

Household/User Survey, West Bank & Gaza

Pre-Interview Information

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

Code number: _____ (1)

Date of survey: Month: _____ (2)

Day: _____ (3)

Start Time: ____: ____ (4) (5)

Interviewer ID: _____ (6)

Location ID: _____ (7)

Area: (1) (2)(3) (8)

1=Urban, 2=Rural, 3=Refugee Camp

Read the following to the respondent.

Good morning/afternoon/evening, I am _____, an Interviewer from PCBS. We are conducting a household survey for the World Bank to find out households' experience and opinion about corruption in the public sector.

May I speak to the head of the household?

If he/she is home **(GO TO PURPOSE SECTION)**

If not home **(MAKE AN APPOINTMENT)**

When may I find him/her? When is the best time to call? What is the best time to reach him/her?

PURPOSE : “The purpose of this survey is to (a) obtain the views of households on corruption in the public sector, and (b) evaluate your experiences with the public sector (c) obtain your views on how to develop anti-corruption strategies. The results from the data will be processed by PCBS and the World Bank to develop a more clear picture about the corruption phenomenon in WBG and to design a national strategy to fight corruption.”

Confidentiality: “All information which you offer will be kept strictly confidential. It is extremely important for us to maintain the confidentiality of your answers. Let me assure you again that your participation will not be revealed under any circumstances, nor will your name be printed or used in any documents. Each household interviewed will have a code assigned and the data gathered will be compared with other answers anonymously. We encourage you to be as candid as possible and to freely express your sincere opinions in answering the questions.”

GENERAL PERCEPTIONS OF STANDARD OF LIVING

(objective: ascertain how problematic corruption is perceived to be relative to other standard of living issues)

G1	<p>How important do you think each of the following problems are in WBG?</p> <p>1=Very important 2= important 3= of little/less importance 4= Completely unimportant 9= DK</p>	1. High Cost of living	<input type="checkbox"/>
		2. Unemployment	<input type="checkbox"/>
		3. Safety concerns / crime / Violence	<input type="checkbox"/>
		4. Drug abuse / trafficking	<input type="checkbox"/>
		5. Political instability	<input type="checkbox"/>
		6. poor leadership	<input type="checkbox"/>
		7. Public Sector Corruption	<input type="checkbox"/>
		8. Private Sector Corruption	<input type="checkbox"/>
		9. Civil society sector Corruption	<input type="checkbox"/>
		10. Low Quality of education	<input type="checkbox"/>
		11. Low Quality of health care	<input type="checkbox"/>
		12. High Cost of education	<input type="checkbox"/>
		13. High Cost of health care	<input type="checkbox"/>
		14. Housing shortage	<input type="checkbox"/>
		15. Environmental Destruction	<input type="checkbox"/>
		16. Poor Sanitation	<input type="checkbox"/>
		17. Food shortage	<input type="checkbox"/>
		18. Lack of access to clean water	<input type="checkbox"/>
		19. Low quality of roads	<input type="checkbox"/>
		20. Internal conflict (Fateh-Hamas fighting)	<input type="checkbox"/>
G2	From the above list, which is currently the most serious problem in WBG?	<input type="checkbox"/> <input type="checkbox"/>	

II. PERCEPTIONS OF CORRUPTION

(objective: ascertain 'societal' values regarding definitions of corruption)

G3	I will describe to you some situations that sometimes happen. Could you please tell me if you consider the following action as corruption? 1: Yes, Corruption 2: No, Not Corruption 9:DK	SITUATION	
		1. A public official uses an official car for personal business	<input type="checkbox"/>
		2. A contractor hands money to a public official in order to be favored in a public contract	<input type="checkbox"/>
		3. A PA official steals public funds.	<input type="checkbox"/>
		4. public official receive gifts from citizens for providing service	<input type="checkbox"/>
		5. A person has special access to information about a job in the PA thanks to a family relationship with a public official.	<input type="checkbox"/>
		6. A person is promoted thanks to a family/geographical/factional relationship with a state secretary or high ranking public official.	
		7. A person obtains a job, for which other applicants better qualified had applied, thanks to a family relationship with a public official.	<input type="checkbox"/>
		8. High level appointments in the PA based on political affiliation or family affiliation.	
		9. A person obtains a job, for which s/he is well qualified, thanks to a family relationship with a PA official.	
		10. A person is having difficulty obtaining a travel document. In order to obtain the document faster, a person calls a friend/family who is familiar with the official to request that the service be expedited.	<input type="checkbox"/>
		11. A friend of a PA official applies for a permit, and the official transacts his friend's applications ahead of others who had applied before.	<input type="checkbox"/>
		12. A person is having difficulty obtaining a travel document. In order to obtain the document faster, a person pays the PA official some money. The official had not asked for money, but he/she accepts it.	<input type="checkbox"/>
		13. A person is able to secure a health referral abroad by using his family or friends in the health ministry.	<input type="checkbox"/>
14. The absence of standards for the correct and proper performance of public functions.	<input type="checkbox"/>		

III. PERCEPTIONS OF CORRUPTION IN THE PA

(objective: ascertain how problematic corruption is perceived to be relative to other problems of the public sector)

G4	<p>In your view, how frequent are the following manifestations of corruption in the (Public sector, Private Sector, Civil Society)?</p> <p>1= Most of the time 2=Sometimes 3=Rare 4= Never 9= DK</p>	A. Public sector	B. Private Sector	C. Civil Society
	1 = Bribery	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	2 = Wasta /Nepotism / Favoritism	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	3= Unauthorized personal use of resources belonging to the PA, company, or NGO respectively (such as cars, telephones etc)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	4 = Large scale corruption (e.g. stealing money, public property)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	5=conflict of interest			

Perceptions of Corruption in PA Institutions

(objective: how serious is corruption problem in terms of overall service delivery issues in PA public institutions? What forms of corruption most problematic in each?)

G5	A. What do you view as the most serious problem in service delivery in each of these organizations? 1= No problem 2=High Cost 3=Poor quality 4=Long wait time 5=Complex admin process 6=Corruption 7= Other, specify 9=DK	B. In your view, are HH like yours asked to pay bribes to obtain (the following services) 1= Most of the time 2=Sometimes 3=Rare 4=Never 9=DK	C. Is there preferential treatment for access to this service, depending on one's connections or status? 1= Most of the time 2=Sometimes 3=Rare 4=Never 9=DK	D. On what source is your perception of corruption based on? 1. I know so from personal experience/ or any Household member 2. From friends and other relatives 3. From religious or political leaders 4. From the Arab and international media 5. From the local media 6. From monitoring institutions reports 7.=Other source, specify
1. Public Health Services (hospital, clinics offices, Insurance)				
2. Public Education Services				
3. Registration Office (ID, Passport ,Death, Birth)				
4. Police Services				
5. Customs Services				
6. Taxes Services				
7. Judiciary and court-related services				
8. Social solidarity Services				
9. Property Services (other real estate)				
10. Traffic department Services				
11. Business professional work license (to be obtained from PA)				
12. Civil Affairs Services (permits to Israel, reunification application)				
13. Public official employment services				
14. Borders services				
other services				
15. Water				
16. Electricity Network				
17. Sanitation Services				
18. Garbage collection				
19. Housing (permits)				
20. Lighting/paving the streets				

G6	To what extent do you agree with the following statements? 1=Strongly disagree 2= disagree 3= agree 4= Strongly agree 9= DK	1. Employment in the public sector currently is based on merits not on connections.	<input type="checkbox"/>
		2. In the last three years, recruitment practices in the public sector have improved (based on merit instead of connections).	<input type="checkbox"/>

IV. ACTUAL EXPERIENCE WITH CORRUPTION IN PA INSTITUTIONS

Contact frequency and integrity of various public services providers. (Interviewer, please ask all the questions for each public service. In other words, ask questions going across, not going down, the table).

(objective: allows comparison of actual experience with bribe-payment, wasta, preferential treatment with perceptions above)

G7	A. During the last year, did any of the members of your HH try to obtain this service? 1=Yes 2=No>>Next service 9= DK	B. [If Yes to 1] Was this person asked to pay or offer gratification or a bribe? 1=Yes 2=No 9=DK	C. If yes to 2, How much did you pay as a bribe or gift? In (Shekel)	D. [If Yes to 2] what was the impact on services? 1 =Faster 2 =Better quality 3 =Without it, no service 4 =No impact 9 =DK	E. (If yes to 1), Did you use 'wasta' to obtain service or expedite service? 1 =Yes 2=No 9 =DK	F. If yes to 5, What was the impact on services? 1 =Faster 2 =Better quality 3 =Without it, no service 4 =No impact 9 =DK
1. Public Health Services (hospital, clinics offices, Insurance)						
2. Public Education Services						
3. Registration Office (ID, Passport ,Death, Birth)						
4. Police Services						
5. Customs Services						
6. Taxes Services						
7. Judiciary and court-related services						
8. Social solidarity Services						
9. Property Services (other real estate)						
10. Traffic department Services						

11. Business professional work license (to be obtained from PA)						
12. Civil Affairs Services (permits to Israel, reunification application)						
13. Public official employment services						
14. Borders services						
Other services (since we are going to ask about the role of local municipality, other is ok)						
15. Water						
16. Electricity Network						
17. Sanitation Services						
18. Garbage collection						
19. Housing (permits)						
20. Lighting/paving the streets						

G08	Does the local authority play a role in providing/ running the following services? 1= Yes 2= No 9 = DK	1. Water	<input type="checkbox"/>
		2. Electricity Network	<input type="checkbox"/>
		3. Sanitation Services	<input type="checkbox"/>
		4. Garbage collection	<input type="checkbox"/>
		5. Housing (permits)	<input type="checkbox"/>
		6. Lighting/paving the streets	<input type="checkbox"/>

V. SECTOR SPECIFIC MANIFESTATIONS OF CORRUPTION

V.1 JUDICIAL SECTOR

J1	In general, how important are the following as obstacles to using courts in WBG? 1= Very important 2=Important 3=of little/less importance 4= Completely unimportant 9= DK	1. Legal costs involved in accessing justice	<input type="checkbox"/>
		2. Extra-legal/bribe-related costs involved in accessing justice	<input type="checkbox"/>
		3. Access to adequate legal counsel	<input type="checkbox"/>
		4. Judges' little professional capacity	<input type="checkbox"/>
		5. The excessive amount of time taken by proceedings	<input type="checkbox"/>
		6. Difficulties in and lack of enforcement of court decision	<input type="checkbox"/>
		7. Complicated and tricky legislation	<input type="checkbox"/>
		8. Role of wasta/favoritism in court decisions	<input type="checkbox"/>
J2	Have you or any of your household members been part of any conflict during the last year? (i.e. conflicts of the sort that may have required courts or informal judiciary "sulha") 1. Yes 2. No -> skip to H01		<input type="checkbox"/>
J3	Have you or anyone in your household used Palestinian courts in the last year?	1= Yes 2= No -> skip to J7 9=DK	<input type="checkbox"/>

J4	If court was used, which type/level of courts did you use? 1=yes 2=no					1= Sharia	<input type="checkbox"/>
						2=Magistrates	<input type="checkbox"/>
						3= first Instance	<input type="checkbox"/>
						4=Appeals	<input type="checkbox"/>
						5= Supreme	<input type="checkbox"/>
						6= military	<input type="checkbox"/>
	Can you tell us whether bribes or ‘wasta’ was required during your court case with any of the following actors: this is as introduction for the following 2 rows	A. Judge	B. Lawyer	C. Prosecutor	D. Other official		
J5	Payment of Bribe or “gift” 1= Yes 2=No skip to J7 9=DK	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
J06	If yes to J5, How much did you pay as a bribe or gift? In (Shekel)	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>		
J7	Use of wasta/ intermediary to influence process (Either by yourself or the other party) 1= Yes 2=No 3=DK	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		

J08	If you or hh member did not turn to Palestinian judiciary to resolve conflict, why not? Identify the most important factor.	1) The problem did not need to be referred to the judiciary	<input type="checkbox"/>
		2) Lack of trust in obtaining just solution through the judiciary	
		3) Official Cost of the court system are too high	
		4) Length of time required to resolve cases is too long	
		5) Non enforcement of ruling	
		6) Cost of bribes and tips to civil servants at courts	
		7) Others/ specify _____	

V2. HEALTH

(Objective: Importance of corruption problem relative to others in health sector – perceptions)

For Treatment in

H1	How important are the following as obstacles to using health system in WBG? 1= very important 2= important 3= of little/less importance 4= Completely unimportant 9= DK	Item / Service	A: Primary Clinics	B: Hospitals
		1. high official Cost	<input type="checkbox"/>	<input type="checkbox"/>
		2. Costs related to pay bribes		
		3. low quality of services	<input type="checkbox"/>	<input type="checkbox"/>
		4. Incompetent staff	<input type="checkbox"/>	<input type="checkbox"/>
		5. Too long to receive care	<input type="checkbox"/>	<input type="checkbox"/>
		6. Too complex process	<input type="checkbox"/>	<input type="checkbox"/>
		7. Too far from resident place	<input type="checkbox"/>	<input type="checkbox"/>
		8. Role of wasta in access to services		
			<input type="checkbox"/>	<input type="checkbox"/>
H2	Which of the above do you believe is currently the most serious problem in receiving effective services in health sector in WBG?		<input type="checkbox"/>	<input type="checkbox"/>

Actual Experience in the Health Sector

We are interested to know about the manifestations of corruption in the health care system.

H03	A Have you or anyone in your household used the following Palestinian public health services in the last year? 1=Yes 2=No 3=don't remember 9=DK	B [If Yes to 1] Was this person asked to pay or offer gratification or a bribe? 1=Yes 2=No 9=DK	C If yes to 2, how much did you pay as a bribe or gift? (in Shekel)	D If yes to 2, What was the impact of paying bribe on services received? 1 =Faster 2 =Better quality 3 =Without it, no service 4 =No impact 9 =DK	E If yes to 1, Did you or someone in your household used wasta when using this service? 1= Yes 2=No 9=DK	F If yes to 5, What was the impact of using wasta on services received? 1 =Faster 2 =Better quality 3 =Without it, no service 4 =No impact 9 =DK	G In each of these areas, have you noticed that some people received preferential treatment compared to others, based on their family status or connections? 1= Most of the time 2=sometimes 3=rare 4=never 9= DK
1. Receiving Medication from primary clinic							
2. Receiving Medication from outpatient Clinic							
3. Obtaining Hospital Bed							
4. Getting Appointment for Surgery							
5. Receiving emergency care							
6. Receiving ambulance services							
7. Obtaining Medical/Legal certificate							
8. Receiving Medicines							
9. Receiving Medical Equipment							
10. Referral Abroad							

V3. EDUCATION

(Objective: Importance of corruption problem relative to others in education sector – perceptions)

Primary and Secondary School

E1	How important are the following factors in terms of preventing access to or reducing the quality of education?	Item	
<p>1= very important</p> <p>2= important</p> <p>3= of little/less importance</p> <p>4= Completely unimportant</p> <p>5= DK</p>		1. High Cost of education	<input type="checkbox"/>
		2. Low Teachers' professional capacity	<input type="checkbox"/>
		3. Low Teachers' salaries	<input type="checkbox"/>
		4. Poor Teachers' attendance	<input type="checkbox"/>
		5. Insufficient Number of teachers	<input type="checkbox"/>
		6. Inadequate Buildings, infrastructure	<input type="checkbox"/>
		7. Insufficient supplies and equipment	<input type="checkbox"/>
		8. Poor Subject coverage / syllabi	<input type="checkbox"/>
		9. Poor Students' motivation	<input type="checkbox"/>
		10. Favoritism, wasta (e.g. for university acceptance, scholarships, political influence in the promotion, transfer and/or appointment of teachers)	<input type="checkbox"/>
		11. Bribery	<input type="checkbox"/>
E2	From the above list, which do you believe is currently the most serious problem in accessing or receiving good quality education in WBG?		<input type="checkbox"/>

E3	A: Have you or anyone in your household used the following Palestinian public educational activities in the last year? 1=Yes 2=No 9=D	B: If yes to 1, did you or someone in your household pay bribes or make a "gift"? 1= Yes 2=No 9=DK	C: If yes to 2, how much did you pay as a bribe or gift? (in Shekel)	D: To Whom Did you pay? 1=teacher 2=principal 3=education ministry official 4=other, specify 9=DK	E: If yes to 1, did you or family member use wasta for the following? 1 = Yes 2 = No 9 = DK	F: In each of these areas, have you noticed that some people received preferential treatment compared to others, based on their family status or connections ? 1= Most of the time 2=Sometimes 3=Rare 4=Never 9=DK
1. Registration of children						
2. Transfer student from one school to other, more appropriate,						
3. Application/acceptance to university						
4. obtaining scholarships						

REPORTING CORRUPTION

R1	During the last three years, were you exposed to or did you witness an act of corruption committed by a governmental employee?	1 = Yes 2 = No (go to R5)	<input type="checkbox"/>
R2	Did you report the aforementioned corrupt act?	1 = Yes 2 = No (go to R4)	<input type="checkbox"/>
R3	<p>If yes, which entity did you report it to?</p> <p>1= Yes 2= No</p>	1) Courts	<input type="checkbox"/>
		2) Members of Parliament	<input type="checkbox"/>
		3) Local Council	<input type="checkbox"/>
		4) Police	<input type="checkbox"/>
		5) Security Forces	<input type="checkbox"/>
		6) Armed Groups	<input type="checkbox"/>
		7) Media (Print and TV)	<input type="checkbox"/>
		8) Non-Government Organizations	<input type="checkbox"/>
		9) Academics and Teachers	<input type="checkbox"/>
		10) Religious bodies (Mosques, churches...)	<input type="checkbox"/>
		11) Prominent Community Leader/Sheik	<input type="checkbox"/>
		12) Professional Associations (Accountants, Lawyers, etc.)	<input type="checkbox"/>
		13) Attorney General	<input type="checkbox"/>
		14) Agency in which the corruption took place (Complaints Department or Head of Agency)	<input type="checkbox"/>
		15) Political factions	<input type="checkbox"/>
		16) State Audit & Administrative Control Bureau	<input type="checkbox"/>
		17) The independence commission for human rights	<input type="checkbox"/>
		18) Other, specify _____	<input type="checkbox"/>

R4	If you did not report the corruption case, was it because...? 1 = Yes 2 = No	1) You don't know where to report	<input type="checkbox"/>
		2) You cannot prove your case	<input type="checkbox"/>
		3) It is too complex and long to report	<input type="checkbox"/>
		4) Corruption is a normal behavior, it is not worth reporting	<input type="checkbox"/>
		5) Corruption is justified given the current economic situation	<input type="checkbox"/>
		6) No investigation would be made even if you report	<input type="checkbox"/>
		7) Even if a decision is taken in your favor, it will not be enforced	<input type="checkbox"/>
		8) You are concerned about potential harassment and reprisal	<input type="checkbox"/>
		9) You don't want to betray someone you know or work with	<input type="checkbox"/>
		10) Other (Specify)_____	<input type="checkbox"/>
R5	how would you rate the difficulty of reporting corruption cases?, 1= "very difficult", 2=difficult 3=simple 4=very simple 9= DK will keep the scale as is		<input type="checkbox"/>
R6	Do you believe perpetrators would be brought to justice if citizens reported a corruption case?	1=Yes 2=No	<input type="checkbox"/>
R7	Do you believe individual reporters of corruption cases would be protected from harassment?	1=Yes 2=No	<input type="checkbox"/>
R8	If a government official acts against the rules or receives illegal payment, do you believe that going to another official or to his superior would get you a fair treatment?	1=Yes 2=No	<input type="checkbox"/>
R9	How would you rate the importance of the following potential causes of corruption? 1= Very Important 2= Important	1. Bribes have been a custom for a long time here	<input type="checkbox"/>
		2. Salaries of public officials are low	<input type="checkbox"/>
		3. Public officials want to have power	<input type="checkbox"/>
		4. Corrupt officials are never punished in courts	<input type="checkbox"/>
		5. Media is captured by corrupt officials	<input type="checkbox"/>

3= of little/less importance 4= Completely unimportant 9= DK	6. People don't know whom to report corruption to	<input type="checkbox"/>
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R10 How helpful do you think the following public institutions are in combating corruption in WBG? 1=Very unhelpful 2=Unhelpful 3=Helpful 4=Very helpful 9=DK	1) Courts	<input type="checkbox"/>
	2) Members of Parliament	<input type="checkbox"/>
	3) Local Council	<input type="checkbox"/>
	4) Police	<input type="checkbox"/>
	5) Security Forces	<input type="checkbox"/>
	6) Armed Groups	<input type="checkbox"/>
	7) Media (Print and TV)	<input type="checkbox"/>
	8) Non-Government Organizations	<input type="checkbox"/>
	9) Academics and Teachers	<input type="checkbox"/>
	10) Religious bodies (Mosques, churches...)	<input type="checkbox"/>
	11) Prominent Community Leader/Sheik	<input type="checkbox"/>
	12) Professional Associations (Accountants, Lawyers, etc.)	<input type="checkbox"/>
	13) Attorney General	<input type="checkbox"/>
	14) Agency in which the corruption took place	
	15) Political factions	
	16) State Audit & Administrative Control Bureau	

		17) The independence commission for human rights	
		18) Other, specify _____	<input type="checkbox"/>
R11	From your perspective, which of the institutions above would be most effective to report corruption to?		<input type="checkbox"/>

S1	What the term “progress society” means for you (open end question)		
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RESPONDENT PROFILE

BB 1	RESPONDENT SEX	1 = Male 2 = Female	<input type="checkbox"/>
BB 2	How old are you?		<input type="checkbox"/> <input type="checkbox"/>
B3	What is your marital status?	1= Single 2= engaged 3=Married 4= Divorced 5= Widowed 6=separated	<input type="checkbox"/>
B4	What is the size of your household?		<input type="checkbox"/> <input type="checkbox"/>
B5	Are you:	1 = currently enrolled to education 2 =enrolled to education and left 3=enrolled to education and gradated 4= never enrolled	<input type="checkbox"/>
B6	Number completed years of schooling?		<input type="checkbox"/> <input type="checkbox"/>

B7	What is the highest education level you have reached?	01 Illiterate, 02 Reads and writes 03 Elementary education, 04 Preparatory education 05 Secondary education 06 Middle diploma 07 BA degree 08 Higher diploma 09 MA degree10 PhD 99 I don't know	<input type="checkbox"/>
B8	Relation to labor force	1. working (full time) 2. working (part time) 3. Unemployed- worked before 4. Unemployed -did not work before) 5. student 6. housekeeping 7. other	<input type="checkbox"/>
B9	Sector	1. Private national (inside est.) 2. Private national (outside est.) 3. Private foreign (inside est.) 4. Private foreign (outside est.) 5. national government 6. foreign government 7. charity 8. UNRWA 9.international organization	<input type="checkbox"/>

This part moved to the beginning of the questionnaire (PCBS standards)

Thank you for participating in this survey!

Post-Interview Information

I1	Finish Time:	_____ : _____
I2	Overall, would you say that the respondent's reaction to the survey was positive? Rate it from 1 to 5, 1 being "very negative" and 5 being "very positive".	
I3	Overall, how sincere did the respondent seem to be in his/her answers? Rate it from 1 to 5, 1 being "very insincere" and 5 being "very sincere".	