

INTERVIEW ID				
INTERVIEW DATE				
INTERVIEWER CODE				
SUPERVISOR CODE				
REGION				
SETTLEMENT TYPE (1-URBAN 2-RURAL)				

READ ALOUD: Good day / evening. My name is _____ (state your full name) and I am working as an interviewer for Prism Research. We are currently conducting a large survey about local government and public services in cooperation with the World Bank. The survey will provide information about the work of local government, its relation with the citizens as well as the quality of public services in you municipality. The survey findings will be used for the improvement of the relationship between the local government and citizens and public services as well.

May I speak with the person who is the head of the household?

ENTITY	
MUNICIPALITY	
STREET, NUMBER	
CONTACT LIST CODE	

Prism Research, in accordance with ESOMAR and AAPOR rules and regulations is obliged to protect your anonymity. All questions that contain any type of information about the identity of respondents are removed from the report and the final database. This means that the answers given by you are physically separate to data that relates to your identity.

I have to let you know that our conversation might last for about 40 minutes. If you feel that you cannot answer some questions for any reason let me know directly. If I talk too fast or too slow, or you do not understand the questions let me know about it.

Do you have any questions at this point?

FIELDWORK CONTROL	
CONSISTENCY CONTROL	
CODING	
DATA ENTRY	
DATA ENTRY INTERVIEW CODE	
CONTROL OF OPERATORS	

Type	Consistency control	Operator's note
# of questions missing the answer		
# of inappropriate filters		
# of questions with incorrectly written answers		
# of questions missing the answer under 'Other' where it was appropriate		

A1. Number of persons who refused to participate in the survey between the last completed interview and this one:	
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TIME STARTED		
	H	M

HOUSEHOLD DEMOGRAPHY

To begin with, I would like to ask some general questions about you and your household.

TABLE H1. Please, enumerate all people, aged 16 and more, who are the members of your household (currently live in the household). For each of them give me information on age, sex, education and employment status.

No	Name	Age	Sex	Relation to the head of the household	Brings income	Highest level of education completed	Current employment status	Only if employed: Is (s) he registered for social security?
(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)
1		()	()	()	()	()	()	()
2		()	()	()	()	()	()	()
3		()	()	()	()	()	()	()
4		()	()	()	()	()	()	()
5		()	()	()	()	()	()	()
6		()	()	()	()	()	()	()
7		()	()	()	()	()	()	()
8		()	()	()	()	()	()	()
9		()	()	()	()	()	()	()
10		()	()	()	()	()	()	()
		Completed years	1 – Male 2 – Female	1 – Head of household 2 – Spouse 3 – Son/ Daughter 4 – Mother / Father 5 – Son – in –law, brother-in-law/daughter-in-law, sister-in-law 6 – Grandson/ granddaughter 7 - Relative 8 – Other 9 – No answer	1 – Yes 2 – No 9 – No answer	1 – No education 2 – Elementary 3 – Secondary – 3 grades 4 – Secondary – 4 grades 5 – Tertiary education - 2 years 6 - University degree – 4-6 years 7 - Masters/PhD 9 – No answer	1 - Self employed in farming – livestock and agriculture 2 - Self employed in own business or professional activity unrelated to farming 3 - Intermittently employed or works from time to time 4 - Permanently employed – state or public sector 5 - Permanently employed – private sector 6 - Unemployed – seeking for an employment in the last month 7 - Unemployed – not seeking for an employment in the last month 8 - Pensioner 9 - Student 10 - Unfit or of limited fitness for work 11 – Other 99 - No answer, refused	1 – Yes 2 – No 9 – No answer

IF RESPONDENT IS EMPLOYED:

V1. Where is your workplace located?

- 1 In my municipality
 - 2 In other municipality, specify:
- | | |
|--|--|
| | |
|--|--|

V2. What is your average commuting time to work?
 Write down number of minutes:

The following questions are related to your experience of public service usage. We will begin with the topic of housing conditions followed by local roads, solid waste removal, education and a number of other issues.

HOUSING CONDITIONS

V3. What is the main construction type of the dwelling? (to be filled by interviewer based on own observation)

- 1 Multifamily residential building **1**
- 2 Individual house **2**
- 3 Prefabricated building **3**
- 4 Other **4**

V4. How long have you been living in this house/apartment?
 Write down number of years:

V5. In case you changed your place of leaving, what was the reason why you moved to your current place?

- 1 War **1**
- 2 Property occupied **2**
- 3 Property devastated **3**
- 4 Security **4**
- 5 Better living conditions **5**
- 6 Family reasons **6**
- 7 Job **7**
- 8 Other **8**
- 97 Not moved **97**
- 99 No answer **99**

V6. Which one of the listed statuses describes best your current status in your current house/apartment?

- 1 Permanent residence with no moving during war **1**
- 2 Permanent residence, displaced person **2**
- 3 Permanent residence, refugee/returnee **3**
- 4 Temporary residence, displaces person **4**
- 5 Temporary residence, refugee/returnee **5**
- 6 Temporary residence, other **6**
- 9 No answer **9**

V7. What is the legal status of use of this building?

- 1 Own **1**
- 2 State or municipality rented **2**
- 3 Private person rented **3**
- 4 Temporary user/Emergency shelter **4**
- 5 Other **5**

V8. Does any member of the household have a title or other legal document showing ownership of this dwelling?

- 1 Yes **1**
- 2 No **2**
- 9 No answer **9**

V9. What is the area of this dwelling in square meters?
 Write down number of sqm:

LOCAL ROADS

May I speak with the person who has the most information about local roads? Are you that person?

Before I start the section on local roads I would like to give you a definition of local roads that we want you to have in mind: Local roads are all those roads in your neighbourhood that your household uses.

V10. Please write down the code number of household member who has the most information about local roads.

Household member code (TABLE H1, column 1):

V11. Please write down the code number of household member who will provide information about local roads

Household member code (TABLE H1, column 1):

V12. What is the type of the road that connects your household with other parts of the village/ city?

- 1 Asphalted **▶V14** **1**
- 2 Brick **2**
- 3 Cemented **3**
- 4 Stone/ Slab **4**
- 5 Clay **5**

V13. What is the distance of the nearest asphalted road from your house?
 Write down the number of meters: **▶V15**

V14. What portion of the road that connects your household with the main road is asphalted?

- 1 100 percent **1**
- 2 Two thirds **2**
- 3 A half **3**
- 4 One third **4**
- 5 Less then one third **5**

V15. Has there been any construction of new roads in your neighbourhood during the last year?

- 1 Yes **1**
- 2 No **2**

V16. Has there been any repair of old roads in your neighbourhood during the last year?

- 1 Yes **1**
- 2 No **2**

V17. Has there any involvement of the community in your neighbourhood in the construction or maintenance of local roads?

- 1 Yes **1**
- 2 No **▶V19** **2**
- 8 Don't know **▶V19** **8**

V18. What is the type of involvement of the community? (Multiple response)

a.		
b.		
c.		

V19. Who does maintain the roads in your neighbourhood/community? (Multiple response)

- 1 Public utility company **1**
- 2 Citizens **2**
- 3 Specialized private company **3**
- 4 Non-specialized private company **4**
- 5 None **5**
- 8 Don't know **8**

V20. Is there incidence of water logging or deterioration of the local roads during heavy rains?

- 1 Yes 1
- 2 No 2

V21. What is the frequency of cleaning the road in your neighbourhood?

- 1 Daily 1
- 2 Weekly 2
- 3 Bi-Monthly 3
- 4 Once in a month 4
- 5 Less frequent 5
- 6 Never cleaned 6
- 8 Don't know 8

V22. How regular is the winter cleaning of the roads?

- 1 Always when needed 1 **▶ V25**
- 2 Less regular than it is needed 2
- 3 Totally irregular 3
- 8 Don't know 8

V23. What consequences do you face when the roads are not cleared during winter? **MR**

- 1 Cannot go to work 1
- 2 Children cannot go to school 2
- 3 Do not get proper foodstuffs 3
- 4 Do not get any medical treatment if necessary 4
- 5 Does not affect life 5
- 6 Other: 6

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V24. Please tell me how many days your village/settlement was cut off due to snow falls last year?

Write down number of days:

V25. Who does the winter maintenance of the roads? **(Multiple response)**

- 1 Public utility company 1
- 2 Citizens 2
- 3 Specialized private company 3
- 4 Non-specialized private company 4
- 5 None 5
- 8 Don't know 8

V26. Are you (1) very unsatisfied, (2) unsatisfied, (3) satisfied, or (4) very satisfied with the following aspects of the services related to local roads?

INTERVIEWER: HELP RESPONDENTS. EXPLAIN HOW TO USE THE SCALE!

		Very unsatisfied	Unsatisfied	Satisfied	Very satisfied	Don't know/ Without experience
a Road fixing	1	2	3	4	8	
b Cleanliness of roads in your neighbourhood	1	2	3	4	8	
c Care and action taken during water logging and other problems	1	2	3	4	8	
d Local government responsiveness to complaints	1	2	3	4	8	
e Care and action taken during winter time	1	2	3	4	8	

V27. What suggestions do you have for improving the quality of service provided by the municipality/ corporation in local roads? **(Multiple response)**

a.	
b.	
c.	

V28. What has been the biggest problem regarding the local road in your neighbourhood in the last year? **(Single response)**

97 No problem 97	
99 No answer 99	

TRANSPORT

V29. What means of transport do you or your family members use at least once a week? **MR**

- 1 Private vehicle 1
- 2 Public transport (e.g. bus, minibus) 2
- 3 Bus/ Minibus (privately organized) 3
- 4 Bicycle 4
- 5 Motorcycle 5
- 6 Taxi 6
- 7 Other 6

99 No answer 99	

V30. Are there any obstacles to using public transport (e.g. bus) for you or your household members?

- 1 Yes 1 **▶ V31**
- 2 No 2 **▶ V32**
- 3 We don't need the service 3 **▶ V33**

V31. What type of problems do you incur? **MR**

- 1 Service not provided 1
- 2 Distance to stop 2
- 3 Cost/not affordable 3
- 4 Infrequent service 4
- 5 Route does not go where we need to go 5
- 6 Other 5

8 Don't know 8	

V32. How long does it take you to reach the nearest public transport?

Write down number of minutes:

WASTE REMOVAL

I will ask you now some questions about waste removal in your community. May I speak with the person who has the most information about waste collection in your neighbourhood? Are you that person?

V33. Please write down the code number of household member who has the most information about the service.

Household member code (TABLE H1, column 1):

V34. Please write down the code number of household member who will provide information about the service.

Household member code (TABLE H1, column 1):

V35. Which of the following waste collection services do citizens from your neighbourhood have access to? (**Read aloud; Multiple response**)

- 1 Garbage cart picks up garbage (including dispose to street and garbage cart collect afterwards) **▶ V42 1**
- 2 Garbage dumpster near home **▶ V42 2**
- 3 Garbage dumpster far from home **▶ V42 3**
- 4 Garbage dumpster for selective waste disposable **▶ V42 4**
- 5 None of these **▶ V43 5**
- 9 No answer **▶ V42 9**

V36. Which of the following waste collection services does your household use? (**Multiple response**)

- 1 Garbage cart picks up garbage (including dispose to street and garbage cart collect afterwards) **▶ V44 1**
- 2 Garbage dumpster near home **▶ V44 2**
- 3 Garbage dumpster far from home **▶ V44 3**
- 4 Garbage dumpster for selective waste disposable **▶ V44 4**
- 5 None of these **▶ V43 5**
- 9 No answer **▶ V43 9**

V37. What are your current methods of household garbage disposal? (**Read aloud; Multiple response**)

- 1 Burn **▶ V58 1**
- 2 Bury **▶ V58 2**
- 3 Dump in water body (pond, river, canal) **▶ V58 3**
- 4 Dump in street **▶ V58 4**
- 5 Dump in garden **▶ V58 5**
- 6 Dump in empty plot of land **▶ V58 6**
- 7 Municipality dump **▶ V58 7**
- 8 Other:

	▶ V58	
99 No answer	▶ V58	99

V38. How far is it from your house to garbage dumpster/cart?

Write number of meters:

V39. Who does waste collection in your neighbourhood? (**Multiple response**)

- 1 Public utility company **1**
- 2 Citizens **2**
- 3 Specialized private company **3**
- 4 Non-specialized private company **4**
- 5 None **5**
- 8 Don't know **8**

V40. How is the garbage collection schedule?

- 1 2 or more times per day **1**
- 2 One time per day **2**
- 3 Once every 2-3 days **3**
- 4 Once a week **4**
- 5 Once in two weeks **5**
- 6 Once a month **6**
- 7 Less frequent than that **7**
- 8 Don't know **8**

V41. Does this schedule respond to your family needs?

- 1 Yes **1**
- 2 No **2**

V42. Does the garbage collection accord with the schedule?

- 1 Regular **1**
- 2 Sometimes interrupted **2**
- 3 Not at all **3**
- 8 Don't know **8**

V43. Are you (1) very unsatisfied, (2) unsatisfied, (3) satisfied or (4) very satisfied in respect of the following aspects of household garbage collection service?

	Very unsatisfied	Unsatisfied	Satisfied	Very satisfied	Don't know/No experience
a Distance from home to collection site	1	2	3	4	8
b Number of garbage dumpsters	1	2	3	4	8
c Sanitary condition of public garbage dumpsters	1	2	3	4	8
d Regularity of dumping public garbage dumpsters	1	2	3	4	8
e Neat	1	2	3	4	8
f Location where garbage is collected from garbage carts/dumpsters? (e.g. too close to house, smells bad, etc..)	1	2	3	4	8
g Citizens' behaviour	1	2	3	4	8

V44. What actions do you feel need to be taken to improve garbage collection service? (**Multiple response**)

a.	
b.	
c.	
998 Don't know	998

V45. What has been the biggest problem regarding the local road in your neighbourhood in the last three years? (**Single response**)
AFTER THIS QUESTION GO TO ▶ V49

97 No problem	▶ V49 97
98 No answer	▶ V49 98

V46. Have you, or someone within your household, made a request to have garbage collection services in your neighbourhood?

- 1 Yes **▶ V48 1**
- 2 No **▶ V48 2**
- 8 Don't know **▶ V48 8**

V47. To whom?

- 1 Relevant service provider **1**
- 2 Municipality agencies **2**
- 3 MZ council **3**
- 4 Municipal assembly **4**
- 5 Someone else

98 Don't know	98
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V48. Why have you still not got garbage collection services in your area? (**Read aloud; Multiple response**)

- 1 Alley is inaccessible for garbage carts **1**
- 2 Requested and waiting response **2**
- 3 This area is not taken care **3**
- 4 Don't want to pay for it **4**
- 5 Don't know where to make request **5**
- 6 Monthly cost too expensive **6**
- 7 Too busy to make request **7**
- 8 Something else:

99 No answer	99
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WATER SUPPLY

I will ask you now some questions about water supply and sanitation. May I speak with the person who has the most information about this service? Are you that person?

V49. Please write down the code number of household member who has the most information about the service.

Household member code (TABLE H1, column 1):

V50. Please write down the code number of household member who will provide information about the service.

Household member code (TABLE H1, column 1):

V51. What is the source of drinking water used in your household?

- 1 Running water within house/unit (public water pipe) 1
- 2 Running water on property (public water pipe) 2
- 3 Running water from local water pipe 3
- 4 River, stream, spring 4
- 5 Other 5

V52. (IF REPLY NOT 1) Please tell the reasons why you do not have a public line of water supply in your house?

- 1 Unaffordable 1
- 2 We do not have such kind of services 2
- 3 There is no need 3
- 4 Other

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V53. How far is the water source away from your house (dwelling unit)?

Write number of meters:

V54. To which extent does the water supply system in your house/apartment need maintenance?

- 1 Needs intensive and urgent maintenance 1
- 2 Needs maintenance 2
- 3 Neither nor 3
- 4 Do not need 4
- 9 No answer 9

V55. On average, how many hours a day did your household receive water during the last month?

Write number of meters:

V56. Do you have any of these problems with water supply? MR

- 1 Poor quality 1
- 2 Unexpected interruptions 2
- 3 Physical conditions of pipes 3
- 4 Too far/inconvenient to fetch 4
- 5 Other

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V57. How frequently do you face such problems?

- 1 Several times a day
- 2 Several times a week
- 3 Several times within a month
- 4 Several times within a year
- 5 Less than once a year
- 9 No answer

V58. Is there a meter measuring the volume of utilized water in your house or apartment?

- 1 Yes
- 2 No

SANITATION

V59. Is your household connected to a sewer or sanitation system?

- 1 Yes, public sewers
- 2 Yes, septic tank
- 3 No, latrine/outhouse only
- 4 Other

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9 No answer

V60. Please tell me the reasons why your household is not linked to the public sewerage system?

- 1 Unaffordable
- 2 We do not have such services
- 3 There is no need
- 4 Other

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9 No answer

V61. In your opinion, to what extent does the sewerage system in your household need maintenance?

- 1 Needs intensive and urgent maintenance 1
- 2 Needs maintenance 2
- 3 Neither nor 3
- 4 Does not need 4
- 9 No answer 9

V62. Does your household face problems concerning the sewerage system?

- 1 Yes
- 2 No

V63. Could you explain what kind of problems you face with the sewerage system? MR

- 1 Regular obstruction of pipes (backups)
- 2 Physically bad condition of pipes
- 3 Does not work at all
- 4 There is smell
- 5 Other

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9 No answer

HEATING OF HOUSEHOLD

I will ask you now some questions about heating in your household. May I speak with the person who has the most information about this service? Are you that person?

V64. Please write down the code number of household member who has the most information about the service.

Household member code (TABLE H1, column 1):

V65. Please write down the code number of household member who will provide information about the service.

Household member code (TABLE H1, column 1):

V66. What is the main source of heating for your household?

- 1 District heating by utility
- 2 Own central heating system (multi unit housing)
- 3 Own heating device
- 4 Other

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9 No answer

V67. What is the main type of energy used for heating?

- 1 Electric oven
- 2 Gas from networks
- 3 Gas furnace
- 4 Coal, firewood, other solid fuels
- 5 Black or heating oil, other liquids
- 6 Other

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V68. How regularly is your household heated during winter months?

- 1 Regularly (according to schedule)
- 2 Irregularly
- 3 Practically it is not supplied

V69. In your opinion, to what extent does the heating system in your house/apartment need maintenance?

- 1 Needs intensive and urgent maintenance **1**
- 2 Needs maintenance **2**
- 3 Does not need **4**

V70. Do you have any problems concerning the heat supply (for district heating or gas supply)?

- 1 Yes
- 2 No

V71. What kind of problems does your household face in regard to heat supply?

- 1 Irregular heat supply (district heating)
- 2 Irregular gas supply
- 3 Physical conditions of heating system
- 4 Insufficient capacity of heat
- 5 Other

ELECTRICITY

I will ask you now some questions about electricity. May I speak with the person who has the most information about this service? Are you that person?

V72. Please write down the code number of household member who has the most information about the service.

Household member code (TABLE H1, column 1):

V73. Please write down the code number of household member who will provide information about the service.

Household member code (TABLE H1, column 1):

V74. Is your household connected to the electricity network?

- 1 Yes **1**
- 2 No **2**

V75. In your opinion, how strongly does the electricity supply system of your household needs to be maintained?

- 1 Needs intensive and urgent maintenance **1**
- 2 Needs maintenance **2**
- 3 Does not need **4**

V76. Does your household face problems concerning electricity supply?

- 1 Yes **1**
- 2 No **2**

V77. Could you explain what kind of problems you face with electricity supply?

- 1 Irregular supply of electricity **1**
- 2 Irregular voltage **2**
- 3 Physical condition of electricity cables **3**
- 4 Disconnection of electricity because of non-payment **4**
- 5 Other

V78. Over the last month, how many hours a day was electricity available?

Write number of hours:

V79. Is there a meter measuring the consumed electricity in your house/apartment unit?

- 1 Yes **1**
- 2 No **2**
- 9 No answer **9**

HEALTH FACILITIES

I will ask you now some questions about healthcare. May I speak with the person who has the most information about this service? Are you that person?

V80. Please write down the code number of household member who has the most information about the service.

Household member code (TABLE H1, column 1):

V81. Please write down the code number of household member who will provide information about the service.

Household member code (TABLE H1, column 1):

	V82. Do the following facilities exist in your municipality ?	V83. Do you or your household members use the following health facilities on a regular basis	V84. If not, why is this so?
Private Doctor			
Medical office (ambulance services)			
Health centre/clinic			
Hospital			
Pharmacy			
Other			
	1-yes, 2-no, 8-don't know, 9-not stated	1-yes, 2-no, 9-no answer	1 - Cost of service 2 - too far from home 3 - high cost of transport 4 - poor quality of service 5 - wait is too long 6 - Does not need 7 - Other

PRESCHOOL EDUCATION

Now, I am going to ask you few questions about pre-school education.

V85. Are there children under age of 6 in your household?

- 1 Yes **▶V75** **1**
- 2 No **▶V82** **2**

IF THERE ARE NO CHILDREN OF THAT AGE IN THE HOUSEHOLD GO TO V82!

ONLY IF THERE ARE CHILDREN: May I speak with the person who is the most responsible for children education? Are you that person?

V86. Please write down the code number of household member who is the most responsible for children education.

Household member code (TABLE H1, column 1):

V87. Please write down the code number of household member who will provide information about preschool education.

Household member code (TABLE H1, column 1):

V88. How many children under age of 6 live in your household?

Number of children under age of 6:

V89. How many of them are enrolled in the daycare centre?

Number of children enrolled:

V90. **IF V78>0, i.e. IF AT LEAST ONE CHILD IS ENROLLED:** What is sex of the child/children enrolled?

- 1 Male **1**
- 2 Female **2**
- 3 Both **3**

V91. IF V78=0, i.e. IF NONE OF THE CHILDREN ARE

ENROLLED: What is the main reason why child/children are not enrolled? (**Multiple response**)

- | | | |
|---|--|----------|
| 1 | There is no daycare centre in the municipality | 1 |
| 2 | Too far | 2 |
| 3 | Cannot afford | 3 |
| 4 | There is someone in the household who takes care of the child/children | 4 |
| 5 | A person from other household takes care of the child/children | 5 |
| 6 | There is no daycare service for his/her age in the daycare centre | 6 |
| 8 | Something else: | |
- | | |
|--|--|
| | |
|--|--|

V92. What is sex of the child/children not enrolled?

- | | | |
|---|-----------------|----------|
| 1 | Male | 1 |
| 2 | Female | 2 |
| 3 | Male and Female | 3 |

EDUCATION

V93. How many children in the school age (6-15?) do you have?

_____ IF 0 ► **next section**

V94. Name of a child	V95. What type of school 1. Elementary 2. Not enrolled	V96. What is the school status? 1. Public 2. Private
	1 2	1 2
	1 2	1 2
	1 2	1 2
	1 2	1 2
	1 2	1 2

V97. What is the mean of transportation used to go to school? MR 1. By foot 2. Bike 3. Motorcycle 4. Car 5. Public Transport 6. Others, ____	V98. How long does it take to travel from home to school?
1 2 3 4 5 6	_ _ _ minuta
1 2 3 4 5 6	_ _ _ minuta
1 2 3 4 5 6	_ _ _ minuta
1 2 3 4 5 6	_ _ _ minuta
1 2 3 4 5 6	_ _ _ minuta

V99. For the kids attending PUBLIC school(s): How would you assess the following physical conditions of the school for each of your children (age 6 to 15)?

USE THIS SCALE:

- | | |
|---|----------------|
| 1 | Very good |
| 2 | Fair |
| 3 | Poor condition |
| 8 | Don't know |
| 9 | Not available |

	Child			
	1	2	3	4
a) Building in general				
b) Furniture				
c) Heating				
d) Sports/Leisure facilities				
e) IT facilities				
f) Textbooks				
g) Sanitation facilities				

V100. To what extent are you satisfied with the following aspects of the school?

USE THIS SCALE:

- | | |
|---|------------------|
| 1 | Very unsatisfied |
| 2 | Unsatisfied |
| 3 | Satisfied |
| 4 | Very satisfied |
| 8 | Don't know |

	Child			
	1	2	3	4
a) Quality of education				
b) Qualification of teachers				
c) Quality in taking care of children				
d) Responsiveness of administration to parents needs and requests				

PROPER SKIPPING PATTERN

V101. For the kids attending PRIVATE school(s): How would you assess the following physical conditions of the school for each of your children (age 6 to 15).

USE THIS SCALE:

- | | |
|---|----------------|
| 1 | Very good |
| 2 | Somewhat good |
| 3 | Poor condition |
| 8 | Don't know |
| 9 | Not available |

	Child			
	1	2	3	4
a) Building in general				
b) Furniture				
c) Heating				
d) Sports/Leisure facilities				
e) IT facilities				
f) Textbooks				
g) Sanitation facilities				

V102. To what extent are you satisfied with the following aspects of the school?

USE THIS SCALE:

- | | |
|---|------------------|
| 1 | Very unsatisfied |
| 2 | Unsatisfied |
| 3 | Satisfied |
| 4 | Very satisfied |
| 8 | Don't know |

		Child			
		1	2	3	4
a	Quality of education				
b	Qualification of teachers				
c	Quality in taking care of children				
d	Responsiveness of administration to parents needs and requests				

V103. What aspect of local public schools is most important to be improved in your municipality?

- 1 Condition of school building and equipment
- 2 Ability to reach school in reasonable time
- 3 The general quality of education
- 4 Teacher's attention towards students
- 5 Extra curricular activities
- 8 Others:

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SERVICE DELIVERY (CONCLUDING SECTION)

May I speak again with the person who is head of household.

V104. Please write down the code number of the head of household.

Household member code (TABLE H1, column 1):

V105. Please write down the code number of household member who will provide information.

Household member code (TABLE H1, column 1):

V106. How regularly do you make payments for each of below submitted kinds of services?

	Each month	Once a quarter	2-3 times within a year	Once a year	Do not make payment	
b	Garbage collection	1	2	3	4	8
c	Water supply	1	2	3	4	8
d	Sewerage	1	2	3	4	8
e	Heating	1	2	3	4	8
f	Gas	1	2	3	4	8
g	Building maintenance	1	2	3	4	8
j	Electricity	1	2	3	4	8

READ: Do you receive bills (notifications etc.) for below submitted kinds of services and do you find the billing process accurate and clear?

		V107. Receiving bill		V108. Clarity and accuracy of billing	
		Yes	No	Yes	No
b	Garbage collection	1	2	1	2
c	Water supply	1	2	1	2
d	Sewerage	1	2	1	2
e	Heating	1	2	1	2
f	Gas	1	2	1	2
g	Building maintenance	1	2	1	2
g	Electricity	1	2	1	2

READ: Please indicate an average monthly amount that your family spent for each of the below submitted kinds of services last month and if you feel this amount is reasonable?

		V110. Amount reasonable?		
		High	Reasonable	Low
a	Rent for apartment/house (if applicable)	1	2	3
b	Building maintenance	1	2	3
d	Waste collection	1	2	3
e	Water supply	1	2	3
f	Sewerage	1	2	3
g	Heating	1	2	3
b	Gas	1	2	3
c	Electricity	1	2	3
d	Private schools (if applicable)	1	2	3

V111. Please estimate approximately, what percent of your monthly household income do you spend on garbage collection, water supply, sewerage, heating and electricity (not including expenses for health and education)?

- 1 Less than 10% of income **1**
- 2 11% - 25% of income **2**
- 3 26% - 50% **3**
- 4 51% - 75% **4**
- 5 Over 76% **5**
- 8 Don't know **8**

V112. To what extent are you satisfied with the local services delivery in your municipality? (1)Very unsatisfied, (2) Unsatisfied, (3) Satisfied, or (4) Very satisfied.

		Very unsatisfied	Unsatisfied	Satisfied	Very satisfied	Don't know
a	Local roads	1	2	3	4	8
b	Solid waste collection	1	2	3	4	8
c	Public Transport	1	2	3	4	8
d	Water supply	1	2	3	4	8
e	Sewerage	1	2	3	4	8
f	Electricity supply	1	2	3	4	8
g	Heating	1	2	3	4	8
h	Pre-schools (if applicable)	1	2	3	4	8
i	Public schools (if applicable)	1	2	3	4	8
j	Private schools (if applicable)	1	2	3	4	8
k	Public hospitals and health facilities	1	2	3	4	8
l	Private health facilities (if applicable)	1	2	3	4	8
m	Efforts of municipality to improve local business environment	1	2	3	4	8
n	Green-areas (parks, playgrounds, public squares)	1	2	3	4	8
o	Cultural activities	1	2	3	4	8

V113.Has the quality of local public services improved in the past 3 years? (1) To large extent, (2) To small extent, (3) No change, (4) Worse.

	To large extent	To small extent	No change	Worse	Don't know
a Local roads	1	2	3	4	8
b Solid waste collection	1	2	3	4	8
c Public Transport	1	2	3	4	8
d Water supply	1	2	3	4	8
e Sewerage	1	2	3	4	8
f Electricity supply	1	2	3	4	8
g Heating	1	2	3	4	8
h Pre-schools	1	2	3	4	8
i Public schools	1	2	3	4	8
k Public hospitals and health facilities	1	2	3	4	8
m Efforts of local government to improve business environment	1	2	3	4	8
n Green-areas (parks, playgrounds, public squares)	1	2	3	4	8
o Cultural activities	1	2	3	4	8

V114. In your opinion, what are three main priorities in your municipality in terms of improving services delivery? Which of the following services deserve to be treated as (1) first priority, (2) second and (3) priority?

a Local roads	
b Solid waste collection	
c Public Transport	
d Water supply	
e Sewerage	
f Electricity supply	
g Heating	
h Pre-schools	
i Public schools	
k Public hospitals and health facilities	
m Efforts of local government to improve business environment	
n Green-areas (parks, playgrounds, public squares)	
o Cultural activities and heritage (historic buildings)	

V115. For problems with the public services discussed, how do you find out the contact person to complain to? **MR**

- | | | |
|----|---|----------|
| 1 | Housing / communal service department | 1 |
| 2 | Public building manager | 2 |
| 3 | Service desk in the local government building | 3 |
| 4 | Notice board in the local government building | 4 |
| 5 | Notice board in your MZ | 5 |
| 6 | Notice board in other MZ | 6 |
| 7 | MZ council | 7 |
| 8 | Friend/ Relative/Neighbor | 8 |
| 9 | Civil servants | 9 |
| 10 | Other | |

--	--	--

97 No experience **97**
99 No answer **99**

V116. If you have problems with any of the following services to whom would you turn at first and second place?

- 1 Relevant service provider
- 2 Municipality
- 3 MZ council
- 4 Relatives/ Neighbors
- 5 Private providers
- 6 Someone else

	First place	Second place	I fix it myself	Don't know
a Local roads			7	8
b Solid waste collection			7	8
c Public Transport			7	8
d Water supply			7	8
e Sewerage			7	8
f Electricity supply			7	8
g Heating			7	8
h Pre-schools			7	8
i Public schools			7	8
k Public hospitals and health facilities			7	8

V117. INTERVIEWER: PLEASE REMEMBER IF THE HOUSEHOLD HAD ANY PROBLEMS WITH THE SERVICES. IF YOU CANNOT REMEMBER ASK AGAIN! USE FIRST COLUMN IN **TABLE H2** TO RECORD THAT AND GO TO THE NEXT QUESTION. IF THE HOUSEHOLD DID NOT HAVE ANY PROBLEMS GOTO THE NEXT SECTION.

V118. Did you or someone within your community lodge a complaint about the problem? **IF NOT, GO TO V124**

V119. Was the problem attended to?

V120. What were the results of your complaining?

V121. Within how many months after your complaint the problem was solved?
GO TO V126

V122. Was the problem solved?

V123. What was the reason why you have not turned to the relevant organ with your complaint?

TABLE H2 – Complaining procedure

	Tick if they had any problem	Did they complain?	Problem Attended?	Results of complaining	Time it took (months)	Problem solved?	Why not complained?
	V117	V118	V119	V120	V121	V122	V123
a Local roads	()	()	()	()	()	()	()
b Solid waste collection	()	()	()	()	()	()	()
c Public Transport	()	()	()	()	()	()	()
d Water supply	()	()	()	()	()	()	()
e Sewerage	()	()	()	()	()	()	()
f Electricity supply	()	()	()	()	()	()	()
g Heating	()	()	()	()	()	()	()
h Pre-schools	()	()	()	()	()	()	()
i Public schools	()	()	()	()	()	()	()
k Public hospitals and health facilities	()	()	()	()	()	()	()
		1 - Yes 2 - No	1 - Yes 2 - No	1 - Decision was made in my favor and was enforced 2 - Decision was made in my favor but was not enforced 3 - Decision was not made in my favor 4 - Complaint was not considered 5 - Other	Write down number of months. 99 - Problem is not still solved	1 - Yes 2 - No	1- Do not know whom to address 2 - Try to use the help of influential persons 3 - It makes no sense / no result will be obtained 4 - Lack of time 5 - Dangerous 6 - Other

LOCAL GOVERNANCE

The last topic to be discussed is related to local government authorities and citizens' participation in your municipality.

May I speak with the person who has the most information about local authorities? Are you that person?

V124. Please write down the code number of household member who has the most information about local governance.

Household member code (TABLE H1, column 1):

V125. Please write down the code number of household member who will provide information about local governance.

Household member code (TABLE H1, column 1):

V126. Have you ever participated in the following for events at the level of local government? (1) Never, (2) Once or twice, (3) Three to six times, (4) More often.

	Never	Once or twice	More often
a Election of Mayor	1	2	4
b Election of the Municipal Council members	1	2	4
c Election of Community Council members (MZ)	1	2	4
d Local referendum	1	2	4
e Local Petitions	1	2	4
f Public hearings on municipal budget	1	2	4

V127. Do you know the name of your Mayor, your representative in Community Council (MZ), Municipal Council, and in Cantonal Parliament (if applicable)?

Mayor	
Community Councillor (MZ)	
Municipal Councillor	
Canton Parliament	

V128. How likely it is that you would vote if the general elections at local level would take place next week?

- 1 Very likely **1**
- 2 Likely **2**
- 3 Unlikely **3**
- 4 I wouldn't vote for sure **4**
- 8 Don't know **8**
- 9 No answer, refuse **9**

V129. How many times have you or someone from your household participated in the last 12 months in the following? (1) None, (2) Up to five times, (3) Six to twelve times, (4) More often.

	None	Up to five times	More often
a Public meetings on municipal budget	1	2	4
b Public hearings other than on municipal budget	1	2	4
c Local council sessions	1	2	4
d NGO activities other then meetings	1	2	4
e Municipality assembly sessions	1	2	4
f Any unpaid communal activities	1	2	4

PROPER SKIPPING PATTERNS

V130. How do you evaluate your experience in participating in these events? (1) Very useful, (2) Useful to some extent, (3) Not useful.

	Very useful	Useful to some extent	Not useful	Don't know	Didn't participate
a Public meetings of the municipal budget	1	2	3	8	9
b Public hearings other than on municipal budget	1	2	3	8	9
c Local council sessions	1	2	3	8	9
d NGO activities other then meetings	1	2	3	8	9
e Municipality assembly sessions	1	2	3	8	9
f Any unpaid communal activities	1	2	3	8	9

V131. To what extend do you agree with the following statements? (1) Strongly disagree, (2) Disagree, (3) Neither agree nor disagree, (4) Agree, or (5) Strongly agree.

	Strongly disagree	Disagree	Neither agree not disagree	Agree	Strongly agree	Don't know
a Local elections are free and fair	1	2	3	4	5	8
b Civil society organizations are independent	1	2	3	4	5	8
c People fell free to express their opinion in public	1	2	3	4	5	8
d People are aware that they can participate in local government, write petitions, etc.	1	2	3	4	5	8
e You live in a municipality which has a culture of peace and tolerance for diversity, e.g. minorities	1	2	3	4	5	8
f You feel safe to live in your municipality	1	2	3	4	5	8
g Vulnerable people, and the poor are protected against abuses	1	2	3	4	5	8
h Local administration is prepared to react in case of a natural or human-made disaster, e.g. fire, flood	1	2	3	4	5	8

V132. To what extent does the local government consult with its citizens to include their priorities in the development of the municipality?

- 1 Never **1**
- 2 Almost never **2**
- 3 Only in some areas **3**
- 4 To large extent **4**
- 5 Completely **5**
- 8 Don't know **8**
- 9 No answer **9**

V133. To what extent do you feel that the decisions of those in power at the local government reflect your own priorities?

- 1 Never **1**
- 2 Almost never **2**
- 3 Only in some areas **3**
- 4 To large extent **4**
- 5 Completely **5**
- 8 Don't know **8**
- 9 No answer **9**

V134. To what extent do you feel that the decisions of those in power at local government attempt to improve the life of the poor?

- | | | |
|---|--------------------|----------|
| 1 | Never | 1 |
| 2 | Almost never | 2 |
| 3 | Only in some areas | 3 |
| 4 | To large extent | 4 |
| 5 | Completely | 5 |
| 8 | Don't know | 8 |
| 9 | No answer | 9 |

V135. Who represents the family in these pubic meetings?

- | | | |
|---|-------|----------|
| 1 | Women | 1 |
| 2 | Man | 2 |
| 3 | Both | 3 |
| 4 | None | 4 |

V136. To what extent do you feel that the decisions of those in power at local government are based on the interest of political parties rather than the interest of the population?

- | | | |
|---|-----------------|----------|
| 1 | Completely | 1 |
| 2 | To large extent | 2 |
| 3 | To small extent | 3 |
| 4 | Not at all | 4 |
| 8 | Don't know | 8 |
| 9 | No answer | 9 |

V137. Do you think that women and men have equal access and influence to the decisions taken by local authorities?

- | | | |
|---|---|----------|
| 1 | No, men's influence stronger | 1 |
| 2 | No, women's influence stronger | 2 |
| 3 | Yes, men and women have equal influence | 3 |
| 8 | Don't know | 8 |

V138. To what extent do women have sufficient positions/seats to represent themselves in the local authority? (1) Not at all, (2) To a small extent, (3) Sufficient (4) To large extent.

	Not at all	To small extent	Sufficient	To large extent	Don't know	
a	Local administration	1	2	3	4	8
b	Municipal Council	1	2	3	4	8
c	Community Council (MZ)	1	2	3	4	8

V139. Do you consider the following information about the local government as (1) very useful, (2) useful, or (3) not useful?

	Very useful	Useful	Not useful	Doesn't exist	Don't know/ No experience	
a	Local development planning	1	2	3	4	8
b	Budgeting information	1	2	3	4	8
c	Municipal council review and approval information	1	2	3	4	8
d	Public procurement information	1	2	3	4	8
e	Service delivery and implementation of public works information	1	2	3	4	8

V140. Do you consider that the following sources information are (1) very useful (2) useful or (3) not useful for you to get information about the local government?

	Very useful	Useful	Not useful	Doesn't exist	Don't know/ No experience	
a	Noticeboard in the Municipal Town house	1	2	3	4	8
b	Noticeboard in your MZ	1	2	3	4	8
c	Local radio	1	2	3	4	8
d	Your MZ council representatives	1	2	3	4	8
e	Service desk in the municipal building	1	2	3	4	8
f	Municipal bulletin	1	2	3	4	8

V141. How often have you or someone from your household contacted local government representatives in the past 12 months? (1) Never, (2) Rarely (3) Often, or (4) Always?

	Never	Rarely	Often	Always	
a	Mayor	1	2	3	4
b	Civil servants	1	2	3	4
c	Councillors	1	2	3	4
d	Community council (MZ)	1	2	3	4

V142. What were the main reasons for contacting local government representative? After I give you few reasons tell me if they were (1) never (2) rarely (3) often or (4) very often reasons for the contacting.

	Never	Rarely	Often	Very often	Don't know/ No experience	
a	Improve local service	1	2	3	4	8
b	Facilitate issuing licenses or documents	1	2	3	4	8
c	Obtain information	1	2	3	4	8
d	Asking for financial support	1	2	3	4	8

V143. What is your level of satisfaction with the contacts you have had with local government representatives in the last 12 months? Are you (1) very unsatisfied, (2) unsatisfied, (3) satisfied or (4) very satisfied?

	Very unsatisfied	Unsatisfied	Satisfied	Very satisfied	Don't know/ No experience	
a	Major	1	2	3	4	8
b	Civil servants	1	2	3	4	8
c	Councillors	1	2	3	4	8
d	Community council (MZ)	1	2	3	4	8

V144. In your opinion, what are the main obstacles for better quality of life in your locality? (**Read aloud. MR**)

- | | | |
|---|---------------------------------|----------|
| 1 | Weak political leadership | 1 |
| 2 | Lack of resources | 2 |
| 3 | Lack of skilled public servants | 3 |
| 4 | Corruption | 4 |
| 5 | Interest of political parties | 5 |
| 6 | Lack of citizens participation | 6 |
| 8 | Don't know | 8 |
| 9 | No answer | 9 |

V145. Please give a score from 0 to 10 for integrity and trustworthiness of the following local public and social institutions:

a	Local legislature		e	Local Media	
b	Local executive		f	Local civil society organizations	
c	Local judiciary		g	Local religious organizations	
d	Local police				

V146. To what extent are you satisfied with the quality of local government decisions and administrative functions? Are you (1) Very unsatisfied, (2) Unsatisfied, (3) Satisfied, or (4) Very satisfied regarding:

	Very unsatisfied	Unsatisfied	Satisfied	Very satisfied	Don't know	
a	Local development plans	1	2	3	4	8
b	Municipal Budgets	1	2	3	4	8
c	Issuing licenses and other documents	1	2	3	4	8
d	Collecting local taxes, fees, and charges	1	2	3	4	8

V147. To what extent do you think that these local factors below undermine the development of local business and creation of jobs in the municipality in general? Are they (1) big obstacle, (2) moderate obstacle, (3) small, or (4) not obstacle at all?

	Big obstacle	Moderate obstacle	Small obstacle	Not an obstacle	Don't know/ Don't understand	
a	High local taxes	1	2	3	4	8
b	Corruption of local officials	1	2	3	4	8
c	Local crime	1	2	3	4	8
d	Bureaucracy burden in local authority	1	2	3	4	8

V148. In your opinion, what is the level of regulatory burden imposed by the local administration on these administrative services?

	Big burden	Moderate	Little	It's not a burden	Don't know/ No experience	
a	Land registration	1	2	3	4	8
b	Building permission	1	2	3	4	8
c	Commercial licensing	1	2	3	4	8
d	Notary services	1	2	3	4	8
e	Tax payments	1	2	3	4	8
f	Household registration	1	2	3	4	8
g	Birth certification	1	2	3	4	8
h	Petitions, complains, and other claims	1	2	3	4	8

V149. To what extent those factors below contribute to the existence of informal economy in your municipality? Do they contribute to (1) large extent, (2) to some extent, (3) little, or (4) they do not contribute?

	To large extent	To some extent	Little	Don't contribute	Don't know/ Don't understand	
a	High taxes	1	2	3	4	8
b	Regulatory burden	1	2	3	4	8
c	Expensive labour laws	1	2	3	4	8
d	Lack of employment inspection	1	2	3	4	8
e	Low awareness of employees to fight for their rights	1	2	3	4	8
f	Criminality	1	2	3	4	8

V150. To what extent do you feel that the rule of law is applied? Are they (1) always (2) often, (3) rarely, or (4) never applied?

	Always	Often	Rarely	Never	Don't know	
a	Property rights	1	2	3	4	8
b	Administrative decisions	1	2	3	4	8
c	Tendering and procure of public works, services and goods	1	2	3	4	8

V151. If your household ever had experience with the municipal court: Are its decisions:

	Yes	No	Don't know	No experience	
a	Fair – decision are independent, impartial, and transparent	1	2	8	9
b	Honest – not subject to corruption	1	2	8	9
c	Efficient – process cases quickly	1	2	8	9
d	Consistent – decision are coherent	1	2	8	9
e	Enforcement – decision are implemented	1	2	8	9
f	Affordably – court costs are acceptable	1	2	8	9

V152. Do you know any case when a person had to give non-official financial contribution to a government representative to facilitate solving the problem?

	Yes	No	
a	Major	1	2
b	Civil Servants	1	2
c	Councillors	1	2
d	Community Council (MZ)	1	2

V153. Have you experience a situation where you had to give non-official financial contribution to a government representative to facilitate solving the problem you contacted them?

	Yes	No	
a	Major	1	2
b	Civil Servants	1	2
c	Councillors	1	2
d	Community Council (MZ)	1	2

V154. How do you perceive the issue of corruption in your local government to facilitate solving the problem you contacted them?

	Very serious problem	Serious problem	It exist, but it is not a problem	It doesn't exist	Don't know
a Major	1	2	3	4	8
b Civil Servants	1	2	3	4	8
c Councillors	1	2	3	4	8
d Community Council (MZ)	1	2	3	4	8

V155. What is your level of satisfaction with the effort of local government representatives in the last 12 months to control corruption in your municipality?

	Very unsatisfied	Unsatisfied	Satisfied	Very satisfied	Don't know
a Major	1	2	3	4	8
b Civil Servants	1	2	3	4	8
c Councillors	1	2	3	4	8
d Community Council (MZ)	1	2	3	4	8

HOUSEHOLD DEMOGRAPHY (CONCLUDING SECTION)

Finally, there are few questions about your household.

V156. How many persons live in this household regardless of age?

Number of household members:

V157. Which one statement best characterizes the situation in your household?

- 1 Difficult to provide the family with basic foodstuffs. **1**
- 2 Manage to provide basic food but find it difficult to pay utility bills and buy clothes. **2**
- 3 Can afford required foods, clothes and pay utility bills, but cannot afford such goods as TV, refrigerator, etc. **3**
- 4 We can afford to buy a TV or refrigerator, but cannot afford a car, a new house or travel to another country **4**
- 5 Can buy a car, a new house or travel to another country, etc. **5**
- 9 No answer **9**

V158. What are three main sources of income (monetary or in-kind) for your household?

- 1 Salary, wages **1**
- 2 Cash or in-kind rent/lease payments received **2**
- 3 Farm plot **3**
- 4 Private enterprise **4**
- 5 Pensions **5**
- 6 Unemployment benefit **6**
- 7 Social assistance and other benefits **7**
- 8 Money or in-kind assistance from relatives in the country **8**
- 9 Assistance from relatives outside of the country **9**
- 10 Other **10**
- 99 No answer **99**

V159. What was the average monthly income for the whole household from all sources, including the incomes of each household member and any collective household sources of income?

Total household income: KM

99 No answer

V160. In your opinion, what monthly income you would consider enough for your household?

Sufficient income: KM

99 No answer

V161. Do you consider your household as poor?

- 1 Yes **1**
- 2 No **2**
- 3 In between **3**
- 9 No answer **4**

V162. What is main ethnic heritage of your household?

- 1 Bosnian **1**
- 2 Serb **2**
- 3 Croat **3**
- 4 Bosniak **4**
- 5 Others

9 No answer **9**

THAT'S ALL, THANK YOU FOR YOUR TIME AND COOPERATION

CLOSURE TIME	<input type="text"/>	<input type="text"/>
	HOUR	MINUTE

RESPONDENT'S PHONE NUMBER →

0 Respondent doesn't want to give the phone number **0**

TO BE COMPLETED BY THE INTERVIEWER AFTER (S)HE LEAVES RESPONDENT'S HOUSEHOLD

I1. BACK CHECK: How many times did you visit respondent's household before (s)he completed the interview.

Number of retrying:

I2. The interview was carried out in:

- | | | |
|---|----------------------------|---|
| 1 | Respondent's house | 1 |
| 2 | Respondent's working place | 2 |
| 3 | Somewhere else | |

I3. Was there anybody else present during the interview?

- | | | |
|---|-----|---|
| 1 | Yes | 1 |
| 2 | No | 2 |

I4. How would you evaluate respondent's cooperation?

- | | | |
|---|-------------------|---|
| 1 | Very unresponsive | 1 |
| 2 | | 2 |
| 3 | | 3 |
| 4 | | 4 |
| 5 | Very responsive | 5 |

I5. To what extent respondent was interested in the topic at the beginning of the interview?

- | | | |
|---|-------------------|---|
| 1 | Very interested | 1 |
| 2 | | 2 |
| 3 | | 3 |
| 4 | | 4 |
| 5 | Very uninterested | 5 |

I6. General evaluation of respondent's cooperation

- | | | |
|---|---|---|
| 1 | Very unresponsive; refused to answer majority of the questions | 1 |
| 2 | Unresponsive; hardly completed the interview | 2 |
| 3 | Responsive, but (s)he was not giving detailed answers | 3 |
| 4 | Responsive, (s)he gave some detailed answers | 4 |
| 5 | Very responsive, (s)he was giving detailed answers and explanations | 5 |

I7. Have you faced any specific problems regarding wording and notions?

- | | | |
|---|-----|---|
| 1 | Yes | 1 |
| 2 | No | 2 |

→ WRITE DOWN THE QUESTION NUMBERS WITH WHICH YOU HAVE HAD DIFFICULTIES:

→ DESCRIBE PROBLEMS THAT YOU HAVE FACED:

I8. Have you faced any other problems?

- | | | |
|---|-----|---|
| 1 | Yes | 1 |
| 2 | No | 2 |

→ DESCRIBE THE PROBLEMS YOU HAVE FACED:

I9. Interviewer's sex

- | | | |
|---|--------|---|
| 1 | Male | 1 |
| 2 | Female | 2 |

I10. Interviewer's age? →

I11. Interviewer's ethnicity

- | | | |
|---|---------|---|
| 1 | Bosnian | 1 |
| 2 | Serb | 2 |
| 3 | Croat | 3 |
| 4 | Bosniak | 4 |
| 5 | Others | |

9	No answer
	9

PLEASE WRITE DOWN IF YOU WANT TO POINT TO ANYTHING YOU HAVE OBSERVED DURING THE INTERVIEW. IF YOU WANT TO GIVE ANY SUGGESTION THAT MIGHT HELP US TO IMPROVE QUALITY OF THE RESEARCH ALSO WRITE IT DOWN.

I declare that this interview was carried out in accordance with the given instructions and with a respondent who was selected in accordance with instructions for respondent selection.

Date and signature: _____