

## **PUBLIC OFFICIALS - SURVEY DIAGNOSTIC Questionnaire Overview**

The purpose of this questionnaire is to identify the practices that have developed within the public institutions related to the distribution of public services. All information gathered is strictly confidential. Respondents are not required to answer questions that make them uncomfortable. Participation is not revealed under any circumstances, nor is the interviewee's name printed or divulged in any document. Each official interviewed has a code assigned to them and the data gathered is compared with answers from other interviews. None of the questionnaires are revealed to any person or entity. This survey is conducted and processed by a local, independent survey company. Its results are used by the government, the private sector and civil society for the design and integration of a national strategy to improve governance and fight corruption. The following are the main sections (and brief descriptions) of the survey:

### **GENERAL INFORMATION OF INTERVIEWEE**

- Personal information

### **CHARACTERISTICS OF THE INTERVIEWEE**

- Professional information

### **MANAGEMENT OF PERSONNEL (INSTITUTION WHERE INTERVIEWEE WORKS)**

- **Policies /guidelines / regulations in personnel management**  
(*QUANTITY AND QUALITY of policies / guidelines / regulations.*)
  - The decisions about the management / policies /regulations of personnel are...
- (*IMPLEMENTATION of policies / guidelines / regulations.*)
  - To what extent were the decisions of human resources...
- **General work satisfaction**
  - General satisfaction with occupation and compensation...
  - Reasons to work in this Institution...
- **Rotation of personnel in the institution**
  - Rotation of public officials of the institution...
  - Change in the management of the institution...
- **Training**
- **Payment of Wages**

## BUDGET ADMINISTRATION

- **Policies / guidelines / regulations of the administration of the budget**  
(*QUANTITY and QUALITY of policies / guidelines/ regulations*)  
(*IMPLEMENTATION of policies / guidelines/ regulations*)
- **Resources necessary for institutional operation**

## PERFORMANCE / PROVISION OF SERVICES

- **Motivation / Identification / Goals / Mission / Strategies**
- **Quality of institutions and the decision making process**
- **Time management**
- **Fulfillment of objectives and norms**  
(*IMPLEMENTATION of policies / guidelines / regulations*)
- **Quality of the implementation of the services**
- **Discretion used during the decision-making process**

## INFORMATION MANAGEMENT

- Decision-making processes and reporting

## STATE REFORMS

- Support for certain types of public sector reforms

## GOVERNABILITY

- **Corruption**
- **Mechanisms of corruption**
- **Mechanisms for reporting acts of corruption**
- **Ethical values**
- **Irregularities / misappropriation of funds**
- **Awarding mechanisms of public contracts**

## THE NATIONAL SITUATION

- Problems and perceived effect on personal living conditions

## ANALYZING THE CORRUPTION PROBLEM

- Public Institutions
- Other Institutions

## FINAL COMMENTS

- Respondent's own suggestions for fighting corruption