

NGO – SURVEY DIAGNOSTIC Questionnaire Overview

The objective of this survey is to learn what NGOs think and experience about the integrity and efficiency of public institutions and evaluate the quality of services they receive as also users of public services. The information collected in this questionnaire is treated in a strictly confidential manner. Neither the respondent's name nor the name of their particular organization are printed in any document. Each interviewed organization has an assigned code, and the collected data is averaged with other responses. None of the questionnaires are revealed to any person or institution. This 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:

NGO ENVIRONMENT

- Obstacles to organization development and objectives (inter alia internal organizational structure, political instability, violence, corruption, lack of resources, lack of access)

ANALYZING THE PROBLEM OF CORRUPTION

- Honesty/dishonesty of public institutions
- Efficiency of other institutions
- Recognition of corruption in business, politics, and media

DIFFERENT ASPECTS OF CORRUPTION

- Frequency, recipients, and politics of bribes

JUDICIAL SYSTEM

- Functional aspects of the judicial system
- Factors that prevent justice from operating well

PUBLIC CONTRACTS

- Characteristics of the participation in and the processes of public contracts

RESPONDENT'S INFORMATION

- Personal information relating to position within organization
- Respondent's own suggestions for fighting corruption

FEATURES OF THE INTERVIEWED ORGANIZATIONS

- Characteristics of the organization including location and sector/area of activity