

CONFIDENTIAL STUDY USERS - CC 729-01

Good morning/afternoon. We are conducting a survey to learn what citizens think about public services and the attention they get when going through procedures. This interview is anonymous; your name will not be printed in any document. The answers will be dealt with as a group and in a totally confidential manner. None of the questionnaires will be revealed to any person or institution. This questionnaire is applied and handled by the National Consulting Center. Its results will be used by the National Government; civil society organizations and the private sector to jointly design a national strategy to fight corruption. The interview lasts approximately 40 minutes. Could you please answer the following questions?

Place of Interception _____
(Write the name of the Institution where you intercepted the respondent).

In case that the citizen declines participation, thank him or her and look for another respondent.

01	02	03	04	05	06	07	08	09	10
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01. If the respondent agrees to answer the survey at the interception place **(Note the survey and go to question 1)**.
02. If the respondent agrees to answer the survey but prefers to do so at his/her house or office, **make an appointment:**

Name: _____
Address: _____ Neighborhood _____
City _____ Phone _____
Day: _____ Hour: _____

First Visit: Could I talk to (name of the respondent) we have an appointment to answer a survey about public services. Could you please tell him/her that I am here?

01. If the respondent is in and agrees to the interview **(Note the survey and go to question 1)**.
02. Respondent is not in **(make a new appointment)**
What time can I find him/her? _____

Second Visit: Could I talk to... (name of the respondent)

01. Respondent is in **(Note the survey and go to question 1)**.
02. Respondent is not in **(give thanks and finish)**

DATE OF THE INTERVIEW: Day ____/ Month _____/ 2001

Start time _____ Finish time _____

Respondent: AGE _____ SEX M ----1 F ---- 2

Respondent's Characteristics

1. What is your present occupation?

Business person	01
Public servant	02
Private sector employee	03
Professional independent worker	04
Non-professional independent worker	05
Family business worker	06
Member of the Armed Forces	07
Clergy	08
Retired	09
Homemaker	10
Student	11
Unemployed	12

2. What education level do you presently have?

Elementary school	1
High school	2
Technical	3
College / University	4
Master's degree	5
Ph.D. degree	6

3. ¿What is your marital status?

Single	1
Married	2
Live-in partner	3
Divorced / separated	4
Widower	5

Introduction

4. I'm going to read you a list of problems so you can tell me how serious you consider each one to be. Lets use a scale from 1 to 7 where **1 means it is a very serious problem and 7 that it is a slight problem.** (READ THE PROBLEMS ONE BY ONE AND ASK THE RESPONDENT TO RATE ITS SERIOUSNESS)

PROBLEMS	Absolutely serious	1	2	3	4	5	6	Absolutely slight	7
01. Cost of living	1	2	3	4	5	6	7		
02. Drug taking	1	2	3	4	5	6	7		
03. Drug traffic	1	2	3	4	5	6	7		
04. Crime	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. Education services	1	2	3	4	5	6	7		
09. Health services	1	2	3	4	5	6	7		
10. Housing (lack of)	1	2	3	4	5	6	7		
11. Public services	1	2	3	4	5	6	7		
12. Roads in poor condition	1	2	3	4	5	6	7		
13. High cost of public services	1	2	3	4	5	6	7		
14. The environment	1	2	3	4	5	6	7		
15. Lack of leadership	1	2	3	4	5	6	7		
16. Any other problem? (Specify)	1	2	3	4	5	6	7		

5. From the aforementioned problems, please note, in order of importance, the three most serious problems presently affecting Colombia: (You can write the corresponding numeral):

1. _____
2. _____
3. _____

6. Please tell me, in your opinion, how honest / dishonest is each one of the following institutions? Answer in a scale from 1 to 7, where **1 means "Totally dishonest"** and **7 "Totally honest"**. **(HAND CARD 1. IF THE RESPONDENT DOES NOT KNOW ONE OF THE INSTITUTIONS, MAKE A NOTE OF IT AND GO TO THE NEXT LINE.)**

PUBLIC INSTITUTIONS	Totally dishonest	Totally honest	Doesn't know
01. <i>Department of Treasury and Public Credit</i>	1	2 3 4 5 6 7	8
02. <i>Department of the Interior</i>	1	2 3 4 5 6 7	8
03. <i>Department of Health</i>	1	2 3 4 5 6 7	8
04. <i>Department of Education</i>	1	2 3 4 5 6 7	8
05. <i>Department of Communications</i>	1	2 3 4 5 6 7	8
06. <i>Department of Transportation</i>	1	2 3 4 5 6 7	8
07. <i>Constitutional Court</i>	1	2 3 4 5 6 7	8
08. <i>Judiciary Superior Council</i>	1	2 3 4 5 6 7	8
09. <i>Central Bank</i>	1	2 3 4 5 6 7	8
10. <i>National Registry</i>	1	2 3 4 5 6 7	8
11. <i>National Congress</i>	1	2 3 4 5 6 7	8
12. <i>National Police</i>	1	2 3 4 5 6 7	8
13. <i>Armed Forces</i>	1	2 3 4 5 6 7	8
14. <i>National comptroller's Office</i>	1	2 3 4 5 6 7	8
15. <i>National Prosecutor's Office</i>	1	2 3 4 5 6 7	8
16. <i>Attorney General's Office</i>	1	2 3 4 5 6 7	8
17. <i>People's Defense Office</i>	1	2 3 4 5 6 7	8
18. <i>Courts</i>	1	2 3 4 5 6 7	8
19. _____ <i>City Hall</i> <i>(MENTION TOWN / CITY / DISTRICT)</i>	1	2 3 4 5 6 7	8
20. _____ <i>Provincial Government</i> <i>(Mention DEPARTMENT)</i>	1	2 3 4 5 6 7	8
21. <i>DIAN</i>	1	2 3 4 5 6 7	8
22. <i>SENA</i>	1	2 3 4 5 6 7	8
23. <i>I.C.B.F.</i>	1	2 3 4 5 6 7	8
24. <i>Social Security</i>	1	2 3 4 5 6 7	8
25. <i>Telecom</i>	1	2 3 4 5 6 7	8
26. <i>Ecopetrol</i>	1	2 3 4 5 6 7	8
27. <i>Public Notaries</i>	1	2 3 4 5 6 7	8
28. <i>Banking Superintendence</i>	1	2 3 4 5 6 7	8
29. <i>Commerce and Industry Superintendence</i>	1	2 3 4 5 6 7	8
30. <i>Public Service Superintendence</i>	1	2 3 4 5 6 7	8

7. And, how efficient / inefficient is each one of the following institutions in its contribution to social control of public offices? Answer on a scale from 1 to 7 where **1 means "Totally inefficient"** and **7 "Totally efficient"**. (HAND CARD 2. IF THE RESPONDENT DOES NOT KNOW ONE OF THE INSTITUTIONS, MAKE A NOTE OF IT AND GO TO THE NEXT LINE.)

OTHER INSTITUTIONS	<u>Totally inefficient</u>						<u>Totally efficient</u>	Doesn't Know
01. Churches	1	2	3	4	5	6	7	8
02. Chambers of Commerce	1	2	3	4	5	6	7	8
03. Media	1	2	3	4	5	6	7	8
04. NGO's	1	2	3	4	5	6	7	8
05. Citizen Watch Groups	1	2	3	4	5	6	7	8
06. Trade unions	1	2	3	4	5	6	7	8
07. Worker unions	1	2	3	4	5	6	7	8

8. Please mention, ranked by order of importance, 3 institutions, public, private or community, which you believe, could be a strategic leader in the fight against corruption?

- 01. _____
- 02. _____
- 03. _____

Nature of the Problem

Perception

9. I will describe to you some situations that sometime happen. Could you please tell me how do you rate each action using a scale from 1 to 7, where **1 shows that it is "totally acceptable"**, **4 that it is "indifferent"** and **7 "totally unacceptable"**. (HAND CARD 3)

SITUATION	<u>Totally acceptable</u>			Indiffer ent			<u>Totally unacceptable</u>		DK/ DR
	1	2	3	4	5	6	7	9	
01. In order to keep the car from being towed and avoid paying a fine, an offender offers to pay the police officer directly. The officer had not asked for money, but he/she accepts it.	1	2	3	4	5	6	7	9	
02. A government official uses an official car for personal business.	1	2	3	4	5	6	7	9	
03. A contractor hands money to a public official in order to be favored in a bid.	1	2	3	4	5	6	7	9	
04. A person is promoted thanks to a family relationship with a state secretary or high-ranking public official.	1	2	3	4	5	6	7	9	

10. We will present an hypothetical situation: imagine that one evening, a little bit late, you are walking in a Shopping Center's parking lot, the parking lot is empty. Furthermore at that moment there is no security and you are alone. Suddenly you notice there is an envelope on the floor. You pick it up and realize it contains 20 one hundred-dollar bills. How probable is that each of these reactions reflects yours: **Use a 1 to 7 scale, where 1 means it is not probable at all, 4 somewhat probable and 7 highly probable. (HAND OUT CARD 4. REQUEST ONE ANSWER FOR EACH OPTION).**

SITUATION	Not probable at all			Somewhat probable			Highly probable	DK/DR
01. Since this money has no owner, this lucky break can help me with my family expenses.	1	2	3	4	5	6	7	9
02. I'll take it home and think overnight about what to do with it.	1	2	3	4	5	6	7	9
03. Right away I look for building security to report the finding and hand in the money	1	2	3	4	5	6	7	9
04. I wouldn't know what to do.	1	2	3	4	5	6	7	9

11. The same envelope situation described before: however, now you must assume that there is a 30% chance that there is a hidden camera in the parking lot and it is possibly being watched. How probable is that each of these reactions reflects yours: **Use a 1 to 7 scale, where 1 means it is not probable at all, 4 somewhat probable and 7 highly probable. (HAND OUT CARD 4)**

SITUATION	Not probable at all			Somewhat probable			Highly probable	DK/DR
01. Since this money has no owner, this lucky break can help me with my family expenses.	1	2	3	4	5	6	7	9
02. I'll take it home and think overnight about what to do with it.	1	2	3	4	5	6	7	9
03. Right away I look for building security to report the finding and hand in the money	1	2	3	4	5	6	7	9
04. I wouldn't know what to do.	1	2	3	4	5	6	7	9

12. The same situation as before, but now you must assume that the chance of being watched and that the information will be shared is high, 70%. How probable is that each of these reactions reflects yours: **Use a 1 to 7 scale, where 1 means it is not probable at all, 4 somewhat probable and 7 highly probable. (HAND OUT CARD 4)**

SITUATION	Not probable at all			Somewhat probable			Highly probable	DK/DR
01. Since this money has no owner, this lucky break can help me with my family expenses.	1	2	3	4	5	6	7	9
02. I'll take it home and think overnight about what to do with it.	1	2	3	4	5	6	7	9
03. Right away I look for building security to report the finding and hand in the money	1	2	3	4	5	6	7	9
04. I wouldn't know what to do.	1	2	3	4	5	6	7	9

PUBLIC INSTITUTIONS: <i>(INTERVIEWER: HAND CARD 6 WITH THE INSTITUTIONS LIST, ASK THE RESPONDENT TO SELECT THE INSTITUTIONS FOR QUESTION 18, CIRCLE THE INSTITUTION AND ASK THE QUESTION FOR EACH SELECTED INSTITUTION, USE THE SAME PROCEDURE FOR QUESTION 19)</i>	18. If you considered conducting procedures at some of these institutions and decided not to do it, could you please tell me which ones? If you considered it: Why didn't you do it? 1. You knew they would not do what you needed 2. You didn't have time 3. You couldn't pay the official cost 4. You couldn't pay the unofficial costs 5. You didn't know who to turn to 6. It wastes a lot of time 7. Other reasons (DO NOT READ)	PUBLIC INSTITUTIONS	If at any of these institutions you did not receive the requested service, for example, medical attention, reconnection, etc., Could you tell me at which ones and what additional expense did this situation cost you or your family? (The amount in pesos)
01. State-owned Banks	1 2 3 4 5 6 7	01.	\$ _____
02. DIAN	1 2 3 4 5 6 7	02.	\$ _____
03. Local / District Treasury	1 2 3 4 5 6 7	03.	\$ _____
04. Guardianships	1 2 3 4 5 6 7	04.	\$ _____
05. Aqueduct and Drain Company	1 2 3 4 5 6 7	05.	\$ _____
06. Traffic Department	1 2 3 4 5 6 7	06.	\$ _____
07. Passport Office	1 2 3 4 5 6 7	07.	\$ _____
08. Registrar's Office for Public Instruments	1 2 3 4 5 6 7	08.	\$ _____
09. Public Notaries	1 2 3 4 5 6 7	09.	\$ _____
10. Public schools / universities	1 2 3 4 5 6 7	10.	\$ _____
11. Telephone Company	1 2 3 4 5 6 7	11.	\$ _____
12. Energy Company	1 2 3 4 5 6 7	12.	\$ _____
13. DAS	1 2 3 4 5 6 7	13.	\$ _____
14. Public hospitals and Health centers	1 2 3 4 5 6 7	14.	\$ _____
15. E.P.S.	1 2 3 4 5 6 7	15.	\$ _____
16. Social Security	1 2 3 4 5 6 7	16.	\$ _____
17. Civil Registry	1 2 3 4 5 6 7	17.	\$ _____

20. In those cases where you had to make unofficial pay-off to receive or expedite service...

1. The public servant asked for the pay-off or hinted it
2. You offered the pay-off or gift spontaneously
3. It is already known how the system works and how much it is required to pay, therefore it wasn't necessary to make a proposal.
4. You have never made unofficial pay-off to receive or expedite service. ⇒ Go to question 23)

21. In your own experience, what impact does paying extra money or giving gifts have in the quality of service or the speed problems are solved? Use a 1 to 7 scale **where 1 means "has a huge impact" and 7 "has little impact"** (HAND OUT CARD 7 SCALE)

Huge impact **Little impact**

1 2 3 4 5 6 7

22. And how sure would you be that the service or problem would be solved with higher speed, quality and efficiency when you have make this extra pay-off or given gifts? Use a 1 to 7 scale, **where 1 means "would be very sure" and 7 means "would not be sure at all"**. (HAND CARD 8 SCALE)

Very Sure **Not Sure at all**

1 2 3 4 5 6 7

The Judicial System

23. Now let's talk about Colombia's Judicial System. I will show you some sentences that people sometimes say so you can please tell me where your opinion lays. **If you agree more with the sentence in the left, choose a low number. If you agree more with the sentence in the right, choose a high number. If you don't agree with any of the sentences, choose a number in the middle. (MAKE SURE THE RESPONDENT UNDERSTOOD AND HAND OUT CARD 9)**

01. The judicial system does not deserve any trust	1 2 3 4 5 6 7	The judicial system deserves complete trust
02. The judicial system is totally dependent on the government	1 2 3 4 5 6 7	The judicial system is totally independent from the government
03. Laws in Colombia are applied only for poor people , as they say "laws are only for those who wear ruanas"	1 2 3 4 5 6 7	Laws in Colombia are applied equally for everyone , rich or poor.
04. The judicial system is quite unfair .	1 2 3 4 5 6 7	The judicial system is quite fair .
05. The judicial system is manipulated by economic interests/	1 2 3 4 5 6 7	The judicial system is totally independent of economic interests.
06. The judicial system is more corrupt than the government.	1 2 3 4 5 6 7	The judicial system is less corrupt than the government.

24. During the last two years (1999-2000), did you ever consider going to court to solve a problem, but in the end decided not to do it?

YES	1
NO	2

25. I will read you a list of factors that interfere with justice, so you can tell me how often have you encountered each of them, use a 1 to 7 scale where **1 means "highly frequent" and 7 means "rarely frequent"** (Hand out card 10)

Factors that prevent justice form being good	<u>Highly frequent</u>						<u>Rarely frequent</u>
	1	2	3	4	5	6	7
01. Legal and extra-legal costs involved in accessing justice	1	2	3	4	5	6	7
02. Access to adequate legal counsel	1	2	3	4	5	6	7
03. Judges' lack of credibility	1	2	3	4	5	6	7
04. Judges' little professional capacity	1	2	3	4	5	6	7
05. The excessive amount of time taken by proceedings	1	2	3	4	5	6	7
06. Difficulties in sentence enforcement	1	2	3	4	5	6	7
07. Complicated and tricky legislation	1	2	3	4	5	6	7

26. In your own experience, or that from someone else, how much influence do unofficial pay-off have on the speed and result of judicial proceedings? Please answer using a 1 to 7 scale where **1 means that they have a lot of influence and 7 that they don't have any influence.**

They have a lot of influence

They do not have any influence

1

2

3

4

5

6

7

DK/DR----9

27. During the last two years, has anyone in your family solved an important dispute without recurring to judges?

YES	1
NO	2

⇒ Go to question 29

28. Could you tell me which resource/s was/were used?

01. Private negotiations by a lawyer

02. Intervention by a high-ranking official

03. Mediation or conciliation by a third party

04. Negotiations by a civil organization that promotes mediation or conciliation

05. Negotiation through the Police of the Attorney General

06. Threats or use of force

07. Direct negotiation with the other party

08. Other (SPECIFY) _____

The Educational System

29. How many students in public education were there in your family (members who live with you at home) during the 1999-2000 period?

Level	Number of Students
01. Pre-school	
02. Elementary	
03. High School	
04. University	
88 (NONE)	

I will read you a list of possible obstacles to a good education, so you can tell me how important is each one of them, using a scale from 1 to 7 where **1 represents an "extremely important obstacle" and 7 a "non-important obstacle"**

Obstacles that prevent education from being good	Extremely important	1	2	3	4	5	6	Non important	7
01. Costs involved in having access to education	1	2	3	4	5	6	7		
02. The educational system not being updated	1	2	3	4	5	6	7		
03. The teachers' professional capacity	1	2	3	4	5	6	7		
04. Inadequate buildings, infrastructure and equipment	1	2	3	4	5	6	7		
05. Coverage	1	2	3	4	5	6	7		

30. Could you tell me, based on your own experience, how frequent are the following practices at Public Educational Institutions? Use a 1 to 7 scale **where 1 means that it is "highly frequent" and 7 that it is "not at all frequent"**

Factors that affect the prestige of Educational Institutions	Highly frequent	1	2	3	4	5	6	Not at all frequent	7
01. Favoritism in student promotion	1	2	3	4	5	6	7		
02. Political influence in the promotion, transfer and/or appointment of teachers	1	2	3	4	5	6	7		

Analyzing the Corruption Problem

31. Do you know the process you must follow to report a case of corruption?

YES	1	(Go to question 34)
NO	2	

32. How efficient would you say that the process for reporting corruption cases is? Let's use this 1 to 7 scale where, **1 is absolutely inefficient and 7 absolutely efficient**

Absolutely Inefficient

Absolutely efficient

1 2 3 4 5 6 7 DK/DR ---9

33. Here we have some sentences that might express what people think about corruption. Tell me with which ones do you identify the most. **If you agree more with the sentence on the left, choose a low number. If you agree more with the sentence on the right, choose a high number. If you do not agree with any of the sentences, choose a number in the middle. (Show Card 11)**

01. If someone learns about a case of corruption he or she is under no obligation to report it.	1 2 3 4 5 6 7	If someone learns about a case of corruption he or she should report it.
02. Corruption is natural and is part of our lives, so reporting it serves no purpose.	1 2 3 4 5 6 7	Corruption is an evil we all must fight it by reporting the cases we know about

34. During the last two years (1999-2000) did you find out about any case of corruption?

YES, DID FIND OUT	1	(GO TO QUESTION 39)
NO, DIDN'T FIND OUT	2	

35. Did you find out and report it, or not?

FOUND OUT AND REPORTED IT	1
FOUND OUT AND DIDN'T REPORT IT	2

36. Were you affected by a case of corruption during the last two years (1999-2000)?

YES, WAS AFFECTED	1	(GO TO QUESTION 39)
NO, WASN'T AFFECTED	2	

37. Were you affected by a case of corruption and you reported it, or not?

WAS AFFECTED AND REPORTED IT	1
WAS AFFECTED AND DIDN'T REPORT IT	2

I will read you a list of reasons, if you can please tell me how much each one of them affects the decision not to report a case of corruption. Use a 1 to 7 scale where **1 means it doesn't affect at all and 7 that it affects a lot.**

Reasons for not reporting	Doesn't affect at all	Affects a lot
01. Didn't know where to report it	1 2 3 4 5 6 7	
02. Couldn't prove anything	1 2 3 4 5 6 7	
03. The report would have been useless because the responsible parties would not have been prosecuted	1 2 3 4 5 6 7	
04. Those who report only want to create more problems	1 2 3 4 5 6 7	
05. Those who report end up suffering the most	1 2 3 4 5 6 7	
06. Everybody knows about these cases and no one reports them	1 2 3 4 5 6 7	
07. The corruption was so trivial and of little importance that it was not worth reporting it	1 2 3 4 5 6 7	
08. Would not have received protection from possible retaliation	1 2 3 4 5 6 7	
09. Did not want to betray anyone.	1 2 3 4 5 6 7	

38. Once again I will show some sentences that people say about corruption so you can tell me your opinion. **If you agree more with the sentence on the left, choose a low number. If you agree more with the sentence on the right, choose a high number. If you do not agree with any of the sentences, choose a number in the middle. (Show Card 7)**

01. There is much talk and no action fighting corruption	1 2 3 4 5 6 7	There's a true sentiment to fight corruption
02. You can't trust anyone	1 2 3 4 5 6 7	You can trust people
03. The political class isn't trustworthy	1 2 3 4 5 6 7	The political class is trustworthy
04. The mass media doesn't deserve trust	1 2 3 4 5 6 7	The mass media deserve all the trust
05. The government doesn't deserve any trust	1 2 3 4 5 6 7	The government deserves trust
06. The government doesn't have to make the fight against corruption one of its priorities.	1 2 3 4 5 6 7	The government should have as one of its priorities the fight against corruption
07. Politicians favor corruption	1 2 3 4 5 6 7	Politicians do not favor corruption
08. The government's campaign against corruption will not be effective in considerably reducing corruption.	1 2 3 4 5 6 7	The government's campaign against corruption will be effective in considerably reducing corruption.
09. Common citizens should not be judged more harshly than public officials for cases of corruption	1 2 3 4 5 6 7	Public officials should be judged more harshly than common citizens for cases of corruption
10. Public services unions are in favor of corruption	1 2 3 4 5 6 7	Public services unions are against corruption
11. Business associations and unions promote corruption.	1 2 3 4 5 6 7	Business associations and unions fight corruption.

Additional Information on the Respondent

39. How would you rate you quality of life today compared with that of two years ago?

1. Much better
2. Somewhat better
3. The same
4. Somewhat worse
5. Much worse

 40. How do you expect you quality of life to be in the next two years?

1. Much better
2. Somewhat better
3. The same
4. Somewhat worse
5. Much worse

41. What is your **monthly** family income (adding the income from all the household members who contribute)

Up to 300.000	1
From 300.001 to 800.000	2
From 800.001 to 1 `500.000	3
From 1 `500.001 to 5 `000.000	4
More than 5 `000.000	5
Doesn't Know/Doesn't Answer	9

42. I will read you a list of organizations, please tell me if you were or not an active member of any of them during the last year?

ORGANIZATIONS	Active Registered Member	Registered Member Not Active	Not a member
Community Action Boards	1	2	3
Local Administration boards	1	2	3
Religious Organizations	1	2	3
Political Parties	1	2	3
Civic Movements	1	2	3
Environmental Movements	1	2	3
Sport Clubs	1	2	3
Professional Organizations	1	2	3
Unions	1	2	3
Others (Which) _____	1	2	3

43. Do you or someone in your family receive some social compensation like retirement or disability pensions, bonds or other benefits?

Social Benefits	Amount in \$
1. Retirement Pension	
2. Disability Pensions	
3. Study Scholarship	
4. Subsidies	
5. Others	

44. Did you or any of the members of your **home** receive any of the following services / sanctions in the last year (2000)?

1. Tax sanctions
2. Traffic Tickets
3. Other (specify) _____

45. Are you Colombian by birth, by naturalization, foreigner residing permanently in Colombian or foreigner in temporary residence?

1. Colombian by birth
2. Colombian by naturalization
3. Foreigner, residing permanently in Colombia
4. Foreigner, temporary residence

46. Do you have any comment on the interview: **(WRITE WORD BY WORD)**

47. If you were in a position of responsibility and you could do something to fight corruption in Colombia, what would be the first thing you would do? What would you do next?

First _____
Second _____
Third _____
Fourth _____

THANK YOU FOR PARTICIPATING IN THIS RESEARCH PROJECT

(Please acknowledge these questions once the interview is finished)

48. Socioeconomic Level

1	2	3	4	5	6
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49. City _____

50. Department _____

51. Region (Circle the appropriate zone)

Andean North (Antioquia)	Andean Center (Bogota)	Andean South (Tolima)	Western (Valle)	Eastern (North of Santander)	Atlantic coast (Bolívar)	National Territories (Casanare)
1	2	3	4	5	6	7

Address _____ Telephone _____

Interviewer _____ Supervisor _____

PROCEDURES / PUBLIC SERVICES

<p>(HAND CARD 5 WITH THE LIST OF PROCEDURES AND ASK THE QUESTIONS FROM LEFT TO RIGHT)</p>	<p>13. a) Considering attention, speed, professionalism, training and efficiency, how would you rate the quality of this service? Use a 1 to 7 scale where <u>1 represents very low quality and 7 very high quality.</u></p> <p>b) And, how has the quality of this service changed in the last two years (1999-2000)? Use the 1 to 7 scale where <u>1 means that it has decreased and 7 means it has improved</u> (8-DOESN'T APPLY) (IF THE RATING IS 6 OR 7, GO TO Q. 15.)</p>	<p>14. Have you filed any complaints for bad service, delay or mishandling received at that Institution?</p> <p>(IF COMPLAINTS WERE FILED): Using a scale form 1 to 7, tell me, how satisfied were you with the response given to your complaint? (<u>1 means completely unsatisfied and 7 completely satisfied</u>)</p> <p>(DID NOT FILE A COMPLAINT): Tell me why you didn't file the complaint?</p> <ol style="list-style-type: none"> Did not know how to do it. It would have taken too much time. It would not have served any purpose. Tried but couldn't. Other reasons (DO NOT READ) 	<p>15. Frequently public servants request, or you feel obliged to give retributions like tips/gifts/bribes, etc.?</p> <p>Please answer if this happened to you when requesting/receiving this service. Using a scale from 1 to 7, <u>where 1 means that it happened all the time and 7 that it never happened.</u></p>	<p>16. On the average, how much would you say you have spent in extra payments: <u>bribes/tips/gifts, etc.</u> every time you request a service? (For gifts, give an estimation of their value) (WRITE THE AMOUNT IN PESOS)</p>	<p>17. Regarding transportation, time, attention, etc, could you tell me how significant was it for you the cost involved in requesting this procedure/service? Use a 1 to 7 scale where <u>1 represents very significant and 7 not very significant.</u></p>
<p>01. Driver License procedures</p>	<p>a) 1 2 3 4 5 6 7 ----- b) 1 2 3 4 5 6 7 8</p>	<p>YES -- 1 <u>How much?</u> 1 2 3 4 5 6 7 ----- NO -- 2 <u>Why?</u> 1 2 3 4 5</p>	<p>1 2 3 4 5 6 7 ----- GO TO Q. 17</p>	<p>\$ _____</p>	<p>1 2 3 4 5 6 7</p>
<p>02. National Tax procedures</p>	<p>a) 1 2 3 4 5 6 7 ----- b) 1 2 3 4 5 6 7 8</p>	<p>YES -- 1 <u>How much?</u> 1 2 3 4 5 6 7 ----- NO -- 2 <u>Why?</u> 1 2 3 4 5</p>	<p>1 2 3 4 5 6 7 ----- GO TO Q. 17</p>	<p>\$ _____</p>	<p>1 2 3 4 5 6 7</p>
<p>03. Property Tax procedures</p>	<p>a) 1 2 3 4 5 6 7 ----- b) 1 2 3 4 5 6 7 8</p>	<p>YES -- 1 <u>How much?</u> 1 2 3 4 5 6 7 ----- NO -- 2 <u>Why?</u> 1 2 3 4 5</p>	<p>1 2 3 4 5 6 7 ----- GO TO Q. 17</p>	<p>\$ _____</p>	<p>1 2 3 4 5 6 7</p>
<p>04. Construction Permit procedures</p>	<p>a) 1 2 3 4 5 6 7 ----- b) 1 2 3 4 5 6 7 8</p>	<p>YES -- 1 <u>How much?</u> 1 2 3 4 5 6 7 ----- NO -- 2 <u>Why?</u> 1 2 3 4 5</p>	<p>1 2 3 4 5 6 7 ----- GO TO Q. 17</p>	<p>\$ _____</p>	<p>1 2 3 4 5 6 7</p>
<p>05. Car Registration</p>	<p>a) 1 2 3 4 5 6 7 ----- b) 1 2 3 4 5 6 7 8</p>	<p>YES -- 1 <u>How much?</u> 1 2 3 4 5 6 7 ----- NO -- 2 <u>Why?</u> 1 2 3 4 5</p>	<p>1 2 3 4 5 6 7 ----- GO TO Q. 17</p>	<p>\$ _____</p>	<p>1 2 3 4 5 6 7</p>
<p>06. Issue of Citizen ID Card</p>	<p>a) 1 2 3 4 5 6 7 ----- b) 1 2 3 4 5 6 7 8</p>	<p>YES -- 1 <u>How much?</u> 1 2 3 4 5 6 7 ----- NO -- 2 <u>Why?</u> 1 2 3 4 5</p>	<p>1 2 3 4 5 6 7 ----- GO TO Q. 17</p>	<p>\$ _____</p>	<p>1 2 3 4 5 6 7</p>
<p>07. Property registrar / Freedom certificate</p>	<p>a) 1 2 3 4 5 6 7 ----- b) 1 2 3 4 5 6 7 8</p>	<p>YES -- 1 <u>How much?</u> 1 2 3 4 5 6 7 ----- NO -- 2 <u>Why?</u> 1 2 3 4 5</p>	<p>1 2 3 4 5 6 7 ----- GO TO Q. 17</p>	<p>\$ _____</p>	<p>1 2 3 4 5 6 7</p>

PROCEDURES / PUBLIC SERVICES

<p>(HAND CARD 3 WITH THE LIST OF PROCEDURES AND ASK THE QUESTIONS FROM LEFT TO RIGHT)</p>	<p>13. a) Considering attention, speed, professionalism, training and efficiency, how would you rate the quality of this service? Use a 1 to 7 scale where 1 represents very low quality and 7 very high quality.</p>	<p>14. Have you filed any complaints for bad service, delay or mishandling received at that Institution? (IF COMPLAINTS WERE FILED): Using a scale form 1 to 7, tell me, how satisfied were you with the response given to your complaint?(1 means completely unsatisfied and 7 completely satisfied) (DID NOT FILE A COMPLAINT): Tell me why you didn't file the complaint? 1. Did not know how to do it. 2. It would have taken too much time. 3. It would not have served any purpose. 4. Tried but couldn't. 5. Other reasons (DO NOT READ)</p>	<p>15. Frequently public servants request, or you feel obliged to give retributions like tips/gifts/bribes, etc.? Please answer if this happened to you when requesting /receiving this service. Using a scale from 1 to 7, where 1 means that it happened all the time and 7 that it never happened.</p>	<p>16. On the average, how much would you say you have spent in extra payments: bribes/tips/gifts, etc.) every time you request a service? (For gifts, give an estimation of their value) (WRITE THE AMOUNT IN PESOS)</p>	<p>17. Regarding transportation, time, attention, etc, could you tell me how significant was it for you the cost involved in requesting this procedure/service? Use a 1 to 7 scale where 1 represents very significant and 7 not very significant.</p>
	<p>b) And, how has the quality of this service changed in the last two years (1999-2000)? Use the 1 to 7 scale where 1 means that it has decreased and 7 means it has improved (8-DOESN'T APPLY) (IF THE RATING IS 6 OR 7, GO TO Q. 15.)</p>	<p>14. Have you filed any complaints for bad service, delay or mishandling received at that Institution? (IF COMPLAINTS WERE FILED): Using a scale form 1 to 7, tell me, how satisfied were you with the response given to your complaint?(1 means completely unsatisfied and 7 completely satisfied) (DID NOT FILE A COMPLAINT): Tell me why you didn't file the complaint? 1. Did not know how to do it. 2. It would have taken too much time. 3. It would not have served any purpose. 4. Tried but couldn't. 5. Other reasons (DO NOT READ)</p>	<p>15. Frequently public servants request, or you feel obliged to give retributions like tips/gifts/bribes, etc.? Please answer if this happened to you when requesting /receiving this service. Using a scale from 1 to 7, where 1 means that it happened all the time and 7 that it never happened.</p>	<p>16. On the average, how much would you say you have spent in extra payments: bribes/tips/gifts, etc.) every time you request a service? (For gifts, give an estimation of their value) (WRITE THE AMOUNT IN PESOS)</p>	<p>17. Regarding transportation, time, attention, etc, could you tell me how significant was it for you the cost involved in requesting this procedure/service? Use a 1 to 7 scale where 1 represents very significant and 7 not very significant.</p>
08. Dealings with State-owned banks	<p>a) 1 2 3 4 5 6 7</p> <p>b) 1 2 3 4 5 6 7 8</p>	<p>YES -- 1 <u>How much?</u> 1 2 3 4 5 6 7</p> <p>NO -- 2 <u>Why?</u> 1 2 3 4 5</p>	<p>1 2 3 4 5 6 7 ----- GO TO Q. 17</p>	\$ _____	1 2 3 4 5 6 7
09. Attention at Health Services	<p>a) 1 2 3 4 5 6 7</p> <p>b) 1 2 3 4 5 6 7 8</p>	<p>YES -- 1 <u>How much?</u> 1 2 3 4 5 6 7</p> <p>NO -- 2 <u>Why?</u> 1 2 3 4 5</p>	<p>1 2 3 4 5 6 7 ----- GO TO Q. 17</p>	\$ _____	1 2 3 4 5 6 7
10. Attention at Social Security	<p>a) 1 2 3 4 5 6 7</p> <p>b) 1 2 3 4 5 6 7 8</p>	<p>YES -- 1 <u>How much?</u> 1 2 3 4 5 6 7</p> <p>NO -- 2 <u>Why?</u> 1 2 3 4 5</p>	<p>1 2 3 4 5 6 7 ----- GO TO Q. 17</p>	\$ _____	1 2 3 4 5 6 7
11. Judicial Record procedures	<p>a) 1 2 3 4 5 6 7</p> <p>b) 1 2 3 4 5 6 7 8</p>	<p>YES -- 1 <u>How much?</u> 1 2 3 4 5 6 7</p> <p>NO -- 2 <u>Why?</u> 1 2 3 4 5</p>	<p>1 2 3 4 5 6 7 ----- GO TO Q. 17</p>	\$ _____	1 2 3 4 5 6 7
12. Telephone installation	<p>a) 1 2 3 4 5 6 7</p> <p>b) 1 2 3 4 5 6 7 8</p>	<p>YES -- 1 <u>How much?</u> 1 2 3 4 5 6 7</p> <p>NO -- 2 <u>Why?</u> 1 2 3 4 5</p>	<p>1 2 3 4 5 6 7 ----- GO TO Q. 17</p>	\$ _____	1 2 3 4 5 6 7
13. Electricity connection	<p>a) 1 2 3 4 5 6 7</p> <p>b) 1 2 3 4 5 6 7 8</p>	<p>YES -- 1 <u>How much?</u> 1 2 3 4 5 6 7</p> <p>NO -- 2 <u>Why?</u> 1 2 3 4 5</p>	<p>1 2 3 4 5 6 7 ----- GO TO Q. 17</p>	\$ _____	1 2 3 4 5 6 7
14. Public School registration	<p>a) 1 2 3 4 5 6 7</p> <p>b) 1 2 3 4 5 6 7 8</p>	<p>YES -- 1 <u>How much?</u> 1 2 3 4 5 6 7</p> <p>NO -- 2 <u>Why?</u> 1 2 3 4 5</p>	<p>1 2 3 4 5 6 7 ----- GO TO Q. 17</p>	\$ _____	1 2 3 4 5 6 7