

9/17/2003; IndoEnt

## Indonesia: Governance and Business Environment

### Pre-Interview Information

This part should be filled out by the surveyor before the interview.

Respondent Name		Study No.	
Company Name			
Interview Date		Respondent No.	
Respondent / Company Address		Interviewer ID	
		Respondent Signature	
Telephone		Interviewer Name	
Start Time		Length of Interview	

Location Code	1	North Sumatera	11	East Jawa
	2	Sumatera Barat	12	Bali
	3	Riau	13	NTB
	4	Jambi	14	NTT
	5	South Sumatera	15	West Kalimantan
	6	Lampung	16	Central Kalimantan
	7	Jakarta	17	South Kalimantan
	8	West Jawa	18	East Kalimantan
	9	Central Jawa	19	North Sulawesi
	10	Yogyakarta	20	South Sulawesi

Area Code	1	Urban
	2	Semi Urban
	3	Rural

Good morning/afternoon/evening, I am \_\_\_\_\_, an Interviewer from Insight, a private independent market research firm. This study is being conducted to help better understand constraints that hinder the development of Indonesia private businesses like yours and ways to improve the quality of public governance.

The information obtained here will be treated strictly confidentially, and neither your name nor the name of your firm will not be printed or used in any documents. All enterprises will have a code number and the data will be averaged with other respondents.

## Screening Section

S01. Company Size (No. of employee - Quota):

No. of employee	Company Size	Code
Between 5 to 50 employee	Small Company	1
Between 51 to 200 employee	Medium Company	2
More than 200 employee	Large Company	3

S02. Type of Industry (Quota):

	Kode
<b>Industry Type 1: Agriculture, Farming, Forestry, Hunting &amp; Fishing</b>	
A. Food crop growing	1A
B. Plantations & other plants	1B
C. Farming	1C
D. Agricultural & farming services	1D
E. Forestry	1E
F. Hunting	1F
G. Marine Fishing	1G
H. Freshwater fishing	1H
<b>Industry Type 2: Mining &amp; Quarrying:</b>	
A. Coal & peat mining	2A
B. Oil & Gas mining	2B
C. Metal ore mining	2C
D. Rock, clay & sand quarrying	2D
E. Salt mining & quarrying	2E
F. Mining of minerals, chemical products and fertilizer	2F
G. Other mining & quarrying	2G
<b>Industry Type 3: Manufacturing:</b>	
A. Food, beverage & Tobacco	3A
B. Textile product manufacturing	3B
C. Wood, bamboo, rattan, grass etc including household items	3C
D. Paper & paper product manufacturing, printing & publishing	3D
E. Chemicals	3E
F. Non-metallic mining products manufacturing	3F
G. Basic metal manufacturing	3G
H. Machinery & Equipment manufacturing	3H
I. Other processing manufacturing	3I
<b>Industry Type 4: Construction</b>	
A. Construction	4A
<b>Industry Type 5: Trade, Restaurant &amp; Accommodation Services:</b>	
A. Wholesale trade	5A
B. Retail trade	5B
C. Restaurants, cafes, bars & catering services	5C
D. Hotels	5D
<b>Industry Type 6: Transportation, Storage &amp; Communication:</b>	
A. Land, Water, Air transportation	6A
B. Communication	6B
<b>Industry Type 7: Financial Institutions, Real Estate &amp; Business services</b>	

A. Financial Institutions, Real Estate & Business services	7A
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S03. What is your job title?

	Kode
Chief Executive/President Director	1
Owner/proprietor	2
Partner	3
Director	4
General Manager	5
Manager General Affair/Accounting/Finance	6
Other (SPECIFY)	7

**BASELINE QUESTIONS**

Please judge on a four point scale how problematic are the following factors for the operation and growth of your business. ....(Please do not select more than 4 obstacles as “major” (4)):

Show Card #1.

Problem in .....	very minor	minor	moderate	major	very major	Don't know	
1. Financing	(1)	(2)	(3)	(4)	(5)	(9)	(9)
2. Infrastructure (e.g. telephone, electricity, water, roads)	(1)	(2)	(3)	(4)	(5)	(9)	(10)
3. Availability and price of input (including raw materials, spare parts, equipment)	(1)	(2)	(3)	(4)	(5)	(9)	(11)
4. Availability and price of skilled workers/managers	(1)	(2)	(3)	(4)	(5)	(9)	(12)
5. Cost of labor	(1)	(2)	(3)	(4)	(5)	(9)	(13)
6. Insufficient/unstable demand	(1)	(2)	(3)	(4)	(5)	(9)	(14)
7. High taxes	(1)	(2)	(3)	(4)	(5)	(9)	(17)
8. Complex regulations	(1)	(2)	(3)	(4)	(5)	(9)	(16)
9. Political Uncertainty/ Instability	(1)	(2)	(3)	(4)	(5)	(9)	(16)
10. Inflation	(1)	(2)	(3)	(4)	(5)	(9)	(17)
11. Unstable exchange Rate	(1)	(2)	(3)	(4)	(5)	(9)	(17)
12. Ineffective courts	(1)	(2)	(3)	(4)	(5)	(9)	(17)
13. Corruption in the public sector	(1)	(2)	(3)	(4)	(5)	(9)	(17)
14. Corruption in the private sector	(1)	(2)	(3)	(4)	(5)	(9)	(17)
15. Crime/theft/disorder	(1)	(2)	(3)	(4)	(5)	(9)	(17)
16. Any Other (specify) _____	(1)	(2)	(3)	(4)	(5)	(9)	(17)

Choose the two most important obstacles of the above 16 obstacles, number between 1 through 16 the most important \_\_\_\_\_ the second most important \_\_\_\_\_

**Benchmarking Corruption:**

Below is a list of situation that people in many countries commonly encounter. As I read out each situation, please tell me how you have reacted to this situation in the past, or are likely to react in the future if it happens to you. We would also like to know how you would feel in each situation?

	Feel Angry & refuse to Pay	Feel angry, but Pay	Accept it as something normal, but not pay	Accept it as something normal and pay up	Feel relieved that the problem will be solved and pay up	Don't know	
1.							
2. In the kelurahan, the lurah or his staff asks for 'uang rokok' or some gratuity to speed up issue of KTP	(1)	(2)	(3)	(4)	(5)	(9)	(77)
3. You are stopped by a policeman for a driving violation. You are told you can pay them a certain amount of money or get a ticket.	(1)	(2)	(3)	(4)	(5)	(9)	(77)
4. If you have a case and you're in the right side, but you have to bribe the judge in order for your case to be heard and to be decided in your favor.	(1)	(2)	(3)	(4)	(5)	(9)	(77)
5. Suppose, you own a business and want to win the contract to supply some equipment to a government office. The government official says they can make the price (1)0 percent higher than your first bid, provided you pay him (2)0% of the contract price	(1)	(2)	(3)	(4)	(5)	(9)	(77)
6. During an election, a political party offers to pay you money if you vote for the party.	Don't take it. Feel angry & shout back at him	Don't take it. Feel angry, but do nothing	Accept it as something common & ignore it	Accept the money, but vote for someone else	Accept the money and vote for that candidate	(9)	(77)

	(1)	(2)	(3)	(4)	(5)	
7. Suppose, you work in a private company and are responsible for procurement and a supplier gives you a big gift just before Idul Fitri saying this is just a thank you.	Don't take it, Feel angry & shout back at him (1)	Don't take it, Feel angry, but do nothing (2)	Accept it as something common & ignore it (3)	Accept the gift, but don't do any favors to the supplier (4)	Accept the gift and help the supplier (5)	(9)

(77)

### QUALITY OF PUBLIC SERVICES

Please rate the overall quality and complaint process of services delivered by the following public agencies:

	(a)	(b)
	Please evaluate the overall quality of the services. 1="very poor" 2="somewhat poor" 3="neither poor nor good" 4="somewhat good" 5="very good" -9="don't know"	(1) During the last year, did you have any reason for the complaint about the public service? Y → (2); N → next row (2) If yes, did you make a complaint? Y ; N
Customs	1 2 3 4 5 -9 (15)	(1) Y N (2) Y N (16)(17)
Trade license service, Dept. of Trade and Industry	1 2 3 4 5 -9 (15)	(1) Y N (2) Y N (16)(17)
Tax service, Tax Office	1 2 3 4 5 -9 (19)	(1) Y N (2) Y N (16)(17)
Safety inspection by local government	1 2 3 4 5 -9 (23)	(1) Y N (2) Y N (16)(17)
Standards inspection by Indonesia Nat. Standard body	1 2 3 4 5 -9 (23)	(1) Y N (2) Y N (16)(17)
BKPM/Bappepam, Capital Investment Coordination/Watch Body	1 2 3 4 5 -9 (67)	(1) Y N (2) Y N (16)(17)
Bapedal, Government Environment Watch	1 2 3 4 5 -9 (67)	(1) Y N (2) Y N (16)(17)
The courts	1 2 3 4 5 -9 (27)	(1) Y N (2) Y N (16)(17)
Postal Service/Agency	1 2 3 4 5 -9 (35)	(1) Y N (2) Y N (16)(17)
The Telephone Service/Agency	1 2 3 4 5 -9 (39)	(1) Y N (2) Y N (16)(17)
The Electric Power	1 2 3 4 5 -9 (43)	(1) Y N (2) Y N

Company/Agency		(16) (17)
The Water Service/Agency	1 2 3 4 5 -9 (47)	(1) Y N (2) Y N (16) (17)
Public Health Care Service/Hospitals	1 2 3 4 5 -9 (51)	(1) Y N (2) Y N (16) (17)
Education services/Schools	1 2 3 4 5 -9 (55)	(1) Y N (2) Y N (16) (17)
The Local (crime) Police	1 2 3 4 5 -9 (59)	(1) Y N (2) Y N (16) (17)
Road/Traffic Police	1 2 3 4 5 -9 (63)	(1) Y N (2) Y N (16) (17)

During the last year, please characterize the interactions you had in each of the following contexts.

	a. During the last year, how many times did your enterprise have contact with this agency or type of official	b. Of these total contacts, how many times did a public official request that you should make an unofficial payment?	c. On average, how much did you have to make an unofficial payment each time you paid an unofficial payment? (in equivalent value if it took the form of gift or other favor)?
Customs	_____ times (157)	_____ times (158)	_____ Rupiah each time (159)
Trade license service, Dept. of Trade and Industry	_____ times (157)	_____ times (158)	_____ Rupiah each time (159)
Tax service, Tax Office	_____ times (157)	_____ times (158)	_____ Rupiah each time (159)
Safety inspection by local government	_____ times (157)	_____ times (158)	_____ Rupiah each time (159)
Standards inspection by Indonesia Nat. Standard body	_____ times (157)	_____ times (158)	_____ Rupiah each time (159)
BKPM/Bappepam, Capital Investment Coordination/Watch Body	_____ times (160)	_____ times (161)	_____ Rupiah each time (159)
Bapedal, Government Environment Watch	_____ times (163)	_____ times (164)	_____ Rupiah each time (159)
The courts	_____ times (166)	_____ times (167)	_____ Rupiah each time (159)
Postal Service/Agency	_____ times (172)	_____ times (173)	_____ Rupiah each time (159)
The Telephone Service/Agency	_____ times (175)	_____ times (176)	_____ Rupiah each time (159)

The Electric Power Company/Agency	_____ times (178)	_____ times (179)	_____ Rupiah each time (159)
The Water Service/Agency	_____ times (181)	_____ times (182)	_____ Rupiah each time (159)
Public Health Care Service/Hospitals	_____ times (184)	_____ times (185)	_____ Rupiah each time (159)
Education services/Schools	_____ times (187)	_____ times (188)	_____ Rupiah each time (159)
The Local (crime) Police	_____ times (190)	_____ times (191)	_____ Rupiah each time (159)
Road/Traffic Police	_____ times (193)	_____ times (194)	_____ Rupiah each time (159)
Government procurement agencies	_____ times (196)	_____ times (197)	_____ Rupiah each time (159)

<b>RULES AND REGULATIONS</b>
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“In general, information on the laws and regulations affecting my firm are ....” ..... (80)  
 very difficult to obtain  
 somewhat difficult to obtain  
 neither difficult nor easy to obtain  
 somewhat easy to obtain  
 very easy to obtain

“In general, laws and regulations, and their implementation affecting my firm are ....” ..... (81)  
 very inconsistent  
 somewhat inconsistent  
 neither inconsistent nor consistent  
 somewhat consistent  
 very consistent

Changes in rules, laws and regulations affecting your business are..... (82)  
 completely unpredictable  
 fairly unpredictable  
 neither unpredictable nor predictable  
 fairly predictable  
 completely predictable

“In case of important changes in laws or policies affecting my business operation the government takes into account concerns voiced either by me or by my business association.” .....  
 This is true  
 never

seldom  
 sometimes  
 frequently  
 always

In the last three years, laws, policies or regulations affecting my business have become .....  
 much less predictable  
 somewhat less predictable  
 unchanged  
 somewhat more predictable  
 much more predictable

(84)

**COURT SYSTEM**

The courts here include judges, prosecutors, and court clerks.

Please evaluate the following opposing statements about the Court System of Indonesia.

The Court System:

(1) (2) (3) (4) (5)  
 (131)  
 does not deserve ..... deserve  
 any trust ..... all of the trust

The Court System is

(1) (2) (3) (4) (5)  
 (132)  
 only for ..... for  
 the rich and powerful..... everyone

The card # has the list of various methods of dispute resolution. During the past five years, did your firm use any of them? What are they? .....

(149)

Show card #.

Court ..... (150)

Yes

No ⇒ skip to Q4.4 after finishing Q4.2

Report to police ..... ? Yes ? No (151)

Lawyer without going to the court ..... ? Yes ? No (150)

Formal Mediator ..... ? Yes ? No (151)

Business association ..... ? Yes ? No (152)

Family/friend ..... ? Yes ? No (152)

RT/RW/Lurah/Tokoh Agama ..... ? Yes ? No (156)

Preman ? Yes ? No ..... (156)

Other, specify ..... (156)

Questions for enterprises which used courts.

On average how long did the cases take to resolve? ..... \_\_\_\_\_ months or years (100)

How about the worst case take to resolve? ..... \_\_\_\_\_ months or years (101)  
 (If worst case is pending, # months or years pending)

Did you or anyone in your firm receive any indication that you were expected to make some unofficial payment (to judge, prosecutor, or any other public official involved in the case) in order to get a favorable decision in the case? ..... (139)  
 Yes  
 No

Whom did you make the unofficial payments to?

Judges ? Yes ? No ..... (119)  
 Court clerks ? Yes ? No ..... (120)  
 Prosecutors ? Yes ? No ..... (121)  
 Officials from the prosecutor's office ..... ? Yes ? No (122)  
 Enforcement officials (bailiff) ..... ? Yes ? No (123)  
 Other: specify ..... (124)

How much unofficial payments did you have to pay? (Please include payments to judges, bailiffs, officials from the prosecutor's office, and other court officials)?  
 ..... \_\_\_\_\_ Rp (125)

If your firm won in court, was your firm able to enforce judgment (e.g. collect payment)? ... (89)  
 YES  
 NO

Obstacles to using courts.

How important are the following as obstacles to using courts? Please answer on a scale from 1 to 5, where 1 corresponds to "very insignificant obstacle" and 5 corresponds to "very significant obstacle".

	1="very minor obstacle" 2="minor obstacle" 3="" 5="very significant obstacle"	
Official cost is too high	(1) (2) (3) (4) (5)	(142)
Unofficial cost is too high	(1) (2) (3) (4) (5)	(143)
Judges would make unfair decisions	(1) (2) (3) (4) (5)	(144)
Judges are incompetent.	(1) (2) (3) (4) (5)	(145)
It will take too long.	(1) (2) (3) (4) (5)	(146)
Court decision will not be enforced.	(1) (2) (3) (4) (5)	(147)

<b>FINANCIAL SECTOR SERVICES AND CORPORATE GOVERNANCE</b>
---

Does your firm use Indonesian or international accounting standards (IAS)? ..... (139)  
YES  
NO

Does your firm provide its shareholders with annual financial statements that have been reviewed by an external auditor? ..... (140)  
YES  
NO

Regarding your firm's major product line, what is approximate market share of this product in the local market (i.e. in your province or capital city)? ..... % of market (141)

Which of the following would you define as your leading competitor? ..... (142)  
Domestic small and medium enterprises  
Domestic large private enterprises  
Foreign firm producing in domestic market (not imports)  
State-owned enterprises  
Micro-enterprises/informal sector  
Legal imports  
Smuggled goods  
My firm has no competitors

Recognizing the difficulties many enterprises face in fully complying with taxes and regulations, what percentage of total sales would you estimate the typical firm in your area of activity reports for tax purposes? .....% (143)

**BUREAUCRATIC RED TAPE**

If you registered your business in the last five years, how long did the process take (from beginning to end)? ..... weeks (144)

In operating your business today, which government requirements are the most difficult to meet? ..... (145) (146)

#1 \_\_\_\_\_  
#2 \_\_\_\_\_

Do you use any facilitators (accountant, tax advisor, lawyer, agent, etc.) to assist you with government regulations? ..... (147)  
YES  
NO⇒ skip to Q#.#

If yes, what is the annual cost of using these facilitators?..... Rupiah (148)

What percentage of senior management's time per year is spent in dealing with government officials about the interpretation and application of laws and regulations? ..... % (149)

What is the average cost that your firm paid for security per month during the last year? ..... Rupiah (150)

During the last two years, did you decide not to make an investment in Indonesia that you had planned? ..... (151)

Yes

No ⇒ skip to Q#.#

If yes, why? [need to think more]

Business downturn ? Yes ? No..... (150)

Too uncertain economy ? Yes ? No..... (150)

Too high input cost ? Yes ? No..... (150)

Too high corruption-related cost ..... ? Yes ? No (150)

Other, specify \_\_\_\_\_

Does your firm import? .....

Yes

No ⇒ skip to Q#.#

How long does it normally take from the time your goods arrive in their point of entry (e.g. port, airport) until the time you can claim them from customs? ..... \_\_\_ days (9)

How long should it take officially? ..... \_\_\_ days (9)

How much are unofficial costs that are habitually associated with importation as a percentage of the official fees? \_\_\_\_% of total import official fee

**PROCUREMENT**

Contracts relating to government procurement are generated in a clear and efficient manner. This is true ..... (200)

never  
seldom  
sometimes  
frequently  
always

How important are the following factors for enterprises to win a procurement contract?

Criteria	Very unimportant	Somewhat unimportant	Neither unimportant nor important	Somewhat important	Very important	
Qualification/competitiveness	(1)	(2)	(3)	(4)	(5)	(31)
Connections	(1)	(2)	(3)	(4)	(5)	(32)
Making unofficial payments	(1)	(2)	(3)	(4)	(5)	(33)

When firms in your industry do business with the government, what proportion of procurement contracts involve any unofficial payments?

..... % of procurement (208)  
 how much of the contract value must they offer in additional or unofficial payments to secure  
 the contract? \_\_\_\_\_% of the contract value ..... (209)

<b>CORRUPTION</b>
-------------------

Please give your opinion about corruption in Indonesia.

How common is corruption in the public sector?:

- Nonexistent
- Rare
- Sometimes
- Common
- Extremely common
- Don't know

“It is common for firms in my line of business to have to pay some ‘unofficial payments’ to get things done.“ This is true ..... (152)

- never
- seldom
- sometimes
- frequently
- always

Compared to the New-order regime, corruption today becomes: ..... (148)

- Much more worse
- Much worse
- The same
- Less common
- Much less common
- Don't know

In five years from now, corruption will become: ..... (148)

- Much more worse
- Much worse
- The same
- Less common
- Much less common
- Don't know

What occurs in the majority of the cases where someone makes unofficial payments to an official? .....(129)

- A government agent asks for a payment
- The household offers a payment of its own accord
- It is known beforehand how to pay and how much to pay, so it is not discussed.
- There are brokers (Calo) who facilitate the process.

If someone offered unofficial payments in order to obtain a service or to resolve a problem, how certain would the delivery of the service or the resolution of the problem after the unofficial payments? (130)

- completely uncertain
- somewhat uncertain
- neither uncertain nor certain
- somewhat certain
- completely certain
- it depends on case

If a government agent asked for an unofficial payment I can usually go to another official or to his superior and get the correct treatment without recourse to unofficial payments. This is true.. (138)

- Never
- Seldom
- Sometimes
- Mostly
- Always
- Don't know

Please give your opinion about corruption in Indonesia.

Corruption is: ..... (148)

- |  |     |     |     |   |
|--|-----|-----|-----|---|
| (1)  | (2) | (3) | (4) | (5)   |
| natural occurrence and part of our daily life, so denouncing it is unnecessary ..... |     |     |     | a disease against which we should all combat, denouncing every case that we know of |

In the government of Indonesia, there is ..... (148)

- |  |     |     |     |  |
|--|-----|-----|-----|--|
| (1)  | (2) | (3) | (4) | (5)  |
| no sincere desire and will to combat corruption exists ..... |     |     |     | sincere desire and will to combat corruption exist |

Within people of Indonesia, there is ..... (148)

- |  |     |     |     |  |
|--|-----|-----|-----|--|
| (1)  | (2) | (3) | (4) | (5)  |
| no sincere desire and will to combat corruption exists ..... |     |     |     | sincere desire and will to combat corruption exist |

Do you think that it is useful to establish anti-corruption commission? ..... (148)

- Completely useless
- Somewhat useless
- Neither useless nor useful
- Somewhat useful
- Completely useful
- Don't know

Do you think that people are generally more or less acceptant of corruption than they were under New-order regime? ..... (148)

- Much more acceptant
- More acceptant
- No change
- Less acceptant

Much less acceptant  
 Don't know

Do you think that the government is generally more or less acceptant of corruption than they were under New-order regime? ..... (148)

Much more acceptant  
 More acceptant  
 No change  
 Less acceptant  
 Much less acceptant  
 Don't know

What do you think should be done about the cases of corruption that occurred during New-order regime?

Which cases should be pursued? ..... (148)  
 Everyone/all cases  
 Only large cases  
 Forget about the past and focus on preventing corruption in the future.  
 Other, specify \_\_\_\_\_(148)

How would convicted people be punished? ..... (148)

Provide them amnesty  
 Return money and give them amnesty  
 Put them in jail and seize assets.  
 Put them in jail, seize assets, and shame publicly.  
 Other, specify \_\_\_\_\_(148)

On average, what percent of revenues do firms like yours typically pay in unofficial payments to public officials? ..... \_\_\_% of your revenues. (199)

How much additional taxes would you be prepared to pay, as a percent of your revenues, if corruption would be eliminated?..... \_\_\_% of your revenues (212)

We would like to ask about the level of corruption in various public institutions. Please answer on a scale from 1 to 5, where 1 corresponds to "very corrupt" and 5 corresponds to "very clean".

*Interviewer: Show card #2. ....Interviewer: Show card #5.*

	Integrity/honesty of the institutions						
	1="very corrupt"						
	2="somewhat corrupt"						
	3="neither corrupt or clean"						
	4="somewhat clean"						
	5="very clean"						
	-9="I don't know"						
Kantor Walikotamadya / Kota Administratif (Office of Council of Ministers)	1	2	3	4	5	-9	(148)
Partai Politik (Political party)	1	2	3	4	5	-9	(149)
Anggota DPR/MPR (Members of National congress)	1	2	3	4	5	-9	(150)
Kantor Pajak (Tax authority)	1	2	3	4	5	-9	(151)
Bea Cukai (Custom authority)	1	2	3	4	5	-9	(152)
Bapennas (State budget authority)	1	2	3	4	5	-9	(153)

Deperindag (Ministry of Trade and Commerce)	1 2 3 4 5 -9	(154)
Departemen Pekerjaan Umum (Ministry of Public Work)	1 2 3 4 5 -9	(155)
Departemen Transportasi dan Telekomunikasi (Ministry of Transport and Telecommunication)	1 2 3 4 5 -9	(156)
Departemen Pertanian (Ministry of Agriculture)	1 2 3 4 5 -9	(157)
Departemen Kehutanan (Ministry of Forestry)	1 2 3 4 5 -9	(158)
Bank Indonesia (Central Bank of Indonesia)	1 2 3 4 5 -9	(159)
BPPN (Indonesia Bank Restructuring Agency – IBRA)	1 2 3 4 5 -9	(160)
Departemen Pendidikan (Ministry of Education)	1 2 3 4 5 -9	(161)
Departemen Kesehatan (Ministry of Health)	1 2 3 4 5 -9	(162)
Kelurahan/ Kecamatan (KTP and KK)	1 2 3 4 5 -9	(163)
Imigrasi – Paspor (Immigratin)	1 2 3 4 5 -9	(164)
Kantor Catatan Sipil (Civil Registration – Birth Certificate/marriage) [combine with 16?]	1 2 3 4 5 -9	(165)
Menteri Negara Urusan Pengentasan Kemiskinan – Taskin (Ministry of Poverty Alleviation)	1 2 3 4 5 -9	(166)
Kantor Pos (Post office)	1 2 3 4 5 -9	(167)
Polisi yang menangani kejahatan (Police excluding traffic police)	1 2 3 4 5 -9	(168)
Polisi Lalu Lintas (Traffic police)	1 2 3 4 5 -9	(169)
Hakim (Judge)	1 2 3 4 5 -9	(170)
Kejaksaan (Office of prosecutor)	1 2 3 4 5 -9	(171)
Departemen Kehakiman (Ministry of Justice)	1 2 3 4 5 -9	(172)
Pemerintah Daerah Tingkat II (Municipal government)	1 2 3 4 5 -9	(173)
Pemerintah Daerah Tingkat I (Provincial government)	1 2 3 4 5 -9	(174)
PLN (Electricity provider)	1 2 3 4 5 -9	(175)
Telkom (Telephone service provider)	1 2 3 4 5 -9	(176)
PDAM (Water service provider)	1 2 3 4 5 -9	(177)
TNI (The armed forces/military)	1 2 3 4 5 -9	(178)
Labor union	1 2 3 4 5 -9	(179)
Media Massa (The news media)	1 2 3 4 5 -9	(180)
Lembaga Swadaya Masyarakat (NGO)	1 2 3 4 5 -9	(181)
Tempat Ibadah (Mosque, Church, Temple)	1 2 3 4 5 -9	(182)
<i>Choose the two most corrupt</i> Indicate by numbers between 1-35	The most corrupt _____ The second most corrupt _____	(183) (184)

I will read a list of institutions. Please tell me whether they will be helpful in combating corruption in Indonesia.

Completely useless

Somewhat useless

Neither useless nor helpful

Somewhat helpful

Extremely helpful

Courts .....(1) (2) (3) (4) (5) (222)

Attorney general .....(1) (2) (3) (4) (5) (223)

Members of Parliament .....(1) (2) (3) (4) (5) (223)

Anti-Corruption Ministries/commissions.....	(1) (2) (3) (4) (5)	(224)
Police .....	(1) (2) (3) (4) (5)	(225)
Armed Forces/military .....	(1) (2) (3) (4) (5)	(226)
<b>Gov. Auditor Body .....</b>	<b>(1) (2) (3) (4) (5)</b>	<b>(226)</b>
Media (press and TV).....	(1) (2) (3) (4) (5)	(227)
Leaders of religious organizations.....	(1) (2) (3) (4) (5)	(228)
Non-Government Organizations .....	(1) (2) (3) (4) (5)	(228)
Academics and teachers .....	(1) (2) (3) (4) (5)	(229)

What are the three main causes of corruption in Indonesia?

The most important reason: _____	(148)
The second most important reason: _____	(148)
The third most important reason: _____	(148)

- Low salaries of public officials
- Lack of controls and accountability of public officials
- Lack of independent and effective judiciary
- Lack of independent and effective media
- Lack of democracy
- Lack of effective corruption reporting system
- Poor law enforcement/punishment of corrupters
- Cultural reason, i.e, bribes have been a custom for a long time
- Lack of effective civil society
- Legacy of New-order regime
- Lack of moral
- Too many, complex government regulations
- Other, specify \_\_\_\_\_

Corruption reporting system.

Do you know what process to follow in reporting a corruption case of public officials?  
.....? Yes ? No (230)

Have you ever observed a corruption case of public officials?..... (231)  
Yes  
No => skip to Q##.

Have you or anyone in your household reported a corruption case of public officials?..... (232)  
Yes => skip to (e)  
No

What are the main three reasons why you did not report the corruption cases?

*Interviewer: Show card #3.*

	The most important reason: mark "x" (236)	The second most important reason: mark "x" (237)	The third most important reason: mark "x" (238)
I didn't know where to report	( )	( )	( )
The case could not be proved	( )	( )	( )

The process is too complex and long	( )	( )	( )
Corruption is a custom	( )	( )	( )
Bribes can be justified under the current economic situation	( )	( )	( )
Investigation would not be made about the report	( )	( )	( )
There would be no enforcement even if the decision is made	( )	( )	( )
I was concerned about potential harassment and reprisal	( )	( )	( )

Would you be willing to give your name and address to authorities in order to report corruption? (232)

Yes  
 Depends on circumstances  
 No

<b>GENERAL INFORMATION</b>
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Year of Start-up: ..... 19\_\_\_\_\_ (266)

Location of management: ..... (271)

Jakarta  
 Capital of province  
 Other cities  
 Village

City or District name .....

For background purposes only (to compare your firm to others in our sample), please estimate the value of your firm's total sales in the last one year ..... Rupiah (275)

Does any government agency or state body have a financial stake in the ownership of your firm? (278)

yes (specify % of total ownership) ..... %  
 no (zero %)

Does any foreign company or individual have a financial stake in the ownership of your firm? (279)

yes (specify % of total ownership) ..... % (280)  
 no (zero %)

If your firm has shareholders, what percent of your firm is held by the 3 largest shareholders, either directly or indirectly? .....% (281)

What is the legal organization of this company? ..... (282)

Single proprietorship (UD – Trade Business)  
 Single proprietorship (CV – Other than trade business)

Partnership  
 Company, privately-held (not listed on a stock exchange)  
 Company listed on a stock exchange  
 Cooperative  
 Others, specify \_\_\_\_\_ (283)

Has your firm made sales to the State Sector over the last 2 years ? ..... (201)  
 yes (specify % of total sales) ..... \_\_\_\_% of total sale (202)  
 no (record zero %)

9.1 What is your age?

- 18 – 25 Year
- 26 – 30 Year
- 31 – 35 Year
- 36 – 40 Year
- 41 – 45 Year
- 46 – 50 Year
- 51 – 55 Year
- 56 – 60 Year
- 61 – 65 Year
- 66 – 70 Year

Record : \_\_\_\_\_ Year

We would like to ask several questions about the senior-most manager of your firm.

His/her highest level of education ..... (290)  
 Primary  
 Secondary  
 University  
 Post-graduate study

Has s/he worked in the government?..... (291)  
 Yes  
 No

Gender ..... (292)  
 Male  
 Female

Ethnicity ..... (293)  
 Indonesian  
 Chinese  
 Arabic  
 India  
 Others

**THE SURVEY ENDS HERE. THANK YOU FOR YOUR COOPERATION.**

**Post-Interview Information**

*This part should be filled out by the surveyor after the interview.*

.....Finish Time: \_\_\_\_:\_\_\_\_ ( 294 )

Overall, would you say that the respondent's reaction to the interview was positive?

1=very negative 5=very positive (1) (2) (3) (4) (5) .. ( 295 )

Overall, how sincere did the respondent seem to be in his/her answers?

1=very insincere 5=very sincere (1) (2) (3) (4) (5) ... ( 296 )