

APPENDIX I: English language versions of the questions

Notes: Where '(COUNTRY)' appears in the English text it was not translated but replaced by the specific name of the country – Ukraine, Bulgaria, Slovakia, or the Czech Republic – or by the possessive forms of those names, as appropriate. X-series questions were only put to officials. Q-series questions were always put to the general public and sometimes to officials as well.

Variables introduced in Table 1:

Q to public

Q135-142 Thinking over these personal experiences of dealing with officials in the last few years, did you or your family usually, sometimes, rarely, or never have to.....

ONE ANSWER ONLY ON EACH QUESTION

| | Usually | Sometimes | Rarely | Never | don't know (DO NOT READ OUT) |
|---|---------|-----------|--------|-------|---------------------------------------|
| Q135 Accept what the official said though still dissatisfied? | 1 | 2 | 3 | 4 | 9 |
| Q136 Behave more pleasantly than normal towards the official? | 1 | 2 | 3 | 4 | 9 |
| Q137 Argue with the official or keep going back? | 1 | 2 | 3 | 4 | 9 |
| Q138 Appeal to a higher official? | 1 | 2 | 3 | 4 | 9 |
| Q139 Appeal to an elected representative on a local council or in parliament? | 1 | 2 | 3 | 4 | 9 |
| Q140 Approach an official through a contact? | 1 | 2 | 3 | 4 | 9 |
| Q141 Offer a small present? | 1 | 2 | 3 | 4 | 9 |
| Q142 Offer money or an expensive present? | 1 | 2 | 3 | 4 | 9 |

Q to officials

X44-52 Over the last few years (say the last five years) did the people you dealt with as part of your official duties usually, sometimes, rarely, or never.....

ONE ANSWER ONLY ON EACH QUESTION

| | Usually | Sometimes | Rarely | Never | Don't know (DO NOT READ OUT) |
|---|---------|-----------|--------|-------|---------------------------------------|
| X44 Accept your decisions even when they were dissatisfied with them? | 1 | 2 | 3 | 4 | 9 |
| X45 Behave in a friendly way, just to get better treatment? | 1 | 2 | 3 | 4 | 9 |
| X46 Argue with you? | 1 | 2 | 3 | 4 | 9 |
| X47 Threaten you with violence? | 1 | 2 | 3 | 4 | 9 |
| X48 Appeal against you to your superiors? | 1 | 2 | 3 | 4 | 9 |
| X49 Appeal against you to an elected politician? | 1 | 2 | 3 | 4 | 9 |
| X50 Approach you through a contact? | 1 | 2 | 3 | 4 | 9 |
| X51 Offer you a small present? | 1 | 2 | 3 | 4 | 9 |
| X52 Offer you money or an expensive present? | 1 | 2 | 3 | 4 | 9 |

Variables introduced in Table 2: - none

Variables introduced in Table 3:

X69 Which of these comes nearest to your view? The (COUNTRY) government regards low-level officials accepting money or expensive presents from ordinary people as...

ONE ANSWER ONLY

- 1 a corrupt practice which it must liquidate
- 2 unfortunate but unavoidable until it can pay officials better salaries
- 3 an informal way of charging for state services and paying officials
- 7 officials do not accept money or expensive presents (DO NOT READ OUT)
- 8 depends (DO NOT READ OUT)
- 9 don't know (DO NOT READ OUT)

Variables introduced in Table 4:

Q153 Which comes closest to your view about the use of money, presents, favours or contacts to influence officials?

ONE ANSWER ONLY

- 1 it is bad for (COUNTRY) and for those involved
- 2 it is bad for (COUNTRY), but unavoidable for people who have to live here
- 3 I prefer it that way because, when you need a favour from an official, you can get it
- 7 it never happens (DO NOT READ OUT)
- 8 neither / depends (DO NOT READ OUT)
- 9 don't know (DO NOT READ OUT)

Q177 Which comes closest to your view? The main reason why officials take money or presents is...

ONE ANSWER ONLY

- 1 the officials are greedy
- 2 the government does not pay officials properly
- 3 people are desperate to buy favours from officials
- 7 officials never take (DO NOT READ OUT)
- 8 depends (DO NOT READ OUT)
- 9 don't know (DO NOT READ OUT)

Variables introduced in Table 5:

X2 Suppose a person asked an official to do some extra work to solve their problem, like working past the normal closing time for example. Then, in those circumstances would the official be....

ONE ANSWER ONLY

- 1 right to ask for something
- 2 not right to ask, but right to accept something if offered
- 3 not right to accept, even if something was offered
- 8 depends (DO NOT READ OUT)
- 9 don't know (DO NOT READ OUT)

X3 Suppose a person asked an official to solve their problem faster than normal, for example by putting other work aside. Then, in those circumstances would the official be....

ONE ANSWER ONLY

- 1 right to ask for something
- 2 not right to ask, but right to accept something if offered
- 3 not right to accept, even if something was offered
- 8 depends (DO NOT READ OUT)
- 9 don't know (DO NOT READ OUT)

Variables introduced in Table 6:

X57 If a member of the public offered you a small present for solving their problem would you...

ONE ANSWER ONLY

- 1 welcome it as a token of thanks
- 2 reluctantly accept it, because it would be impolite to refuse
- 3 reluctantly accept it, because official salaries are so low that you could not afford to refuse
- 4 feel offended and refuse
- 5 refuse for other reasons
- 8 depends (DO NOT READ OUT)
- 9 don't know (DO NOT READ OUT)

X58 If a member of the public offered you money or an expensive present for solving their problem would you...

ONE ANSWER ONLY

- 1 welcome it as a token of thanks
- 2 reluctantly accept it, because it would be impolite to refuse
- 3 reluctantly accept it, because official salaries are so low that you could not afford to refuse
- 4 feel offended and refuse
- 5 refuse for other reasons
- 8 depends (DO NOT READ OUT)
- 9 don't know (DO NOT READ OUT)

Variables introduced in Table 7 (and text related to table 7):

X61 In the last few years (say the last five years) did you ever accept a present from someone whose problem you dealt with as part of your official duties?

ONE ANSWER ONLY

- 1 yes
- 2 no
- 8 depends (DO NOT READ OUT)
- 9 don't know (DO NOT READ OUT)

ASK ALL:

X62 If you did accept something, was that only after you had solved the person's problem?

ONE ANSWER ONLY

- 1 only after, never before
- 2 sometimes before
- 7 did not accept (DO NOT READ OUT)
- 8 depends (DO NOT READ OUT)
- 9 don't know (DO NOT READ OUT)

ASK ALL:

X63 If you did accept something, was that only a small present - flowers, chocolates, or a bottle for example, or was it something more than that?

ONE ANSWER ONLY

- 1 only a small present
- 2 something more
- 7 did not accept (DO NOT READ OUT)
- 8 depends (DO NOT READ OUT)
- 9 don't know (DO NOT READ OUT)

Variables introduced in Table 8-9: - none**Variables introduced in Table 10:**

X5 Is it possible for people in your job to live on their official salary?

ONE ANSWER ONLY

- 1 yes
- 2 no
- 7 yes, but very difficult (DO NOT READ OUT)
- 8 depends (DO NOT READ OUT)
- 9 don't know (DO NOT READ OUT)

X8 In the next year or two, do you think you might lose your job because of job-cuts? Do you think it is...

ONE ANSWER ONLY

- 1 very likely
- 2 somewhat likely
- 3 not at all likely
- 8 depends (DO NOT READ OUT)
- 9 don't know (DO NOT READ OUT)

X11 Now please think about the job you actually expect to be doing in five years time. Do you expect to be working for...

ONE ANSWER ONLY

- 1 the same organisation as now, and at the same level
- 2 the same organisation as now, but at a higher level
- 3 a different organisation, but still in the public (state) sector
- 4 a private or foreign company
- 5 yourself, that is self-employed
- 6 expect to be retired (DO NOT READ OUT)
- 7 expect to be not working / unemployed (DO NOT READ OUT)
- 8 other / depends (DO NOT READ OUT)
- 9 don't know (DO NOT READ OUT)

Variables introduced in Table 11: - none

Variables introduced in Table 12:

X30 What would most likely happen to person in a job like yours who did accept money or a present from someone who came to them with a problem...

ONE ANSWER ONLY

1 nothing

2 the present would be confiscated

3 they would suffer a more severe penalty

4 they would be dismissed

8 other / depends (DO NOT READ OUT)

9 don't know (DO NOT READ OUT)

Variables introduced in Table 13-14: - none**Variables introduced in Table 15:**

X4 Over the last five years, has your salary been paid in full and on time...

ONE ANSWER ONLY

1 always

2 usually

3 rarely

4 never

8 depends (DO NOT READ OUT)

9 don't know (DO NOT READ OUT)

Variables introduced in Table 16-21: - none