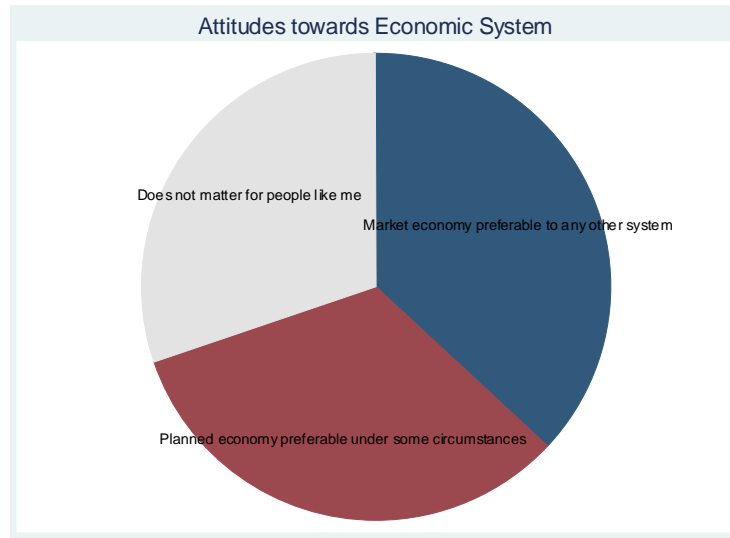
Should the gap between the rich and poor in this country be reduced?



Percentage of respondents who ...

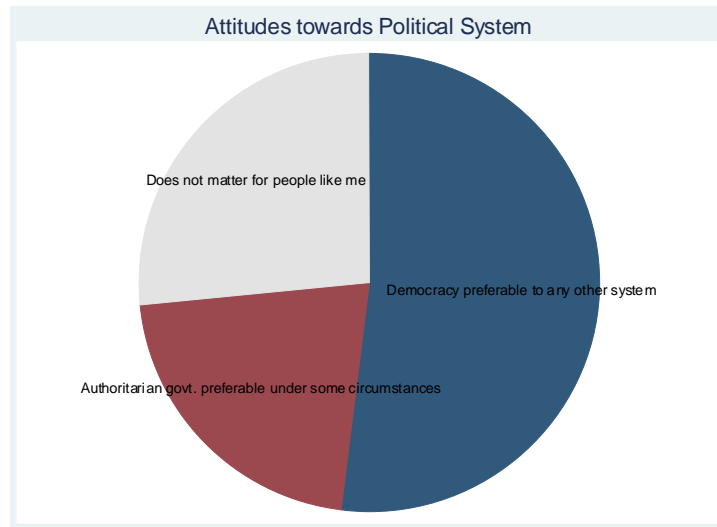
Group / Country	Strongly Disagree	Disagree	Neither	Agree	Strongly Agree	Overall
South-Eastern Europe	2	3	7	34	54	100
CIS-low income	1	5	10	45	39	100
CIS-middle income	3	4	10	39	45	100
EU member states	2	5	15	37	40	100
<b>Overall sample:</b>	<b>2</b>	<b>4</b>	<b>11</b>	<b>36</b>	<b>47</b>	<b>100</b>
Montenegro	0	1	4	36	58	100
Albania	1	2	6	41	51	100
Kazakhstan	1	2	11	44	41	100
Armenia	1	4	4	37	55	100
Slovenia	1	3	9	26	61	100
Croatia	2	3	7	23	66	100
Latvia	1	4	7	30	58	100
Azerbaijan	1	4	6	37	52	100
Serbia	2	3	8	35	52	100
Tajikistan	2	3	9	52	35	100
Estonia	1	5	8	36	49	100
Turkey	3	3	6	19	69	100
Hungary	3	3	6	34	54	100
Bulgaria	2	3	7	42	45	100
Uzbekistan	1	6	13	44	36	100
Macedonia	3	3	6	33	55	100
Romania	2	5	11	32	51	100
Russia	3	3	10	37	47	100
Lithuania	2	5	9	44	41	100
Moldova	2	4	10	54	29	100
Ukraine	3	5	8	42	43	100
Slovakia	4	3	12	44	38	100
Georgia	4	5	9	40	43	100
Bosnia	5	3	10	38	44	100
Kyrgyz Republic	4	5	8	56	28	100
Belarus	1	8	21	50	20	100
Poland	2	7	22	39	29	100
Czech Republic	3	7	22	38	30	100
Mongolia	4	12	18	43	23	100

5: ATTITUDES TOWARDS MARKET ECONOMY AND DEMOCRACY



(a) Attitudes towards type of economic system

Group / Country	Percentage of respondents choosing:			Overall
	Market economy preferable	Planned economy sometimes	Does not matter for people	
EU member states	42	25	33	100
South-Eastern Europe	43	25	32	100
CIS-low income	43	29	28	100
CIS-middle income	32	38	30	100
<b>Overall sample:</b>	<b>37</b>	<b>33</b>	<b>30</b>	<b>100</b>
Albania	65	13	22	100
Mongolia	71	16	13	100
Azerbaijan	40	9	51	100
Estonia	49	18	32	100
Slovenia	50	19	31	100
Belarus	48	19	32	100
Lithuania	42	17	41	100
Serbia	45	21	34	100
Slovakia	48	25	28	100
Tajikistan	51	28	20	100
Montenegro	47	26	27	100
Kyrgyz Republic	50	28	23	100
Czech Republic	47	27	26	100
Romania	46	27	27	100
Georgia	38	23	39	100
Poland	40	25	35	100
Armenia	33	22	45	100
Latvia	39	26	35	100
Bulgaria	37	25	38	100
Hungary	37	26	36	100
Croatia	36	27	37	100
Ukraine	42	33	25	100
Moldova	39	33	28	100
Macedonia	34	29	37	100
Turkey	38	33	30	100
Uzbekistan	44	38	18	100
Bosnia	34	39	27	100
Kazakhstan	32	40	29	100
Russia	28	41	31	100

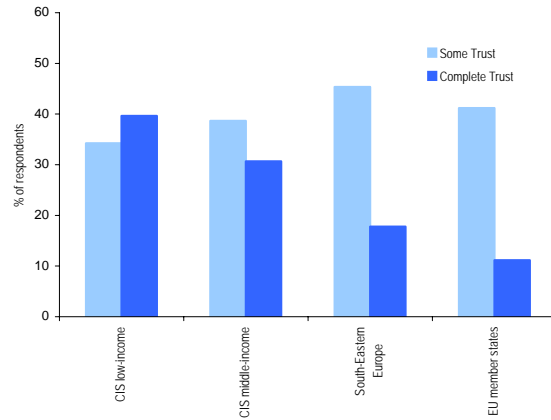
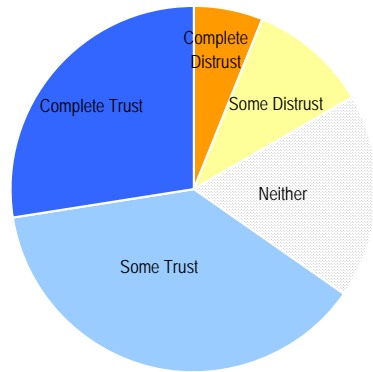


**(b) Attitudes towards type of political system**

Group / Country	Percentage of respondents choosing:			Overall
	Democracy preferable to all	Authoritarian gov.	Does not matter for people	
EU member states	55	18	27	100
South-Eastern Europe	56	15	29	100
CIS-low income	60	13	27	100
CIS-middle income	42	30	29	100
<b>Total</b>	<b>52</b>	<b>21</b>	<b>27</b>	<b>100</b>
Turkey	75	6	19	100
Montenegro	73	8	18	100
Slovenia	66	8	25	100
Albania	66	9	24	100
Uzbekistan	68	12	19	100
Lithuania	54	10	35	100
Azerbaijan	48	9	43	100
Slovakia	67	13	19	100
Georgia	58	12	30	100
Estonia	61	12	27	100
Hungary	62	13	25	100
Tajikistan	63	16	21	100
Croatia	55	14	31	100
Serbia	51	14	35	100
Mongolia	70	20	10	100
Armenia	47	14	39	100
Czech Republic	59	18	24	100
Bosnia	61	19	19	100
Poland	54	17	28	100
Kyrgyz Republic	59	19	22	100
Belarus	52	17	31	100
Latvia	56	20	24	100
Bulgaria	46	18	36	100
Macedonia	47	18	35	100
Moldova	50	19	31	100
Ukraine	55	24	20	100
Kazakhstan	49	22	29	100
Romania	50	27	23	100
Russia	36	33	31	100

6: SOCIAL CAPITAL

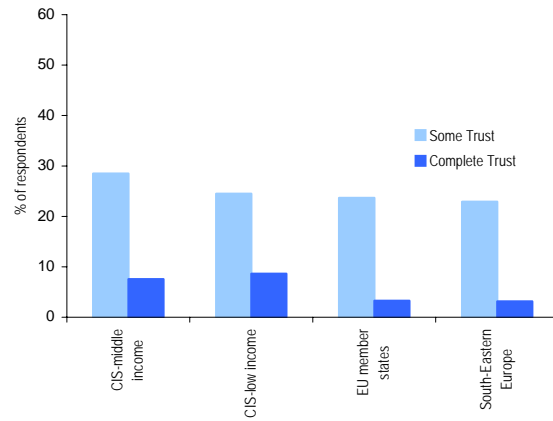
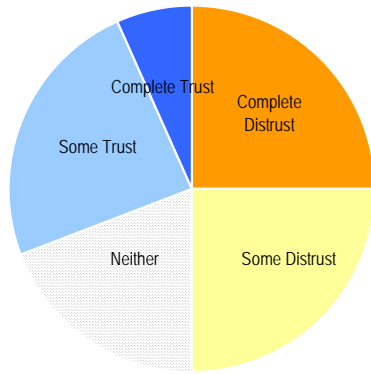
(a) Trust in People Before 1989



Percentage of respondents who have ...

Group / Country	Complete Distrust	Some Distrust	Neither	Some Trust	Complete Trust	Overall
CIS low-income	5	8	14	34	40	100
CIS middle-income	6	11	14	39	31	100
South-Eastern Europe	8	10	20	45	18	100
EU member states	6	13	29	41	11	100
<b>Overall sample:</b>	<b>6</b>	<b>11</b>	<b>18</b>	<b>38</b>	<b>28</b>	<b>100</b>
Mongolia	2	2	7	30	60	100
Uzbekistan	2	6	12	32	49	100
Georgia	2	7	14	45	31	100
Bulgaria	3	6	14	55	22	100
Kazakhstan	3	9	9	41	37	100
Kyrgyz Republic	7	4	5	37	47	100
Tajikistan	4	9	17	29	41	100
Lithuania	2	11	18	52	16	100
Montenegro	5	8	18	48	21	100
Hungary	4	8	29	46	14	100
Russia	6	10	13	38	33	100
Turkey	8	9	16	28	39	100
Serbia	6	10	17	48	19	100
Estonia	3	12	24	49	12	100
Slovenia	3	11	28	48	10	100
Macedonia	6	10	22	33	29	100
Moldova	7	11	17	46	20	100
Belarus	4	14	23	44	15	100
Latvia	4	14	14	56	12	100
Ukraine	6	14	17	38	26	100
Azerbaijan	10	9	17	28	35	100
Armenia	6	14	20	36	24	100
Bosnia	7	12	22	41	19	100
Croatia	7	9	23	49	12	100
Poland	6	12	30	40	11	100
Slovakia	7	12	31	40	11	100
Albania	15	8	16	47	14	100
Romania	10	16	30	36	8	100
Czech Republic	5	20	38	33	4	100

(b) Trust in People Today

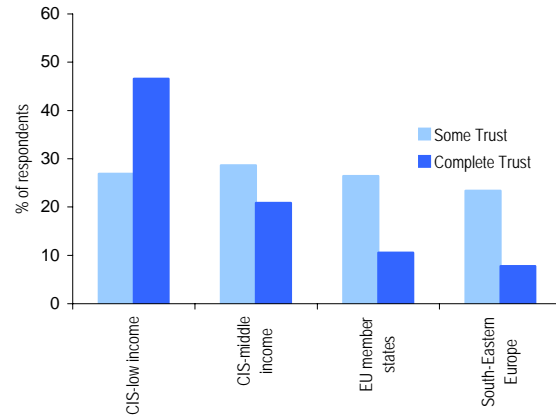
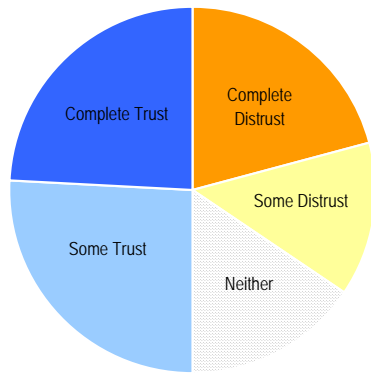


Percentage of respondents who have ...

Group / Country	Complete Distrust	Some Distrust	Neither	Some Trust	Complete Trust	Overall
CIS-middle income	20	26	17	29	8	100
CIS-low income	30	21	16	24	9	100
EU member states	19	27	27	24	3	100
South-Eastern Europe	29	22	23	23	3	100
<b>Overall sample:</b>	<b>25</b>	<b>25</b>	<b>19</b>	<b>24</b>	<b>7</b>	<b>100</b>
Georgia	12	22	21	36	9	100
Belarus	9	23	27	35	6	100
Estonia	8	30	22	36	4	100
Kazakhstan	14	31	12	35	8	100
Slovakia	13	21	30	33	4	100
Ukraine	17	29	16	33	6	100
Slovenia	11	24	37	26	2	100
Latvia	13	36	15	33	3	100
Lithuania	13	33	23	27	4	100
Russia	23	25	17	26	8	100
Czech Republic	10	32	32	22	4	100
Tajikistan	29	21	14	26	10	100
Uzbekistan	30	19	16	26	10	100
Moldova	24	25	17	28	6	100
Poland	17	29	27	24	4	100
Serbia	26	21	22	28	3	100
Croatia	21	25	28	23	3	100
Montenegro	21	26	26	24	3	100
Romania	24	21	30	22	3	100
Hungary	23	25	28	21	3	100
Kyrgyz Republic	36	29	7	21	8	100
Albania	38	18	17	21	6	100
Azerbaijan	40	17	19	16	8	100
Mongolia	31	27	19	19	5	100
Armenia	35	26	18	16	5	100
Bulgaria	33	31	15	19	3	100
Bosnia	32	24	24	19	2	100
Turkey	47	20	14	11	8	100
Macedonia	47	17	20	14	3	100

7: TRUST IN PUBLIC INSTITUTIONS

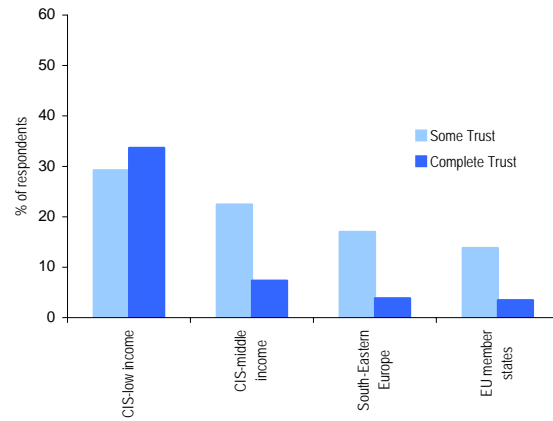
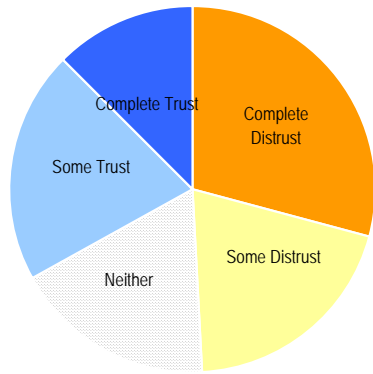
(a) The presidency



Percentage of respondents who have ...

Group / Country	Complete Distrust	Some Distrust	Neither	Some Trust	Complete Trust	Overall
CIS-low income	10	7	10	27	47	100
CIS-middle income	22	14	15	29	21	100
EU member states	22	19	22	26	11	100
South-Eastern Europe	33	15	20	23	8	100
<b>Overall sample:</b>	<b>21</b>	<b>14</b>	<b>15</b>	<b>26</b>	<b>24</b>	<b>100</b>
Tajikistan	2	2	6	19	70	100
Belarus	0	0	0	100	0	100
Azerbaijan	4	4	8	24	61	100
Kazakhstan	2	6	7	32	52	100
Georgia	8	10	15	41	27	100
Estonia	6	12	26	39	17	100
Turkey	18	8	10	16	47	100
Czech Republic	8	14	29	35	14	100
Russia	15	12	16	32	24	100
Latvia	13	15	19	34	19	100
Lithuania	13	14	22	31	20	100
Kyrgyz Republic	21	13	5	30	30	100
Hungary	17	12	19	34	18	100
Mongolia	18	14	18	27	23	100
Slovakia	15	14	21	38	12	100
Romania	23	12	20	34	11	100
Montenegro	22	15	23	22	18	100
Croatia	20	14	28	27	11	100
Albania	28	11	17	34	9	100
Bulgaria	28	15	17	29	11	100
Slovenia	16	23	31	23	7	100
Moldova	32	14	21	27	6	100
Serbia	35	15	19	24	7	100
Poland	30	29	22	14	6	100
Armenia	50	13	15	17	5	100
Macedonia	51	13	16	15	5	100
Bosnia	42	21	17	16	4	100
Ukraine	46	22	12	17	3	100
Uzbekistan	3	5	8	27	58	100

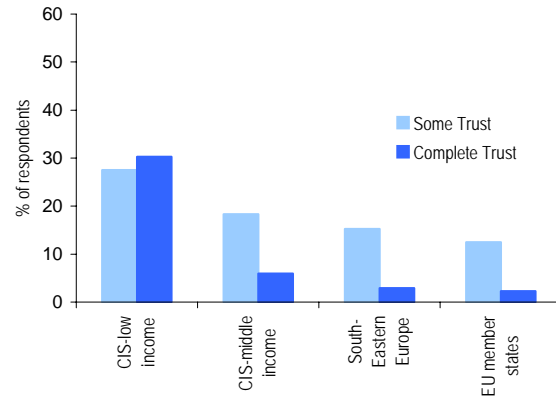
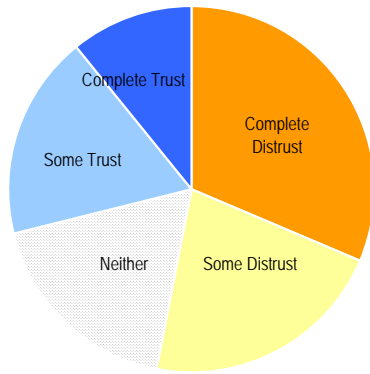
(b) The government / cabinet of ministers



Percentage of respondents who have ...

Group / Country	Complete Distrust	Some Distrust	Neither	Some Trust	Complete Trust	Overall
CIS-low income	14	10	13	29	34	100
CIS-middle income	31	21	18	22	7	100
South-Eastern Europe	40	19	20	17	4	100
EU member states	34	27	22	14	3	100
<b>Overall sample:</b>	<b>29</b>	<b>20</b>	<b>18</b>	<b>21</b>	<b>12</b>	<b>100</b>
Tajikistan	4	3	8	29	56	100
Uzbekistan	5	5	10	31	48	100
Kazakhstan	7	14	17	40	21	100
Azerbaijan	13	10	15	31	30	100
Belarus	9	17	21	32	22	100
Turkey	25	11	11	21	32	100
Georgia	15	19	22	33	11	100
Kyrgyz Republic	26	18	11	31	14	100
Estonia	15	23	26	32	5	100
Montenegro	24	16	24	21	14	100
Mongolia	22	18	24	24	11	100
Slovakia	27	16	24	26	6	100
Slovenia	19	27	30	19	5	100
Russia	28	23	20	22	7	100
Albania	40	13	15	25	8	100
Moldova	33	17	21	25	4	100
Romania	35	18	24	19	3	100
Macedonia	48	14	16	17	5	100
Hungary	42	18	19	15	6	100
Croatia	33	24	26	15	3	100
Latvia	26	33	24	15	2	100
Serbia	41	19	20	16	3	100
Bosnia	44	21	18	15	3	100
Lithuania	25	35	26	12	2	100
Ukraine	49	20	13	16	2	100
Czech Republic	26	36	24	12	1	100
Bulgaria	43	24	18	12	3	100
Poland	34	33	20	9	4	100
Armenia	54	15	17	11	3	100

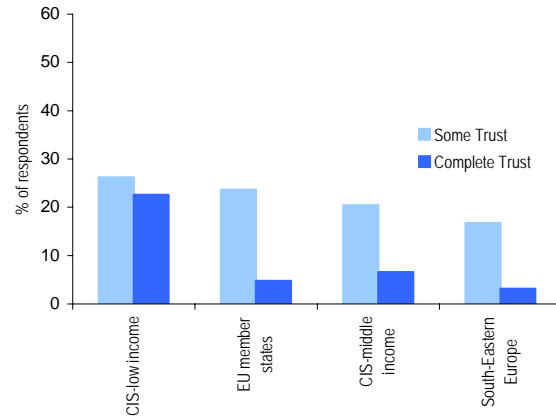
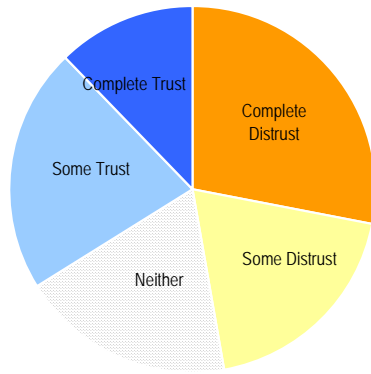
(c) The parliament



Percentage of respondents who have ...

Group / Country	Complete Distrust	Some Distrust	Neither	Some Trust	Complete Trust	Overall
CIS-low income	15	11	16	28	30	100
CIS-middle income	34	23	19	18	6	100
South-Eastern Europe	42	19	21	15	3	100
EU member states	35	30	21	13	2	100
<b>ECA region</b>	<b>31</b>	<b>22</b>	<b>18</b>	<b>18</b>	<b>11</b>	<b>100</b>
Tajikistan	4	5	11	29	52	100
Uzbekistan	5	7	13	30	45	100
Kazakhstan	9	15	21	37	18	100
Belarus	10	16	22	31	21	100
Azerbaijan	17	12	18	27	26	100
Turkey	25	12	12	19	32	100
Georgia	18	19	25	29	9	100
Montenegro	23	17	25	21	14	100
Mongolia	24	19	23	24	10	100
Kyrgyz Republic	31	21	11	25	12	100
Estonia	20	25	27	24	4	100
Slovenia	19	25	33	19	4	100
Moldova	33	17	22	25	3	100
Slovakia	28	20	29	20	3	100
Russia	33	24	20	18	5	100
Albania	46	15	15	20	4	100
Hungary	33	24	24	16	4	100
Romania	41	19	20	18	3	100
Macedonia	49	15	16	16	4	100
Bosnia	43	21	18	15	3	100
Croatia	35	22	28	13	2	100
Serbia	44	19	21	14	2	100
Latvia	26	37	25	11	1	100
Ukraine	48	24	13	13	2	100
Czech Republic	29	37	23	11	1	100
Poland	34	37	19	9	2	100
Armenia	53	17	18	10	2	100
Bulgaria	46	26	17	8	2	100
Lithuania	32	38	21	8	1	100

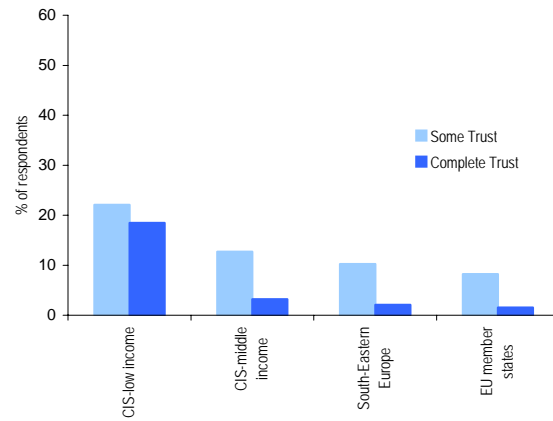
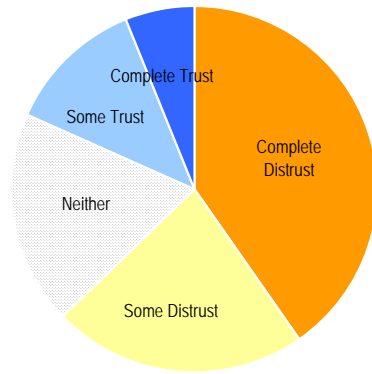
(d) Courts



Percentage of respondents who have ...

Group / Country	Complete Distrust	Some Distrust	Neither	Some Trust	Complete Trust	Overall
CIS-low income	18	13	20	26	23	100
EU member states	25	22	24	24	5	100
CIS-middle income	33	22	18	20	7	100
South-Eastern Europe	42	18	20	17	3	100
<b>ECA region</b>	<b>28</b>	<b>19</b>	<b>19</b>	<b>22</b>	<b>12</b>	<b>100</b>
Tajikistan	6	10	15	28	40	100
Uzbekistan	8	9	20	31	32	100
Turkey	18	9	11	20	40	100
Belarus	10	15	22	31	22	100
Estonia	11	19	25	36	10	100
Azerbaijan	19	12	23	25	21	100
Hungary	15	16	25	34	10	100
Kazakhstan	22	17	21	31	9	100
Montenegro	24	17	22	25	12	100
Slovenia	18	21	29	26	5	100
Georgia	22	25	22	23	8	100
Poland	22	24	24	25	5	100
Latvia	20	24	29	25	3	100
Czech Republic	15	32	29	21	3	100
Russia	30	22	20	21	7	100
Romania	32	17	24	23	4	100
Moldova	33	17	24	22	5	100
Albania	41	14	16	24	5	100
Slovakia	32	23	21	21	3	100
Mongolia	34	24	19	19	5	100
Bosnia	38	18	19	21	3	100
Armenia	45	14	18	19	4	100
Kyrgyz Republic	44	24	11	15	6	100
Lithuania	28	32	24	14	3	100
Croatia	36	23	25	13	2	100
Serbia	47	18	18	14	2	100
Bulgaria	41	25	18	14	2	100
Macedonia	54	14	17	14	2	100
Ukraine	49	22	14	14	2	100

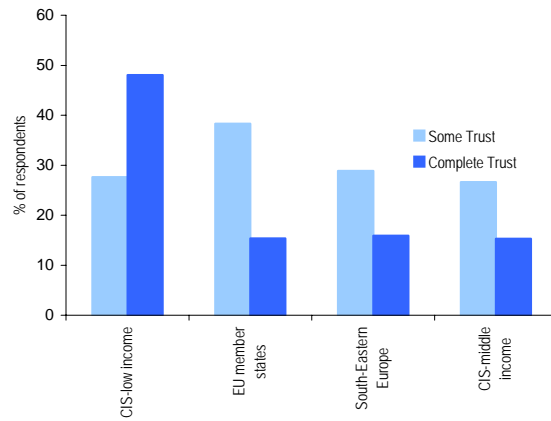
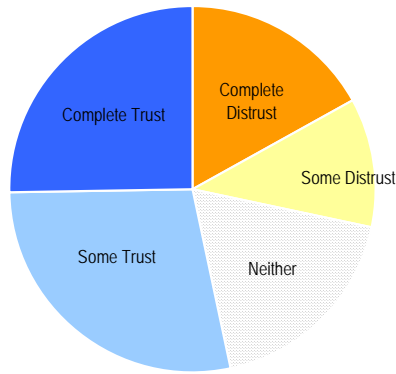
(e) Political parties



Percentage of respondents who have ...

Group / Country	Complete Distrust	Some Distrust	Neither	Some Trust	Complete Trust	Overall
CIS-low income	21	15	23	22	18	100
CIS-middle income	43	23	18	13	3	100
South-Eastern Europe	49	20	18	10	2	100
EU member states	41	29	20	8	2	100
<b>Overall sample:</b>	<b>40</b>	<b>22</b>	<b>19</b>	<b>12</b>	<b>6</b>	<b>100</b>
Tajikistan	10	9	23	23	35	100
Uzbekistan	13	12	24	25	26	100
Azerbaijan	22	16	22	24	16	100
Kazakhstan	16	20	35	22	7	100
Belarus	22	23	24	20	10	100
Turkey	42	15	14	11	18	100
Georgia	22	25	30	17	6	100
Kyrgyz Republic	34	20	17	21	8	100
Mongolia	29	20	28	18	5	100
Montenegro	32	21	25	17	6	100
Slovenia	24	26	34	13	3	100
Moldova	38	19	23	16	3	100
Armenia	45	16	22	14	3	100
Slovakia	36	24	26	12	3	100
Hungary	38	25	23	11	2	100
Russia	45	23	19	11	3	100
Bosnia	46	21	20	11	2	100
Ukraine	48	24	13	14	1	100
Albania	57	16	12	12	3	100
Estonia	36	25	27	11	1	100
Romania	46	20	21	11	2	100
Macedonia	56	13	19	11	2	100
Serbia	51	20	17	11	2	100
Poland	41	34	17	6	2	100
Croatia	44	27	21	7	1	100
Czech Republic	33	36	24	7	0	100
Bulgaria	51	25	16	6	1	100
Latvia	39	36	19	5	1	100
Lithuania	42	34	20	3	0	100

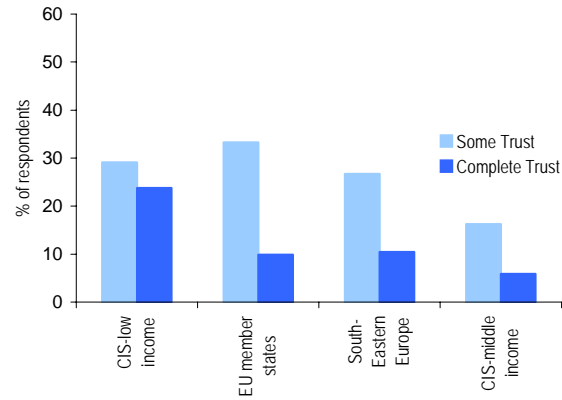
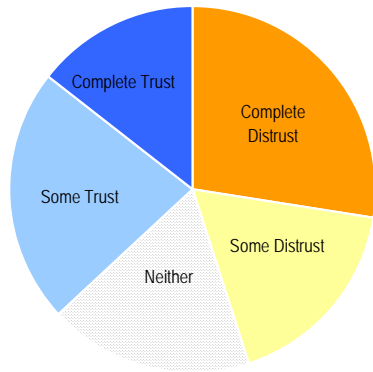
(f) Armed forces



Percentage of respondents who have ...

Group / Country	Complete Distrust	Some Distrust	Neither	Some Trust	Complete Trust	Overall
CIS-low income	8	7	10	28	48	100
EU member states	10	11	26	38	15	100
South-Eastern Europe	22	12	21	29	16	100
CIS-middle income	23	16	19	27	15	100
<b>Overall sample:</b>	<b>17</b>	<b>12</b>	<b>18</b>	<b>28</b>	<b>25</b>	<b>100</b>
Uzbekistan	3	3	5	23	67	100
Azerbaijan	6	5	11	26	53	100
Estonia	5	6	19	46	25	100
Turkey	11	3	8	16	62	100
Georgia	6	8	17	45	24	100
Tajikistan	7	12	16	24	42	100
Kazakhstan	7	11	16	37	29	100
Romania	9	8	18	42	23	100
Belarus	10	12	20	31	27	100
Slovakia	9	10	21	46	14	100
Armenia	16	6	10	38	30	100
Mongolia	12	10	18	31	29	100
Czech Republic	6	11	35	38	10	100
Poland	9	11	28	37	14	100
Croatia	14	8	24	36	17	100
Latvia	8	14	30	39	9	100
Kyrgyz Republic	20	12	8	33	26	100
Lithuania	10	13	32	34	11	100
Hungary	12	12	29	36	11	100
Albania	20	7	20	35	18	100
Slovenia	12	14	32	30	11	100
Bulgaria	23	11	16	36	14	100
Montenegro	20	11	29	23	17	100
Serbia	23	13	21	27	17	100
Russia	23	16	19	27	16	100
Macedonia	31	10	19	24	15	100
Moldova	26	14	22	28	10	100
Bosnia	28	19	19	23	11	100
Ukraine	32	17	22	23	5	100

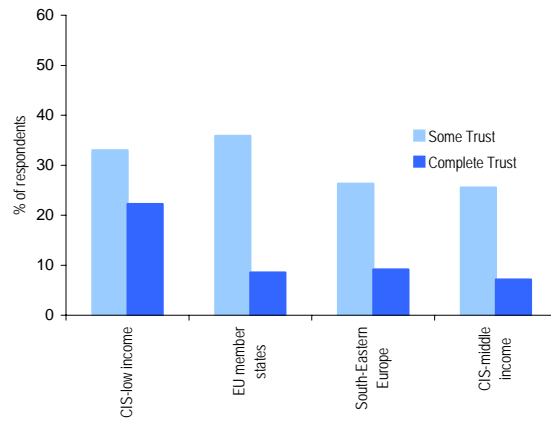
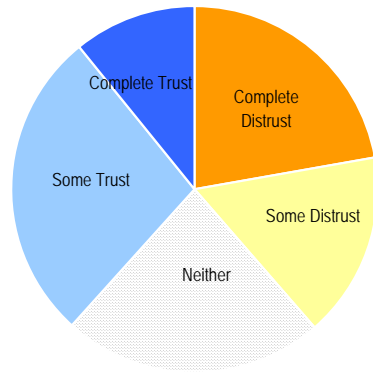
(g) The police



Percentage of respondents who have ...

Group / Country	Complete Distrust	Some Distrust	Neither	Some Trust	Complete Trust	Overall
CIS-low income	18	12	17	29	24	100
EU member states	15	16	26	33	10	100
South-Eastern Europe	26	15	22	27	10	100
CIS-middle income	39	22	16	16	6	100
<b>ECA region</b>	<b>28</b>	<b>17</b>	<b>18</b>	<b>23</b>	<b>14</b>	<b>100</b>
Uzbekistan	9	9	16	33	32	100
Turkey	14	6	11	21	48	100
Georgia	9	12	20	43	16	100
Tajikistan	13	15	12	26	34	100
Estonia	9	15	19	43	14	100
Hungary	10	13	28	37	12	100
Azerbaijan	17	10	22	26	25	100
Albania	16	11	19	39	14	100
Slovenia	11	14	31	34	10	100
Belarus	15	17	19	32	17	100
Poland	13	17	28	33	10	100
Slovakia	17	14	21	37	11	100
Czech Republic	10	20	33	32	6	100
Romania	19	15	21	34	11	100
Croatia	19	13	28	30	10	100
Montenegro	20	17	25	25	14	100
Bulgaria	25	16	17	33	9	100
Latvia	17	21	25	31	6	100
Macedonia	33	13	18	25	11	100
Bosnia	28	18	22	23	9	100
Lithuania	20	25	24	25	6	100
Serbia	32	15	21	22	10	100
Kazakhstan	25	22	23	22	7	100
Moldova	37	14	19	23	6	100
Mongolia	30	24	19	21	6	100
Armenia	41	16	20	18	6	100
Russia	40	23	15	15	6	100
Kyrgyz Republic	47	24	8	15	6	100
Ukraine	45	21	16	16	2	100

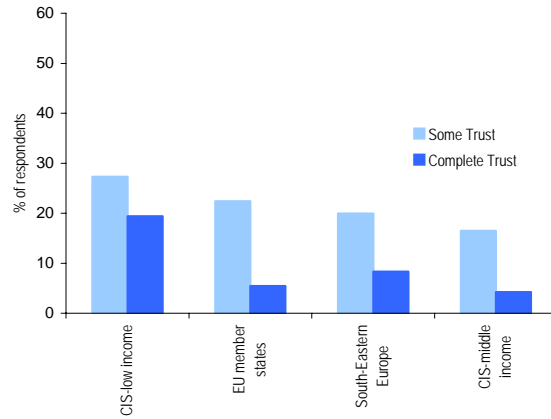
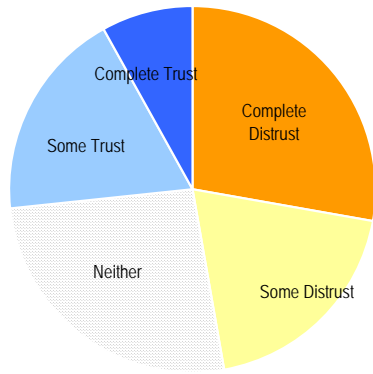
(h) Banks and the financial system:



Percentage of respondents who have ...

Group / Country	Complete Distrust	Some Distrust	Neither	Some Trust	Complete Trust	Overall
CIS-low income	15	11	19	33	22	100
EU member states	13	15	28	36	9	100
South-Eastern Europe	26	14	25	26	9	100
CIS-middle income	26	20	22	26	7	100
<b>ECA region</b>	<b>22</b>	<b>16</b>	<b>23</b>	<b>27</b>	<b>11</b>	<b>100</b>
Tajikistan	6	7	15	30	43	100
Estonia	4	10	13	49	24	100
Slovenia	5	10	29	44	12	100
Mongolia	11	7	18	38	26	100
Latvia	5	12	24	49	10	100
Lithuania	8	13	22	45	12	100
Uzbekistan	13	9	19	34	25	100
Belarus	11	12	25	31	21	100
Czech Republic	6	15	28	44	6	100
Albania	16	8	21	37	19	100
Kyrgyz Republic	18	10	10	42	20	100
Georgia	11	14	23	40	12	100
Azerbaijan	14	14	22	27	23	100
Kazakhstan	11	17	25	32	15	100
Slovakia	13	15	21	42	10	100
Montenegro	13	14	29	31	13	100
Poland	12	16	29	36	7	100
Romania	16	12	31	31	11	100
Hungary	14	16	30	32	8	100
Croatia	15	17	34	28	6	100
Armenia	28	11	17	31	12	100
Bosnia	25	15	21	26	12	100
Turkey	30	14	22	15	19	100
Bulgaria	28	15	24	27	5	100
Moldova	25	17	27	26	5	100
Ukraine	29	18	18	31	5	100
Russia	27	21	23	23	6	100
Serbia	34	14	22	23	6	100
Macedonia	39	12	24	18	8	100

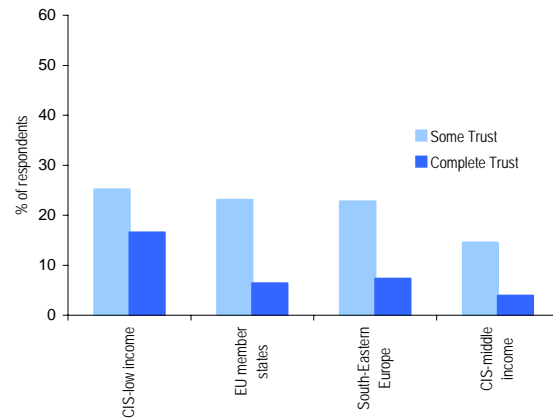
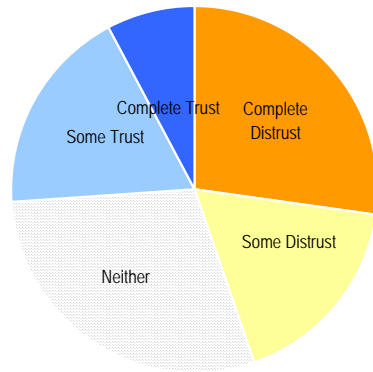
(i) Foreign investors



Percentage of respondents who have ...

Group / Country	Complete Distrust	Some Distrust	Neither	Some Trust	Complete Trust	Overall
CIS-low income	14	14	25	27	19	100
EU member states	19	20	33	22	5	100
South-Eastern Europe	30	17	26	20	8	100
CIS-middle income	33	21	25	17	4	100
<b>Overall sample:</b>	<b>28</b>	<b>20</b>	<b>26</b>	<b>19</b>	<b>8</b>	<b>100</b>
Tajikistan	5	9	20	30	36	100
Uzbekistan	12	14	30	23	21	100
Azerbaijan	14	16	21	29	20	100
Mongolia	18	11	26	28	17	100
Armenia	21	7	24	31	16	100
Kyrgyz Republic	21	13	13	33	19	100
Albania	19	12	22	29	17	100
Montenegro	17	15	30	25	14	100
Georgia	14	20	28	30	9	100
Lithuania	9	17	44	26	3	100
Moldova	21	14	25	30	10	100
Estonia	11	16	43	26	4	100
Czech Republic	10	20	40	26	4	100
Slovenia	14	17	39	26	5	100
Latvia	10	17	49	21	3	100
Belarus	19	20	30	22	9	100
Poland	14	22	36	23	6	100
Romania	23	18	28	23	8	100
Kazakhstan	15	23	35	20	6	100
Slovakia	23	17	29	26	5	100
Macedonia	33	11	23	23	10	100
Turkey	34	19	18	12	17	100
Bosnia	29	16	23	22	9	100
Serbia	33	14	26	20	7	100
Hungary	24	24	30	17	5	100
Ukraine	33	18	23	22	4	100
Bulgaria	36	20	24	18	2	100
Russia	37	22	24	14	4	100
Croatia	32	25	30	11	3	100

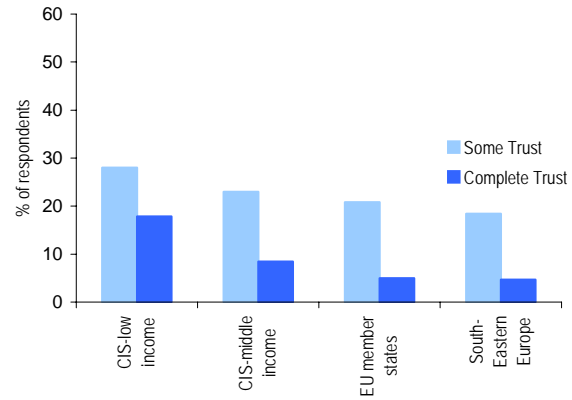
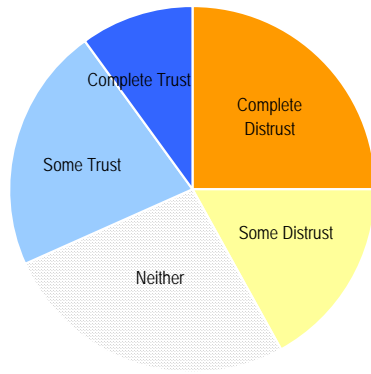
(j) NGOs



Percentage of respondents who have ...

Group / Country	Complete Distrust	Some Distrust	Neither	Some Trust	Complete Trust	Overall
CIS-low income	16	15	28	25	17	100
EU member states	17	18	36	23	6	100
South-Eastern Europe	30	15	25	23	7	100
CIS-middle income	34	20	28	15	4	100
<b>Overall sample:</b>	<b>27</b>	<b>18</b>	<b>29</b>	<b>18</b>	<b>8</b>	<b>100</b>
Tajikistan	5	7	20	32	36	100
Uzbekistan	12	15	33	23	17	100
Estonia	9	13	43	29	7	100
Mongolia	15	12	31	26	15	100
Czech Republic	8	17	40	30	5	100
Kyrgyz Republic	22	15	15	31	16	100
Azerbaijan	19	17	23	23	17	100
Montenegro	17	16	30	28	9	100
Poland	13	18	38	24	8	100
Hungary	14	17	36	26	7	100
Slovenia	11	19	40	25	5	100
Croatia	18	14	31	29	8	100
Armenia	25	8	30	27	11	100
Albania	24	15	21	29	11	100
Lithuania	10	17	48	22	3	100
Latvia	8	20	48	21	3	100
Kazakhstan	12	21	41	19	6	100
Moldova	22	13	29	29	6	100
Turkey	29	15	24	14	18	100
Bosnia	26	16	24	26	8	100
Romania	23	16	35	21	7	100
Georgia	21	23	28	20	7	100
Belarus	23	23	28	18	8	100
Macedonia	35	12	22	21	9	100
Slovakia	22	20	33	22	4	100
Serbia	43	14	23	15	5	100
Ukraine	38	19	24	17	2	100
Russia	36	20	27	13	4	100
Bulgaria	40	23	20	14	3	100

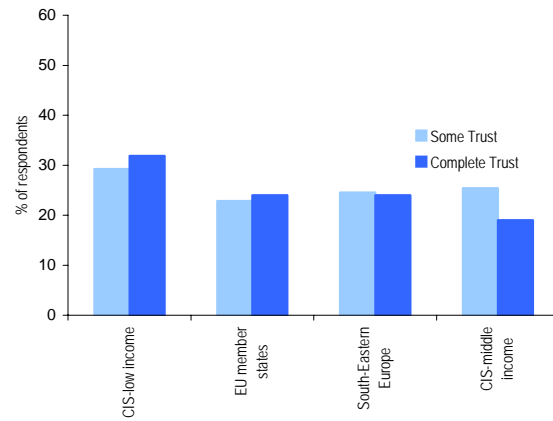
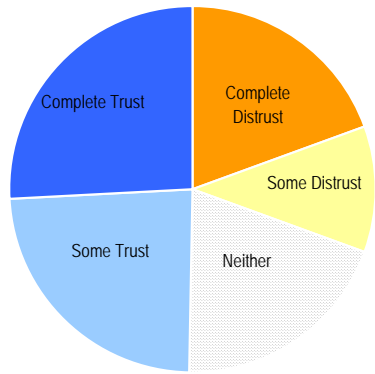
(k) Trade unions



Percentage of respondents who have ...

Group / Country	Complete Distrust	Some Distrust	Neither	Some Trust	Complete Trust	Overall
CIS-low income	16	13	25	28	18	100
CIS-middle income	28	18	23	23	8	100
EU member states	20	19	35	21	5	100
South-Eastern Europe	34	17	26	18	5	100
<b>Overall sample:</b>	<b>25</b>	<b>17</b>	<b>26</b>	<b>22</b>	<b>10</b>	<b>100</b>
Tajikistan	8	11	25	24	33	100
Uzbekistan	9	11	24	35	21	100
Belarus	13	14	25	34	14	100
Estonia	10	13	39	29	10	100
Kazakhstan	10	17	37	26	10	100
Azerbaijan	17	14	26	22	19	100
Mongolia	23	9	29	24	16	100
Latvia	10	16	44	25	5	100
Czech Republic	11	20	37	27	5	100
Kyrgyz Republic	23	16	20	28	13	100
Turkey	26	15	23	16	21	100
Slovenia	15	20	34	24	8	100
Lithuania	11	22	41	23	4	100
Poland	15	18	40	22	5	100
Russia	29	18	22	22	9	100
Croatia	22	17	34	24	3	100
Romania	23	20	31	21	6	100
Bosnia	29	16	26	21	7	100
Hungary	27	17	30	21	5	100
Georgia	24	24	27	19	6	100
Slovakia	19	21	37	20	2	100
Montenegro	32	15	27	20	6	100
Moldova	32	13	29	21	4	100
Ukraine	34	18	22	23	4	100
Armenia	39	8	29	17	6	100
Albania	38	15	23	19	4	100
Macedonia	38	14	27	16	5	100
Serbia	41	19	23	13	4	100
Bulgaria	46	24	22	6	2	100

(I) Religious institutions



Percentage of respondents who have ...

Group / Country	Complete Distrust	Some Distrust	Neither	Some Trust	Complete Trust	Overall
CIS-low income	14	8	17	29	32	100
EU member states	16	13	25	23	24	100
South-Eastern Europe	22	10	19	25	24	100
CIS-middle income	24	12	20	25	19	100
<b>Overall sample:</b>	<b>20</b>	<b>11</b>	<b>20</b>	<b>24</b>	<b>26</b>	<b>100</b>
Romania	5	3	9	21	63	100
Moldova	8	6	14	31	41	100
Tajikistan	9	8	14	29	39	100
Uzbekistan	10	7	19	31	33	100
Montenegro	12	6	19	27	36	100
Georgia	12	9	13	32	34	100
Turkey	15	7	13	17	48	100
Azerbaijan	14	11	22	26	27	100
Kazakhstan	11	13	27	32	18	100
Albania	23	8	13	29	27	100
Croatia	17	12	24	28	19	100
Belarus	20	11	18	29	21	100
Macedonia	25	8	18	21	28	100
Poland	13	15	32	24	15	100
Lithuania	12	17	29	30	12	100
Mongolia	22	9	22	26	21	100
Serbia	24	10	19	23	24	100
Armenia	28	5	15	27	25	100
Hungary	17	14	30	24	15	100
Bosnia	26	11	18	21	24	100
Russia	25	11	20	22	21	100
Latvia	15	19	29	25	12	100
Ukraine	25	12	19	31	13	100
Kyrgyz Republic	33	10	14	25	18	100
Estonia	24	15	30	22	10	100
Slovenia	23	17	30	22	8	100
Slovakia	28	18	22	19	13	100
Czech Republic	21	22	29	21	6	100
Bulgaria	38	16	19	21	6	100

## 8: FACTORS EXPLAINING ECONOMIC OUTCOMES

## (a) Factors important for getting ahead in life before 1989:

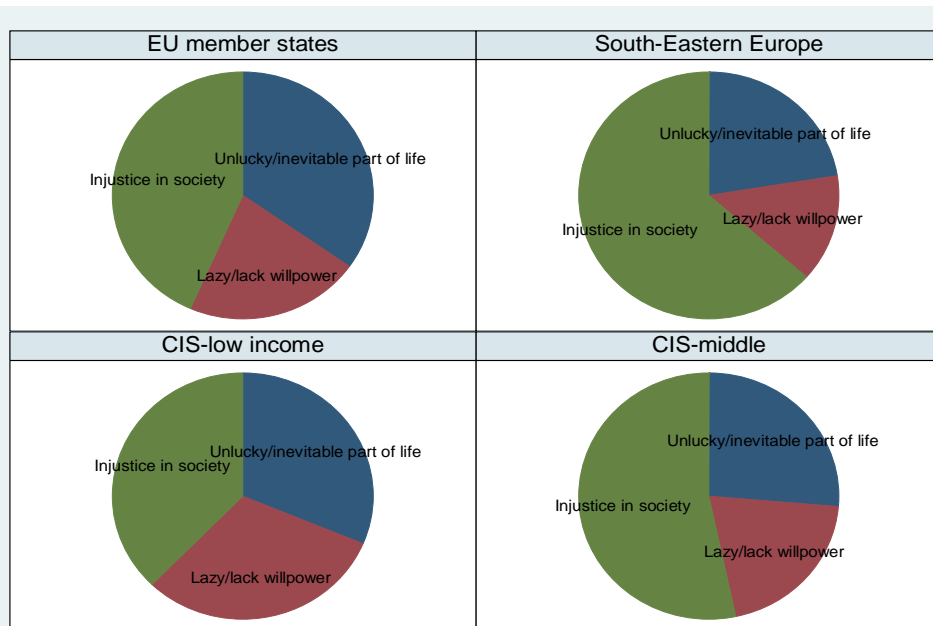
Group / Country	Percentage of respondents choosing:				Overall
	Effort / hard work	Intelligence / skills	Political connections	Criminal / corrupt ties	
CIS-low income	54	35	8	3	100
CIS-middle income	61	25	8	7	100
EU member states	51	17	28	5	100
South-Eastern Europe	56	20	21	4	100
<b>Overall sample:</b>	<b>56</b>	<b>23</b>	<b>15</b>	<b>6</b>	<b>100</b>
Albania	51	16	30	3	100
Armenia	42	45	9	3	100
Azerbaijan	41	49	5	5	100
Belarus	58	22	12	8	100
Bosnia	61	25	11	3	100
Bulgaria	54	12	30	4	100
Croatia	55	21	22	2	100
Czech Republic	33	12	48	6	100
Estonia	46	33	16	5	100
Georgia	54	23	13	10	100
Hungary	64	12	18	5	100
Kazakhstan	63	26	6	5	100
Kyrgyz Republic	66	26	6	2	100
Latvia	46	31	16	7	100
Lithuania	41	36	16	8	100
Macedonia	67	17	14	2	100
Moldova	69	20	8	3	100
Mongolia	59	38	2	0	100
Montenegro	61	23	14	2	100
Poland	41	19	34	6	100
Romania	69	15	13	3	100
Russia	62	24	7	7	100
Serbia	53	18	24	5	100
Slovakia	52	13	31	4	100
Slovenia	58	14	23	5	100
Tajikistan	53	36	11	1	100
Turkey	48	23	21	8	100
Ukraine	58	26	12	4	100
Uzbekistan	55	36	7	2	100

## (b) Factors important for getting ahead in life today:

Group / Country	Percentage of respondents choosing:				Overall
	Effort / hard work	Intelligence / skills	Political connections	Criminal / corrupt ties	
CIS-low income	48	33	11	8	100
CIS-middle income	32	32	15	20	100
EU member states	35	33	18	14	100
South-Eastern Europe	40	17	30	14	100
<b>Overall sample:</b>	<b>37</b>	<b>31</b>	<b>16</b>	<b>16</b>	<b>100</b>
Albania	53	22	15	9	100
Armenia	32	19	30	19	100
Azerbaijan	23	52	10	15	100
Belarus	44	37	12	7	100
Bosnia	38	14	28	20	100
Bulgaria	41	15	21	23	100
Croatia	35	21	39	6	100
Czech Republic	34	38	15	12	100
Estonia	19	62	15	4	100
Georgia	44	27	21	7	100
Hungary	37	27	15	22	100
Kazakhstan	46	28	10	16	100
Kyrgyz Republic	58	23	11	8	100
Latvia	25	54	16	6	100
Lithuania	26	53	9	11	100
Macedonia	30	11	39	20	100
Moldova	55	17	10	18	100
Mongolia	37	48	11	4	100
Montenegro	44	22	28	6	100
Poland	30	33	26	11	100
Romania	44	31	10	15	100
Russia	29	32	15	23	100
Serbia	41	15	28	16	100
Slovakia	35	41	16	8	100
Slovenia	32	31	27	10	100
Tajikistan	44	29	22	5	100
Turkey	49	28	12	11	100
Ukraine	35	31	19	15	100
Uzbekistan	56	36	5	3	100

Why are people in need?

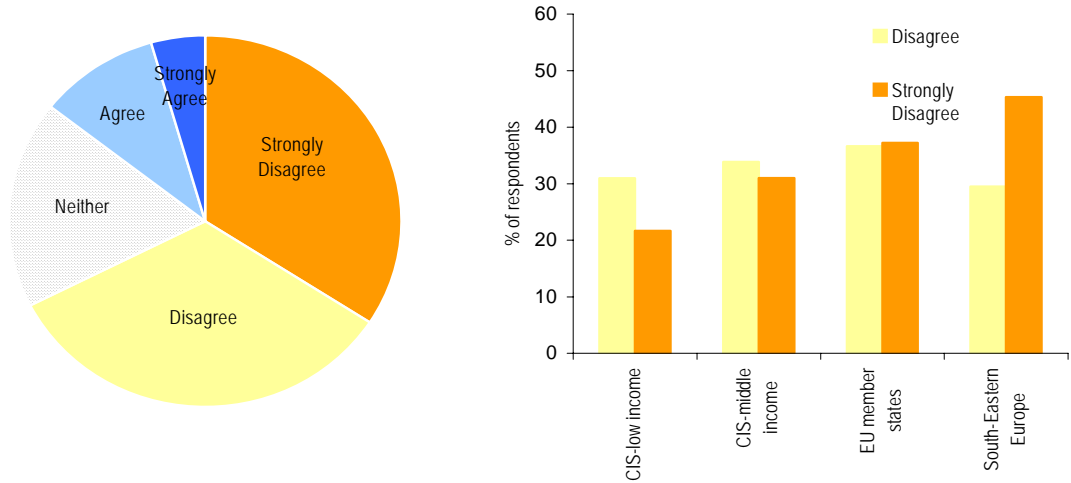
Group / Country	Percentage of respondents choosing:				Overall
	Unlucky	Lazy / lack of willpower	Injustice in society	Inevitable part of life	
CIS-low income	11	31	38	20	100
CIS-middle income	7	20	53	19	100
EU member states	12	22	43	22	100
South-Eastern Europe	8	14	63	14	100
<b>Overall sample:</b>	<b>9</b>	<b>22</b>	<b>51</b>	<b>17</b>	<b>100</b>
Albania	17	14	48	21	100
Armenia	2	16	65	17	100
Azerbaijan	6	12	63	19	100
Belarus	24	46	0	30	100
Bosnia	6	14	69	11	100
Bulgaria	8	18	49	24	100
Croatia	9	15	60	16	100
Czech Republic	18	25	27	30	100
Estonia	10	33	28	28	100
Georgia	12	9	47	33	100
Hungary	7	17	61	16	100
Kazakhstan	10	29	40	22	100
Kyrgyz Republic	8	33	39	21	100
Latvia	7	25	48	20	100
Lithuania	5	42	38	14	100
Macedonia	7	13	70	11	100
Moldova	10	25	56	10	100
Mongolia	1	56	35	8	100
Montenegro	8	14	64	14	100
Poland	14	16	48	22	100
Romania	12	27	38	23	100
Russia	6	20	56	18	100
Serbia	6	14	66	14	100
Slovakia	17	31	32	20	100
Slovenia	11	19	38	32	100
Tajikistan	13	29	27	31	100
Turkey	8	25	65	3	100
Ukraine	6	15	60	20	100
Uzbekistan	15	47	20	17	100



Graphs by Country Group

9: PERCEPTIONS OF CORRUPTION

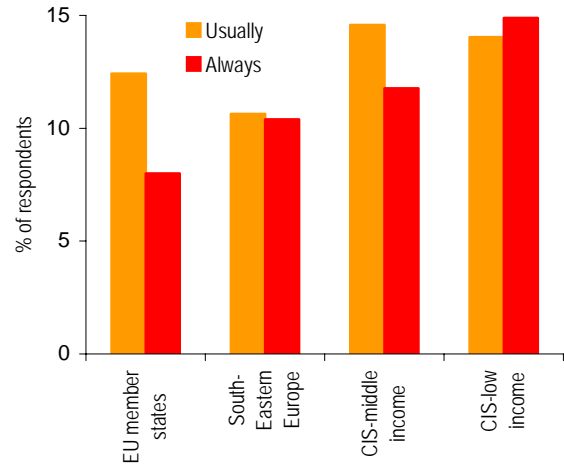
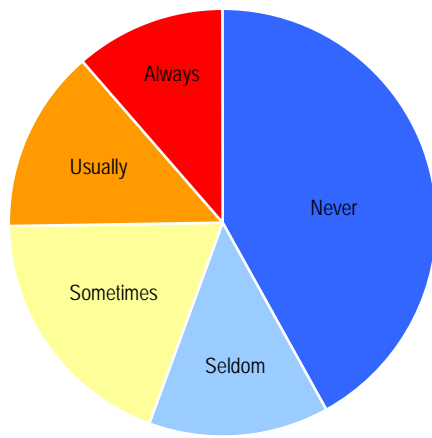
Is there less corruption now than in around 1989?



Percentage of respondents who ...

Group / Country	Strongly Disagree	Disagree	Neither	Agree	Strongly Agree	Overall
CIS-low income	22	31	21	20	7	100
EU member states	31	34	22	10	4	100
CIS-middle income	37	37	16	7	3	100
South-Eastern Europe	45	30	17	6	2	100
<b>Overall sample:</b>	<b>34</b>	<b>33</b>	<b>18</b>	<b>10</b>	<b>4</b>	<b>100</b>
Georgia	10	21	26	34	10	100
Belarus	5	28	27	33	7	100
Uzbekistan	13	28	27	24	9	100
Azerbaijan	25	25	22	19	9	100
Estonia	14	37	26	20	3	100
Turkey	34	24	17	15	11	100
Tajikistan	31	32	15	16	6	100
Slovenia	28	31	23	13	5	100
Romania	39	29	15	11	7	100
Poland	24	33	28	11	3	100
Moldova	31	39	13	14	3	100
Slovakia	22	40	25	11	2	100
Kazakhstan	21	44	23	10	3	100
Albania	40	31	15	10	4	100
Latvia	32	33	22	10	2	100
Lithuania	28	42	19	8	3	100
Czech Republic	33	35	23	7	3	100
Montenegro	37	32	20	9	2	100
Ukraine	36	39	15	8	2	100
Serbia	38	34	20	6	2	100
Armenia	40	37	14	8	2	100
Hungary	38	36	17	7	2	100
Russia	41	35	16	5	3	100
Mongolia	45	39	8	5	2	100
Bulgaria	42	41	11	3	3	100
Kyrgyz Republic	37	51	4	6	1	100
Bosnia	47	29	18	4	2	100
Croatia	56	21	17	4	2	100
Macedonia	55	29	11	2	2	100

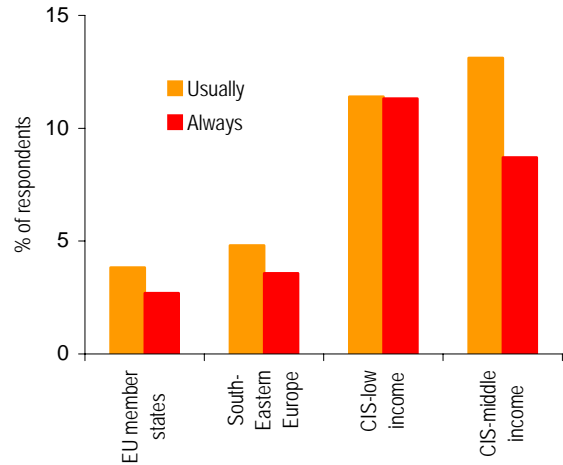
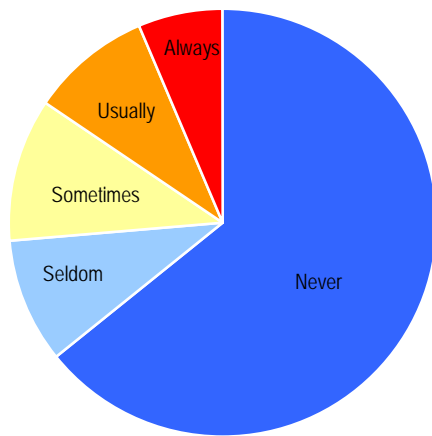
(a) Receiving medical treatment in the public health system



Percentage of respondents that say unofficial payments are needed:

Group / Country	Never	Seldom	Sometimes	Usually	Always	Total
EU member states	51	11	18	12	8	100
South-Eastern Europe	55	9	15	11	10	100
CIS-middle income	39	15	20	15	12	100
CIS-low income	37	16	18	14	15	100
<b>Overall sample:</b>	<b>42</b>	<b>14</b>	<b>19</b>	<b>14</b>	<b>11</b>	<b>100</b>
Estonia	75	11	11	2	1	100
Slovenia	73	9	12	5	1	100
Georgia	59	21	12	6	2	100
Kazakhstan	63	14	13	5	5	100
Belarus	59	17	12	8	4	100
Turkey	66	9	13	7	5	100
Czech Republic	53	18	19	8	2	100
Croatia	65	9	13	11	3	100
Latvia	60	12	15	8	5	100
Poland	57	11	17	10	5	100
Serbia	61	8	14	9	8	100
Mongolia	47	16	21	11	6	100
Bosnia	57	10	14	9	10	100
Armenia	45	20	16	11	8	100
Montenegro	51	11	20	9	9	100
Slovakia	46	14	19	13	8	100
Macedonia	44	13	20	11	13	100
Russia	40	15	20	14	10	100
Lithuania	35	14	27	16	8	100
Bulgaria	41	10	25	13	11	100
Kyrgyz Republic	41	13	17	18	11	100
Romania	47	9	14	16	14	100
Azerbaijan	39	19	12	12	18	100
Moldova	35	16	17	19	13	100
Hungary	39	10	18	19	13	100
Tajikistan	24	21	21	18	15	100
Uzbekistan	34	12	21	14	19	100
Ukraine	25	13	22	20	20	100
Albania	26	8	18	18	30	100

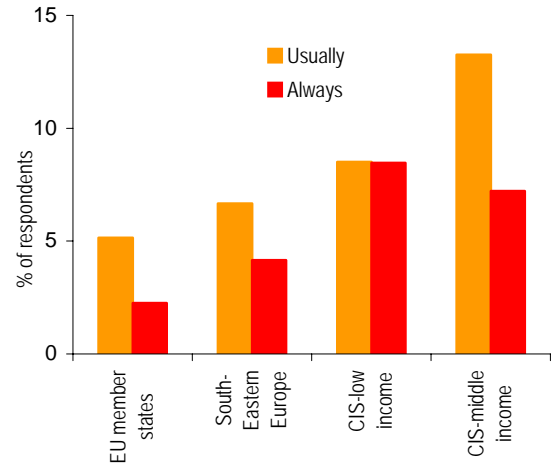
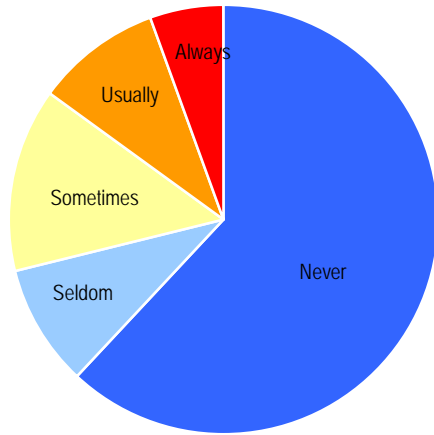
(b) Receiving public education



Percentage of respondents that say unofficial payments are needed:

Group / Country	Never	Seldom	Sometimes	Usually	Always	Total
EU member states	74	10	10	4	3	100
South-Eastern Europe	74	8	9	5	4	100
CIS-low income	54	11	12	11	11	100
CIS-middle income	57	9	12	13	9	100
<b>Overall sample:</b>	<b>64</b>	<b>9</b>	<b>11</b>	<b>9</b>	<b>6</b>	<b>100</b>
Estonia	92	4	3	1	1	100
Latvia	88	5	5	2	1	100
Lithuania	85	5	6	3	1	100
Georgia	78	10	7	3	1	100
Poland	80	9	7	2	2	100
Serbia	84	4	7	3	2	100
Hungary	80	7	8	3	1	100
Croatia	82	5	7	4	1	100
Slovenia	82	5	8	4	1	100
Belarus	73	14	9	4	1	100
Turkey	80	7	7	4	2	100
Montenegro	73	8	11	4	3	100
Bosnia	71	11	10	4	4	100
Czech Republic	65	14	13	4	3	100
Romania	70	11	11	5	4	100
Bulgaria	57	14	18	8	3	100
Armenia	65	10	9	10	5	100
Mongolia	57	16	13	10	4	100
Slovakia	56	14	17	8	5	100
Azerbaijan	57	18	9	9	7	100
Moldova	56	16	12	11	6	100
Kazakhstan	65	8	11	9	8	100
Macedonia	62	9	12	9	8	100
Russia	61	8	11	12	8	100
Albania	46	19	19	9	8	100
Tajikistan	49	13	15	14	9	100
Kyrgyz Republic	52	9	10	17	13	100
Uzbekistan	47	8	15	13	17	100
Ukraine	37	12	18	20	14	100

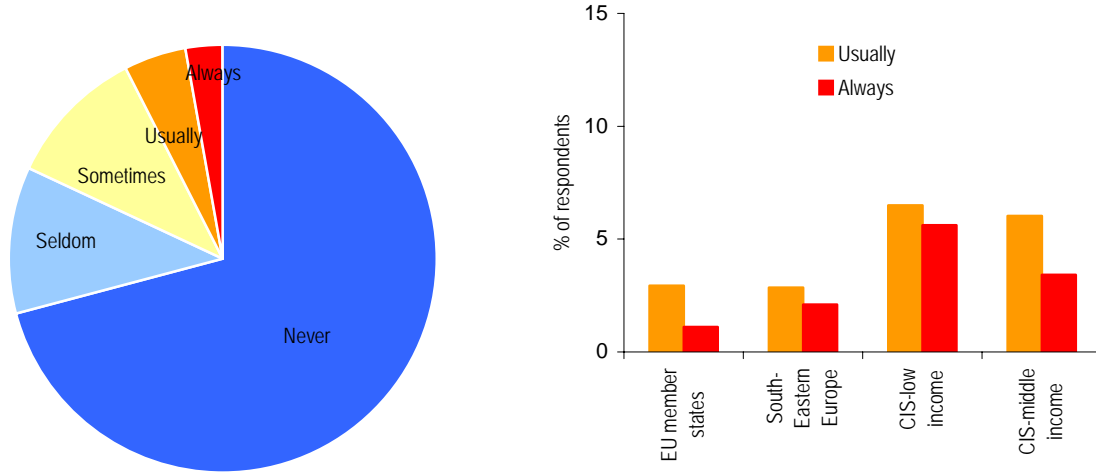
(c) Interactions with the road police



Percentage of respondents that say unofficial payments are needed:

Group / Country	Never	Seldom	Sometimes	Usually	Always	Total
EU member states	67	12	14	5	2	100
South-Eastern Europe	67	10	12	7	4	100
CIS-low income	61	10	12	9	8	100
CIS-middle income	56	8	15	13	7	100
<b>Overall sample:</b>	<b>62</b>	<b>9</b>	<b>14</b>	<b>10</b>	<b>5</b>	<b>100</b>
Georgia	87	11	2	1	0	100
Estonia	88	6	6	0	0	100
Slovenia	82	11	5	2	0	100
Poland	73	10	13	3	1	100
Hungary	69	14	11	5	1	100
Croatia	78	6	10	4	2	100
Latvia	75	8	11	4	2	100
Montenegro	69	11	15	3	2	100
Serbia	73	8	11	5	3	100
Lithuania	67	12	15	5	2	100
Turkey	73	8	10	5	3	100
Czech Republic	58	19	17	5	1	100
Belarus	66	14	11	6	3	100
Azerbaijan	71	10	8	5	5	100
Romania	66	11	13	5	4	100
Tajikistan	69	11	7	10	4	100
Macedonia	61	16	13	5	5	100
Slovakia	54	13	20	10	2	100
Bosnia	63	9	12	12	4	100
Kazakhstan	61	9	14	9	7	100
Armenia	63	9	10	11	7	100
Mongolia	60	11	12	12	6	100
Moldova	56	12	13	11	7	100
Russia	59	7	14	12	7	100
Kyrgyz Republic	58	6	11	13	12	100
Uzbekistan	52	10	16	9	12	100
Bulgaria	45	11	23	12	9	100
Albania	43	16	19	12	11	100
Ukraine	45	9	18	20	9	100

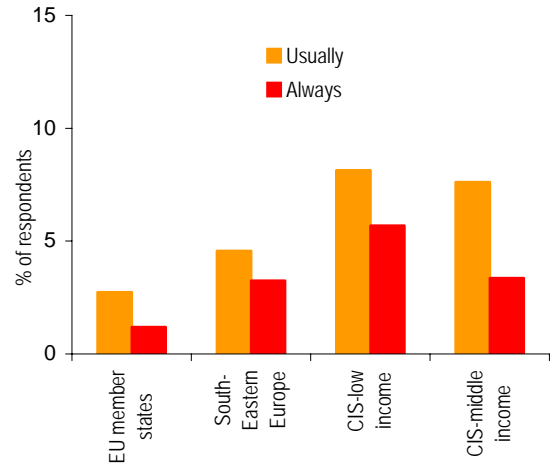
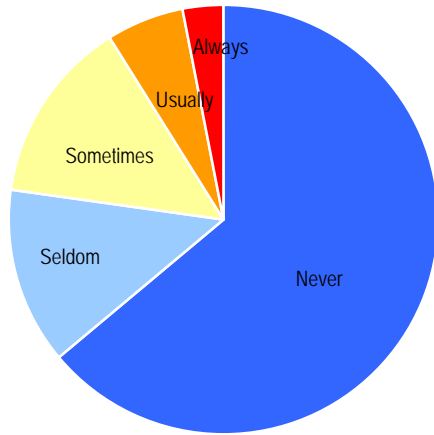
(d) Interactions with other police (i.e. other than road police)



Percentage of respondents that say unofficial payments are needed:

Group / Country	Never	Seldom	Sometimes	Usually	Always	Total
EU member states	78	10	8	3	1	100
South-Eastern Europe	78	9	8	3	2	100
CIS-low income	65	12	11	6	6	100
CIS-middle income	65	13	13	6	3	100
<b>Overall sample:</b>	<b>71</b>	<b>11</b>	<b>10</b>	<b>5</b>	<b>3</b>	<b>100</b>
Georgia	89	9	1	0	0	100
Estonia	95	3	2	0	0	100
Slovenia	88	7	4	1	0	100
Latvia	89	6	4	1	0	100
Poland	85	9	5	1	0	100
Croatia	86	6	5	2	0	100
Lithuania	83	8	8	2	0	100
Hungary	86	6	5	3	0	100
Serbia	87	4	5	2	2	100
Montenegro	80	8	9	2	1	100
Turkey	81	8	7	3	1	100
Belarus	73	15	8	3	1	100
Bosnia	78	9	9	2	2	100
Czech Republic	68	16	11	3	1	100
Romania	72	11	10	4	3	100
Slovakia	65	16	13	4	2	100
Russia	69	12	11	4	3	100
Azerbaijan	72	10	9	5	3	100
Armenia	75	8	8	6	4	100
Tajikistan	65	14	13	6	3	100
Kazakhstan	67	12	13	4	4	100
Macedonia	64	15	13	3	5	100
Moldova	65	13	10	9	4	100
Bulgaria	60	13	17	8	3	100
Mongolia	65	11	11	9	4	100
Albania	50	21	16	7	5	100
Uzbekistan	57	13	14	8	8	100
Kyrgyz Republic	61	11	11	9	9	100
Ukraine	51	14	18	13	5	100

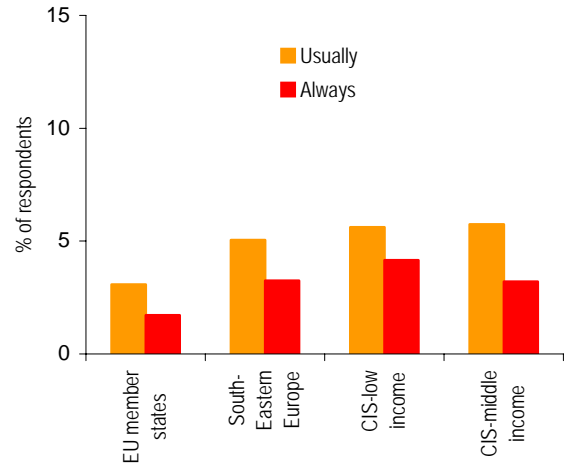
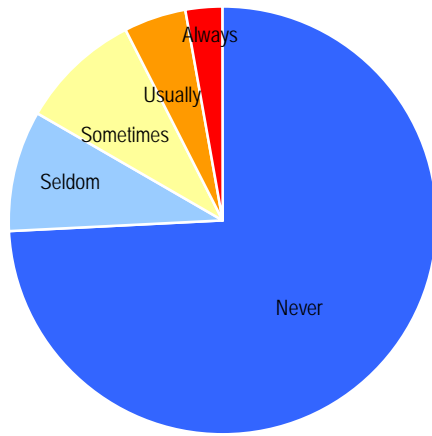
(e) Requests for official documents



Percentage of respondents that say unofficial payments are needed:

Group / Country	Never	Seldom	Sometimes	Usually	Always	Total
EU member states	78	11	7	3	1	100
South-Eastern Europe	71	10	11	5	3	100
CIS-low income	52	19	15	8	6	100
CIS-middle income	57	14	18	8	3	100
<b>Overall sample:</b>	<b>64</b>	<b>13</b>	<b>14</b>	<b>6</b>	<b>3</b>	<b>100</b>
Estonia	93	3	3	0	0	100
Poland	86	9	4	1	0	100
Georgia	73	20	5	1	0	100
Slovenia	82	10	7	1	0	100
Latvia	85	6	6	2	1	100
Croatia	83	8	5	3	0	100
Czech Republic	74	15	8	2	1	100
Hungary	86	6	3	3	2	100
Serbia	83	6	8	2	1	100
Montenegro	74	11	12	2	0	100
Slovakia	71	15	10	2	1	100
Lithuania	71	13	11	3	1	100
Turkey	73	12	10	4	2	100
Belarus	65	16	15	4	1	100
Romania	68	13	11	5	2	100
Bosnia	70	10	13	4	2	100
Bulgaria	63	12	16	6	3	100
Kazakhstan	63	14	13	5	5	100
Russia	60	13	18	6	3	100
Moldova	57	19	13	9	3	100
Armenia	51	21	17	7	4	100
Macedonia	52	18	18	5	7	100
Azerbaijan	46	26	12	8	7	100
Mongolia	53	16	14	12	4	100
Uzbekistan	52	17	17	8	7	100
Tajikistan	41	24	19	11	4	100
Ukraine	43	16	21	15	5	100
Kyrgyz Republic	46	15	16	13	9	100
Albania	36	16	21	15	13	100

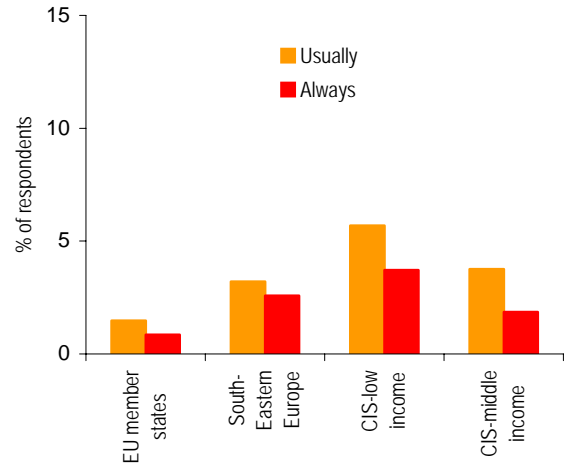
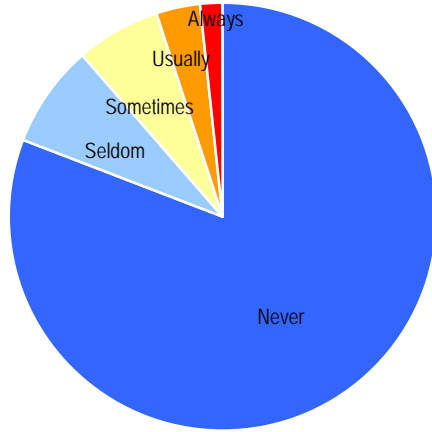
(f) Going to courts for a civil matter



Percentage of respondents that say unofficial payments are needed:

Group / Country	Never	Seldom	Sometimes	Usually	Always	Total
EU member states	78	9	8	3	2	100
South-Eastern Europe	75	7	10	5	3	100
CIS-low income	71	11	9	6	4	100
CIS-middle income	71	9	11	6	3	100
<b>Overall sample:</b>	<b>74</b>	<b>9</b>	<b>9</b>	<b>5</b>	<b>3</b>	<b>100</b>
Estonia	93	3	2	1	1	100
Poland	87	7	5	1	0	100
Georgia	88	8	3	1	1	100
Slovenia	88	6	5	1	0	100
Latvia	91	3	4	1	1	100
Belarus	79	14	6	1	0	100
Turkey	84	7	5	2	1	100
Croatia	84	5	6	4	0	100
Hungary	84	7	4	3	2	100
Montenegro	81	8	8	3	1	100
Czech Republic	70	16	11	2	0	100
Lithuania	81	7	6	4	2	100
Serbia	81	4	8	3	2	100
Bosnia	78	8	8	4	2	100
Armenia	78	8	7	4	3	100
Russia	76	7	10	4	3	100
Romania	71	12	9	5	2	100
Azerbaijan	75	8	8	5	3	100
Tajikistan	68	13	12	5	2	100
Kazakhstan	74	8	9	4	4	100
Moldova	67	11	10	8	4	100
Uzbekistan	66	12	10	7	5	100
Slovakia	60	14	14	8	4	100
Kyrgyz Republic	70	8	8	6	7	100
Mongolia	65	10	9	10	5	100
Macedonia	62	12	12	5	8	100
Bulgaria	56	11	17	8	8	100
Ukraine	51	15	16	13	5	100
Albania	46	13	20	13	9	100

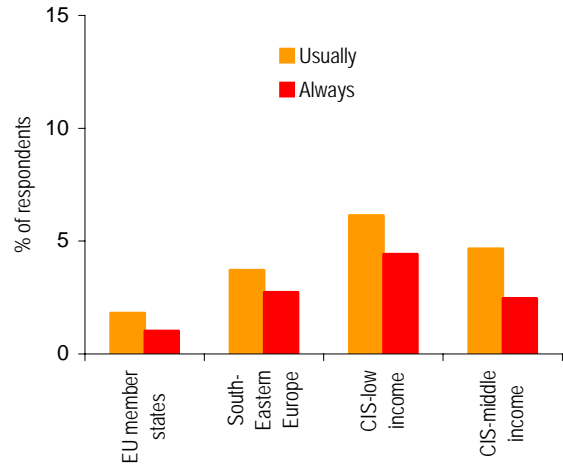
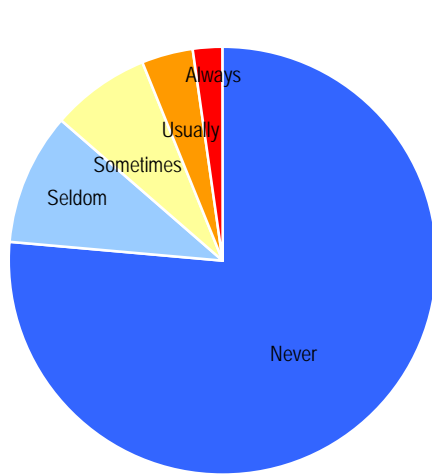
(g) Requests for unemployment benefits



Percentage of respondents that say unofficial payments are needed:

Group / Country	Never	Seldom	Sometimes	Usually	Always	Total
EU member states	87	7	4	1	1	100
South-Eastern Europe	79	8	7	3	3	100
CIS-low income	73	11	7	6	4	100
CIS-middle income	79	8	7	4	2	100
<b>Overall sample:</b>	<b>81</b>	<b>8</b>	<b>6</b>	<b>3</b>	<b>2</b>	<b>100</b>
Hungary	93	6	1	0	0	100
Estonia	98	1	1	0	0	100
Latvia	96	2	1	1	0	100
Czech Republic	87	9	3	0	0	100
Lithuania	90	5	4	0	0	100
Poland	92	4	3	1	0	100
Belarus	84	11	4	1	0	100
Slovenia	89	6	4	1	0	100
Slovakia	86	9	4	1	0	100
Serbia	89	3	4	2	2	100
Georgia	84	7	5	2	2	100
Turkey	84	7	6	3	1	100
Croatia	86	4	6	3	1	100
Montenegro	81	8	8	2	1	100
Kazakhstan	84	7	5	2	2	100
Bosnia	80	10	6	2	2	100
Russia	84	5	6	3	2	100
Mongolia	79	8	7	5	2	100
Romania	78	9	7	3	3	100
Azerbaijan	76	10	7	4	3	100
Tajikistan	77	7	8	6	2	100
Bulgaria	70	13	11	4	2	100
Armenia	74	10	7	5	3	100
Moldova	74	10	8	5	4	100
Kyrgyz Republic	72	10	6	6	5	100
Uzbekistan	69	13	7	7	5	100
Ukraine	63	15	11	8	3	100
Macedonia	64	12	12	5	6	100
Albania	51	20	14	9	6	100

(h) Requests for other social security benefits



Percentage of respondents that say unofficial payments are needed:

Group / Country	Never	Seldom	Sometimes	Usually	Always	Total
EU member states	86	7	5	2	1	100
South-Eastern Europe	79	7	7	4	3	100
CIS-low income	70	11	9	6	4	100
CIS-middle income	73	11	9	5	2	100
<b>Overall sample:</b>	<b>76</b>	<b>10</b>	<b>8</b>	<b>4</b>	<b>2</b>	<b>100</b>
Estonia	96	2	2	0	1	100
Latvia	96	2	1	0	0	100
Hungary	91	7	2	1	1	100
Czech Republic	86	9	4	1	0	100
Slovenia	90	5	4	1	0	100
Poland	91	4	3	1	1	100
Lithuania	90	4	4	1	1	100
Slovakia	84	9	4	2	1	100
Belarus	80	11	7	1	0	100
Serbia	90	2	4	2	2	100
Georgia	84	6	6	2	1	100
Montenegro	83	7	7	2	2	100
Turkey	79	10	6	3	2	100
Croatia	85	3	6	5	1	100
Bosnia	78	10	7	2	3	100
Kazakhstan	80	8	6	3	3	100
Russia	76	10	8	4	2	100
Romania	77	9	7	4	2	100
Tajikistan	74	11	7	6	2	100
Azerbaijan	75	11	7	4	3	100
Mongolia	76	10	7	5	3	100
Bulgaria	69	13	12	4	2	100
Armenia	76	8	7	6	3	100
Moldova	71	11	8	5	4	100
Kyrgyz Republic	67	11	8	8	6	100
Macedonia	63	14	13	4	7	100
Ukraine	57	16	14	9	4	100
Uzbekistan	63	13	10	8	6	100
Albania	50	20	14	9	6	100