

GOVERNMENT OF <COUNTRY> WORLD BANK INSTITUTE	<SURVEY FIRM>
CONFIDENTIAL STUDY: PUBLIC SECTOR	

GENERAL INFORMATION OF INTERVIEWEE

A. Location of the Interviewee

In what city is the interviewee located?	In what department of the state does the interviewee work?	In what public institution does the interviewee work?

B. What position does the interviewee occupy in the institution?

President / Vice President	01	Budget Manager / Assistant Manager	07
Minister / Vice Minister	02	Manager / Director of Human Resources	08
General Director	03	Professional	09
Secretary/ Assistant Secretary	04	Administrative Director / Assistants / Technicians	10
Technical Director / Assistant Technical Director	05	Assistants /Operators	11
Office Manager / Division Manager /Assessor	06	Other (specify) _____	12

C. Gender: M----1 F----2

D. Age: _____

Good Morning, good afternoon, my name is....., I work for and we are conducting a study about the opinions and interests of public servants in our country. You have been selected and we would like to ask if you would work with us by answering a few questions. The purpose of this study is to identify the practices that have developed within the public institutions related to the distribution of public services. All information received is strictly confidential. It is extremely important for us to maintain the confidentiality of your answers. If you do not feel comfortable answering any of the questions, we would prefer that you not respond. Your participation will not be revealed under any circumstances, nor will your name be printed or divulged in any document. Each official interviewed will have a code assigned and the data gathered will be compared with other answers. None of the questionnaires will be revealed to any person or entity. This survey will be conducted and processed by <COMPANY NAME> and its results will be used by the Government, the World Bank and Civil Society for the design an integration of a national strategy to fight against corruption.

FIRST PART: CHARACTERISTICS OF THE INTERVIEWEE

1. When did you join the Public Sector? Year _____ / Month _____

2. When did you start at your present job? Year _____ / Month _____

3. Which of these activities best describes your occupation? (In the institution where interviewee works)

Policy Development	Direct Attention Services / Decision	Administrative Processes	Other: _____
1	2	3	4

4. From the following chart, please identify your monthly salary for this year (.....):

Up to L.1, 800.00	1
From 1,801.00 to 5,400.00	2
From 5,401.00 to 9,000.00	3
From 9,001.00 to 14,400.00	4
More than L.14, 400.00	5
NS/NR	6

5. Do you have any other source of income?

YES	1
NO	2

6. What was your main activity before entering the public sector?

- | | |
|---|--|
| 01. Private Business/ Private Sector | 06. Student |
| 02. Mass Media | 07. Unemployed |
| 03. Farmer | 08. Independent Professional |
| 04. Industry | 09. Have always worked in the public sector |
| 05. NGO | 10. Other (specify) |

7. What is your current level of education or level of training?

Elementary	1
High school	2
Technical	3
College	4
Postgraduate	5
Doctorate	6

8. Have you ever study abroad?

	YES	NO
United States	1	2
Europe	1	2
Japan	1	2
Other (specify):		

SECOND PART: MANAGEMENT OF PERSONNEL
(INSTITUTION WHERE INTERVIEWEE WORKS)

2.1 Policies /guidelines / regulations in personnel management

Perceptions about the QUANTITY AND QUALITY of the policies / guidelines / regulations

9. Please evaluate to what extent you would agree/disagree with the decisions of your institution related to administration / policies / regulations of personnel management:

(Use the scale from 1 to 7, where **1 indicates that you strongly disagree, 4 means that you are indifferent 7 means that you strongly agree**).

The decisions about the management / policies /regulations of personnel are:	Strongly Disagree			Indifferent			Strongly Agree
01. Formal (written)	1	2	3	4	5	6	7
02. Simple, clear, easy to understand	1	2	3	4	5	6	7
03. Do not require an excessive number of administrative steps	1	2	3	4	5	6	7
04. Stable (do not change or are not always being rewritten)	1	2	3	4	5	6	7
05. Well supervised (managers make sure that the rules are followed)	1	2	3	4	5	6	7
06. Strictly Applied (noncompliance always leads to negative consequences for those who do not follow the rules)	1	2	3	4	5	6	7
07. The rules are considered useful for the objectives of the institution and their application creates institutional benefits	1	2	3	4	5	6	7

Perceptions about the IMPLEMENTATION of policies / guidelines / regulations

10. During the last two years (1999 –2000), to what extent were you in agreement with the decisions related to personnel management (hiring, assignments, changes, promotions, salary increases)?:

(Use the scale from 1 to 7, where **1 indicates that you strongly disagree, 4 means that you are indifferent and 7 means that you strongly agree**).

To what extent were the decisions of human resources:	Strongly Disagree			Indifferent			Strongly Agree
01. Made in a transparent manner (know who were assigned, promoted, transferred, or received wage increases and why).	1	2	3	4	5	6	7
02. Position vacancies announced within the institution as well as announced publicly outside the institution (when appropriate)	1	2	3	4	5	6	7
03. Useful for the improvement of institutional efficiency	1	2	3	4	5	6	7
04. Subjected to regular audits by the internal unit of control	1	2	3	4	5	6	7
05. Are subject to regular external audits performed by professionals qualified and experienced in conducting audits	1	2	3	4	5	6	7

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To what extent were the decisions of human resources:	Strongly Disagree			Indifferent			Strongly Agree
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06. Subject to a formal procedure of appeal	1	2	3	4	5	6	7
07. Based on specific criteria defined in writing (as opposed to tacit – not written - and informal rules)	1	2	3	4	5	6	7
08. Based on a process specifically defined in writing	1	2	3	4	5	6	7
09. Based on professional experience / merit / performance	1	2	3	4	5	6	7
10. Based on level of education	1	2	3	4	5	6	7
11. Based on seniority / age	1	2	3	4	5	6	7
12. Based on family ties or friendship	1	2	3	4	5	6	7
13. Influenced by business ties/associations	1	2	3	4	5	6	7
14. Based on political ties / political affiliations / political pressure	1	2	3	4	5	6	7
15. Based on influential connections within the institution	1	2	3	4	5	6	7
16. Influenced by illegal payments (purchase of positions or promotions)	1	2	3	4	5	6	7
17. Due to administration changes within the Institution	1	2	3	4	5	6	7

2.2. General work satisfaction

11. Please indicate to what extent you agree with the following expressions:

(Use the scale from 1 to 7, where 1 indicates that you strongly disagree, 4 means that you are indifferent and 7 means that you strongly agree)

General satisfaction with occupation and compensation:	Strongly Disagree			Indifferent			Strongly Agree
01. To work in the public sector is better than to work in the private sector	1	2	3	4	5	6	7
02. My salary and benefits are very satisfactory	1	2	3	4	5	6	7
03. My standard of living (personal economic standing) has improved due to my salary increase	1	2	3	4	5	6	7

12. In your opinion, to what extent do you agree with the following expressions: (Use the scale from 1 to 7, *where 1 indicates that you strongly disagree, 4 means that you are indifferent and 7 means that you strongly agree*)

Reasons to work in this Institution:	Strongly Disagree			Indifferent			Strongly Agree
01. Because of stability / job security	1	2	3	4	5	6	7
02. Because of learning / training opportunities	1	2	3	4	5	6	7
03. Because of conviction or personal satisfaction with public sector work	1	2	3	4	5	6	7
04. Because of social status	1	2	3	4	5	6	7
05. Because of the level of influence and access to other opportunities	1	2	3	4	5	6	7
06. For the relationships established/ experience gained for future work in the private sector	1	2	3	4	5	6	7
07. Because opportunities outside the public sector are limited	1	2	3	4	5	6	7

2.3. Rotation of personnel in the institution

13. Please evaluate the tendency of the public officials in your institution to change jobs and rotate from the public sector to the private. How frequently are the following public official positions rotated?:

(Use the scale from 1 to 7, where 1 indicates that it never happens, 4 means that sometimes it happens and 7 means that it always happens)

Rotation of public officials of the institution	Never Happens			Sometimes Happens			Always Happens
01. Director	1	2	3	4	5	6	7
02. Executive	1	2	3	4	5	6	7
03. Professional / Technician	1	2	3	4	5	6	7
04. Assistants	1	2	3	4	5	6	7

14. To what extent do you agree with the following statements?

(Use the scale from 1 to 7, where 1 indicates that you strongly disagree, 4 means that you are indifferent and 7 means that you strongly agree)

Change in the management of the institution:	Strongly Disagree			Indifferent			Strongly Agree
01. It is common to see directors rotate from the private sector to the public sector	1	2	3	4	5	6	7
02. It is common to see directors rotate from the public sector to the private sector	1	2	3	4	5	6	7

2.4. Training

15. How frequently does the institution offer the training opportunities?

(Use the scale from 1 to 7, where 1 indicates that you it never happens and 7 means that it always happens)

Never Always
 1 2 3 4 5 6 7

16. Please evaluate: How effective are the training opportunities offered by your institution at improving your work performance? (Use the scale from 1 to 7, where 1 indicates not effective and 7 means very effective)

Not Effective Very Effective
 1 2 3 4 5 6 7

2.5. Payment of Wages

17. During the last two years (.....) how frequently did you receive your payment late?

(Use the scale from 1 to 7 where 1 indicates never and 7 means very frequently).

Never Very Frequently
 1 2 3 4 5 6 7

THIRD PART: BUDGET ADMINISTRATION

3.1 Policies / guidelines / regulations of the administration of the budget

Perceptions about the QUANTITY and QUALITY of policies / guidelines/ regulations

18. Please evaluate to what extent you and your colleagues would agree that the policies / guidelines and regulations of the administration of the budget are:

(Use the scale from 1 to 7, where 1 indicates that you strongly disagree, 4 means that you are indifferent and 7 means that you strongly agree)

The budget administration decisions are:	Strongly Disagree			Indifferent			Strongly Agree
01. Formal (written)	1	2	3	4	5	6	7
02. Simple, clear, easy to understand	1	2	3	4	5	6	7
03. Do not require an excessive number of administrative steps.	1	2	3	4	5	6	7
04. Stable (do not change or are not always being rewritten)	1	2	3	4	5	6	7
05. Well supervised (managers make sure that the rules are followed)	1	2	3	4	5	6	7
06. Strictly Applied	1	2	3	4	5	6	7
07. Based on the rules presented in the General Plan for Public Accountability	1	2	3	4	5	6	7
08. The rules are considered useful for the objectives of the institution and their application creates institutional benefits	1	2	3	4	5	6	7

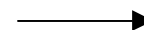
Perceptions about the IMPLEMENTATION of policies / guidelines/ regulations

19. During the last two years (.....) to what extent would you agree that decisions relating to the budget administration (amounts assigned to the budget, services, programs which they were carried out, groups that received budget allocations) have been:

(Use the scale from 1 to 7, where 1 indicates that you strongly disagree, 4 means that you are indifferent and 7 means that you strongly agree)

The budget administration decisions were:	Strongly Disagree			Indifferent			Strongly Agree
01. Done transparently (we know who received what and why)	1	2	3	4	5	6	7
02. Announced and open to public knowledge through various legal means	1	2	3	4	5	6	7
03. Subjected to regular audits by the internal control unit	1	2	3	4	5	6	7
04. Are subject to regular external audits performed by professionals qualified and experienced in conducting audits	1	2	3	4	5	6	7
05. Based on specific criteria defined in writing (as opposed to tacit – not written - and informal rules)	1	2	3	4	5	6	7
06. Based on purely technical criteria	1	2	3	4	5	6	7
07. Influenced by regional ties	1	2	3	4	5	6	7

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The budget administration decisions were:	Strongly Disagree			Indifferent			Strongly Agree
08. Based on political ties / political affiliations / political pressure	1	2	3	4	5	6	7
09. Based on influential connections within the institution	1	2	3	4	5	6	7
10. Influenced by illegal payments	1	2	3	4	5	6	7
11. Due to administration changes within the Institution	1	2	3	4	5	6	7
12. Planned with consideration given to institutional	1	2	3	4	5	6	7

fulfillment							
13. Subject to unforeseen reductions that affected their proper execution	1	2	3	4	5	6	7

20. To what extent would you be in agreement with the following expressions?:

(Use the scale from 1 to 7, *where 1 indicates that you strongly disagree, 4 means that you are indifferent and 7 means that you strongly agree*)

	Strongly Disagree			Indifferent			Strongly Agree
01. It is possible to influence the amount of the budget assigned to where I work in the institution	1	2	3	4	5	6	7
02. Receipts for the different transactions are saved in hard copy for use during internal or external audits	1	2	3	4	5	6	7
03. The operating processes such as accounting, budget, payments, etc. are integrated in order to achieve efficiency in the financial area	1	2	3	4	5	6	7
04. The entity divulges its quarterly financial reports to the general public	1	2	3	4	5	6	7
05. Internal control systems are in place in order to protect the resources of this entity against loss or inappropriate use	1	2	3	4	5	6	7
06. Third party payments made by the institution are made in a manner that respects the order in which the invoice was received	1	2	3	4	5	6	7

3.2. Perceptions about the resources necessary for institutional operation

21. Please evaluate, how frequently do the following resources fulfill your needs as well as the needs of your colleagues in order to successfully complete your activities?

(Use the scale from 1 to 7 *where 1 indicates never, 4 means sometimes and 7 means always*)

Resources:	Never			Sometimes			Always
01. Amount of budgetary resources	1	2	3	4	5	6	7
02. Properly qualified personnel	1	2	3	4	5	6	7
03. Office equipment / Computers	1	2	3	4	5	6	7
04. Space / Offices / Physical plants	1	2	3	4	5	6	7

FOURTH PART: PERFORMANCE / PROVISION OF SERVICES

4.1. Motivation / Identification / Goals / Mission / Strategies

22. Please indicate to what extent you and your colleagues would be in agreement with the following expressions:

(Use the scale from 1 to 7, *where 1 indicates that you strongly disagree, 4 means that you are indifferent and 7 means that you strongly agree*)

In the Institution where I work:	Strongly Disagree			Indifferent			Strongly Agree
01. All levels of public servants have a clear idea of the Institution's objectives and strategies	1	2	3	4	5	6	7
02. All levels of public servants consider the citizens and users of public services, without discrimination, as our clients	1	2	3	4	5	6	7

03. All levels of public servants identify with and are involved with the institutions' objectives and strategies	1	2	3	4	5	6	7
04. For all levels of public servants, there are incentives to improve the quality of services rendered	1	2	3	4	5	6	7
05. I clearly understand my institutional roles and responsibilities and what duties comprise each role	1	2	3	4	5	6	7
06. The purchasing plan is considered an important planning exercise and takes into consideration the investment plans of the institution and its inventory requirements	1	2	3	4	5	6	7
07. The budget is an effective tool for planning and executing the plans and strategies of the institution	1	2	3	4	5	6	7

4.2 Perceptions about the quality of institutions and the decision making process

23. Please indicate with which of the following expressions you are most in agreement with:

(Choose 1 to indicate that you are more in agreement with the expression on the left and 7 to indicate that you are more in agreement with the expression on the right.)

01. At the Institution where we work, there are <i>too many</i> levels in the decision-making process	1 2 3 4 5 6 7	At the Institution where we work, there are <i>very few</i> levels in the decision making process
02. At the Institution where we work, the decision making processes are <i>too centralized</i>	1 2 3 4 5 6 7	At the Institution where we work, the decision making process is <i>properly centralized</i>

4.3 Perception about time management

24 How frequently do you believe that a public official such as yourself must engage in other work activities in the private sector because the salary in the public sector is not to make a sufficient living?

(Use the scale from 1 to 7, *where 1 indicates that it never happened and 7 means that it was very frequent*)

Never Happened

Very Frequent

1 2 3 4 5 6 7

4.4 Fulfillment of objectives and norms

Perception about the IMPLEMENTATION of policies / guidelines / regulations

25 In relation to the development of the daily activities, tasks and functions during the implementation of the services, to what extent would you agree with the following statements:

(Use the scale from 1 to 7, *where 1 indicates that you strongly disagree, 4 means that you are indifferent and 7 means that you strongly agree*)

At the institution where I work:	Strongly Disagree			Indifferent			Strongly Agree
01. Exist clearly defined mechanisms that take into consideration the feedback and needs of the users	1	2	3	4	5	6	7
02. Exist clearly defined mechanisms that channel user's complaints as well as their preferences	1	2	3	4	5	6	7

03. Receipts for the different transactions are saved in hard copy for use during internal or external audits.	1	2	3	4	5	6	7
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26 During the last two years (.....), to what extent would you have been in agreement with the decisions made by your institution during the development of contracting procedures?

(Use the scale from 1 to 7, where 1 indicates that you strongly disagree, 4 means that you are indifferent and 7 means that you strongly agree)

The decisions in the contracting process were:	Strongly Disagree			Indifferent			Strongly Agree
01. Done transparently (we know who was awarded what and why)	1	2	3	4	5	6	7
02. Public and open to the knowledge of and suggestions from the users	1	2	3	4	5	6	7
03. Subjected to regular audits by the internal control unit	1	2	3	4	5	6	7
04. Are subject to regular external audits performed by professionals qualified and experienced in conducting audits	1	2	3	4	5	6	7
05. Based on specific criteria defined in writing (as opposed to tacit – not written - and informal rules)	1	2	3	4	5	6	7
06. Based on the direct evaluations of the directors immediately involved in the matter (free from excessive bureaucratic steps)	1	2	3	4	5	6	7
07. Based on technical criteria	1	2	3	4	5	6	7
08. Based on regional preferences	1	2	3	4	5	6	7
09. Based on political ties / political affiliations / political pressure	1	2	3	4	5	6	7
10. Based on influential connections within the institution	1	2	3	4	5	6	7
11. Influenced by illegal payments	1	2	3	4	5	6	7

27. In relation to the contracting processes, to what extent would you agree with the following statements:

(Use the scale from 1 to 7, where 1 indicates that you strongly disagree, 4 means that you are indifferent and 7 means that you strongly agree)

	Strongly Disagree			Indifferent			Strongly Agree
The entity has taken deliberate efforts to publically announce its purchasing plans in accordance with the existing regulations	1	2	3	4	5	6	7

Perceptions about the quality of the implementation of the services (Only for institutions who provide services, if your institution is not of this type, please skip to question 29)

28. Please evaluate, to what extent would you agree that the services offered by institution are:

(Use the scale from 1 to 7, where 1 indicates that you strongly disagree, 4 means that you are indifferent and 7 means that you strongly agree)

Services offered by your institution:	Strongly Disagree			Indifferent			Strongly Agree
01. Are of high quality	1	2	3	4	5	6	7
02. Are performed according to informal (not written) rules	1	2	3	4	5	6	7
03. Are offered at relatively low cost	1	2	3	4	5	6	7
04. Fully satisfy the user's needs	1	2	3	4	5	6	7
05. Are accessible by the poor	1	2	3	4	5	6	7

4.6 Perception of discretion used during the decision-making process

29. Please evaluate to what extent the following groups of people perform their duties according to consistently applied institutional policies and rules, (i.e. using institutional criteria and not arbitrarily applied criteria)
(Use the scale from 1 to 7, where 1 indicates never, 4 means sometimes and 7 always)

Frequency of decisions made in a discretionary manner:	Never			Sometimes			Always
01. Employees who you supervise	1	2	3	4	5	6	7
02. Employees who supervise you	1	2	3	4	5	6	7
03. You / Your peers	1	2	3	4	5	6	7

30. Please indicate with which of the following expressions you are most in agreement with:

(Choose 1 to indicate that you are more in agreement with the expression on the left and 7 to indicate that you are more in agreement with the expression on the right.)

My colleagues and I enjoy ample freedom and discretionary power in the daily performance of our jobs.	1 2 3 4 5 6 7	My colleagues and I are prudent and follow institutional norms in the daily performance of our jobs.
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FIFTH PART: INFORMATION MANAGEMENT

31. I am again going to read some phrases and I would like to ask you to choose only one number to qualify your level of agreement . If you choose a small number, it means that you are more in agreement with the phrase on the left side and if you choose a large number, it means that you are in agreement with the phrase on the right. Please respond as an official of your institution:

(1 means that you completely agree with the phrase on the left side, and 7 indicate that you completely agree with the one on the right).

01. Systems that provide information about public official productivity <i>are scarce</i> and insufficient	1 2 3 4 5 6 7	Systems that provide information about public official productivity <i>are very widespread</i> and sufficient
02. People affected by broad public sector decisions are <i>the last</i> to know about them	1 2 3 4 5 6 7	People affected by broad public sector decisions are <i>the first</i> to know about them
03. When managers make decisions, they <i>never</i> take into consideration the opinions of their subordinates.	1 2 3 4 5 6 7	When managers make decisions, they <i>always</i> take into consideration the opinions of their subordinates
04. The institution <i>does not have</i> an adequate system for recording managerial decisions.	1 2 3 4 5 6 7	The institution <i>does have</i> an adequate system for recording managerial decisions.
05. Executive decisions <i>do not</i> take into consideration the financial requirements of the institution.	1 2 3 4 5 6 7	Executive decisions <i>do</i> take into consideration the financial requirements of the institution.

SIXTH PART: STATE REFORMS

32. Please indicate to what extent you would be in favor of the following types of reforms:

(Use the scale from 1 to 7, where 1 indicates against, 4 represents that you are indifferent and 7 means that you are in favor)

	Against			Indifferent			In Favor
01. Establish a public service career structure in which job assignments, salary increases and promotions are based on defined job performance criteria	1	2	3	4	5	6	7
02. A decrease in the number of public officials if salary and benefits are increased	1	2	3	4	5	6	7
03. Decentralization of state administrations, delegating operational functions of the national government to the municipal governments	1	2	3	4	5	6	7
04. Greater control given to the public and civil society over public sector activities	1	2	3	4	5	6	7
05. Rationalization of budgetary increases	1	2	3	4	5	6	7
06. Privatization of public sector services	1	2	3	4	5	6	7
07. Establish effective mechanisms for allowing citizens free access to all information held by the state	1	2	3	4	5	6	7
08. A law that ensures that economic resources used by political parties will have their origin and final use clearly identified	1	2	3	4	5	6	7
09. A public servant statute regulating the application of penalties and rewards according to job completion	1	2	3	4	5	6	7
10. Strengthen the operational management	1	2	3	4	5	6	7
11. Simplifying administrative procedures	1	2	3	4	5	6	7
12. Establishing objectives and norms for fulfillment of services	1	2	3	4	5	6	7

SEVENTH PART: GOVERNABILITY

7.1 Perception about corruption

33. In many of the countries of the world one can find as a common practice that companies and people from the community pay “bribes” or make payments “under the table” to public servants. What is your perception about the proportion of public services, contracts, etc. that are affected by these types of illegal payments and other types of irregular practices?

(Use the scale from 1 to 7 where **1 indicates that it is a widely spread practice**, **4 means that it is present in half the cases** and **7 means that this practice does not exist**)

PUBLIC SECTOR	Widely Spread			Half			Non-Existent
01. Today	1	2	3	4	5	6	7
02. Two years ago	1	2	3	4	5	6	7
03. Five years ago	1	2	3	4	5	6	7

34. Please evaluate: How widely spread are these practices among local businessman?:

LOCAL BUSINESSMAN:	Widely Spread			Half			Non-Existent
01. Today	1	2	3	4	5	6	7
02. Two years ago	1	2	3	4	5	6	7
03. Five years ago	1	2	3	4	5	6	7

35. Please evaluate: How widely spread are these practices among foreign investors?:

FOREIGN INVESTORS:	Widely Spread			Half			Non-Existent
01. Today	1	2	3	4	5	6	7
02. Two years ago	1	2	3	4	5	6	7
03. Five years ago	1	2	3	4	5	6	7

36. Please evaluate: How widely spread are these practices among International Cooperation Organisms (World Bank, PNUD, etc)?:

INTERNATIONAL COOPERATION ORGANISMS	Widely Spread			Half			Non-Existent
01. Today	1	2	3	4	5	6	7
02. Two years ago	1	2	3	4	5	6	7
03. Five years ago	1	2	3	4	5	6	7

37. In many of the countries of the world one can find as a common practice that companies and people from the community pay “bribes” or make payments “under the table” for public services or in order to improve the quality of service. Using the following scale, please evaluate: “To what extent does this practice exist in the institution in which you work?”

(Use the scale from 1 to 7 where **1 indicates that it is a widely spread practice**, **4 means that it is present in half the cases** and **7 means that this practice is non-existent**)

INTITUTION WHERE THE INTERVIEWEE WORKS	Widely Spread			Half			Non-Existent
01. Today	1	2	3	4	5	6	7
02. Two years ago	1	2	3	4	5	6	7
03. Five years ago	1	2	3	4	5	6	7

38. In your opinion, in what year or time period was corruption the most prevalent in this country?

39. How widely spread are the following practices in the institution in which you work?

(Use the scale from 1 to 7 where **1 indicates that it is a widely spread practice**, **4 means that it is present in half the cases** and **7 means that this practice is non-existent**)

	Widely Spread			Half			Non Existent
01. Bribes to obtain public services	1	2	3	4	5	6	7
02. Bribes to alter regulatory and legal decisions	1	2	3	4	5	6	7
03. Bribes in the contracting process	1	2	3	4	5	6	7

40. In many of the countries in the world, there are known to be different actors and groups in the private sector that apply pressure on the government through the payment of bribes to further their own interests. Using the same scale, tell me to what extent the following forms of corruption have a significant impact on the business environment of this country:

(Use the scale from 1 to 7 **where 1 means very significant**, **4 means somewhat significant** and **7 means not significant**.)

Forms of Corruption	Very Significant			Somewhat Significant			Not Significant	NS / NR
01. Bribes to employees of the Central Bank in order to ensure that their personal interests are favored by bank decisions	1	2	3	4	5	6	7	9
02. Bribes to elected representatives to ensure that particular laws favor their interests	1	2	3	4	5	6	7	9
03. Bribes to public officials to ensure that presidential or ministerial decisions favor their interests	1	2	3	4	5	6	7	9
04. Bribes to regulatory commission	1	2	3	4	5	6	7	9

officials or supervising agencies to ensure specific group interests								
05. Bribes directed to the authorities of the county council to favor private interests	1	2	3	4	5	6	7	9
06. Bribes to judicial authorities to revert a ruling or decision and benefit particular interests	1	2	3	4	5	6	7	9

41. ¿Would you please tell me in what capacity or domain would the following actors have to influence, through bribes, the decisions made by top state officials.

(Use the scale from 1 to 7, *where 1 means a high capacity, 4 some capacity and 7 low capacity*)

Influential actors	High Capacity			Some Capacity			Low Capacity		NS / NR
	1	2	3	4	5	6	7		
01. Economic groups	1	2	3	4	5	6	7	9	
02. Labor unions	1	2	3	4	5	6	7	9	
03. Economic guilds	1	2	3	4	5	6	7	9	
04. Multinational companies	1	2	3	4	5	6	7	9	
05. Drug traffickers	1	2	3	4	5	6	7	9	
06. Other forms of organized crime	1	2	3	4	5	6	7	9	

7.2 Perception about the mechanisms of corruption

42. From the corruption cases that you have knowledge of either directly or indirectly, which would you say occurs most frequently?:

(Choose one of the following for each option)

	The public official would insinuate that a bribe must be paid.	The user offers the bribe.	Normally, the groups know how the process works and how much money they need to pay.
01. With a user	1	2	3
02. With a local company	1	2	3
03. With a foreign company	1	2	3

43. From the corruption cases you have been aware of either directly or indirectly, how frequently do you think that the person would share the bribe with...?

(Use a scale from 1 to 7, *where 1 means never, 4 means sometimes and 7 means always*)

With whom the bureaucrat would share the bribes with:	Never			Sometimes			Always	
	1	2	3	4	5	6	7	
01. Their superiors	1	2	3	4	5	6	7	
02. Their colleagues	1	2	3	4	5	6	7	
03. A Deputy/ Politician / Political Party	1	2	3	4	5	6	7	

44. From the corruption cases, that you know about either directly or indirectly, public officials increase their salaries with extra official payments (bribes), which they receive when they perform their tasks. How significant is the amount of income received from bribes when compared to their total income for:

(Use the scale from 1 to 7, *where 1 means not significant, 4 somewhat significant and 7 very significant*)

FOR:	Not significant			Somewhat significant			Very significant	
	1	2	3	4	5	6	7	
01. Your co-workers' superiors (people with a higher rank than you, without including your	1	2	3	4	5	6	7	

superiors)							
02. Co-workers (people at the same level as your, without including yourself)	1	2	3	4	5	6	7
03. Subordinates of your colleagues (people at a lower level than you, not including your subordinates)	1	2	3	4	5	6	7

45. In many countries of the world, we know that many of the public officials pay to “buy” positions in the public sector. Based on your direct or indirect experience, and using the same scale, tell me how significant do you believe that these practices are among the following groups of people:

(Use the scale from 1 to 7, *where 1 means not significant, 4 somewhat significant and 7 very significant*)

FOR:	Not significant			Somewhat significant			Very significant
01. Your colleagues’ superiors (people at a higher level than your, not including your superiors)	1	2	3	4	5	6	7
02. Co-workers (people at your same level, not including yourself)	1	2	3	4	5	6	7
03. Your colleagues’ subordinates (people at a lower level than you, not including your subordinates)	1	2	3	4	5	6	7

7.3 Perceptions about mechanisms for reporting acts of corruption:

46. During the past two years (.....), did you consider reporting a case of corruption, but decide not to do it?

YES	1
NO	2

47. Many people know about cases of corruption but do not report them. If you or any of your peers decided to report a case of corruption, what would be your motive for doing it? Specify how important the following factors would be in your decision, *where 1 means completely irrelevant and 7 means extremely important.*

Not report a case of corruption because:	Completely Irrelevant						Extremely Important
01. Nobody knows the reporting procedure	1	2	3	4	5	6	7
02. Nobody can prove anything	1	2	3	4	5	6	7
03. The cases are never investigated or punished	1	2	3	4	5	6	7
04. Under the current economic situation, illegal payments are sometimes justified	1	2	3	4	5	6	7
05. What is deemed as corruption in other countries is normally accepted in our culture	1	2	3	4	5	6	7
06. There is no protection for possible reprisals against those who report corruption	1	2	3	4	5	6	7
07. The cases are so trivial that it is not worthwhile to report them	1	2	3	4	5	6	7
08. People perceive that filing a complaint against a public official is like betraying a colleague	1	2	3	4	5	6	7

48. How would you evaluate the process for reporting cases of corruption?

(Choose **1** to indicate that you are more in agreement with the expression of the left and a **7** to indicate that you are more in agreement with the expression of the right)

01. Difficult and time consuming	1 2 3 4 5 6 7	Simple and easy
02. Implies personal security risks	1 2 3 4 5 6 7	Does imply personal security risks
03. Politicized	1 2 3 4 5 6 7	Not Politicized
04. A threat to the interests of politicians	1 2 3 4 5 6 7	Not a threat to the interests of politicians

7.4 Perception about ethical values

49. We are going to propose a hypothetical situation: Suppose that one night, a little late in the evening, you are walking in the parking lot of a shopping mall, the parking lot is empty, there is no security at this time and you are by yourself. Suddenly, you notice that there is an envelope on the ground. You pick it up and there are 20 one hundred dollar bills inside. How probable is it that your reaction would be:

(Use the scale from 1 to 7, where 1 represents not probable, 4 means it is somewhat probable and 7 extremely probable)

(PLEASE ANSWER EACH QUESTION)

	Not Probable			Somewhat Probable			Extremely Probable
01. Since this money has no owner, it is my lucky day and this could help me with family expenses.	1	2	3	4	5	6	7
02. I would take it home and think about what I should do overnight	1	2	3	4	5	6	7
03. Look for a guard in order to report the incident and give him the envelope with the money	1	2	3	4	5	6	7
04. I do not know what I would do	1	2	3	4	5	6	7

50. Use the same situation about the envelope above. However, you can now presume that there is a 30% possibility that there is a hidden camera in the parking lot and that you are probably being watched. What is the probability that your reaction would be:

(Use the scale from 1 to 7, where 1 represents not probable, 4 means it is somewhat probable and 7 extremely probable)

	Not Probable			Somewhat Probable			Extremely Probable
01. Since this money has no owner, it is my lucky day and this could help me with family expenses.	1	2	3	4	5	6	7
02. I would take it home and think about what I should do overnight	1	2	3	4	5	6	7
03. Look for a guard in order to report the incident and give him the envelope with the money	1	2	3	4	5	6	7
04. I do not know what I would do	1	2	3	4	5	6	7

51. Use the same situation about the envelope above. But now you have to assume that the possibility of being monitored and that the possibility of your actions being shared is high - around 70%. What is the likelihood that your reaction would be:

(Use the scale from 1 to 7, where 1 represents not probable, 4 means it is somewhat probable and 7 extremely probable)

	Not Probable			Somewhat Probable			Extremely Probable
01. Since this money has no owner, it is my lucky day and this could help me with family expenses.	1	2	3	4	5	6	7

We will use a scale from 1 to 7 *in which 1 means that this is a very serious problem and 7 means that it is very trivial.*
(READ ONE PROBLEM AT A TIME AND ASK THE INTERVIEWEE TO RATE THE SERIOUSNESS OF EACH)

PROBLEMS	<u>Very Serious</u>	<u>Very Trivial</u>
01. Cost of Living	1	2 3 4 5 6 7
02. Consumption of Drugs	1	2 3 4 5 6 7
03. Drug Trafficking	1	2 3 4 5 6 7
04. Delinquency	1	2 3 4 5 6 7
05. Violence	1	2 3 4 5 6 7
06. Corruption	1	2 3 4 5 6 7
07. Unemployment	1	2 3 4 5 6 7
08. Cost of education	1	2 3 4 5 6 7
09. Cost of health services	1	2 3 4 5 6 7
10. Lack of housing	1	2 3 4 5 6 7
11. Public Services (cost, quality, availability)	1	2 3 4 5 6 7
12. Poor quality of roads	1	2 3 4 5 6 7
13. Destruction of the environment	1	2 3 4 5 6 7
14. Lack of leaders	1	2 3 4 5 6 7
15. Any other problem? (Please specify) _____	1	2 3 4 5 6 7

58. Of the problems mentioned above, please write, in order of importance, the three worst problems that <COUNTRY> faces today (WRITE BELOW)

1. _____
2. _____
3. _____

NINTH PART: ANALYZING THE CORRUPTION PROBLEM

59. Please tell me, in your opinion, how dishonest/honest are each of the following organizations? Respond using a scale from 1 to 7, *where 1 represents completely dishonest and 7 completely honest.* If you are not familiar with any of the institutions, please indicate so and do not respond.

PUBLIC INSTITUTIONS	Completely Dishonest			Completely Honest				I do not know them
01. <i>Ministry of Finance</i>	1	2	3	4	5	6	7	8
02. <i>Ministry of Government</i>	1	2	3	4	5	6	7	8
03. <i>Ministry of Public Health</i>	1	2	3	4	5	6	7	8
04. <i>Ministry of Public Education</i>	1	2	3	4	5	6	7	8
05. <i>The Supreme Court</i>	1	2	3	4	5	6	7	8
06. <i>Universities</i>	1	2	3	4	5	6	7	8
07. <i>Central Bank</i>	1	2	3	4	5	6	7	8
08. <i>Census Bureau</i>	1	2	3	4	5	6	7	8
09. <i>Congress</i>	1	2	3	4	5	6	7	8
10. <i>Transportation Ministry</i>	1	2	3	4	5	6	7	8
11. <i>National Police</i>	1	2	3	4	5	6	7	8
12. <i>Armed Forces</i>	1	2	3	4	5	6	7	8
13. <i>National Comptroller</i>	1	2	3	4	5	6	7	8
14. <i>Public Ministry</i>	1	2	3	4	5	6	7	8
15. <i>General Attorney's office</i>	1	2	3	4	5	6	7	8
16. <i>Lower-level Courts</i>	1	2	3	4	5	6	7	8
17. <i>Mayors</i>	1	2	3	4	5	6	7	8
18. <i>Social Security Institute</i>	1	2	3	4	5	6	7	8
19. <i>Property registrar</i>	1	2	3	4	5	6	7	8
20. <i>Securities and Banking Commission</i>	1	2	3	4	5	6	7	8
21. <i>Ministry of Industry and Commerce</i>	1	2	3	4	5	6	7	8
22. <i>Ministry of Agriculture and Ranching</i>	1	2	3	4	5	6	7	8
23. <i>Ministry of Security</i>	1	2	3	4	5	6	7	8
24. <i>Attorney-General's Office</i>	1	2	3	4	5	6	7	8
25. <i>Customs</i>	1	2	3	4	5	6	7	8
26. <i>The Judicial System</i>	1	2	3	4	5	6	7	8
27. <i>Private Sector</i>	1	2	3	4	5	6	7	8
28. <i>Unions</i>	1	2	3	4	5	6	7	8
29. <i>NGO's</i>	1	2	3	4	5	6	7	8

60. How efficient / inefficient are each one of the following institutions at exercising social control over public entities? Please respond using the scale from 1 to 7, where 1 means completely inefficient and 7 means completely efficient.

OTHER INSTITUTIONS	Completely Inefficient			Completely Efficient				Don't Know
01. <i>Church</i>	1	2	3	4	5	6	7	8
02. <i>Chambers of Commerce</i>	1	2	3	4	5	6	7	8
03. <i>Mass Media</i>	1	2	3	4	5	6	7	8
04. <i>NGOs</i>	1	2	3	4	5	6	7	8
05. <i>Commission for Human Rights</i>	1	2	3	4	5	6	7	8
06. <i>Labor Unions</i>	1	2	3	4	5	6	7	8
07. <i>Professional Groups</i>	1	2	3	4	5	6	7	8
08. <i>Civic Movements</i>	1	2	3	4	5	6	7	8

09. <i>Community Groups</i>	1	2	3	4	5	6	7	8
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61. In order of importance, mention 3 entities from the public, private or community sector that you think would be able to lead strategies in the fight against corruption?

1. _____
2. _____
3. _____

62. Please indicate which of the following expressions you are most in agreement with:

Use the scale from 1 to 7, where 1 represents that you are not in agreement and 7 represents that you are totally in agreement.

There <i>is not</i> a genuine and sincere desire within the government to fight against corruption	1	2	3	4	5	6	7	There <i>is</i> a genuine and sincere desire within the government to fight against corruption
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TENTH PARTE: FINAL COMMENTS

63. If you were in a position of highest authority, what would be the first action that you would undertake to improve the quality of the services offered by your institution?

64. If you were in a position of highest authority, what would be the first action that you would undertake to reduce the level of corruption in your country?

THANK YOU FOR YOUR PARTICIPATION!