

Part 0. Pre-Interview Information

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

Code number: _____ (1)
Survey of: (1) (2) (2)
1=Senior Budget Manager 1= 2=General official
Organization Name: _____ (3)
Organization code number: _____ (4)
Branch: (1) (2) (3) (4) (5)
1=Executive 2= Legislative 3=Judicial 4=other; specify _____ (6)
Department Name: _____ (7)
Location of organization: District/City: _____ (9)
Community (City/Village/Refugee Camp): _____ (10)
Date of survey: Month: _____ (11)
Day: _____ (12)
Start Time: _____: _____ (13)(14)
Interviewer ID#: _____ (15)

Introduction for Respondents

Good morning/afternoon. I am _____ working with PCBS. We are conducting a survey for the World Bank regarding governance and corruption in WBG. You have been selected and I 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, 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 official interviewed will have a code assigned and the data gathered will be compared with other answers. The results from the data, which will be processed by PCBS, will be used by Government, the World Bank and Civil Society for design and integration of a national strategy to fight corruption and enhance good governance. 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	How important do you think each of the following problems are in WBG? 1=Very important 2= important 3= of little/less importance 4= Completely unimportant 9= DK	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)	
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)

I would like to understand what you would define as corruption. I will describe to you some situations that sometimes happen. Could you please tell me how you rate each action using a scale from 1 to 5, where 1 shows that it is "totally acceptable", 3 that it is "indifferent" and 5 "totally unacceptable"/or "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.	<input type="checkbox"/>
		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.	<input type="checkbox"/>
		9. A person obtains a job, for which s/he is well qualified, thanks to a family relationship with a PA official.	<input type="checkbox"/>
		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

Perceptions of Corruption in Public Sector vs. Private Sector vs. Civil Society

(objective: is corruption perceived to just be a PA phenomenon, or wider issue?, Temporal trends)

G4	In your view, how frequent are the following manifestations of corruption in the (Public sector, Private Sector, Civil Society)? 1= Most of the time 2=Sometimes 3=Rare 4= Never 9= DK	A. Public sector		B. Private Sector		C. Civil Society	
		Now	4years ago	Now	4years ago	Now	4years ago
	1 = Bribery	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	2 = Wasta /Nepotism / Favoritism	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<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"/>	<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"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	5=conflict of interest	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

G05	<p>In your opinion, how does the integrity of the following organizations rate in terms of financial management/absence of corrupt practices ?</p> <p>1. high level of integrity 2. medium level integrity 3. low level of integrity 4. complete lack of integrity 9. don't know</p>	Institution	
		1. Ministry of Finance (including taxes and customs)	<input type="checkbox"/>
		2. Ministry of Local Government	<input type="checkbox"/>
		3. Prime Minister's Office	<input type="checkbox"/>
		4. Central Bureau of Statistics	<input type="checkbox"/>
		5. PLC	<input type="checkbox"/>
		6. Transportation Ministry	<input type="checkbox"/>
		7. Ministry of Public Works	<input type="checkbox"/>
		8. Land Authority	<input type="checkbox"/>
		9. Ministry of National Economy	<input type="checkbox"/>
		10. Ministry of Agriculture	<input type="checkbox"/>
		11. President's Office	<input type="checkbox"/>
		12. Ministry of Health	<input type="checkbox"/>
		13. Ministry of Education and Higher Education	<input type="checkbox"/>
		14. Interior Ministry	<input type="checkbox"/>
		15. High Judiciary Council	<input type="checkbox"/>
		16. Ministry of Social Affairs	<input type="checkbox"/>
		17. Civil Affairs	<input type="checkbox"/>
		18. Ministry of Planning and Administrative Development	<input type="checkbox"/>
		19. Ministry of Culture	<input type="checkbox"/>
		20. Ministry of Tourism and Antiquities	<input type="checkbox"/>
		21. Ministry of Foreign Affairs	<input type="checkbox"/>
		22. Ministry of Youth and Sport	<input type="checkbox"/>
		23. Ministry of Labor	<input type="checkbox"/>
		24. Ministry of Women affairs	<input type="checkbox"/>
		25. Ministry of Justice	<input type="checkbox"/>
		26. Ministry of Detainees and ex- Detainees	<input type="checkbox"/>
		27. General Personnel Council	<input type="checkbox"/>
		28. Ministry of Religion Affairs	<input type="checkbox"/>
		29. Water Authority	<input type="checkbox"/>
		30. Ministry of Information Technology and Communication	<input type="checkbox"/>
		31. Energy and Natural Resources Authority	<input type="checkbox"/>
		32. Monetary Authority	<input type="checkbox"/>
		33. Standard Institution	<input type="checkbox"/>

D. DECISION-MAKING PROCESS

In general, in the institution how frequently are decisions made in a discretionary manner?

D01	1.	Most of the time	<input type="checkbox"/>
	2.	Sometimes	
	3.	Rare	
	4.	Never	
	9.	DK	

To what extent do you agree with the following statements?

D02	1=Strongly agree 2= agree 3= disagree 4= Strongly disagree 9= DK	1. Employees at my level enjoy ample freedom and discretionary power in the daily performance of our jobs	<input type="checkbox"/>
		2. At the Institution where we work, there are <i>too many</i> levels in the decision-making process	<input type="checkbox"/>
		3. At the Institution where we work, the decision making processes are <i>too centralized</i>	<input type="checkbox"/>

P. PERSONNEL MANAGEMENT: Policies /guidelines / regulations

To what extent do you agree with the following statements about the management / policies /regulations of personnel in your institution:

P01	1=Strongly agree 2= agree 3= disagree 4= Strongly disagree 9= DK	1. Formal (written)	<input type="checkbox"/>
		2. Easy to understand	<input type="checkbox"/>
		3. Do not require an excessive number of administrative steps	<input type="checkbox"/>
		4. Stable (do not change or are not always being rewritten)	<input type="checkbox"/>
		5. Well supervised (managers make sure that the rules are followed)	<input type="checkbox"/>
		6. Strictly Applied (noncompliance always leads to negative consequences for those who do not follow the rules)	<input type="checkbox"/>

About the IMPLEMENTATION of policies / guidelines / regulations

To what extent are you in agreement with the following statements about the way in which human resource decisions in your institution were made in the last two years:

P02	1=Strongly agree 2= agree 3= disagree 4= Strongly disagree 9= DK	1. Made in a transparent manner (know who were assigned, promoted, transferred, or received wage increases and why).	<input type="checkbox"/>
		2. Position vacancies announced within the institution (when appropriate)	<input type="checkbox"/>
		3. Position vacancies announced publicly outside the institution (when appropriate)	<input type="checkbox"/>
		4. Hiring employees according to the needs of institutional efficiency	<input type="checkbox"/>
		5. Subjected to regular audits by the internal financial controllers	<input type="checkbox"/>
		6. Subjected to regular external audits	<input type="checkbox"/>
		7. Subjected to a formal procedure of appeal (according to the regulations)	<input type="checkbox"/>
		8. Based on specific criteria defined in writing (as opposed to tacit – not written - and informal rules)	<input type="checkbox"/>
		9. Based on influence of Wasta/ favoritism	<input type="checkbox"/>
		10. Based on influence of bribe	<input type="checkbox"/>
		11. made due to administration changes within the institution	<input type="checkbox"/>

A. Recruitment: The following question refers to your first position in the government

A01	How did you come to know about the vacancy? 1=yes 2= no	1. Advertisement of positions on media (newspaper, Radio, TV Gazette)	<input type="checkbox"/>
		2. Posted on bulletin boards	<input type="checkbox"/>
		3. notification from someone in the organization	<input type="checkbox"/>
		4. Other (please specify).....	<input type="checkbox"/>

A02	To what extent do you agree with the following statements? 1=Strongly agree 2= agree 3= disagree 4= Strongly disagree 9= DK	1. Employment in the public sector currently is based on merits not on connections.	<input type="checkbox"/>
		2. Civil service reforms introduced in 2005/2006 have significantly improved recruitment practices in the public sector (based on merit instead of connections)	<input type="checkbox"/>

Rotation of personnel in the institution

A03	How frequently do public officials rotate from the public sector to the private sector? 1. Most of the time 2. Sometimes 3. Rare 4. Never 9. DK	<input type="checkbox"/>
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M. BUDGET ADMINISTRATION

M01	To what extent do you agree with the following on the decisions of budget administration (policies / guidelines and Regulations): 1=Strongly agree 2= agree 3= disagree 4= Strongly disagree 9= DK	1. Formal (written)	<input type="checkbox"/>
		2. Easy to understand	<input type="checkbox"/>
		3. Do not require an excessive number of administrative steps	<input type="checkbox"/>
		4. Stable (do not change or are not always being rewritten)	<input type="checkbox"/>
		5. Well supervised (managers make sure that the rules are followed)	<input type="checkbox"/>
		6. Strictly Applied (noncompliance always leads to negative consequences for those who do not follow the rules)	<input type="checkbox"/>

About the IMPLEMENTATION of policies / guidelines/ regulations

To what extent are you in agreement with the following statements about the way in which budget administration decisions (amounts assigned to the budget, services, programs which they were carried out, groups that received budget allocations) in your institution were made in the last two years:

M02	1=Strongly agree 2= agree 3= disagree 4= Strongly disagree 9= DK	1. Made in a transparent manner (we know who received what and why)	<input type="checkbox"/>
		2. Announced and open to public knowledge through various legal means	<input type="checkbox"/>
		3. Subjected to regular audits by the internal control unit	<input type="checkbox"/>
		4. Subjected to regular external audits	<input type="checkbox"/>
		5. Based on specific criteria defined in writing (as opposed to tacit – not written - and informal rules)	<input type="checkbox"/>
		6. Based on influence of Wasta/ favoritism	<input type="checkbox"/>
		7. Based on influence of bribe	<input type="checkbox"/>
		8. due to administration changes within the institution	<input type="checkbox"/>
		9. Planned with consideration given to institutional needs	<input type="checkbox"/>

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

M03	1=Strongly agree 2= agree 3= disagree 4= Strongly disagree 9= DK	1. It is possible to informally influence the amount of the budget assigned to where I work in the institution (except the role of donors)	<input type="checkbox"/>
		2. Original receipts for the different transactions are maintained for use during internal or external audits	<input type="checkbox"/>
		3. The institution has well functioning integrated financial system	<input type="checkbox"/>
		4. The institution publishes its annual financial reports On regular basis	<input type="checkbox"/>
		5. Well functioning internal control systems are in	<input type="checkbox"/>
		6. Payments to suppliers are based on clear regulations	<input type="checkbox"/>
		7. Institution has computerize financial system	<input type="checkbox"/>

In your view, to what extent is fraud and embezzlement a problem in budget management?

M04	1. Most of the time 2. Sometimes 3. Rare 4. Never 9. DK	<input type="checkbox"/>
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S. SERVICES PROVIDED

To what extent would you be in agreement with the following statements in relation to service provision at your institution:

S01	1=Strongly agree 2= agree 3= disagree 4= Strongly disagree 9= DK	1. There exists clearly defined mechanisms that take into consideration the feedback/complaints/needs of the users	<input type="checkbox"/>
		2. Other colleagues are influenced by Wasta/favoritism when providing services	<input type="checkbox"/>
		3. Other colleagues ask for a bribe when providing services	<input type="checkbox"/>
		4. services providing not based on equality and fairness	<input type="checkbox"/>

C. CONTRACTING

To what extent are you in agreement with the following statements about the way in which on decisions related to contracting procedures were made by your institution during the last two years?

C01	1=Strongly agree 2= agree 3= disagree 4= Strongly disagree 9= DK	1. Done transparently (we know who was awarded what amount and why)	<input type="checkbox"/>
		2. Subjected to regular audits by the internal control unit	<input type="checkbox"/>
		3. Subjected to regular external audits	<input type="checkbox"/>
		4. Based on specific criteria defined in writing (as opposed to tacit – not written - and informal rules)	<input type="checkbox"/>
		5. Based on influential connections/wasta	<input type="checkbox"/>
		6. Influenced by bribes	<input type="checkbox"/>

In your view, how frequent are exceptions made to the requirement for competitive bidding in your institution?

C02	1= Most of the time 2=Sometimes 3=Rare 4= Never 9= DK	<input type="checkbox"/>
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In your view, how frequently do the following occur in contracting cases in your institution

C03	1= Most of the time 2=Sometimes 3=Rare 4= Never 9= DK	1. Awarding of public contracts is influenced by illegal payments	<input type="checkbox"/>
		2. Modifying the terms of the contract to favor the interest of a particular company	<input type="checkbox"/>
		3. Contracting/ Presenting offers with fictitious/nonexistent companies	<input type="checkbox"/>
		4. Re-bidding after choosing one of the Competitors	<input type="checkbox"/>
		5. a member committee Interest with one of the Competitors	<input type="checkbox"/>

Perception about the mechanisms of corruption

From the corruption cases that you have knowledge of either directly or indirectly, how frequently have the following occurred in the public sector

C04	1= Most of the time 2=Sometimes 3=Rare 4= Never 9= DK	The public official would insinuate that a bribe must be paid	<input type="checkbox"/>
		The user offers the bribe	<input type="checkbox"/>
		Normally, the groups know how the process works and how much money they need to pay	<input type="checkbox"/>

R. Perceptions about mechanisms for reporting acts of corruption:

A. Perceptions about mechanisms for reporting acts of 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	If yes, which entity did you report it to? 1= Yes 2= No	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) Coalition for accountability and Integrity "AMAN"			<input type="checkbox"/>	
9) other Non-Government Organizations			<input type="checkbox"/>	
10) Academics and Teachers			<input type="checkbox"/>	
11) Religious bodies (Mosques, churches...)			<input type="checkbox"/>	
12) Prominent Community Leader/Sheik			<input type="checkbox"/>	
13) Professional Associations (Accountants, Lawyers, etc.)			<input type="checkbox"/>	
14) Attorney General			<input type="checkbox"/>	
15) Agency in which the corruption took place (Complaints Department or Head of Agency)			<input type="checkbox"/>	
16) Political factions			<input type="checkbox"/>	
17) State Audit & Administrative Control Bureau			<input type="checkbox"/>	
18) The independence commission for human rights			<input type="checkbox"/>	
19) 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	To what extent are you in agreement with importance of the following as potential causes of corruption? 1=Strongly agree 2= agree 3= disagree 4= Strongly disagree 9= DK	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"/>
		6. People don't know whom to report corruption to	<input type="checkbox"/>
R10	How helpful do you think the following institutions are in combating corruption in WBG? 1=Very helpful 2=helpful 3=unhelpful 4=Very un 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) Coalition for accountability and Integrity "AMAN"	<input type="checkbox"/>
		9) Other Non-Government Organizations	<input type="checkbox"/>
		10) Academics and Teachers	<input type="checkbox"/>
		11) Religious bodies (Mosques, churches...)	<input type="checkbox"/>
		12) Prominent Community Leader/Sheik	<input type="checkbox"/>
		13) Professional Associations (Accountants, Lawyers, etc.)	<input type="checkbox"/>

		14) Attorney General	<input type="checkbox"/>
		15) Agency in which the corruption took place	
		16) Political factions	
		17) State Audit & Administrative Control Bureau	
		18) The independence commission for human rights	
		19) 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"/>

SP01	What the term “progress society” means for you (open end question)		<input type="checkbox"/>
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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 4, 1 being “very positive”. and 4 being “very negative”	
I3	Overall, how sincere did the respondent seem to be in his/her answers? Rate it from 1 to 4, 1 being “very sincere”. and 4 being “very insincere”	

PROFILE OF RESPONDENT

B01	RESPONDENT SEX	1 = Male 2 = Female	<input type="checkbox"/>
B02	How old are you?		<input type="text"/> <input type="text"/>
B03	What is your marital status?	1= Single 2= Engaged 3=Married 4= Divorced 5= Widowed 6=Separated	<input type="checkbox"/>
B04	What is the highest education level you have reached?	01 Secondary education 02 Middle diploma 03 BA degree 04 Higher diploma 05 MA degree 06 PhD	<input type="checkbox"/>
B05	In what year did you finish the education indicated above?		
B06	What is your current position?	1. Deputy/assistant for the Minister/president/ head of ministry/ institution 2. Director General in the ministry/ institution 3. Director//deputy of department 4. Head of division/office 5. Other senior management/ professional/technical 6. Junior management 7. Supporting staff /administration 8. Other; specify: _____	
B07	What type of appointment do you currently have?	1. Permanent appointment 2. Uncategorized appointment 3. temporary contract job creation appointment 4. Contract services 5. Other; please specify _____	
B08	How many persons do you supervise?		
B09	How many years have you	1. Worked in the current organization?	
		2. Worked in the government?	
		3. Worked in the private sector (any non-government job)?	
		4. other (abroad, Israel..)/specify	

B10	What did you do before you began in your current position?	1. Worked in some other government organization(s) 2. Worked in political party 3. Worked in state-owned enterprises 4. Worked in private business 5. Worked in NGO 6. Other; please specify _____	
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