

## **USERS OF PUBLIC SERVICES - SURVEY DIAGNOSTIC**

### **Questionnaire Overview**

This survey is conducted in order to learn about citizens' perceptions and experiences about public services and the level of service they receive when going through required procedures. The interview is anonymous; respondents' names are not printed in any document. The answers are dealt with as a group and in a totally confidential manner. None of the questionnaires are revealed to any person or institution. The questionnaire is applied and handled by a local, independent survey company. Its results are used by the national government, civil society organizations and the private sector to jointly design a national strategy to improve governance and fight corruption.

The following are the sections (and brief descriptions) of the actual survey:

#### **RESPONDENT'S CHARACTERISTICS**

- Professional information

#### **BACKGROUND SECTION**

- Problems in society, including violence, cost of living, public goods
- Honesty/dishonesty of public institutions
- Efficiency of other institutions

#### **NATURE OF THE PROBLEM**

- Probability of situational scenarios
- Characteristics of using public services, including responsiveness, costs, and bribes.

#### **JUDICIAL SYSTEM**

- Characteristics of the judicial system, including professionalism, cost and accessibility

#### **THE EDUCATIONAL SYSTEM**

- Obstacles to education

#### **ANALYZING THE CORRUPTION PROBLEM**

- Reporting corruption and resolution mechanisms

#### **ADDITIONAL INFORMATION ON THE RESPONDENT**

- Personal information relating to quality of life, civic participation, and social welfare
- Respondent's own suggestions for fighting corruption