

# Measuring the Rule of Law

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## ABSTRACT

This paper describes the methodology used to build the *WJP Rule of Law Index*— a new quantitative assessment tool designed to offer a comprehensive picture of the extent to which countries adhere to the rule of law in practice. The *WJP Rule of Law Index* provides new data on nine dimensions of the rule of law —limited government powers; absence of corruption; order and security; fundamental rights; open government; regulatory enforcement; access to civil justice; effective criminal justice; and informal justice— and is compiled from original surveys of the general public and local legal experts. The paper also presents estimates for an initial group of 66 countries.

Keywords: Rule of law, Rule of Law Index, indicators, governance, global, World Justice Project, government accountability, corruption, order and security, fundamental rights, open government, access to justice.

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## 1. Introduction

In recent years, there has been an increased interest in the rule of law as an assurance of stability, order, and economic development. Reflecting this orthodoxy, billions of dollars have been spent on supporting interventions aimed at combating corruption, upholding human rights, promoting legal reforms, and improving access to justice. Yet, despite its magnetism and rhetorical power, there is little agreement about what exactly constitutes the rule of law, what its current status is, and what the best way to advance it is [Carothers (2006, 2009); Tamanaha (2004); Ghani & Lockhart (2009); Peerenboom, Nollkaemper, Zurn, M. (2011)].

In this paper, we present a new framework for conceptualizing and assessing the extent to which countries adhere to the rule of law in practice. This framework borrows heavily from the theoretical work on the nature of the rule of law and is grounded on the basic idea that law imposes limits on the exercise of power by government and private interests. Our framework, however, goes beyond this general principle and explores the ingredients of the rule of law in terms of *specific* goals or outcomes that rule of law societies seek to achieve and that policy makers might want to influence.

This conceptual framework was developed with Mark David Agrast, and it constitutes the backbone of the *WJP Rule of Law Index*. The framework is organized around nine basic concepts, or factors: limited government powers; absence of corruption; order and security; fundamental rights; open government; effective regulatory enforcement; access to civil justice; effective criminal justice; and informal justice. These factors are further disaggregated into 52 sub-factors and include considerations such as whether government officials are accountable under the law, and whether legal institutions protect fundamental rights and allow ordinary people access to justice.

We use this framework to estimate numerical scores of these factors and sub-factors for a group of 66 countries and jurisdictions. These estimates are built from two novel data sources collected by the World Justice Project in each country: (1) a general population poll (GPP) conducted by leading local polling companies using a representative sample of 1,000 respondents in three

cities per country; and (2) qualified respondents' questionnaires (QRQ) consisting of closed-ended questions completed by in-country practitioners and academics with expertise in civil and commercial law, criminal justice, labor law, and public health. These two data sources comprise both experience-based questions as well as perception-based questions. All in all, the data contain more than 400 variables drawn from the assessments of over 66,000 people and 2,000 local experts in 66 countries [Agrast, Botero, and Ponce (2010)].

Finally, we establish the robustness and validity of our findings and highlight some of the limitations of our study. While the indicators introduced in this paper enter a crowded field of indicators on aspects of the rule of law, they have several features that set them apart. First, they are comprehensive. While existing indices cover specific aspects of the rule of law, they do not yield a full picture of rule of law compliance. Second, they rely entirely on new data. This contrasts with other indices building on data from third party sources. Third, they combine expert opinion with rigorous polling of the general public to ensure that the findings reflect the conditions experienced by the population, including several marginalized sectors of society. Fourth, they combine information on the experiences and perceptions of respondents – either ordinary people or qualified expert respondents – about their dealings with the law. Finally, we present findings in disaggregated form so as to provide information that is useful for both government and civil society, enabling them to identify strong and weak areas in each country. Arguably, efforts to strengthen the rule of law could be more successful if they focus on specific difficulties experienced by countries rather than the overarching and abstract goal of advancing the rule of law.

The remainder of the paper is organized as follows. Section 2 introduces the conceptual framework. Section 3 discusses the data collection process and the aggregation methodology. Section 4 shows the robustness analysis. Finally, section 5 concludes.

## 2. Defining the Rule of Law

### 2.1. What is “rule of law”?

Before proposing a new framework of the rule of law, it is helpful to consider how it has been conceptualized by legal scholars and practitioners of international affairs. While the legal literature offers an array of views on what constitutes the rule of law, there is no internationally accepted definition of the term. Carothers [2006], for instance, observed that “There is also uncertainty about what the essence of the rule of law actually is”. In spite of observations such as these, there is a strong international consensus that the rule of law is a meaningful and important concept.

The XIX century Oxford professor A.V. Dicey is usually credited with having coined the expression ‘the rule of law’ [Dicey (1885)]. Yet, as Lord Bingham has noted, “even if he invented the expression he did not invent the idea lying behind it” [Bingham (2010)]. Indeed, the notion of the rule of law is as old as the law itself. As we shall see, a code enacted almost four thousand years ago by the Babylonian King Hammurabi already contains the essential elements of modern notions of the rule of law<sup>1</sup>.

Throughout the literature it is possible to identify two principal conceptions of the term: a formalist, or “thin”, definition and a substantive, or “thick”, definition. Formalist definitions of the rule of law do not make judgment about the legitimacy or ‘justness’ of the laws themselves. Instead, formalist definitions fixate on whether rules exist, and scrutinize whether those rules are followed by all, including the sovereign: “Stripped of all technicalities this means that government in all its actions is bound by rules fixed and announced beforehand.” [Hayek (1944)]. In contrast, substantive definitions take into consideration certain rights that are seen to be fundamental to the rule of law [Carothers (2006, 2009)].

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<sup>1</sup> The Codex declares legal principles which are still valid in most legal systems of the world today; it also contains rules which have experienced such dramatic change over time that they are no longer accepted by modern legal regimes, such as the original legal principle of reparation for damages, i.e., “If a man put out the eye of another man, his eye shall be put out” [King (2005)].

While the divide between these conceptions of the rule of law may reflect deeply rooted cultural differences which appear to be rapidly evolving [Goodman (2008); Peerenboom (2002, 2004, 2010); Chesterman (2008); Ginsburg (2001, 2010); Peerenboom, Nollkaemper, Zurn, M. (2011)], a common theme throughout most of these conceptions is that law imposes limits on the exercise of power by government and private interests [Tamanaha (2004)]. At its most basic, “the term rule of law refers to a system in which law is able to impose meaningful restraints on the state and individual members of the ruling elite.” [Peerenboom (2002)]. This is captured, for instance, in the definition proposed by the United Nations: “The rule of law... refers to a principle of governance in which all persons, institutions and entities, public and private, including the State itself, are accountable to laws that are publicly promulgated, equally enforced and independently adjudicated, and which are consistent with international human rights norms and standards” [United Nations Security Council (2004)]. In a similar vein, The World Justice Project (WJP) defines the rule of law<sup>2</sup> as “a rules-based system in which the following four universal principles are upheld: (1) the government and its officials and agents are accountable under the law; (2) the laws are clear, publicized, stable, and fair, and protect fundamental rights, including the security of persons and property; (3) the process by which the laws are enacted, administered, and enforced is accessible, fair, and efficient; and (4) access to justice is provided by competent, independent, and ethical adjudicators, attorneys or representatives, and judicial officers who are of sufficient number, have adequate resources, and reflect the makeup of the communities they serve” [Agrast, Botero, and Ponce (2010)].

## *2.2. Towards a common understanding of the “rule of law”*

The aforementioned definitions contain the same essential ideas, which rotate around the principles that political power must be exercised in accordance with law rather than in an arbitrary or self-interested manner, and that disputes among private individuals and between them and the Sovereign must be subject to independent adjudication. Today these principles are commonly associated with the English Magna Carta, the U.S. Declaration of Independence, the

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<sup>2</sup> The World Justice Project’s definition of the rule of law was originally articulated by William H. Neukom in 2007, and it has since been vetted with thousands of individuals in over one hundred countries.

U.S. Constitution, the French Declaration of the Rights of the Man and the Citizen, and the Universal Declaration of Human Rights [Bingham (2010)].

*“No freeman is to be taken or imprisoned or disseised of his free tenement or of his liberties or free customs, or outlawed or exiled or in any way ruined, nor will we go against such a man or send against him save by lawful judgement of his peers or by the law of the land. To no-one will we sell or deny or delay right or justice”* Magna Carta

*“it is essential, if man is not to be compelled to have recourse, as a last resort, to rebellion against tyranny and oppression, that human rights should be protected by the rule of law”* Universal Declaration of Human Rights

However, these principles are not solely – or even originally – Western, but instead they are applicable to an array of legal traditions, institutional architectures, and cultures. For instance, the introduction and the epilogue of the Codex Hammurabi lay down the principles in which the code’s 282 rules are based [King (2005)]. These principles provide as follows:

*“Anu and Bel called by name me, Hammurabi, the exalted prince, who feared God, to bring about the rule of righteousness in the land, to destroy the wicked and the evil-doers; so that the strong should not harm the weak..., Hammurabi..., who recognizes the right, who rules by law...”*

*“A righteous law... guaranteed security to the inhabitants in their homes... That the strong might not injure the weak, in order to protect the widows and orphans..., in order to bespeak justice in the land, to settle all disputes, and heal all injuries...”*

*“... let the oppressed, who has a case at law, come and stand before this my image as king of righteousness; let him read the inscription, and understand my precious words: the inscription will explain his case to him; he will find out what is just, and his heart will be glad, so that he will say: Hammurabi is a ruler..., who has bestowed benefits for ever and ever on his subjects, and has established order in the land.”*

*“...In future time, through all coming generations, let the king, who may be in the land, observe the words of righteousness which I have written on my monument; let him not alter the law of the land which I have given, the edicts which I have enacted...*

*“Hammurabi, the king of righteousness, on whom Shamash has conferred right...to bring low those that were high; to humble the proud, to expel insolence...” [King (2005)]*

All the essential elements of modern notions of the rule of law are present in these principles which were enacted almost four thousand years ago. These core elements include:

- The King must rule in accordance with the law: *“Hammurabi..., who recognizes the right, who rules by law”*
- All shall be equal before the law: *“to bring low those that were high; to humble the proud ... so that the strong should not harm the weak, in order to protect the widows and orphans”*
- The law must be publicized in a manner that it may be known and understood by ordinary people: *“let the oppressed, who has a case at law... read the inscription, and understand my precious words: the inscription will explain his case to him; he will find out what is just”*
- The law must be reasonably stable over time: *“In future time... let him not alter the law of the land”*
- Order and security must be guaranteed: *“A righteous law... guaranteed security to the inhabitants... and has established order in the land”*
- Access to justice must be provided: *“in order to bespeak justice in the land, to settle all disputes”*

Similar principles are found in virtually all legal traditions and cultures of the world. For instance, according to the Judicial Guidelines from Umar bin al-Khattab, the second Khalifa of Islam, the judge shall “Treat people equally in your court and give them equal attention, so that the noble shall not aspire to your partiality, nor the humble despair of your justice”.



In sum, while there are significant variations among competing definitions and cultural understandings of the concept of the rule of law, there are some essential elements that appear to be common to most cultures and traditions. Building on these common elements—rather than promoting the supremacy of one tradition—seems to be the most effective way to advance the rule of law around the world.

### *2.3. A new framework to conceptualize the rule of law*

While the principles embedded in these and other definitions provide a common ground for discussion, they cannot be easily employed by practitioners and policy makers. For that reason, in this section we present a new conceptual framework to assess the extent to which countries adhere to the rule of law in practice. While this framework borrows heavily from the theoretical work on the notion of the rule of law, it goes beyond the general principles and explores the ingredients of the rule of law in terms of *specific* outcomes that are informative of the extent to which these principles are observed in practice and that policy makers might want to influence.

This framework, which constitutes the core of the *WJP Rule of Law Index*, is organized around nine basic concepts, or factors —limited government powers; absence of corruption; order and security; fundamental rights; open government; effective regulatory enforcement; access to civil justice; effective criminal justice; and informal justice— and consists of 52 sub-factors, which are summarized in Table 1. These sub-factors summarize outcomes that rule of law societies seek to achieve.

From a political science perspective, these factors draw on four basic ideas related to the relationship between the state and the civil society, i.e. the checks and balances on the government's power; the effectiveness of the state in performing its basic functions; participation and collaboration between the state and its citizens; and absence of arbitrary abuse by authority. Our framework, however, assumes very little about the functions of the state. When it does so, it incorporates functions that are recognized by all societies since the time of Hammurabi, such as the provision of justice or the guarantee of order and security. In what follows, we describe in detail each one of its components.

### *Factor 1: Limited government powers*

The first factor measures the extent to which those who govern are subject to law. This factor addresses the fundamental principle that the ruler is subject to legal restraints. It comprises the means (checks and balances), both constitutional and institutional, by which the powers of the government and its officials and agents are limited and by which they are held accountable under the law. It also includes nongovernmental checks on the government's power, such as a free and independent press.

This factor is particularly difficult to measure in a standardized manner across countries, since there is no single formula for the proper distribution of powers among organs of the government to ensure that each is held on check. Governmental checks take many forms; they do not operate solely in systems marked by a formal separation of powers, nor are they necessarily codified in law. What is essential is that authority is distributed, whether by formal rules or by convention, in a manner that ensures that no single organ of government has the practical ability to exercise unchecked power.<sup>3</sup>

The first sub-factor (1.1) measures the effective limitation of government powers in the fundamental law, including provisions that prohibit constitutional amendments and suspensions of constitutional rights and privileges, except in accordance with the rules and procedures provided in the fundamental law itself. The next six sub-factors address how effective the institutional checks on government power by the legislature, the judiciary, and independent auditing and review agencies are, including the Supreme Audit Institution and the National Human Rights Institution (ombudsman). The concept of judicial independence, which is an essential component of the system of checks and balances, is reported in sub-factor 1.3.<sup>4</sup> The fifth sub-factor (1.5) embraces the idea of effective sanctions for misconduct of government officers in all branches of government. Sub-factor 1.6 introduces the notion of non-governmental checks on government powers, including freedom of the media and freedom of civil and political organizations, which serve an important role in monitoring those in authority

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<sup>3</sup> Our framework does not address the further question of whether the laws are enacted by democratically elected representatives.

<sup>4</sup> In concepts with judicial review of government acts or a constitutional court, the judiciary is a direct check on government's power. In the absence of judicial review, an independent judiciary is still a direct check on government power.

and holding them accountable for their actions. Finally, sub-factor 1.7 concerns the extent to which transition of power occurs according to the law. In this regard, we do not address the issue of whether transition of political power takes place through democratic elections. We simply consider whether the rules for the transfer of power are effectively upheld and occur in accordance with the law. This sub-factor incorporates elements of electoral fraud and intimidations (for those countries where elections are held), as well as the prevalence of coup d'états, and the extent to which transition processes are open to public scrutiny.

### *Factor 2: Absence of corruption*

The second factor measures the absence of corruption, conventionally defined as the use of public power for private gain. Corruption is imperative to any assessment of the rule of law as it is a manifestation of the extent to which government officials abuse their power or fulfill their obligations under the law. We consider three forms of corruption: bribery, improper influence by public or private interests, and misappropriation of public funds or other resources (embezzlement). These three forms of corruption are examined with respect to government officers in the executive branch—including the police and the military—and those in the judiciary and the legislature. These instruments take into account a wide range of possible situations involving petty and grand corruption; including the provision of public services; procurement procedures; and administrative enforcement of environmental, labor, and health and safety regulations among others.

### *Factor 3: Order and security*

The third factor measures how well the society assures the security of persons and property. Human security is one of the defining aspects of any rule of law society and a fundamental function of the state.<sup>5</sup> Violence does not only impose wounds on society, but also prevents the achievement of other aims, such as the exercise of freedoms and access to justice. In extreme situations, violence might become the norm as legal rules are not enforced.

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<sup>5</sup> According to the classic social contract theories of Thomas Hobbes and John Locke, the fundamental role of government is to provide security, peace, and defense in a civil society.

This factor includes three dimensions: absence of crime —particularly conventional crime<sup>6</sup>—; absence of political violence, including terrorism, armed conflict, and political unrest; and absence of violence as a socially acceptable means to redress personal grievances; in order to account for the fact that violence might be a manifestation of people taking justice into their own hands.

#### *Factor 4: Fundamental Rights*

The fourth factor measures protection of fundamental human rights. It recognizes that the rule of law must be more than merely a system of rules—that indeed, a system of positive law that fails to respect core human rights guaranteed and established under international law is at best “rule by law”, and does not deserve to be called a rule of law system.

Generally speaking, human rights can be divided into three categories: civil and political rights; social, economic, and cultural rights; and environmental and developmental rights. While there is no universal consensus on what rights states protect by law, sixty years after its adoption, the Universal Declaration remains the touchstone for determining which rights may be considered fundamental, even as newer rights continue to emerge and gain acceptance. We recognize, however, that there is still much debate concerning which rights should be included in a rule of law definition. Given this limitation, we focus on rights which are firmly established under international law and are most closely related to rule of law concerns.

Accordingly, factor 4 encompasses adherence to the following rights: equal treatment and absence of discrimination<sup>7</sup>; the right to life and security of the person; freedom of thought, religion, and expression, including freedom of the media; freedom of association, including the

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<sup>6</sup> In this category, we include measurements of conventional crime victimization, including homicide, kidnapping, burglary, armed robbery, extortion, and fraud. We left aside direct measurements of other crimes such as organized crime, white-collar crimes, or political crimes.

<sup>7</sup> This article gives effect to the principle of equality before the law. Equal treatment and absence of discrimination implies no arbitrary or irrational distinctions based on economic or social status—the latter defined to include race, color, ethnic or social origin, caste, nationality, alienage, religion, language, political opinion or affiliation, gender, marital status, sexual orientation or gender identity, age, and disability. It must be acknowledged that for some societies, including some traditional societies, certain of these categories may be problematic. In addition, there may be differences both within and among such societies as to whether a given distinction is arbitrary or irrational. Despite these difficulties, it was determined that only an inclusive list would accord full respect to the principles of equality and non-discrimination embodied in the Universal Declaration and emerging norms of international law.

right to collective bargaining; the prohibition of forced and child labor<sup>8</sup>; the right to privacy; the rights of the accused; and the retroactive application of the criminal laws.

#### *Factor 5: Open government*

Open government allows for a broader level of access, participation, and collaboration between the government and its citizens, and plays a crucial role in the promotion of accountability. Requesting information from public authorities is an important tool to empower citizens by giving them a way to voice their concerns and demand accountability from their governments.

We address open government in factor 5 and consider four basic elements: clear, publicized, and stable laws; administrative proceedings that are open for public participation; official drafts of laws and regulations that are available to the public; and the availability of official information.

The first of these elements relate to the clarity, publicity, and stability that are required for the public to know what the law is and what conduct is permitted and prohibited. The law must be comprehensible and its meaning sufficiently clear, publicized, and explained to the general public in plain language for them to be able to abide by it. If laws are not accessible, people are less likely to know their rights, use legal means to redress their grievances, and be aware of and understand their obligations. This is particularly true for disadvantaged or marginalized sectors of society, including poor people and women. These are some of the most basic preconditions for achieving and maintaining a rule of law society capable of guaranteeing public order, personal security, and fundamental rights.<sup>9</sup>

Other elements in this factor concern the process by which the laws are enacted, administered, and enforced; and the extent to which the laws are accessible, fair, and efficient.

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<sup>8</sup> Sub-factor 4.7 and 4.8 includes the four fundamental principles recognized by the ILO Declaration on Fundamental Principles and Rights at Work of 1998: (1) the freedom of association and the effective recognition of the right to collective bargaining; (2) the elimination of all forms of forced or compulsory labor; (3) the effective abolition of child labor; and (4) the elimination of discrimination in respect of employment and occupation.

<sup>9</sup> There are many underlying concepts behind these sub-factors. For example, the sub-factor measuring whether the laws are publicized and accessible incorporates elements such as (1) whether people can obtain copies of the laws at relevant government offices [for example, if somebody want to know the basic legal rights of workers in a country, he/she can find available copies in the labor ministry or local labor offices]; (2) whether the laws are available on the internet; (3) whether laws are available in all official languages as well as in languages spoken by significant segments of the population, even if they are not “official”; (4) whether laws are available in formats accessible to people with disabilities; or (5) whether the laws are made available to the public on a timely basis.

Among the indicia of access are: whether proceedings are held with timely notice and are open to the public; whether the lawmaking process provides an opportunity for diverse viewpoints to be considered; and whether records of legislative and administrative proceedings and judicial decisions are available to the public.

*Factor 6: Effective regulatory enforcement*

The sixth factor measures the fairness and effectiveness in enforcing government regulations. Public enforcement of government regulations is pervasive in modern societies as a method to induce ‘good’ conduct. A critical feature of the rule of law is that such rules are upheld and properly enforced by authorities, particularly because public enforcement might raise the scope for negligence and abuse by officials pursuing their own interest.

Our framework does not look at the presence of particular forms of regulation, nor does it examine how much regulation of a particular activity is appropriate. Instead, our focus is on *how well* regulations are implemented and enforced. To facilitate comparisons, we concentrate on ubiquitous situations which all countries regulate: environmental restrictions, public health requirements, workplace safety conditions, or business activity to mention just a few; under the assumption that the performance of government agencies in those cases is a good proxy for their functioning in more complex situations.

This factor comprises elements such as effective enforcement of government regulations, absence of improper influence by public officials or private interests, adherence to due process of law in administrative procedures, and absence of government takings of private property without adequate compensation.

*Factor 7: Access to civil justice*

Access to justice is central to the rule of law. In a rule of law society, all people should be able to obtain remedies in conformity with fundamental rights. Access to justice has both a “thin” and a “thick” meaning. In our framework, we favor an intermediate conception and address access to justice in terms of access to dispute resolution mechanisms, mostly in terms of access to counsel

and access to tribunals. This differs from other frameworks which conceptualize access to justice in the ‘thicker’ sense, in which access to justice encompasses other aspects such as legitimacy of the courts or elements that contribute to enhance the legal empowerment of the poor.

An assessment in the area of access to justice comprises the civil justice system (factor 7) and the criminal justice system (factor 8). Factor 7, which focuses on civil justice, measures whether ordinary people can resolve their grievances through formal institutions of justice in a peaceful and effective manner, as well as in accordance with generally accepted social norms rather than resorting to violence or self-help. Access to civil justice requires that the system be accessible, affordable, effective, impartial, and culturally competent. Accessibility includes general awareness of available remedies (sub-factor 7.1); availability and affordability of legal advice and representation (sub-factor 7.2); and absence of excessive or unreasonable fees, procedural hurdles, linguistic barriers, physical location of courthouses, and other impediments to access to formal dispute resolution systems (sub-factor 7.3). Impartiality includes absence of arbitrary or irrational distinctions based on social or economic status and other forms of bias (sub-factor 7.4), as well as decisions that are free of improper influence by public officials or private interests (sub-factor 7.5 and 7.6). Access to justice also implies that court proceedings are conducted and judgments enforced without unreasonable delay (sub-factor 7.7). Access to justice also requires fair and effective enforcement (sub-factor 7.8). Finally, sub-factor 7.9 considers the accessibility, impartiality, and efficiency of alternative dispute resolution mechanisms —namely, mediators and arbitrators. In a rule of law society, it is essential that alternative dispute mechanisms provide effective access to justice; while refraining from binding persons who have not consented to be bound by the mechanism.

*Factor 8: Effective criminal justice system*

Factor 8 deals with the criminal justice system. An effective criminal justice system is a key aspect of the rule of law, as it constitutes the natural mechanism to redress grievances and bring action against individuals for offenses against society.

Effective criminal justice systems are capable of investigating and adjudicating criminal offences effectively and impartially, while ensuring that the rights of suspects and victims are protected. An assessment of such systems, however, should take into consideration the entire system; including police, lawyers, prosecutors, judges, and prison officers.

The sub-factors included in this factor investigate whether the criminal investigation and adjudication systems are effective (sub-factors 8.1 and 8.2); whether the criminal justice system is impartial (sub-factor 8.4) and free of improper influence (sub-factor 8.5); whether due process of law during arrest and detention, as well as the rights of the accused are effectively protected (sub-factor 8.6)<sup>10</sup>; and whether correctional systems are effective in reducing criminal behavior (sub-factor 8.3).

#### *Factor 9: Informal justice*

Finally, factor 9 concerns the role played in many countries by traditional, or ‘informal’, systems of law—including traditional, tribal, and religious courts as well as community-based systems—in resolving disputes. These systems often play a large role in cultures in which formal legal institutions fail to provide effective remedies for large segments of the population or when formal institutions are perceived as foreign, corrupt, and ineffective [Pimentel (2010); Irfan (2009)]. This factor covers two concepts: (1) whether traditional, communal and religious dispute resolution mechanisms prove to be impartial and effective; and (2) the extent to which informal justice systems respect and protect fundamental rights.

Including traditional systems into a rule of law framework presents several challenges. While we recognize that it is not possible to provide a complete picture of the rule of law without acknowledging the important role of such systems in many societies, the complexities of these systems and the difficulties of measuring their fairness and effectiveness in a manner that is both systematic and comparable across countries make assessments extraordinarily challenging. Cross-country comparisons are not very meaningful when different traditional justice systems

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<sup>10</sup> Sub-factor 8.6 contains descriptions regarding the presumption of innocence, arbitrary detention, torture and abusive treatment to suspects, secret trials, effective legal representation, and rights of prison inmates, to mention just a few.



rely on different means, and more importantly, pursue different goals. Faced with these options, we decide to include traditional systems in our framework, but not in our data collection effort.

### 2.3 Other considerations

A careful examination of the nine factors reveals two facts. The first is that there is a partial overlap among sub-factors; that is, a sub-factor can simultaneously belong to different factors at once. This is simply to reflect the fact that various rule-of-law dimensions partially overlap in practice. For example, a free press is both a manifestation of a fundamental right in action (free speech, measured by sub-factor 4.4), and a non-governmental check on the government's powers (checks and balances/accountability, measured by sub-factor 1.6). Similarly, the criminal justice system's respect for the due process of law and rights of the accused is both a fundamental right (Universal Declaration of Human Rights) (factor 4.3), and an essential component of Access to Justice; since an Effective Criminal System (sub-factor 8.6) does not punish the innocent.

The second fact is that, for the most part, our focus is on rule of law *outcomes*; as opposed to the institutional means, or *inputs* —including the legal and regulatory frameworks— to attain them.<sup>11</sup> That is, our approach is end-oriented rather than institution-oriented. This is for several reasons. First of all, societies have different rules and institutions to establish the rule of law. Comparing institutions is not meaningful unless we evaluate their merits or failures across a range of assessment criteria removed from contextual factors. Measuring outcomes also reduces the risk of misdiagnosing the causes of problems and bottlenecks. The links between inputs and outputs are complex, and we cannot establish with certainty all the root causes of the multiple rule-of-law weaknesses.<sup>12</sup> Finally, an end-based approach provides practitioners with performance information about the outcomes they ultimately want to influence through reform.

A corollary of this is that we do not look at the laws as written (*de jure*), but at the consequences arising from the manner in which laws are implemented and enforced in practice (*de facto*). The

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<sup>11</sup> While not used to estimate the scores, we have collected data on a number of relevant inputs. These data will be incorporated in future documents.

<sup>12</sup> For instance, we may be able to identify inadequate police resources as a potential problem in a given country. Nonetheless, adequate resources are only an *input* to effective policing, and may or may not be the driving reason behind high crime rates (*output*).

law becomes meaningful only when it is put into action. We focus entirely on adherence to the rule of law in practice.<sup>13</sup>

### **3. Building indicators of the rule of law**

#### *3.1. Data*

In this section, we use the framework developed in section 2 to estimate numerical scores for a group of 66 countries. We build these estimates using two novel data sources collected by the World Justice Project in each country: (1) a general population poll (GPP), and (2) qualified respondents' questionnaires (QRQ). Using primary data has two advantages. First, it provides us with comprehensive and comparable data for a number of countries. Second, it allows us to transition neatly from concepts to variables to indicators. This not only improves the validity of our indicators, but also avoids situations wherein the availability of data actually drives the concepts to be measured. The main disadvantage is that the number of indexed countries is limited by our data collection efforts.

The intent in using two different data sources is twofold - the first is to complement the information provided by the experts' assessments (specialized knowledge of certain processes, actors, and circumstances) with that of the general public's assessment (characterizations of different rule of law problems as experienced in real life by the people). The idea is that experts and people are knowledgeable about different situations. The second reason is to validate our findings by providing different perspectives on the same issue. Not only does this approach take into account different perspectives on the rule of law, but also helps reduce possible biases introduced by any one particular method of collecting data.

Questions were designed to target the smaller concepts that make up the factors and sub-factors of the *Index*. They examine practical situations in which a rule of law deficit may affect the daily lives of ordinary people. That is, they do not address the application of specific laws or regulations. The survey instruments contain both experience and perception-based questions. The

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<sup>13</sup> See Kaufmann and Kraay (2008) for a discussion on the advantages and disadvantages of Rules-Based vs. Outcome-Based indicators of Governance.

first type of questions asks respondents to relate their own experiences with regard to common situations that are relevant to the rule of law. Crime victimization questions are a good example of these.<sup>14</sup> These instruments produce hard data, but their scope may be limited. To overcome this limitation, we have also included perception-based questions. These questions comprise Likert items and scenario-based questions, wherein respondents are provided with detailed assumptions about hypothetical situations. Perception data have inherent limitations, but they can produce low-cost information about situations wherein objective and comparable data are almost by definition impossible to obtain (for example, freedom of the press or independence of the judiciary). The Index combines both data sources to take advantage of the strengths of each methodology. With very few exceptions, all questions were asked in all countries. Questions were formulated in closed-ended format to facilitate data collection as well as cross-country comparisons.

The countries covered in 2011 are presented in Table 2. These countries include 13 in the East Asia and Pacific region; 12 from Eastern Europe and Central Asia; 12 from Latin America and the Caribbean; 5 from the Middle East and North Africa; 3 from South Asia; 9 from Sub-Saharan Africa; and 12 from Western Europe and North America. Together, these countries account for 83% percent of the world's population. These countries were selected to ensure diversity and representation of all regions, income levels, population sizes and legal traditions of the world.

### *3.1.1 The General Population Poll*

The first data source is the general population poll (GPP). The poll was designed to provide information on the experiences and perceptions of ordinary people concerning their dealings with the government, the police, and the courts; the openness and accountability of the state; the extent of corruption; as well as the magnitude of common crimes to which the general public is exposed. The questionnaire includes 48 perception-based questions and 10 experienced-based questions. In addition, socio-demographic information was also collected. In all countries, the master questionnaire was translated into local languages and adapted to common expressions. The GPP was carried on a probability sample of 1,000 respondents drawn from the 3 largest

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<sup>14</sup> Other examples are questions about bribery victimization, police abuse, and the use of reporting and complaint mechanisms.

cities in each country.<sup>15</sup> The poll was conducted by leading local polling companies. Depending on the particular situation in each country, three different polling methodologies were used: CATI, face-to-face, or an online methodology based on panels from non-internet methods to ensure random selection. In all cases interviews were conducted abiding by all applicable ethical regulations in accordance with local laws and industry standards<sup>16</sup>; including disclosure, voluntary participation and consent, and strict safeguards to ensure the anonymity of respondents.<sup>17</sup> The samples were, for the most part, representative of population in the three largest cities. In many cases, we solicited demographic information to check whether the sample really represented the population. The cities covered, the polling company, and the polling methodology employed in all 66 countries are presented in Table 2. Before the full implementation of the general population survey, we ran pilots in each country to test the questions. This exercise provided valuable information about the clarity and sequencing of the questions. We modified the questionnaire as a result of this exercise. We collected the data in two rounds. For an initial group of 35 countries, data were gathered in September 2009. For the remaining countries, data were collected in April 2011.

### *3.1.2 Qualified Respondent Questionnaires*

The second data source is the Qualified Respondent's Questionnaires (QRQ). These surveys were designed to complement polling data with expert opinion on a variety of dimensions relevant to the rule of law. We developed four questionnaires to cover different aspects of the sub-factors presented in Table 1, but tailored to suit the knowledge and expertise of each type of respondent in the following areas: civil and commercial law, criminal justice (due process), labor law, and public health. The questionnaires include closed-ended perception questions and several hypothetical scenarios with highly detailed factual assumptions aimed at ensuring comparability across countries. Respondents were law professors and practicing attorneys with significant

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<sup>15</sup> In some cases, the selection was performed using simple random sampling among people 18 years of age and older, but with an equal number of male and female respondents. In other cases, the sample was stratified by gender and socio-economic status. The sample distribution of respondents among the three largest cities in each country was made proportional to population.

<sup>16</sup> WJP guidelines are based on industry standards applicable in Australia, Canada and the United States.

<sup>17</sup> For the general population poll, respondents' names and addresses were rapidly discarded by the local researcher in each country, and not reported to the WJP. Respondents were identified only by a code number to protect their anonymity.

practical experience in at least one of the four areas mentioned above.<sup>18,19</sup> These respondents were selected through a two-stage procedure. In the first stage, we picked a large number of organizations from a set of directories of law firms, universities/colleges, research organizations, and non-governmental organizations (NGOs).

These respondents were selected by two methods: The first method —by which most of the experts were chosen— involves a two-stage procedure. In the first stage, we picked a large number of organizations from a set of directories of law firms, universities/colleges, research organizations, and non-governmental organizations (NGOs). In the second stage, a random sample of experts was drawn from within the selected organizations. Once a sufficient number of potential respondents were identified, we sent out the questionnaires to these individuals and followed up with them. The second method builds on the WJP network of practitioners and academics in each country. Data collection was conducted by WJP staff between April and May 2011. We include the assessments of at least three respondents per country in each discipline. All in all, the WJP data set contains more than 400 variables drawn from the assessments of over 66,000 people and 2,000 local experts in 66 countries.

### *3.2. Estimating country scores*

We use the GPP and QRQ data to estimate numerical scores of the factors and sub-factors described in section 2.<sup>20</sup> As a first step, we assign individual questions or variables from our two main data sources onto the 52 sub-factors of our framework (and onto the different concepts embedded within each sub-factor).<sup>21</sup>

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<sup>18</sup> To avoid conflict of interests, we did not include current government officials, prosecutors, and judges in the sample.

<sup>19</sup> For the public health questionnaire, in addition to health law professors, respondents also included professors and practitioners in the field of public health, including physicians working at public hospitals.

<sup>20</sup> Our findings are based almost entirely on new data. In some cases, however, we incorporate third-party data to measure structural rule of law situations that may not be captured through general population polls or expert opinion. These variables include (1) the number of events and (2) the number of deaths resulting from high-casualty terrorist bombings [Source: Center for Systemic Peace]; (3) the number of battle-related deaths; (4) the number of casualties resulting from one-sided violence [Source: Uppsala Conflict Data Program]; and (5) coup d'état events [Coded from the Center for Systemic Peace]. These first four variables are proxies for civil conflict (sub-factor 3.2). The last indicator is included in sub-factor 1.7. In the case of the variables that make up sub-factor 3.2, we defined intervals instead of using the raw data.

<sup>21</sup> In 2011, the WJP Rule of Law Index did not include scores for the following sub-factors: sub-factor 1.1 “Government powers are defined in the fundamental law”, sub-factor 2.4 “Government officials in the legislature do not use public office for private

Once organized, we codify the questionnaire items so that all values fall between 0 and 1 and calculate, for each country, the simple (or un-weighted) average of each variable from the responses from experts or lay persons, depending on the data source (QRQ or GPP).<sup>22</sup> Next, we normalize each variable using the Min-Max method.<sup>23</sup> Once normalized, we aggregate individual variables into sub-factors and factors, using simple averages. Variables tapping the same concept were grouped first in what we call sub-sub-factors, and then aggregated into the corresponding sub-factor.<sup>24</sup> In all cases, the base level of aggregation for each sub-sub-factor or sub-factor is calculated with a weight of 50% for the QRQ variables and 50% for the GPP variables. In cases where either the GPP or QRQ is absent from the base level aggregation, the base is calculated with the single data source present. We use the final scores at the factor and sub-factor level to produce the final rankings. A full picture of how questions map onto indicators is presented in Appendix A.

Table 3 presents the point estimates of the aggregate scores for the factors and sub-factors outlined in Table 1. These scores capture relative distances among countries, which allow cross-country comparisons, but not comparisons across factors or sub-factors, as they are measured in different units. As the table shows, it is apparent that, on average, rule-of-law dimensions tend to move together, i.e. rich countries tend to perform well in most dimensions. Yet, such pattern is far from perfect, with many countries scoring very high in some dimensions and very low in

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gain” , and sub-factor 7.1 “People are aware of available remedies. The full map will be available on the web ([www.worldjusticeproject.org](http://www.worldjusticeproject.org)) on November, 2011.

<sup>22</sup> We codify these items so that all values fall between 0 and 1, with 1 being the highest possible score (most rule of law) and 0 being the lowest possible score (least rule of law). For questions asked across multiple expert questionnaires, responses are calculated as a single average of all responding experts. In the calculation of the average scores, missing data at the respondent level is imputed through unconditional mean imputation, whereby missing individual responses are replaced with the value of the sample mean. Three variables in the 2011 GPP questionnaire, whose scores were missing for the countries polled in 2009, were imputed using identical questions from the GPP.

<sup>23</sup> The Min-Max method has the advantage of preserving the order of, and the relative distance between, country scores. We follow this approach for convenience and readability. This method, however, has two potential caveats. First, it is sensible to outliers. Second, it could widen the range of indicators lying within a small interval [Nardo, Saisana, Saltelli, and Tarantola (2005)]. These problems are negligible in our data, as most variables are not affected by outliers [Saisana, M. and A. Saltelli (2011)].

<sup>24</sup> In some cases, QRQ variables are grouped together and employed as a single average. Grouping QRQ variables is designed to give a more equal balance between concepts which may need many questions to measure them and concepts which need relatively few. In the calculation of average scores, we replaced missing values with the unconditional mean calculated from the values of the other variables within the corresponding sub-sub-factor or sub-factor (unconditional-mean imputation). Missing data, however, is not really an issue, as our data set has an excellent coverage (99 percent in a matrix of XX variables x 66 countries).

others. For instance, Colombia stands out as one of the most open countries in the world. However, the country is still affected by crime and a deficient criminal justice system. In Figure 1, we use our eight indicators to illustrate the well-known positive relationship between per-capita income, on the one hand, and institutional quality on the other. These results are consistent with similar charts in the literature.

The correlation between the factors and sub-factors is also high. Of the 1,035 correlations, 1,030 are positive, and 968 are positive and statistically significant from zero. A detailed analysis of the relationship between the factors and sub-factors of the Index is presented in Saisana, M and Saltelli A. (2011). Their results confirm the expectation that the sub-factors are more highly correlated within their own factors than among them, and give us confidence about the consistency of our framework.

#### **4. Other methodological considerations**

##### *4.1. Validity in data collection*

A major methodological issue in collecting primary data is ensuring that our measures are valid, that is, that questions measure what they are supposed to measure. This entails several challenges. The first is related to *questionnaire design*. In developing the survey instruments, we pay special attention to factors such as question content, consistency, cross-country comparability, order, wording, and questionnaire length. We pre-tested and pilot tested multiple questions in several countries for two years.<sup>25</sup> With regards to content, we conducted a thorough review of about thirty surveys touching on concepts related to the *Index*, particularly of past household surveys in the design of the GPP. The use of these surveys varied on a case by case basis. Some survey questions were directly incorporated into the GPP questionnaire; some survey questions were included in a modified form, and others were simply used to inform the design of new questions. In all cases, we pay attention to asking questions to which respondents

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<sup>25</sup> The general population poll has been developed and piloted in three stages. First, the initial questionnaire, including close to 100 questions, was tested by WJP staff among respondents from diverse national, cultural and socioeconomic background in several countries, individually or in small groups. Second, a selection of 54 questions was piloted in urban areas of Bogotá, Colombia to test strengths and weaknesses of various types of questions. In particular, the pilot tested the feasibility of including experience-based questions as one of the core elements of the Index methodology. The third stage was the administration of 20 questions in the largest cities of Argentina, Australia, Colombia, Spain, Sweden, and the United States.

would know the answer. An equal emphasis was placed in ensuring that respondents interpreted the questions consistently and in the intended way. Questions were designed to touch upon one single topic. We also pay attention to developing questions that could work in all countries. To this end, we included some vignettes, which allowed us to standardize the frame of reference for respondents around the world. Vignettes took the form of hypothetical *scenarios* or standardized *response alternatives* of a fixed level of a concept (for instance, to describe the effectiveness of the Supreme Audit Institution). Yet we limited the use of vignettes as they added considerable length to the questionnaire. Finally, in designing the questionnaire, we followed the conventional rules of sequencing.<sup>26</sup> In spite of these provisions, we recognize that some questions could still be improved to be more valid, reliable, and consistent across countries. The questionnaires are presented in Appendix B.

The second issue relates to the fact that *sensitive questions* may be perceived as threatening by government officials or by respondents. In the first case, government officials of certain countries may censor or condition the administration of questions because they are perceived as challenges to the regime. In the second case, respondents may be unwilling to answer truthfully to some questions either because of a perceived risk of sanctions or because of concerns about self-image when the documented behavior does not conform to social norms. This can lead to underreporting sensitive topics, thus making the data less valid. To address the first issue, we engaged in conversations with polling companies to understand the political sensitivity of our questions in each country. With the exception of two cases, wherein top-leader leadership questions had to be removed, we did not encounter any major problem. The second issue is more complicated to address, as there are no objective measures to compare the outcomes against. We worked closely with polling companies to identify factors such as the interview method, the confidentiality of responses, and the wording of questions that could encourage survey participants to respond truthfully. Later, when we received the data, we compared the responses of the public and the experts to politically sensitive questions that were included in both the GPP

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<sup>26</sup> Some of these rules are: (a) asking non-sensitive questions at the beginning of the survey; (b) grouping questions on the same topic together; (c) mixing up questions to avoid that respondents get bored; (d) asking questions tapping on the same topic in different parts of the questionnaire; (e) filtering questions to avoid asking respondents questions that do not apply to them; and (g) placing sensitive questions at the end of the questionnaire.



and the QRQ in order to identify major discrepancies within the data. The underlying assumption here is that experts are less reticent to discuss sensitive topics than most people. This exercise can give us a rough assessment of the reticence effect, but it does not validate the data. However, it provides valuable information for further investigation. In spite of these provisions, we recognize that our methodology largely omits any formal measure or treatment of the problem and requires further research on the topic, an area in which the WJP plans to work in the future.<sup>27</sup>

#### 4.2. *Validity in building indicators*

Another methodological concern is ensuring that *indicators* measure the concept they are supposed to measure. Here our discussion focuses on four issues. First, recognizing that no single question can tap all of the dimensions of a given sub-factor, we rely on several variables, with each one reflecting different aspects of a particular concept, to approximate each one of these concepts. For instance, sub-factor 6.2 measures whether government regulations are applied and enforced without the exercise of bribery or improper influence. Given the large number of regulations emerging from different governmental bodies in each country, it is clear that no single question can adequately encompass this concept. We thus incorporate a series of twenty-five questions falling under different regulatory areas, such as labor, environment, public health, public registries, and procurement. With all this information, we can create a measure that conveys more precisely the extent of corruption in regulatory implementation.

Second, in building the Index scores, we have included the assessments of experts in different disciplines and the general public. The rule of law is a complex phenomenon, which may be perceived and experienced differently by different persons depending on their environment, background, positioning, professional expertise, attitudes, ideological tendencies, or beliefs towards certain topics (for example, pro-labor or pro-employer respondents), certain institutions (for instance pro-government or against the government), or towards our project in general.

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<sup>27</sup> While the survey literature on this topic is vast, there are very few studies that investigate these topics in the context of governance, conflict and violence, and abuses by government authorities. One alternative, for instance, is the use of randomized response questions (RRT). While currently available research has not demonstrated the superiority of any data collection method to RRT, this method is significantly more expensive.

Relying on different sources allows us to get a richer picture of the social phenomenon we study and offers ways to identify inconsistencies and mistakes [Mathison (1988)].

Third, to corroborate our findings, we check our results against qualitative and quantitative third-party sources. The goal of this exercise is check for consistencies and inconsistencies within WJP's data. There is no instance in which we alter the data in any way to resemble external data. Instead we use the information to provide a third layer of analysis useful in enhancing in-house files and further developing the administration of the Index and to identify possible mistakes or inconsistencies within the data. In the case of qualitative checks, we gather relevant quotes from studies such as the United States Human Rights Report, Freedom House's Nation in Transit, Amnesty International country reports, and Freedom House's Freedom in the World reporting on a particular country in the categories described in Table 1. This information is gathered in an internal document and compared against our estimates. Overall, we found very small discrepancies. In case of major differences, we followed up to identify possible problems, which in most cases, we were able to address (for example, results driven by small sample sizes). Only in case of major disagreements, we removed the data point (2 observations). In the second case, we collect cross-country data from highly reputable indices included but not limited to Global Integrity Report, Global Competitiveness Report, Freedom House, WB Governance Indicators, TI Corruption Perception Index, and Cingranelli-Richards Human Rights Database and compare them to their counterpart in our framework. Table 4 shows the Spearman correlations between 50 indicators and a sub-sample of our factors and sub-factors. In 78% of the cases, the correlations are positive and statistically significant, with 52% being above 0.6. This high degree of correlation among our data and most other sources provides gives us confidence about the quality of our data.

Lastly, we recognize that composite indicators are subject to several sources of uncertainty, including sampling error, missing data, weighting, normalization, or aggregation rules, to mention just a few. We do not address this important issue in this paper. In a separate paper, Saisana, M. and Saltelli, A. (2011) perform a sensitivity analysis to assess how variation in the assumptions (including missing data, weighting, normalization, or aggregation) and the samples

(to account for sampling error) can alter our estimates. Their results show that country classifications across the nine factors are robust to changes in the modeling assumptions (90 percent of the countries shift less than  $\pm 1$  position).

## **5. Limitations**

With the aforementioned methodological strengths come a number of limitations. First, the data will be comparatively strong or weak, but will not be specific enough to establish causation. Thus, it will be necessary to use the Index data in combination with other analytical tools, both quantitative and qualitative, to provide a full picture of causes and possible solutions. Just as in the areas of health or economics no single index conveys a full picture of a country's situation. Policymaking in the area of rule of law requires careful consideration of all relevant dimensions—which may vary from country to country—and a combination of sources, instruments and methods. The Index does not provide a full diagnosis or dictate concrete priorities for action.

Second, the Rule of law concepts measured may have different meanings across countries. More importantly, while our framework was intended to be applied in countries with vastly differing social, cultural, economic, and political systems, there are differences in (a) definitions and value structures, (b) legal architectures (for instance, parliamentary democracy, presidential democracy, or a kingdom); and (c) systemic goals (for instance retribution and deterrence of the American criminal system vs. rehabilitation and social harmony in the Japanese criminal system) that can complicate cross-country comparisons.

Third, the general population poll has been applied only in three major urban areas in each of the indexed countries and, as a result, may not be nationally representative. However, this does not imply that the data do not reflect a national reality. The national/local scope of the factors introduced by the Index is broad. Some factors, for instance, concern matters that are national in nature (such as factor 1.2 – government powers are effectively limited by the legislature), while others address issues that can vary from one neighborhood to another (such as factor 3.1 - crime rates). We recognize, however, that the rule of law might differ between urban and rural

environments. If the differences between the three largest cities and other areas (either urban or rural) are large, the results from the general population poll are less generalizable. In the future, the WJP intends to conduct pilot tests of the Index in rural environments.

Fourth, the Index's rankings and scores are the product of a very rigorous data collection and aggregation methodology. Nonetheless, as with all measures, they are subject to measurement error. This error is just one type of uncertainty on our estimates. To assess the impact of such uncertainties on our estimates, we are working with the Joint Research Centre of the European Commission on a sensitivity analysis based a combination of Monte Carlo experiments, bootstrapping, and multi-modeling approaches. The results will be available in 2012.

Finally, the Index remains a work in progress, and will be subject to regular reviews.

## **6. Conclusion**

Despite its magnetism and rhetorical power, there is little agreement about what exactly constitutes the rule of law and what its current status is. In this paper, we presented a framework for conceptualizing and assessing the extent to which countries adhere to the rule of law in practice. This framework constitutes the backbone of the *WJP Rule of Law Index*. We use this framework to estimate numerical scores of these factors and sub-factors for a group of 66 countries and jurisdictions using two novel data sources collected by the World Justice Project. Our estimates are consistent with other data sources.

While the debate about what constitutes the rule of law may never be settled, we believe in the necessity to design frameworks that facilitate the design of rule of law strategies and in the development of indicators that help assess progress and call for action. The indicators developed here are just a first step, as they simply track the “temperature” of the rule of law. But more work is needed to obtain better diagnosis and better evaluations.

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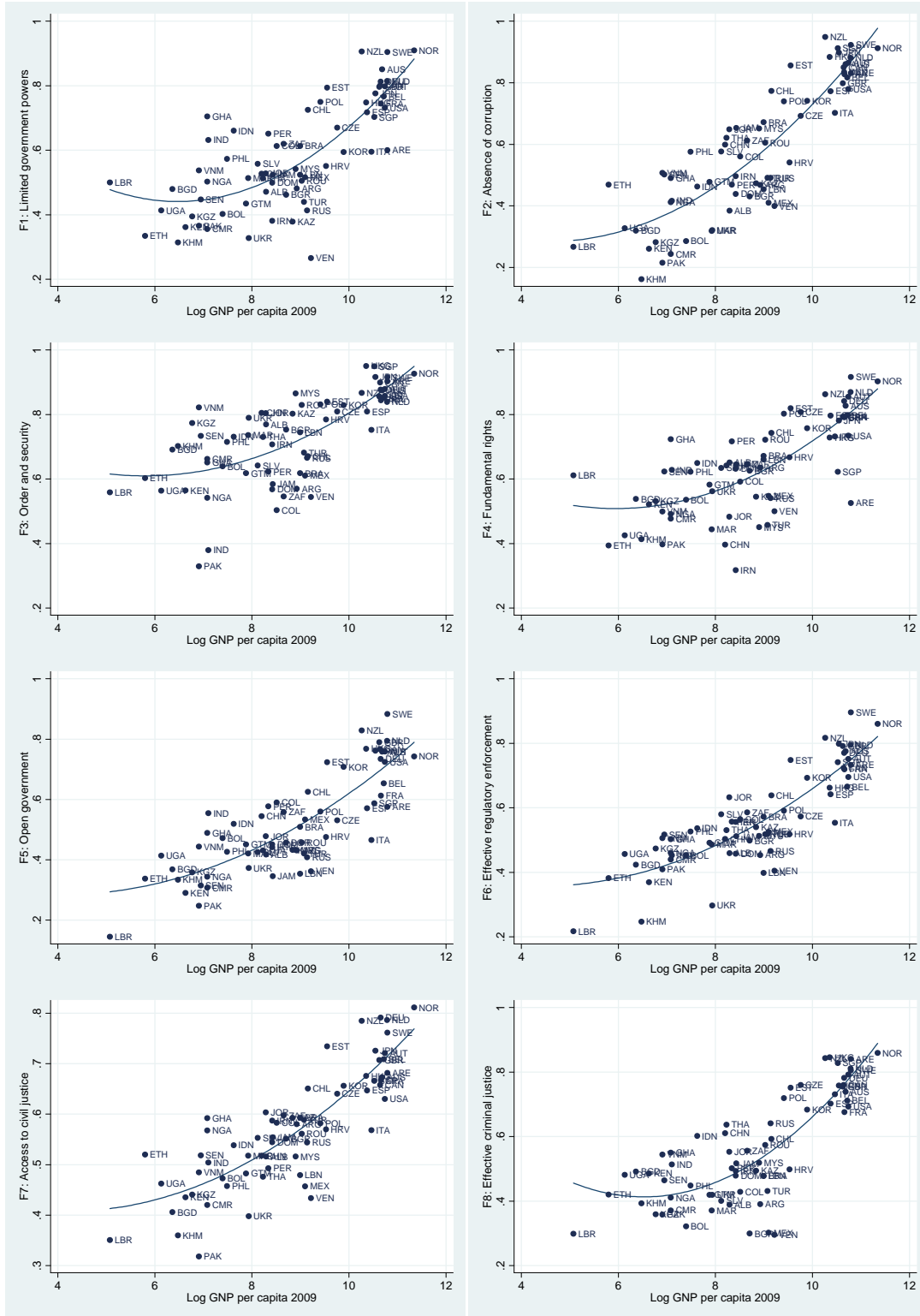
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Figure 1: WJP Rule of Law Index factors and log of GNI per capita 2009



**Table 1: The WJP Rule of Law Index**

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**Factor 1: Limited Government Powers**

- 1.1 Government powers are defined in the fundamental law.
- 1.2 Government powers are effectively limited by the legislature.
- 1.3 Government powers are effectively limited by the judiciary.
- 1.4 Government powers are effectively limited by independent auditing and review.
- 1.5 Government officials are sanctioned for misconduct.
- 1.6 Government powers are effectively limited by non-governmental checks.
- 1.7 Transfers of power occur in accordance with the law.

**Factor 2: Absence of Corruption**

- 2.1 Government officials in the executive branch do not use public office for private gain.
- 2.2 Government officials in the judicial branch do not use public office for private gain.
- 2.3 Government officials in the police and the military do not use public office for private gain.
- 2.4 Government officials in the legislature do not use public office for private gain.

**Factor 3: Order and Security**

- 3.1 Crime is effectively controlled.
- 3.2 Civil conflict is effectively limited.
- 3.3 People do not resort to violence to redress personal grievances.

**Factor 4: Fundamental Rights**

- 4.1 Equal treatment and absence of discrimination are effectively guaranteed.
- 4.2 The right to life and security of the person is effectively guaranteed.
- 4.3 Due process of law and the rights of the accused are effectively guaranteed.
- 4.4 Freedom of opinion and expression is effectively guaranteed.
- 4.5 Freedom of belief and religion is effectively guaranteed.
- 4.6 The right to privacy is effectively guaranteed.
- 4.7 Freedom of assembly and association is effectively guaranteed.
- 4.8 Fundamental labor rights are effectively guaranteed.

**Factor 5: Open Government**

- 5.1 The laws are comprehensible to the public.
- 5.2 The laws are publicized and widely accessible.
- 5.3 The laws are stable.
- 5.4 The right of petition and public participation is effectively guaranteed.
- 5.5 Official drafts of laws are available to the public.
- 5.6 Official information is available to the public.

**Factor 6: Effective Regulatory Enforcement**

- 6.1 Government regulations are effectively enforced.
- 6.2 Government regulations are applied and enforced without improper influence.
- 6.3 Administrative proceedings are conducted without unreasonable delay.
- 6.4 Due process is respected in administrative proceedings.
- 6.5 The Government does not expropriate property without adequate compensation.

**Factor 7: Access to Civil Justice**

- 7.1 People are aware of available remedies.
- 7.2 People can access and afford legal advice and representation.
- 7.3 People can access and afford civil courts.
- 7.4 Civil justice is free of discrimination.
- 7.5 Civil justice is free of corruption.
- 7.6 Civil justice is free of improper government influence.
- 7.7 Civil justice is not subject to unreasonable delays.
- 7.8 Civil justice is effectively enforced.
- 7.9 ADR systems are accessible, impartial, and effective.

**Factor 8: Effective Criminal Justice**

- 8.1 Crimes are effectively investigated.
- 8.2 Crimes are effectively and timely adjudicated.
- 8.3 The correctional system is effective in reducing criminal behavior.
- 8.4 The criminal justice system is impartial.
- 8.5 The criminal justice system is free of corruption.
- 8.6 The criminal justice system is free of improper government influence.
- 8.7 The criminal justice system accords the accused due process of law.

**Factor 9: Informal Justice**

- 9.1 Informal justice is timely and effective.
  - 9.2 Informal justice is impartial and free of improper influence.
  - 9.3 Informal justice respects and protects fundamental rights.
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**Table 2: City coverage and polling methodology in the 66 countries**

Country	Cities Covered	Polling company	Methodology	N	Year
Albania	Tirana, Dures, Elbasan	Strategic Puls Group	F2F	1096	2009
Argentina	Buenos Aires, Cordoba, Rosario	Navarro Mkt Research	CATI	1000	2009
Australia	Sydney, Melbourne, Brisbane	IPSOS Public Affairs Pty Ltd.	ONLINE	1030	2009
Austria	Wien, Graz, Linz	Market Institut	ONLINE	1000	2009
Bangladesh	Dhaka, Chittagong, Khulna	Org-Quest Research Limited	F2F	1000	2011
Belgium	Brussels, Antwerpen, Gent	Survey Sampling International, LLC	ONLINE	1000	2011
Bolivia	La Paz, Santa Cruz, Cochabamba	Encuestas y Estudios	F2F	1003	2009
Brazil	Sao Paulo, Rio de Janeiro, Belo Horizonte	Fine Research	Mixed (CATI & F2F)	850	2011
Bulgaria	Sofia, Plovdiv, Varna	Alpha Research	F2F	1024	2009
Cambodia	Phnom Penh, Battambang, Kampong Cham	Indochina Research Ltd	F2F	1006	2011
Cameroon	Douala, Yaoundé, Bamenda	CIBLE	F2F	1000	2011
Canada	Toronto, Montreal, Vancouver	Leger Marketing	ONLINE	1047	2009
Chile	Santiago, Valparaiso, Concepcion	Fine Research	CATI	850	2011
China	Beijing, Shanghai, Guangzhou	WJP in collaboration with local partner	F2F	1006	2011
Colombia	Bogota, Medellin, Cali	Centro Nacional de Consultoria (CNC)	CATI	1009	2009
Croatia	Zagreb, Split, Rijeka	Puls - Marketing, Media and Public Opinion	CATI	1006	2009
Czech Republic	Prague, Brno, Ostrava	Survey Sampling International, LLC	ONLINE	1001	2011
Dominican Republic	Gran Santo Domingo, Santiago de los Caballeros, San Cristobal	Asisa Research Group Inc.	F2F	1000	2009
El Salvador	San Salvador, Soyapango, Santa Ana	Borge y Asociados	F2F	1020	2009
Estonia	Tallinn, Tartu, Narva	Survey Sampling International, LLC	ONLINE	1000	2011
Ethiopia	Addis Ababa, Dire Dawa, Mek'ele	Research Solutions Limited	F2F	1019	2011
France	Paris, Marseille, Lyon	Leger Marketing with local partner	ONLINE	1000	2009
Germany	Berlin, Hamburg, Munich	Survey Sampling International, LLC	ONLINE	1002	2011
Ghana	Accra, Kumasi, Tamale	The Steadman Group (Synovate)	F2F	1006	2009
Guatemala	Guatemala City, Mixco, Villa Nueva	TNS DATA, S.A.	F2F	1000	2011
Hong Kong SAR, China	Hong Kong	IBI Partners	F2F	1006	2011
India	Mumbai, Delhi, Kolkata	Hinduston Thompson Associates (IMRB)	F2F	1004	2009
Indonesia	Jakarta, Surabaya, Bandung	Synovate Indonesia	F2F	1067	2009
Iran	Tehran, Mashad, Isfahan	FeedBack Market Research	F2F	1097	2011
Italy	Rome, Milan, Naples	Survey Sampling International, LLC	ONLINE	1000	2011
Jamaica	Kingston, Portmore, Spanish Town	StatMark Group, s.a.	F2F	1000	2011
Japan	Tokyo, Yokohama, Osaka	IBI Partners	CATI	1000	2009
Jordan	Amman, Az Zarqa, Irbid	WJP in collaboration with local partner	F2F	1011	2009
Kazakhstan	Almaty, Astana, Shymkent	ROMIR Holding Research LTD	F2F	1000	2011
Kenya	Nairobi, Mombasa, Nakuru	Synovate Kenya	F2F	1012	2009
Kyrgyzstan	Bishkek, Osh, Djalalabd	ROMIR Holding Research LTD	F2F	1000	2011
Lebanon	Beirut, Tripoli, Saita	FeedBack Market Research	F2F	1001	2011
Liberia	Monrovia	WJP in collaboration with local partner	F2F	1000	2009
Malaysia	Kuala Lumpur, Ipoh, Johor Bahru	IBI Partners	F2F	1006	2011
Mexico	Mexico City, Guadalaajara, Monterrey	Brand Investigation, S.A. de C.V.	CATI	1057	2009
Morocco	Casablanca, Rabat, Fes	WJP in collaboration with local partner	F2F	1000	2009
Netherlands	Amsterdam, Rotterdam, s Gravenhage	RenMMatrix	ONLINE	1004	2009
New Zealand	Auckland, Christchurch, Wellington	IBI Partners	CATI	1006	2011
Nigeria	Lagos, Kano, Ibadan	The Steadman Group (Synovate)	F2F	1001	2009
Norway	Oslo, Bergen, Trondheim	Survey Sampling International, LLC	ONLINE	1005	2011
Pakistan	Karachi, Lahore, Faisalabad	SB&B Marketing Research	F2F	1000	2009
Peru	Lima, Arequipa, Trujillo	IPSOS APOYO Opinion y Mercado S.A.	F2F	1009	2009
Philippines	Manila, Davao, Cebu	IBI Partners	F2F	1000	2009
Poland	Warsaw, Cracow, Lodz	Synovate Poland	F2F	1000	2009
Romania	Bucharest, Iasi, Cluj	Synovate SRL	F2F	1000	2011
Russia	Moscow, Saint Petersburg, Novosibirsk	ROMIR Holding Research LTD	F2F	1000	2011
Senegal	Dakar, Thies, Diourbel	TNS RMS Senegal	F2F	1024	2011
Singapore	Singapore	IBI Partners	CATI	1000	2009
South Africa	Johannesburg, Cape Town, Durban	Quest Research Services	F2F	1000	2009
South Korea	Seoul, Busan, Incheon	Nice Research and Consulting, Inc.	ONLINE	1000	2009
Spain	Madrid, Barcelona, Valencia	Leger Marketing with local partner	ONLINE	1018	2009
Sweden	Stockholm, Goteborg, Malmo	NORSTAT	ONLINE	1003	2009
Thailand	Bangkok, Nonthaburi, Pak Kret	IBI Partners Thailand	F2F	1000	2009
Turkey	Istanbul, Ankara, Izmir	Yontem Research Consultancy Ltd.	F2F	1000	2009
Uganda	Kampala, Wakiso, Mukono	Synovate Limited	F2F	1000	2011
Ukraine	Kyiv, Kharkiv, Dnipropetrovsk	Kiev International Institute of Sociology, Ltd	F2F	1010	2011
United Arab Emirates	Dubai, Sharjah, Abu-Dhabi	FeedBack Market Research	F2F	1011	2011
United Kingdom	London, Birmingham, Glasgow	Survey Sampling International, LLC	ONLINE	1001	2011
United States	New York, Los Angeles, Chicago	Survey Sampling International, LLC	ONLINE	1044	2011
Venezuela	Caracas, Maracaibo, Barquisimeto	WJP in collaboration with local partner	F2F	1000	2011
Vietnam	Ho Chi Minh City, Ha Noi, Hai Phong	Indochina Research Ltd	F2F	1000	2011







**Table 3: Country scores (continuation)**

Country	F8	SF 8.1	SF 8.2	SF 8.3	SF 8.4	SF 8.5	SF 8.6	SF 8.7
Albania	<b>0.39</b>	0.45	0.32	0.21	0.56	0.26	0.36	0.55
Argentina	<b>0.39</b>	0.32	0.20	0.33	0.42	0.42	0.46	0.58
Australia	<b>0.74</b>	0.55	0.63	0.70	0.66	0.87	0.93	0.83
Austria	<b>0.79</b>	0.68	0.77	0.74	0.73	0.90	0.83	0.89
Bangladesh	<b>0.49</b>	0.58	0.48	0.46	0.55	0.36	0.51	0.51
Belgium	<b>0.71</b>	0.79	0.63	0.47	0.68	0.81	0.85	0.75
Bolivia	<b>0.32</b>	0.17	0.08	0.59	0.31	0.18	0.30	0.62
Brazil	<b>0.48</b>	0.51	0.40	0.20	0.29	0.62	0.84	0.49
Bulgaria	<b>0.30</b>	0.21	0.17	0.23	0.11	0.37	0.60	0.40
Cambodia	<b>0.39</b>	0.57	0.47	0.23	0.30	0.19	0.63	0.37
Cameroon	<b>0.37</b>	0.47	0.30	0.08	0.54	0.23	0.52	0.47
Canada	<b>0.76</b>	0.64	0.66	0.70	0.71	0.88	0.92	0.80
Chile	<b>0.59</b>	0.64	0.69	0.15	0.44	0.74	0.78	0.69
China	<b>0.61</b>	0.83	0.67	0.68	0.65	0.66	0.17	0.60
Colombia	<b>0.43</b>	0.36	0.37	0.23	0.30	0.56	0.64	0.55
Croatia	<b>0.50</b>	0.38	0.52	0.28	0.36	0.55	0.66	0.74
Czech Republic	<b>0.76</b>	0.69	0.69	0.60	0.87	0.68	0.91	0.88
Dominican Republic	<b>0.48</b>	0.46	0.43	0.22	0.75	0.42	0.49	0.59
El Salvador	<b>0.40</b>	0.23	0.47	0.06	0.49	0.52	0.56	0.47
Estonia	<b>0.75</b>	0.70	0.66	0.66	0.79	0.81	0.87	0.76
Ethiopia	<b>0.42</b>	0.52	0.37	0.42	0.42	0.47	0.35	0.39
France	<b>0.68</b>	0.61	0.54	0.49	0.69	0.86	0.77	0.76
Germany	<b>0.78</b>	0.81	0.75	0.61	0.73	0.80	0.89	0.87
Ghana	<b>0.55</b>	0.38	0.35	0.43	0.80	0.49	0.85	0.55
Guatemala	<b>0.42</b>	0.37	0.42	0.19	0.45	0.37	0.56	0.58
Hong Kong SAR, China	<b>0.85</b>	0.94	0.84	0.88	0.80	0.89	0.67	0.89
India	<b>0.51</b>	0.49	0.43	0.41	0.57	0.44	0.69	0.55
Indonesia	<b>0.60</b>	0.58	0.60	0.37	0.77	0.49	0.78	0.62
Iran	<b>0.49</b>	0.64	0.53	0.44	0.43	0.50	0.44	0.46
Italy	<b>0.73</b>	0.76	0.63	0.52	0.76	0.76	0.89	0.80
Jamaica	<b>0.52</b>	0.45	0.43	0.21	0.62	0.55	0.92	0.43
Japan	<b>0.76</b>	0.69	0.78	0.60	0.89	0.92	0.77	0.66
Jordan	<b>0.55</b>	0.41	0.59	0.64	0.63	0.57	0.48	0.55
Kazakhstan	<b>0.49</b>	0.55	0.62	0.35	0.45	0.44	0.46	0.59
Kenya	<b>0.49</b>	0.54	0.38	0.39	0.64	0.28	0.64	0.52
Kyrgyzstan	<b>0.36</b>	0.39	0.45	0.31	0.23	0.22	0.51	0.39
Lebanon	<b>0.48</b>	0.55	0.51	0.26	0.36	0.59	0.61	0.47
Liberia	<b>0.30</b>	0.27	0.19	0.17	0.33	0.29	0.54	0.30
Malaysia	<b>0.52</b>	0.68	0.72	0.25	0.33	0.70	0.45	0.51
Mexico	<b>0.30</b>	0.21	0.26	0.12	0.27	0.36	0.53	0.36
Morocco	<b>0.37</b>	0.51	0.36	0.35	0.56	0.16	0.30	0.36
Netherlands	<b>0.81</b>	0.62	0.78	0.72	0.84	0.90	0.86	0.95
New Zealand	<b>0.84</b>	0.85	0.79	0.65	0.79	0.99	0.97	0.86
Nigeria	<b>0.41</b>	0.34	0.33	0.28	0.39	0.42	0.71	0.41
Norway	<b>0.86</b>	0.86	0.81	0.82	0.82	0.93	0.86	0.91
Pakistan	<b>0.36</b>	0.26	0.35	0.28	0.41	0.21	0.57	0.42
Peru	<b>0.50</b>	0.30	0.40	0.35	0.77	0.42	0.68	0.60
Philippines	<b>0.45</b>	0.51	0.43	0.20	0.41	0.56	0.55	0.48
Poland	<b>0.72</b>	0.58	0.56	0.55	0.86	0.80	0.83	0.85
Romania	<b>0.57</b>	0.66	0.51	0.37	0.69	0.54	0.55	0.69
Russia	<b>0.64</b>	0.66	0.75	0.58	0.67	0.54	0.62	0.66
Senegal	<b>0.46</b>	0.76	0.48	0.17	0.40	0.42	0.50	0.51
Singapore	<b>0.83</b>	0.82	0.79	0.86	0.93	0.92	0.69	0.79
South Africa	<b>0.56</b>	0.51	0.52	0.24	0.68	0.64	0.70	0.60
South Korea	<b>0.68</b>	0.55	0.73	0.70	0.61	0.74	0.69	0.77
Spain	<b>0.70</b>	0.58	0.58	0.71	0.69	0.78	0.71	0.85
Sweden	<b>0.80</b>	0.65	0.72	0.71	0.87	0.92	0.85	0.92
Thailand	<b>0.64</b>	0.62	0.45	0.75	0.86	0.65	0.54	0.58
Turkey	<b>0.43</b>	0.48	0.22	0.45	0.39	0.48	0.40	0.59
Uganda	<b>0.48</b>	0.60	0.46	0.44	0.61	0.35	0.50	0.41
Ukraine	<b>0.42</b>	0.50	0.46	0.42	0.40	0.29	0.30	0.55
UAE	<b>0.84</b>	0.89	0.90	0.88	0.79	0.84	0.82	0.78
United Kingdom	<b>0.75</b>	0.81	0.75	0.54	0.71	0.81	0.82	0.85
United States	<b>0.69</b>	0.82	0.73	0.47	0.52	0.77	0.82	0.73
Venezuela	<b>0.30</b>	0.34	0.39	0.15	0.31	0.30	0.24	0.35
Vietnam	<b>0.54</b>	0.69	0.54	0.50	0.48	0.54	0.49	0.57

## Table 4: Quantitative checks

The table shows the Spearman correlations of factors and sub-factors paired with corresponding third-party variables. Significance levels: (a) if  $p < 0.01$ ; (b) if  $p < 0.05$ ; (c) if  $p < 0.10$ .

Factors and sub-factors (WJP)	Third Party data sources	Spearman Correlation
1: Limited Government Powers	Freedom House: Functioning of Government	0.81 <sup>a</sup>
1.2 Government powers are effectively limited by the legislature	Global Integrity Report: Can the legislature provide input to the national budget?	0.06
1.2 Government powers are effectively limited by the legislature	Global Integrity Report: Is the legislative committee overseeing the expenditure of public funds effective?	-0.06
1.3 Government powers are effectively limited by the judiciary	Global Competitiveness Report 2010: Judicial Independence	0.90 <sup>a</sup>
1.4 Government powers are effectively limited by independent auditing	Global Integrity Report: Is the national ombudsman effective?	0.18
1.4 Government powers are effectively limited by independent auditing	Global Integrity Report: Is the supreme audit institution effective?	0.16
1.5 Government officials are sanctioned for misconduct	Global Integrity Report: Can the chief executive be held accountable for his/her actions?	0.05
1.5 Government officials are sanctioned for misconduct	Global Integrity Report: Can law enforcement officials be held accountable for their actions?	0.14
1.7 Transition of power is subject to the law	Freedom House: Electoral Process	0.78 <sup>a</sup>
1.7 Transition of power is subject to the law	Freedom House: Political Pluralism and Participation	0.83 <sup>a</sup>
1.7 Transition of power is subject to the law	Global Integrity Report: Voting and Party Formation	0.61
1.7 Transition of power is subject to the law	Global Integrity Report: Election Integrity	0.53 <sup>c</sup>
2: Corruption	Transparency International: Corruption Perception Index 2010	0.89 <sup>a</sup>
2: Corruption	Global Competitiveness Report 2010: Diversion of Public Funds	0.80 <sup>a</sup>
2: Corruption	Global Competitiveness Report 2010: Favoritism in decisions of government officials	0.69 <sup>a</sup>
2: Corruption	WGI- Control of Corruption	0.88 <sup>a</sup>
3.1 Crime is effectively controlled	Global Competitiveness Report 2010: Business costs of crime and violence	0.76 <sup>a</sup>
3.1 Crime is effectively controlled	Global Competitiveness Report 2010: Organized Crime	0.71 <sup>a</sup>
4: Fundamental Rights	Freedom House: Political Rights	0.89 <sup>a</sup>
4: Fundamental Rights	Freedom House: Civil Liberties	0.91 <sup>a</sup>
4: Fundamental Rights	Freedom House: Personal Autonomy and Individual Rights	0.91 <sup>a</sup>
4: Fundamental Rights	WGI- Voice and Accountability	0.92 <sup>a</sup>
4.4 Freedom of opinion and expression is effectively guaranteed	Freedom House: Freedom of Expression and Belief	0.85 <sup>a</sup>
4.4 Freedom of opinion and expression is effectively guaranteed	Reporters Without Borders: Freedom of the Press Index	0.81 <sup>a</sup>
4.4 Freedom of opinion and expression is effectively guaranteed	Cigranelli-Richards: Freedom of Speech	0.77 <sup>a</sup>

Table 4 (continued):

4.5 Freedom of belief and religion is effectively guaranteed	Cigranelli-Richards: Freedom of Religion	0.61 <sup>a</sup>
4.7 Freedom of assembly and association is effectively guaranteed	Freedom House: Associational and Organizational Rights	0.79 <sup>a</sup>
4.7 Freedom of assembly and association is effectively guaranteed	Cigranelli-Richards: Free Assembly	0.67 <sup>a</sup>
4.8 Fundamental labor rights are effectively guaranteed	Cigranelli-Richards: Worker's Rights	0.45 <sup>a</sup>
4.8 Fundamental labor rights are effectively guaranteed	Global Integrity Report: Can citizens organize into trade unions?	0.38 <sup>b</sup>
5.4 Right to petition the government and public participation	Global Integrity Report: Can citizens access the national budgetary process?	0.22
5.5 Official drafts of laws and regulations are available to the public	Global Integrity Report: Can citizens access legislative processes and documents?	0.53 <sup>a</sup>
5.6 Official information is available on request	Global Competitiveness Report 2010: Transparency of Government Policymaking	0.43 <sup>a</sup>
5.6 Official information is available on request	Global Integrity Report: Is the right to information requests effective?	0.54 <sup>a</sup>
6: Effective Regulatory Enforcement	WGI- Government Effectiveness	0.87 <sup>a</sup>
6.1 Government regulations are effectively enforced	Global Integrity: Does government effectively enforce health, environmental and safety standards?	0.49 <sup>a</sup>
6.5 The Government does not expropriate without compensation	Global Competitiveness Report 2010: Property Rights	0.64 <sup>a</sup>
7: Access to civil justice	Global Competitiveness Report 2010: Efficiency of legal framework in settling disputes	0.68 <sup>a</sup>
7: Access to civil justice	Global Competitiveness Report 2010: Efficiency of legal framework in settling disputes	0.66 <sup>a</sup>
7.3 People can access and afford civil courts	Doing Business: Enforcing Contracts Cost (% of claim)	0.32 <sup>a</sup>
7.3 People can access and afford civil courts	Global Integrity Report: Do citizens have equal access to the justice system?	0.36 <sup>b</sup>
7.4 Civil justice is free of discrimination	Cigranelli-Richards: Independence of the Judiciary	0.44 <sup>a</sup>
7.6 Civil justice is free of improper government influence	Global Competitiveness Report 2010: Judicial Independence	0.78 <sup>a</sup>
7.7 Civil justice is not subject to unreasonable delays	Doing Business: Enforcing Contracts Time (days)	0.58 <sup>a</sup>
7.8. Civil justice is effectively enforced	Global Integrity Report: In practice, are judicial decisions enforced by the state?	0.24
8.1 Criminal investigation system is effective	Global Competitiveness Report 2010: Reliability of police services	0.71 <sup>a</sup>
8.1 Criminal investigation system is effective	Global Integrity Report: Is the law enforcement agency (i.e. the police) effective?	0.22
8.2 Criminal adjudication system is timely and effective	Pre-trial detainees/remand prisoners (percentage the prison population)	0.57 <sup>a</sup>
8.2 Criminal adjudication system is timely and effective	Global Integrity Report: Is there an appeals mechanism for challenging criminal judgments?	0.43 <sup>a</sup>
8.4 Criminal system is impartial	Global Integrity Report: In practice, do judgments in the criminal system follow written law?	0.44 <sup>a</sup>

Significance levels: (a) if  $p < 0.01$ ; (b) if  $p < 0.05$ ; (c) if  $p < 0.10$ .

## Appendix A: Mapping of questions onto indicators

This table lists the individual variables used to construct the factors of the WJP Rule of Law Index. Factors, sub-factors, sub-sub-factors, and conceptual areas are highlighted in orange, yellow, blue, and grey respectively. The table consists of four columns. The first column lists the variable's identification number. The second column lists the individual questionnaires in which a variable was included. For variables included in the Qualified Respondent Questionnaires (QRQ) the following abbreviations are used: CC for the Civil and Commercial Law questionnaire, CJ for the Cr Law questionnaire, LB for the Labor Law questionnaire, and PH for the Public Health questionnaire. For variables included in the General Population Poll (GPP), the following abbreviations are used: 09 for variables that were included in the 2009 administration of the questionnaire, and 11 for variables that appeared in the 2011 administration of the questionnaire. Variables that were included in both list both 09 and 11. The third column lists the qualitative and quantitative scales of each variable. The following abbreviations are used for the qualitative scales:

Abbreviation Full Text

SA, A, D, SD Strongly agree, Agree, Disagree, Strongly disagree

VL, L, U, VU Very likely, Likely, Unlikely, Very unlikely

SP-NSP Significant problem-Not a significant problem

A, O, R, N Always, Often, Rarely, Never

AA, IM, IS, AN Almost Always, In Most Cases, Almost Never

VW, FW, FB, VB Very well, Fairly well, Fairly badly, Very badly

VE, SE, NE Very effective, Somewhat effective, Not effective

L1M, B1M1Y, B1Y3Y, M3Y, M5Y Less than 1 month, Between 1 month and 1 year, Between 1 and 3 years, More than 3 years, More than 5 years

N, S, M, A None, Some, Most, All

The fourth column states the survey text of the variable.

### Factor 1: Limited Government Powers

AVERAGE (1.2, 1.3, 1.4, 1.5, 1.6, 1.7)

#### 1.1 Government powers are defined in the fundamental law.

Not measured in 2011

#### 1.2 Government powers are effectively limited by the legislature.

AVERAGE (AVERAGE(QRQ1:QRQ4), GPP1)

QRQ	QRQ (CC, CJ, LB)	SA (0), A (.333), D (.667), SD (1)	In practice, the chief executive (President, Prime Minister, etc.) of [Country] rules without regard to legislative checks
QRQ1	QRQ (CC, CJ, LB)	SA (0), A (.333), D (.667), SD (1)	In practice, the chief executive (President, Prime Minister, etc.) of [Country] rules without regard to legislative checks
QRQ2	QRQ (CC, CJ, LB)	SA (1), A (.667), D (.333), SD (0)	In practice, the government's power is not concentrated in one person, but is distributed among different independent branches, for instance the President or Prime Minister, the Congress or Legislative body, and the judges.
QRQ3	QRQ (CC, CJ, LB)	SA (1), A (.667), D (.333), SD (0)	In practice in [Country], opposition parties can freely express opinions against government policies without fear of retaliation
QRQ4	QRQ (CC, CJ, LB)	SA (1), A (.667), D (.333), SD (0)	In practice, opposing factions within the dominant party can freely express opinions in public without fear of facing substantial negative consequences
GPP1	GPP (09, 11)	VL (1), L (.667), U (.333), VU (0)	Please assume that one day the President decides to adopt a policy that is clearly against the [COUNTRY] Constitution: How likely is the National Congress/Parliament to be able to stop the President's illegal actions?

#### 1.3 Government powers are effectively limited by the judiciary.

AVERAGE (AVERAGE(QRQ5:QRQ12), AVERAGE(GPP2:GPP4))

QRQ	QRQ (CC, CJ, LB)	SA (1), A (.667), D (.333), SD (0)	In practice, the government's power is not concentrated in one person, but is distributed among different independent branches, for instance the President or Prime Minister, the Congress or Legislative body, and the judges.
QRQ5	QRQ (CC, CJ, LB)	SA (1), A (.667), D (.333), SD (0)	In practice, the government's power is not concentrated in one person, but is distributed among different independent branches, for instance the President or Prime Minister, the Congress or Legislative body, and the judges.
QRQ6	QRQ (CC, CJ, LB)	SA (1), A (.667), D (.333), SD (0)	The government always obeys the decisions of the high courts, even when they disagree with these decisions
QRQ7	QRQ (CC)	Single Answer	Please choose the statement that is closest to your views on how the judiciary operates in your country: (a) When legal questions or possible violations are raised, the judiciary reviews executive actions and uses its powers to declare government actions illegal or unconstitutional (b) The judiciary reviews executive actions, but is unwilling to take on politically sensitive issues and/or is limited in its effectiveness (c) The judiciary does not effectively review executive policy (d) Don't know/Not Applicable
QRQ8	QRQ (CC, CJ, LB)	SA (1), A (.667), D (.333), SD (0)	In practice, the national courts in [Country] are free of political influence in their application of power
QRQ9	QRQ (CC, CJ)	SP (0)-NSP (1)	Please tell us how significant are the following problems faced by the criminal courts in the city where you live: - Lack of independence of the judiciary from the government's power
QRQ10	QRQ (CC, LB)	%	Based on your experience, out of all the cases in which the government had an interest (as a litigant or third party), in what percentage (%) of them did the government exercise undue influence to affect the outcome of the case?
QRQ11	QRQ (CC, CJ, LB)	SA (1), A (.667), D (.333), SD (0)	In practice, the local courts in [Country] are free of political influence in their application of power
QRQ12	QRQ (CC, CJ, LB)	SA (1), A (.667), D (.333), SD (0)	In practice, the electoral appeals court is free of political influence in its application of power.
GPP2	GPP (09, 11)	VL (1), L (.667), U (.333), VU (0)	Please assume that one day the President decides to adopt a policy that is clearly against the [COUNTRY] Constitution: How likely are the courts to be able to stop the President's illegal actions?
GPP3	GPP (09, 11)	Single Answer	In your opinion, most judges decide cases according to: What the government tells them to do/What powerful private interests tell them to do/What the law says
GPP4	GPP (09, 11)	VL (1), L (.667), U (.333), VU (0)	Assume that a government officer makes a decision that is clearly illegal and unfair, and people complain against this decision before the judges: In practice, how likely is that the judges are able to stop the illegal decision?

#### 1.4 Government powers are effectively limited by independent auditing and rev

AVERAGE (QRQ13:QRQ17)

QRQ	QRQ (CC)	Single Answer	Please choose the statement that is closest to your views on how the supreme audit institution or comptroller operates in practice in your country: (a) The supreme audit institution is effective in investigating financial irregularities in the government (b) The supreme audit institution starts investigations into financial irregularities, but is limited in its effectiveness, particularly in regards to politically sensitive issues (c) The supreme audit institution does not investigate financial irregularities effectively and fails to detect offenders (d) Don't know/Not Applicable
QRQ13	QRQ (CC)	Single Answer	Please choose the statement that is closest to your views on how the supreme audit institution or comptroller operates in practice in your country: (a) The supreme audit institution is effective in investigating financial irregularities in the government (b) The supreme audit institution starts investigations into financial irregularities, but is limited in its effectiveness, particularly in regards to politically sensitive issues (c) The supreme audit institution does not investigate financial irregularities effectively and fails to detect offenders (d) Don't know/Not Applicable
QRQ14	QRQ (CC, CJ, LB)	SA (1), A (.667), D (.333), SD (0)	In practice, the reports issued by the government auditor (supreme audit institution, comptroller, etc.) are taken seriously by the authorities, with negative findings drawing prompt corrective action
QRQ15	QRQ (CJ)	Single Answer	Please choose the statement that is closest to your views on how the National Human Rights Institution (ombudsman) operates in practice in your country: (a) The institution is effective in investigating human rights violations (b) The institution starts investigations into human rights violations, but is limited in its effectiveness. The institution may be slow or unwilling to take on politically sensitive issues (c) The institution does not effectively investigate human rights violations (d) There is no such institution in my country (e) Don't know/Not applicable
QRQ16	QRQ (CJ)	SA (1), A (.667), D (.333), SD (0)	In practice, the reports issued by the National Human Rights Institution/ombudsman are taken seriously by the authorities, with negative findings drawing prompt corrective action
QRQ17	QRQ (CJ)	SA (1), A (.667), D (.333), SD (0)	Assume that a police officer inflicts severe physical harm on a criminal suspect to obtain a confession. Assume that the criminal suspect files a formal complaint with the competent authority (prosecutor, judge, ombudsman, etc.), and provides sufficient evidence to prove his/her case. Which one of the following outcomes is most likely? (a) The accusation is completely ignored by the authorities (b) An investigation is opened, but it never reaches any conclusions (c) The police officer is prosecuted and punished (through fines, or time in prison) (d) Don't know/Not Applicable



1.5 Government officials are sanctioned for misconduct.			AVERAGE (1.5.1, 1.5.2, 1.5.3, 1.5.4)
1.5.1 Government officials in the executive branch			AVERAGE (AVERAGE(QRQ18:QRQ20), AVERAGE(GPP5:GPP7))
QRQ18	QRQ (CC)	Single Answer	Assume that, as a result of an audit, a LOCAL government officer is found to be unlawfully issuing a government license for personal benefit, for example, to a construction company owned by a family member. Which one of the following outcomes is most likely? (a) The accusation is completely ignored by the authorities (b) An investigation is opened, but it never reaches any conclusions (c) The LOCAL government officer is prosecuted and punished (through fines, or time in prison) (d) Don't know/Not Applicable
QRQ19	QRQ (CC, LB)	Single Answer	Assume that the Mayor of a small town in your country is taking government money for personal benefit. Please also assume that one of his employees witnesses this conduct, reports it to the relevant authority, and provides sufficient evidence to prove it. Assume that the press obtains the information and publishes the story. Which one of the following outcomes is most likely? (a) The accusation is completely ignored by the authorities (b) An investigation is opened, but it never reaches any conclusions (c) The Mayor is prosecuted and punished (through fines, or time in prison) (d) Don't know/Not applicable
QRQ20	QRQ (PH)	VL (1), L (.667), U (.333), VU (0)	How likely are doctors and hospital staff in public clinics in poor neighborhoods to be detected stealing medicines, vaccines, or medical supplies: If detected, how likely are they to get dismissed?
GPP5	GPP (11)	Single Answer	Please assume that, as a result of an audit, a LOCAL government officer is found to be unlawfully issuing a government license for personal benefit, for example, to a construction company owned by a family member. Which one of the following outcomes is most likely? • The accusation is completely ignored • An investigation is opened, but it never reaches any conclusions • The local government officer is prosecuted and punished (through fines, or time in prison)
GPP6	GPP (09, 11)	Single Answer	6. Q6. Please assume that a high-ranking government officer is taking government money for personal benefit. Please also assume that one of his employees witnesses this conduct, reports it to the relevant authority, and provides sufficient evidence to prove it. <b>Please assume that the press obtains the information and publishes the story.</b> Which one of the following outcomes is most likely? (SINGLE ANSWER) [READ OUT OPTIONS] • The accusation is completely ignored by the authorities • An investigation is opened, but it never reaches any conclusions • The high-ranking government officer is prosecuted and punished (through fines, or time in prison)
GPP7	GPP (09, 11)	VL (1), L (.667), U (.333), VU (0)	If a government officer is found unlawfully issuing a government license for personal benefit, how likely is this officer to lose his job?
1.5.2 Government officials in the legislature*			AVERAGE (QRQ21:QRQ22)
QRQ21	QRQ (CC, CI, LB)	SA (1), A (.667), D (.333), SD (0)	In practice, members of the legislature abusing their power are sanctioned for misconduct
QRQ22	QRQ (CC, CI, LB)	SA (1), A (.667), D (.333), SD (0)	In practice, members of the legislature who commit crimes are prosecuted and punished
1.5.3 Government officials in the judiciary			QRQ23
QRQ23	QRQ (CC, CI, LB)	SA (1), A (.667), D (.333), SD (0)	In practice, members of the judiciary abusing their power are sanctioned for misconduct
1.5.4 The Police			AVERAGE (AVERAGE(QRQ24:QRQ27), AVERAGE(GPP8:GPP9))
QRQ24	QRQ (CJ)	SA (1), A (.667), D (.333), SD (0)	In practice, police officers abusing their power are sanctioned for misconduct
QRQ25	QRQ (CJ)	SA (1), A (.667), D (.333), SD (0)	In practice, police officers who commit crimes are prosecuted and punished
QRQ26	QRQ (CJ)	Single Answer	Assume that a high-ranking police officer is found by a newspaper reporter to be taking money from a criminal organization. Assume that there is enough evidence to prosecute and convict. Which of the following outcomes is most likely? (a) The accusation is completely ignored by the authorities (b) An investigation is opened, but it never reaches any conclusions (c) The high-ranking police officer is prosecuted and punished (through fines, or time in prison) (d) Don't know/Not Applicable
QRQ27	QRQ (CJ)	Single Answer	Assume that a police officer inflicts severe physical harm on a criminal suspect to obtain a confession. Assume that the criminal suspect files a formal complaint with the competent authority (prosecutor, judge, ombudsman, etc.), and provides sufficient evidence to prove his/her case. Which one of the following outcomes is most likely? (a) The accusation is completely ignored by the authorities (b) An investigation is opened, but it never reaches any conclusions (c) The police officer is prosecuted and punished (through fines, or time in prison) (d) Don't know/Not Applicable
GPP8	GPP (09, 11)	VL (1), L (.667), U (.333), VU (0)	If a police chief is found taking money from a criminal organization, such as a drug cartel or an arms smuggler, how likely is this officer to be sent to jail?
GPP9	GPP (09, 11)	A (1), O (.667), R (.333), N (0)	In [COUNTRY], if members of the police violate the law, they are punished for these violations
1.6 Government powers are effectively limited by non-governmental checks.			AVERAGE (1.6.1, 1.6.2, 1.6.3)
1.6.1 People are free to express political opinions alone or in peaceful association			AVERAGE (QRQ28:QRQ29, GPP10)
QRQ28	QRQ (CJ, LB)	VL (1), L (.667), U (.333), VU (0)	How likely is a citizen to be beaten by the police, without justification, for participating in a non-violent public demonstration in [Country]?
QRQ29	QRQ (CC, CJ)	SA (1), A (.667), D (.333), SD (0)	In practice, people in [Country] can freely hold public non-violent demonstrations without fear of reprisal
GPP10	GPP (09, 11)		Q32C. In [COUNTRY], people can freely express opinions against the government
1.6.2 Freedom of the media is respected			AVERAGE (AVERAGE(QRQ30:QRQ34), AVERAGE(GPP11:GPP12))
QRQ30	QRQ (CC, CJ)	SA (1), A (.667), D (.333), SD (0)	In practice, the media (TV, radio, newspapers) in [Country] can freely expose cases of corruption by high-ranking government officers without fear of retaliation
QRQ31	QRQ (CC, CJ)	SA (1), A (.667), D (.333), SD (0)	In practice, the media (TV, radio, newspapers) in [Country] can freely express opinions against government policies without fear of retaliation
QRQ32	QRQ (CJ, LB)	VL (0), L (.333), U (.667), VU (1)	How likely is a journalist to be attacked by the police, without justification, for covering a non-violent public demonstration in [Country]?
QRQ33	QRQ (CJ)	VL (0), L (.333), U (.667), VU (1)	How likely is the newspaper reporter to be threatened, imprisoned, or punished (either through official or unofficial means), either by the police or by the organized criminal organization?
QRQ34	QRQ (CC, CJ)	SA (1), A (.667), D (.333), SD (0)	In practice in [Country], the government does not prevent citizens from accessing content published on-line
GPP11	GPP (09, 11)		In [COUNTRY], the media (TV, radio, newspapers) can freely expose cases of corruption by high-ranking government officers without fear of retaliation
GPP12	GPP (09, 11)	SA (1), A (.667), D (.333), SD (0)	In [COUNTRY], the media (TV, radio, newspapers) can freely express opinions against government policies and actions without fear of retaliation
1.6.3 Freedom of civil and political organization is respected (NGOs and politics)			AVERAGE (1.6.3.1, 1.6.3.2)
Civil Organizations			AVERAGE (QRQ35:GPP13)
QRQ35	QRQ (CC, CJ)	SA (1), A (.667), D (.333), SD (0)	In practice, civil society organizations in [Country] can freely express opinions against government policies and actions without fear of retaliation
GPP13	GPP (11)	SA (1), A (.667), D (.333), SD (0)	In [COUNTRY], civil society organizations can freely express opinions against government policies and actions without fear of retaliation
Political organizations			AVERAGE (AVERAGE(QRQ36:QRQ37), GPP14)
QRQ36	QRQ (CC, CI, LB)	SA (1), A (.667), D (.333), SD (0)	In practice in [Country], opposition parties can freely express opinions against government policies without fear of retaliation
QRQ37	QRQ (CC, CI, LB)	SA (1), A (.667), D (.333), SD (0)	In practice, opposing factions within the dominant party can freely express opinions in public without fear of facing substantial negative consequences
GPP14	GPP (11)	SA (1), A (.667), D (.333), SD (0)	In [COUNTRY], political parties can freely express opinions against government policies and actions without fear of retaliation
1.7 Transfers of power occur in accordance with the law.			AVERAGE (AVERAGE(QRQ38:QRQ44), AVERAGE(GPP15:GPP17))
QRQ38	QRQ (CC, CI, LB)	SA (1), A (.667), D (.333), SD (0)	The chief executive (President, Prime Minister, etc.) of [Country] was elected through a clean process:
QRQ39	QRQ (CC, CI, LB)	SA (1), A (.667), D (.333), SD (0)	In practice, in [Country], local government officials are elected through a clean process
QRQ40	QRQ (CC, CI, LB)	SA (1), A (.667), D (.333), SD (0)	The chief executive (President, Prime Minister, etc.) of [Country] was elected in accordance with the rules and procedures set forth in the constitution
QRQ41	QRQ (CC, CI, LB)	SA (1), A (.667), D (.333), SD (0)	In [Country], detailed election results are readily available for public scrutiny
QRQ42	QRQ (CC, CI, LB)	SA (1), A (.667), D (.333), SD (0)	In practice, proper checks and balances exist to maintain public confidence in the electoral process.
QRQ43	QRQ (CC, CI, LB)	SA (1), A (.667), D (.333), SD (0)	In practice, in [Country], people can vote freely without feeling harassed or pressured
QRQ44	QRQ (CC, CI, LB)	SA (1), A (.667), D (.333), SD (0)	In practice, the electoral appeals court is free of political influence in its application of power.
GPP15	GPP (11)	SA (1), A (.667), D (.333), SD (0)	In [COUNTRY], local government officials are elected through a clean process
GPP16	GPP (11)	SA (1), A (.667), D (.333), SD (0)	In [COUNTRY], people can vote freely without feeling harassed or pressured

TPS1	TPS	Successful coups (0), Attempted, plotted or alleged coup plot (.5), None (1)	Coup d'etat events. Average 5 years. [Source: Center for Systemic Peace, Coups d'Etat, 1946-2010]
<b>Factor 2: Absence of Corruption</b>		<b>AVERAGE (2.1, 2.2, 2.3)</b>	
<b>2.1 Government officials in the executive branch do not use public office for private gain</b>		<b>AVERAGE (2.1.1, 2.2.2, 2.2.3)</b>	
<b>2.1.1 Regulatory enforcement</b>		<b>AVERAGE (AVERAGE (QRQ45:QRQ46), GPP17)</b>	
QRQ45	QRQ(CC, PH)	Single Answer	Please assume that the Environmental Protection Authority in your country notifies an industrial plant that it is polluting a river beyond the legally permitted levels. Which of the following outcomes is most likely? (a) The company complies with the law (either voluntarily or through court orders, fines, and other sanctions) (b) The company bribes or influences the authorities to ignore the violation (c) Absolutely nothing happens
QRQ46	QRQ(CC, LB)	VL (0), L (.333), U (.667), VU (1)	(d) How likely is it that the environmental protection authorities request or receive bribes or other undue advantages to turn a blind eye on the violations?
GPP17	GPP (09, 11)	Single Answer	Please assume that the Environmental protection authority in [COUNTRY] notifies an industrial plant that it is polluting a river beyond the legally permitted levels. Which of the following outcomes is most likely? Choose one single answer: • The company complies with the law (either voluntarily or through court orders, fines, and other sanctions) • The company bribes or influences the authorities to ignore the violation • Absolutely nothing happens
<b>2.2.2 Procurement</b>		<b>AVERAGE(2.2.2.1, 2.2.2.2)</b>	
<b>2.2.2.1 Government procurement</b>		<b>QRQ47</b>	
QRQ47	QRQ(CC)	Single Answer	Please choose the statement that is closest to your views on how government procurement or major public works (airports, highways, power plants, etc.) operates in your country. (a) Most contracts are awarded through an open and competitive bidding procedure (b) There is a formal bidding procedure but it is flawed. Several contracts are awarded without competitive bidding, or through ineffective bidding processes, leaving open the possibility of corruption (c) There is no formal bidding procedure or it is superficial and ineffective. Most contracts are awarded to firms which offer bribes; to firms owned by political supporters; or to firms in which a relevant government officer has a financial stake
<b>2.2.2.2 Procurement in public health</b>		<b>AVERAGE(QRQ48:QRQ50)</b>	
QRQ48	QRQ( PH)	%	In your view, what percentage (%) of public funds spent on health-care in low-income areas actually reach frontline health facilities?
QRQ49	QRQ( PH)	%	In your view, what percentage (%) of public funds allocated towards health-care expenditures is illegally diverted away from its intended target towards other ends?
QRQ50	QRQ( PH)	Single Answer	Please choose the statement that is closest to your views on how public health procurement (i.e. money spent on medications, vaccines, medical equipment, buildings, etc.) works in your country: (a) Most contracts are awarded through an open and competitive bidding procedure (b) There is a formal bidding procedure, but it is flawed. Several contracts are awarded without competitive bidding, or through ineffective bidding processes, leaving open the possibility of corruption (c) There is no formal bidding procedure or it is superficial and ineffective. Most contracts are awarded to firms which offer bribes; to firms owned by political supporters; or to firms in which a relevant government officer has a financial stake
<b>2.2.3 Public services</b>		<b>AVERAGE(2.2.3.1, 2.2.3.2)</b>	
<b>2.2.3.1 Permits, licenses, and administrative proceedings</b>		<b>AVERAGE (AVERAGE(QRQ51:QRQ58), AVERAGE(GPP18:GPP20))</b>	
QRQ51	QRQ(CC)	AA (0), IM (.333), IS (.667), AN (1)	How frequently do people (or private companies) have to pay bribes, informal payments, or other inducements to: (a) Register an ownership title over immovable property
QRQ52	QRQ(CC)	AA (0), IM (.333), IS (.667), AN (1)	How frequently do people (or private companies) have to pay bribes, informal payments, or other inducements to: (b) Register a new business
QRQ53	QRQ(CC)	AA (0), IM (.333), IS (.667), AN (1)	How frequently do people (or private companies) have to pay bribes, informal payments, or other inducements to: (c) Expedite the delivery of a construction permit
QRQ54	QRQ(CC)	AA (0), IM (.333), IS (.667), AN (1)	How frequently do people (or private companies) have to pay bribes, informal payments, or other inducements to: (d) Clear goods through customs
QRQ55	QRQ(CC, LB)	AA (0), IM (.333), IS (.667), AN (1)	How frequently do people (or private companies) have to pay bribes, informal payments, or other inducements to: (f) Obtain a driver's license
QRQ56	QRQ( LB)	AA (0), IM (.333), IS (.667), AN (1)	How frequently do people (or private companies) have to pay bribes, informal payments, or other monetary inducements to: (e) Expedite the delivery of an occupational health and safety permit
QRQ57	QRQ( LB)	AA (0), IM (.333), IS (.667), AN (1)	How frequently do people (or private companies) have to pay bribes, informal payments, or other monetary inducements to: (c) Obtain service of process in a labor lawsuit
QRQ58	QRQ( PH)	AA (0), IM (.333), IS (.667), AN (1)	How frequently do people have to pay bribes, informal payments, or other monetary inducements to: (d) Obtain an ID to receive a basic treatment at a public hospital
GPP18	GPP (09, 11)	AA (0), IM (.333), IS (.667), AN (1)	Do people in your neighborhood have to pay a bribe or other inducements for the following procedures or actions? To register their ownership title in a piece of land or house?
GPP19	GPP (09, 11)	AA (0), IM (.333), IS (.667), AN (1)	Do people in your neighborhood have to pay a bribe or other inducements for the following procedures or actions? To obtain a driver's license?
GPP20	GPP (11)	Yes (0), No (1)	During the past three years, did you or anyone living in your household request a government permit, or process any kind of document (like a license, building permit, etc.) in a local government office? Did you (or the person living in your household) have to pay a bribe (or money above that required by law)?
<b>2.2.3.1 Welfare and public health</b>		<b>Average (Average(QRQ59:QRQ74), Average(GPP21:GPP23))</b>	
QRQ59	QRQ( LB)	AA (0), IM (.333), IS (.667), AN (1)	How frequently do people (or private companies) have to pay bribes, informal payments, or other monetary inducements to: Receive retirement benefits from the government
QRQ60	QRQ( PH)	AA (0), IM (.333), IS (.667), AN (1)	How frequently do people have to pay bribes, informal payments, or other monetary inducements to: (a) Obtain vaccinations at a public hospital
QRQ61	QRQ( PH)	AA (0), IM (.333), IS (.667), AN (1)	How frequently do people have to pay bribes, informal payments, or other monetary inducements to: (b) Obtain medicines for an illness, such as tuberculosis
QRQ62	QRQ( PH)	AA (0), IM (.333), IS (.667), AN (1)	How frequently do people have to pay bribes, informal payments, or other monetary inducements to: (c) Get their children admitted into public day-care
QRQ63	QRQ( PH)	AA (0), IM (.333), IS (.667), AN (1)	How frequently do people have to pay bribes, informal payments, or other monetary inducements to: (e) Receive treatment in a public hospital for services that are supposed to be provided free of charge
QRQ64	QRQ( PH)	AA (0), IM (.333), IS (.667), AN (1)	How frequently do people have to pay bribes, informal payments, or other monetary inducements to: (f) Receive contraceptives to prevent pregnancy
QRQ65	QRQ( PH)	AA (0), IM (.333), IS (.667), AN (1)	How frequently do people have to pay bribes, informal payments, or other monetary inducements to: (g) Receive care during childbirth
QRQ66	QRQ( PH)	VL (0), L (.333), U (.667), VU (1)	How likely are the public health authorities to request, or receive, bribes or other undue advantages to turn a blind eye on detected violations?
QRQ67	QRQ( PH)	VL (0), L (.333), U (.667), VU (1)	How likely is a medical student who failed the required examinations at a public university to obtain his/her degree by paying bribes or other monetary inducements to the relevant government or university officer?
QRQ68	QRQ( PH)	VL (0), L (.333), U (.667), VU (1)	How likely are medical professionals and hospital staff to claim and pocket payments from insurance companies for treatments they did not provide?
QRQ69	QRQ( PH)	VL (0), L (.333), U (.667), VU (1)	How likely are doctors and hospital staff in public clinics to receive bribes from pharmaceutical companies to boost the sales of their drugs?
QRQ70	QRQ( PH)	VL (0), L (.333), U (.667), VU (1)	How likely are doctors and hospital staff in public clinics in poor neighborhoods to steal the following items for personal use, for use in private practice, or for re-sale? (a) Medicines
QRQ71	QRQ( PH)	VL (0), L (.333), U (.667), VU (1)	How likely are doctors and hospital staff in public clinics in poor neighborhoods to steal the following items for personal use, for use in private practice, or for re-sale? (b) Medical supplies

QRQ72	QRQ(PH)	VL (0), L (.333), U (.667), VU (1)	How likely are doctors and hospital staff in public clinics in poor neighborhoods to steal the following items for personal use, for use in private practice, or for re-sale? (e) Vaccines
QRQ73	QRQ(PH)	VL (0), L (.333), U (.667), VU (1)	How likely are doctors and hospital staff in public clinics in poor neighborhoods to steal the following items for personal use, for use in private practice, or for re-sale? (d) Dietary supplements for children
QRQ74	QRQ(PH)	VL (0), L (.333), U (.667), VU (1)	How likely are doctors and hospital staff in public clinics in poor neighborhoods to steal the following items for personal use, for use in private practice, or for re-sale? (e) Contraceptives to prevent pregnancy
GPP21	GPP (09, 11)	Yes (0), No (1)	Do people in your neighborhood have to pay a bribe or other inducements for the following procedures or actions? To be admitted to a public school?
GPP22	GPP (09, 11)	Yes (0), No (1)	Do people in your neighborhood have to pay a bribe or other inducements for the following procedures or actions? To be treated in a public hospital?
GPP23	GPP (11)	Yes (0), No (1)	Have you or anyone living in your household used any PUBLIC health services during the past three years? Did you (or the person living in your household) have to pay a bribe (or money above that required by law) in order to receive medical attention at any PUBLIC hospital or clinic?
<b>2.2 Government officials in the judicial branch do not use public office for private gain. Average (Average(QRQ75:QRQ85), Average(GPP24:GPP27))</b>			
QRQ75	QRQ(CJ)	VS (0), SI(.333), MI (.666), NI (1)	How much influence do criminal organizations, such as drug cartels or arms smugglers, have on the policies and actions of the following institutions of your country? (b) Members of the courts
QRQ76	QRQ(CC, LB)	%	Based on your experience during the past year with civil cases between private parties decided by trial courts, what percentage (%) of cases reflect the following outcomes: (b) The final decision was influenced by undue pressure from one of the parties or was influenced by corruption
QRQ77	QRQ(CC, LB)	%	Based on your experience, out of all the cases in which the government had an interest (as a litigant or third party), in what percentage (%) of them did the government exercise undue influence to affect the outcome of the case?
QRQ78	QRQ(CC, LB)	VL (0), L (.333), U (.667), VU (1)	In a case like this, how likely are the following people to request a bribe (or other monetary inducement) from Mr. A, Mr. B, or both, to perform their duties or to expedite the process? (a) Judge or Magistrate
QRQ79	QRQ(CC, LB)	VL (0), L (.333), U (.667), VU (1)	In a case like this, how likely are the following people to request a bribe (or other monetary inducement) from Mr. A, Mr. B, or both, to perform their duties or to expedite the process? (b) Court personnel
QRQ80	QRQ(CC, LB)	VL (0), L (.333), U (.667), VU (1)	In a case like this, how likely are the following people to request a bribe (or other monetary inducement) from Mr. A, Mr. B, or both, to perform their duties or to expedite the process? (c) Commercial arbitrator
QRQ81	QRQ(CC, CJ, LB)	VI (0), SI (.333), NVI (.667), NI (1)	The following question aims to examine the reasons why poor people in your country do not use courts to settle their disputes. Please tell us how important are the following factors in influencing people's decisions on whether or not to go to court to resolve a dispute in the city where you live: (j) Corruption of judges and judicial officers
QRQ82	QRQ(CC)	SP (0)-NSP (1)	Please tell us how serious the following problems are in civil and commercial courts in the city where you live? (10 means a very serious problem): Corruption of judges and judicial officers (they don't move the cases unless the parties bribe them)
QRQ83	QRQ(CC)	AA (0), IM (.333), IS (.667), AN (1)	How frequently do people (or private companies) have to pay bribes, informal payments, or other inducements to: (e) Expedite a court process
QRQ84	QRQ(CJ)	%	Based on your experience with criminal cases decided by trial courts during the previous year, in approximately what percentage (%) of cases showed that: (b) The final decision was influenced by undue pressure or corruption
QRQ85	QRQ(LB)	VI (0), SI (.333), NVI (.667), NI (1)	In a case like this, how likely are the following people to request a bribe (or other monetary inducement) from either party to perform their duties or to expedite the process? (c) Labor inspector
GPP24	GPP (09, 11)	Single Answer	In your opinion, most judges decide cases according to: (SINGLE ANSWER) [READ OUT OPTIONS]: What the government tells them to do/What powerful private interests tell them to do/What the law says
GPP25	GPP (11)	N (1), S (.667), M (.333), A (0)	Corruption exists in all countries and societies in some form or the other. How many of the following people in [COUNTRY] do you think are involved in corrupt practices, or haven't you heard enough about them to say? Judges and Magistrates
GPP26	GPP (11)	Yes (0), No (1)	At any stage of the judicial process, did the following officers ask you, or expect you, to pay a bribe or other inducement for his / her services? Court staff
GPP27	GPP (11)	Yes (0), No (1)	At any stage of the judicial process, did the following officers ask you, or expect you, to pay a bribe or other inducement for his / her services? Judges and magistrates
<b>2.3 Government officials in the police and the military do not use public office for private gain. Average (Average(QRQ86:QRQ97), Average(GPP28:GPP31))</b>			
QRQ86	QRQ(CJ)	VS (0), SI(.333), MI (.666), NI (1)	How much influence do criminal organizations, such as drug cartels or arms smugglers, have on the policies and actions of the following institutions of your country? (e) The police
QRQ87	QRQ(CJ)	VS (0), SI(.333), MI (.666), NI (1)	How much influence do criminal organizations, such as drug cartels or arms smugglers, have on the policies and actions of the following institutions of your country? (d) The military
QRQ88	QRQ(CC, LB)	VL (0), L (.333), U (.667), VU (1)	In a case like this, how likely are the following people to request a bribe (or other monetary inducement) from Mr. A, Mr. B, or both, to perform their duties or to expedite the process? (d) Police or law enforcement officer
QRQ89	QRQ(CJ)	VL (0), L (.333), U (.667), VU (1)	How likely are local police officers to collect bribes from traders and small merchants, so that they can carry on their activity?
QRQ90	QRQ(CJ)	VL (0), L (.333), U (.667), VU (1)	How likely are police in your country to receive bribes from criminal organizations to turn a blind eye to their illegal activities (like selling drugs on the streets)?
QRQ91	QRQ(CJ)	AA (0), IM (.333), IS (.667), AN (1)	How frequently do the police officers and court officers (prosecutors, court personnel, or judges) working on criminal cases request or receive bribes or other informal payments to: (a) Actually investigate a crime?
QRQ92	QRQ(CJ)	AA (0), IM (.333), IS (.667), AN (1)	How frequently do the police officers and court officers (prosecutors, court personnel, or judges) working on criminal cases request or receive bribes or other informal payments to: (b) Actually prosecute a criminal?
QRQ93	QRQ(CJ)	AA (0), IM (.333), IS (.667), AN (1)	How frequently do the police officers and court officers (prosecutors, court personnel, or judges) working on criminal cases request or receive bribes or other informal payments to: (c) Drop charges or grant a bail?
QRQ94	QRQ(CJ)	AA (0), IM (.333), IS (.667), AN (1)	How frequently do the police officers and court officers (prosecutors, court personnel, or judges) working on criminal cases request or receive bribes or other informal payments to: (d) Destroy or tamper with evidence?
QRQ95	QRQ(CJ)	AA (0), IM (.333), IS (.667), AN (1)	How frequently do the police officers and court officers (prosecutors, court personnel, or judges) working on criminal cases request or receive bribes or other informal payments to: (e) Expedite court processes?
QRQ96	QRQ(CJ)	SP (0)-NSP (1)	Please tell us how significant are the following problems for the criminal investigative services (prosecutors, investigators, judicial police officers, etc.) in the city where you live: - Corruption of investigators or judicial police
QRQ97	QRQ(CJ)	SP (0)-NSP (1)	On a scale from 1 to 10 (with 10 meaning a very serious problem, and 1 meaning not a serious problem), please tell us how significant are the following problems for the criminal investigative services (prosecutors, investigators, judicial police officers, etc.) in the city where you live: - Corruption of prosecutors
GPP28	GPP (11)	N (1), S (.667), M (.333), A (0)	Corruption exists in all countries and societies in some form or the other. How many of the following people in [COUNTRY] do you think are involved in corrupt practices, or haven't you heard enough about them to say? The police
GPP29	GPP (11)	Yes (0), No (1)	During the past three years, have you or anyone living in your household been stopped or detained by the police? Did you (or the person living in your household) have to pay a bribe to the police officer to avoid a problem (like passing a checkpoint or avoiding a fine or arrest)?
GPP30	GPP (11)	Yes (0), No (1)	At any stage of the judicial process, did the following officers ask you, or expect you, to pay a bribe or other inducement for his / her services? Police
GPP31	GPP (09, 11)	Yes (0), No (1)	Do people in your neighborhood have to pay a bribe or other inducements for the following procedures or actions? To receive the services of the police?
<b>2.4 Government officials in the legislature do not use public office for private gain.</b>			
Not measured in 2011			

<b>Factor 3: Order and Security</b>			<b>Average (3.1, 3.2, 3.3)</b>
<b>3.1 Crime is effectively controlled.</b>			<b>Average (3.1.1, 3.1.2, 3.1.3, 3.1.4)</b>
<b>3.1.1 Safety perception</b>			<b>TPS2</b>
TPS2	TPS	% Responding Yes	Do you feel safe walking alone at night in your community? [Source: Gallup World Poll]
<b>3.1.2 Homicide</b>			<b>Average (GPP32, TPS3)</b>
GPP32	GPP (09)	Yes (0), No (1)	During the last five years has someone in your household been murdered?
TPS3	TPS	Rate per 100,000 population	UNODC Homicide Statistics 2005 - 2008 [Source: UNODC]
<b>3.1.3 Kidnapping</b>			<b>TPS4</b>
TPS4	TPS	Not affected (1), Moderately affected (.66), Very Affected (.33), Extremely affected (0)	Categorical variable of kidnappings. [Source: IKV Pax Christi Report, "Kidnapping is Booming Business"]
<b>3.1.4 Burglarly and theft</b>			<b>Average (Average(TPS5:TPS6), GPP33)</b>
GPP33	GPP (09)	Yes (0), No (1)	During the last three years has someone broken into your house and stolen something that belongs to you ?
TPS5	TPS	% Responding Yes	Within the past 12 months, have you had money or property stolen from you or another household member? [Source: Gallup World Poll]
TPS6	TPS	% Responding Yes	Within the past 12 months, have you been assaulted or mugged? [Source: Gallup World Poll]
<b>3.2 Civil conflict is effectively limited.</b>			<b>Average (3.2.1, 3.2.2)</b>
<b>3.2.1 Armed conflict</b>			<b>Average (TPS7:TPS8)</b>
TPS7	TPS	# of battle related deaths	Number of Battle related deaths (Last year) [Source: Uppsala Conflict Data Program]
TPS8	TPS	# of casualties from one-sided violence	Number of Casualties resulting from one-sided violence [Source: Uppsala Conflict Data Program]
<b>3.2.2 Terrorism</b>			<b>Average (TPS9:TPS12)</b>
TPS9	TPS	# of deaths	High Casualty Terrorist Bombings Events Last year [Source: Center for Systemic Peace]
TPS10	TPS	# of deaths	High Casualty Terrorist Bombings Events Average last 5 years [Source: Center for Systemic Peace]
TPS11	TPS	# of events	High Casualty Terrorist Bombings Events Last year [Source: Center for Systemic Peace]
TPS12	TPS	# of events	High Casualty Terrorist Bombings Events Average last 5 years [Source: Center for Systemic Peace]
<b>3.3 People do not resort to violence to redress personal grievances.</b>			<b>Average (3.3.1, 3.3.2)</b>
<b>3.3.1 Mob justice</b>			<b>GPP34</b>
GPP34	GPP (11)	Single Answer	Please assume that a criminal is apprehended by your neighbors after committing a serious crime. Which of the following two situations is more likely to happen? - The criminal gets beaten by the neighbors - The criminal is turned over to the authorities without harm
<b>3.3.2 Use of violence to redress personal grievances</b>			<b>Average (Average(GPP35:36), QRQ98)</b>
QRQ98	QRQ (CJ)	VL (0), L (.333), U (.667), VU (1)	Please assume that someone in this neighborhood has a dispute with another resident over an unpaid debt. How likely is it that one or both parties resort to violence in the process of settling the dispute (for example, to intimidate one of the parties, or to ask for a payment of the unpaid debt)?
GPP35	GPP (11)	VL (0), L (.333), U (.667), VU (1)	Please assume that someone in this neighborhood has a dispute with another resident. How likely is it that one or both parties resort to violence in the process of settling the dispute (for example, to intimidate one of the parties or to ask for a payment)?
GPP36	GPP (09, 11)	VL (0), L (.333), U (.667), VU (1)	Now assume that the monetary compensation offered by the government for the demolition of the houses is clearly unfair and inadequate. How likely are the following outcomes? Homeowners would revolt, barricade the roads and seek a solution by force
<b>Factor 4: Fundamental Rights</b>			<b>Average (4.1, 4.2, 4.3, 4.4, 4.5, 4.6, 4.7, 4.8)</b>
<b>4.1 Equal treatment and absence of discrimination are effectively guaranteed.</b>			<b>Average (4.1.1, 4.1.2, 4.1.3, 4.1.4, 4.1.5, 4.1.6, 4.1.7)</b>
<b>4.1.1 Socio-economic status</b>			<b>Average (Average(QRQ99:QRQ102), GPP37)</b>
QRQ99	QRQ(CC.LB)	VL (0), L (.333), U (.667), VU (1)	In your opinion, how likely are the following criteria to put a person at a disadvantage before a civil or commercial trial court? The person is: (a) A poor person
QRQ100	QRQ(LB)	VL (0), L (.333), U (.667), VU (1)	Imagine that a well-qualified person applies for a junior position at a government agency. In your opinion, how likely is the applicant to be at a disadvantage during the hiring process because he/she is: (a) A poor person
QRQ101	QRQ(PH)	VL (0), L (.333), U (.667), VU (1)	Imagine that a sick person seeks treatment for a disease, such as measles, at a public clinic. In your opinion, how likely is the patient to receive treatment of a lower quality than other people because he/she is: (a) A poor person
QRQ102	QRQ(CJ)	VL (0), L (.333), U (.667), VU (1)	Imagine that the local police detain a person suspected of committing a crime. In your opinion, how likely is the detained person to be at a disadvantage during the criminal process because he/she is: (a) A poor person?
GPP37	GPP (11)	Yes (0), No (1)	Imagine that the local police detain two persons equally suspected of committing a crime. In your opinion, which of the following characteristics would place one of them at a disadvantage? The suspect is: A poor person
<b>4.1.2 Gender</b>			<b>Average (Average(QRQ103:QRQ106), GPP38)</b>
QRQ103	QRQ(CC.LB)	VL (0), L (.333), U (.667), VU (1)	In your opinion, how likely are the following criteria to put a person at a disadvantage before a civil or commercial trial court? The person is: (b) A female
QRQ104	QRQ(LB)	VL (0), L (.333), U (.667), VU (1)	Imagine that a well-qualified person applies for a junior position at a government agency. In your opinion, how likely is the applicant to be at a disadvantage during the hiring process because he/she is: (b) A female
QRQ105	QRQ(PH)	VL (0), L (.333), U (.667), VU (1)	Imagine that a sick person seeks treatment for a disease, such as measles, at a public clinic. In your opinion, how likely is the patient to receive treatment of a lower quality than other people because he/she is: (b) A female
QRQ106	QRQ(CJ)	VL (0), L (.333), U (.667), VU (1)	Imagine that the local police detain a person suspected of committing a crime. In your opinion, how likely is the detained person to be at a disadvantage during the criminal process because he/she is: (b) A female?
GPP38	GPP (11)	Yes (0), No (1)	Imagine that the local police detain two persons equally suspected of committing a crime. In your opinion, which of the following characteristics would place one of them at a disadvantage? The suspect is: A female
<b>4.1.3 Ethnicity</b>			<b>Average (Average(QRQ107:QRQ110), GPP39)</b>
QRQ107	QRQ(CC.LB)	VL (0), L (.333), U (.667), VU (1)	In your opinion, how likely are the following criteria to put a person at a disadvantage before a civil or commercial trial court? The person is: (c) A member of an ethnic minority
QRQ108	QRQ(LB)	VL (0), L (.333), U (.667), VU (1)	Imagine that a well-qualified person applies for a junior position at a government agency. In your opinion, how likely is the applicant to be at a disadvantage during the hiring process because he/she is: (c) A member of an ethnic minority
QRQ109	QRQ(PH)	VL (0), L (.333), U (.667), VU (1)	Imagine that a sick person seeks treatment for a disease, such as measles, at a public clinic. In your opinion, how likely is the patient to receive treatment of a lower quality than other people because he/she is: (c) A member of an ethnic minority
QRQ110	QRQ(CJ)	VL (0), L (.333), U (.667), VU (1)	Imagine that the local police detain a person suspected of committing a crime. In your opinion, how likely is the detained person to be at a disadvantage during the criminal process because he/she is: (c) A member of an ethnic minority?
GPP39	GPP (11)	Yes (0), No (1)	Imagine that the local police detain two persons equally suspected of committing a crime. In your opinion, which of the following characteristics would place one of them at a disadvantage? The suspect is: A person from an ethnic group or tribe other than that of the police officer involved

4.1.4 Religion			Average (Average(QRQ111:QRQ114), GPP40)
QRQ111	QRQ(CC,LB)	VL (0), L (.333), U (.667), VU (1)	In your opinion, how likely are the following criteria to put a person at a disadvantage before a civil or commercial trial court? The person is: (d) A member of a religious minority
QRQ112	QRQ(LB)	VL (0), L (.333), U (.667), VU (1)	Imagine that a well-qualified person applies for a junior position at a government agency. In your opinion, how likely is the applicant to be at a disadvantage during the hiring process because he/she is: (d) A member of a religious minority
QRQ113	QRQ(PH)	VL (0), L (.333), U (.667), VU (1)	Imagine that a sick person seeks treatment for a disease, such as measles, at a public clinic. In your opinion, how likely is the patient to receive treatment of a lower quality than other people because he/she is: (d) A member of a religious minority
QRQ114	QRQ(CJ)	VL (0), L (.333), U (.667), VU (1)	Imagine that the local police detain a person suspected of committing a crime. In your opinion, how likely is the detained person to be at a disadvantage during the criminal process because he/she is: (d) A member of a religious minority?
GPP40	GPP (11)	Yes (0), No (1)	Imagine that the local police detain two persons equally suspected of committing a crime. In your opinion, which of the following characteristics would place one of them at a disadvantage? The suspect is: A person from a religion other than that of the police officer involved
4.1.5 Foreign nationality			Average (Average(QRQ115:QRQ118), GPP41)
QRQ115	QRQ(CC,LB)	VL (0), L (.333), U (.667), VU (1)	In your opinion, how likely are the following criteria to put a person at a disadvantage before a civil or commercial trial court? The person is: (e) A foreigner (immigrant)
QRQ116	QRQ(LB)	VL (0), L (.333), U (.667), VU (1)	Imagine that a well-qualified person applies for a junior position at a government agency. In your opinion, how likely is the applicant to be at a disadvantage during the hiring process because he/she is: (e) A foreigner (immigrant)
QRQ117	QRQ(PH)	VL (0), L (.333), U (.667), VU (1)	Imagine that a sick person seeks treatment for a disease, such as measles, at a public clinic. In your opinion, how likely is the patient to receive treatment of a lower quality than other people because he/she is: (e) A foreigner (immigrant)
QRQ118	QRQ(CJ)	VL (0), L (.333), U (.667), VU (1)	Imagine that the local police detain a person suspected of committing a crime. In your opinion, how likely is the detained person to be at a disadvantage during the criminal process because he/she is: (e) A foreigner (immigrant)?
GPP41	GPP (11)	Yes (0), No (1)	Imagine that the local police detain two persons equally suspected of committing a crime. In your opinion, which of the following characteristics would place one of them at a disadvantage? The suspect is: A foreigner (immigrant)
4.1.6 Sexual orientation			Average (Average(QRQ119:QRQ122), GPP42)
QRQ119	QRQ(CC,LB)	VL (0), L (.333), U (.667), VU (1)	In your opinion, how likely are the following criteria to put a person at a disadvantage before a civil or commercial trial court? The person is: (f) A homosexual
QRQ120	QRQ(LB)	VL (0), L (.333), U (.667), VU (1)	Imagine that a well-qualified person applies for a junior position at a government agency. In your opinion, how likely is the applicant to be at a disadvantage during the hiring process because he/she is: (f) A gay, lesbian, or transgender
QRQ121	QRQ(PH)	VL (0), L (.333), U (.667), VU (1)	Imagine that a sick person seeks treatment for a disease, such as measles, at a public clinic. In your opinion, how likely is the patient to receive treatment of a lower quality than other people because he/she is: (f) A gay, lesbian, or transgender
QRQ122	QRQ(CJ)	VL (0), L (.333), U (.667), VU (1)	Imagine that the local police detain a person suspected of committing a crime. In your opinion, how likely is the detained person to be at a disadvantage during the criminal process because he/she is: (f) A gay, lesbian, or transgender?
GPP42	GPP (11)	Yes (0), No (1)	Imagine that the local police detain two persons equally suspected of committing a crime. In your opinion, which of the following characteristics would place one of them at a disadvantage? The suspect is: A homosexual
4.1.7 General discrimination and long questions?			Average (GPP43:GPP45)
GPP43	GPP (11)	Yes (0), No (1)	Have you or anyone living in your household used any PUBLIC health services during the past three years? Did you feel discriminated against by people working at any PUBLIC hospital or clinic? (By discrimination I mean when somebody is treated less favorably than others because of a specific personal feature, such as age, gender, or minority background)
GPP44	GPP (11)	Yes (0), No (1)	During the past three years, have you or anyone living in your household been stopped or detained by the police? Did you feel discriminated against by the police? (By discrimination I mean when somebody is treated less favorably than others because of a specific personal feature, such as age, gender, or minority background)
GPP45	GPP (11)	Yes (0), No (1)	During the past three years, did you or anyone living in your household request a government permit, or process any kind of document (like a license, building permit, etc.) in a local government office? Did you feel discriminated against when trying to get a document or a permit at a PUBLIC office?
4.2 The right to life and security of the person is effectively guaranteed.			Average (Average(QRQ123:QRQ130), Average(TPS13:GPP46))
QRQ123	QRQ(CJ)	VL (0), L (.333), U (.667), VU (1)	Assume that the police arrest a suspected member of a dangerous criminal organization (e.g. a drug cartel). How likely is it that: (a) The police (or the military police) inflict severe physical harm on the suspect during the interrogation?
QRQ124	QRQ(CJ)	VL (0), L (.333), U (.667), VU (1)	Assume that the police arrest a suspected member of a dangerous criminal organization (e.g. a drug cartel). How likely is it that: (b) The suspect is killed by the police (or the military police) without trial
QRQ125	QRQ(CJ)	VL (0), L (.333), U (.667), VU (1)	How likely is it that the police: (a) Arbitrarily arrest a citizen without probable cause (false arrest)?
QRQ126	QRQ(CJ)	VL (0), L (.333), U (.667), VU (1)	How likely are the police to arrest innocent people and take them to court on false charges in order to solicit bribes or to fill a quota?
QRQ127	QRQ(CJ)	VL (0), L (.333), U (.667), VU (1)	How likely are political dissidents to be secretly imprisoned or killed by agents of the state?
QRQ128	QRQ(CJ)	VL (0), L (.333), U (.667), VU (1)	How likely is it that a political dissident is taken from his home to a detention center without any warrant of arrest?
QRQ129	QRQ(CJ)	VL (0), L (.333), U (.667), VU (1)	How likely is it that the police search without warrant the house of a political dissident?
QRQ130	QRQ(CJ)	VL (0), L (.333), U (.667), VU (1)	How likely is the newspaper reporter to be threatened, imprisoned, or punished (either through official or unofficial means), either by the police or by the organized criminal organization?
TPS13	QRQ()		Political Terror Scale: 1-5 scale from lowest to highest human insecurity. Only coding from Amnesty International is included
GPP46	GPP (09, 11)	Yes (0), No (1)	Please answer the following questions to the best of your knowledge: In the last 3 years, have you or someone in your household, been subjected to physical abuse by the police or the military?
4.3 Due process of law and the rights of the accused are effectively guaranteed.			Average (4.3.1, 4.3.2, 4.3.3, 4.3.4, 4.3.5, 4.3.6, 4.3.7)
4.3.1.Presumption of innocence			Average (QRQ131:QRQ134)
QRQ131	QRQ(CJ)	%	Based on your experience with common criminal cases (such as armed robbery) during the last year, approximately what percentage (%) of the suspects: (a) Were in fact presumed innocent during the criminal investigation?
QRQ132	QRQ(CJ)	%	Based on your experience with criminal cases during the previous year, in approximately what percentage (%) of them did the criminal system: (a) Correctly indict or accuse the true perpetrator of a crime?
QRQ133	QRQ(CJ)	%	Based on your experience with criminal cases during the previous year, in approximately what percentage (%) of them did the criminal system: (b) Erroneously indict or accuse the true perpetrator of a crime?
QRQ134	QRQ(CJ)	VL (0), L (.333), U (.667), VU (1)	How likely are the police to arrest innocent people and take them to court on false charges in order to solicit bribes or to fill a quota?



4.3.2. Arrest and pre-trial detention			Average (Average(QRQ135:QRQ141), GPP47)
QRQ135	QRQ(CJ)	VL (0), L (.333), U (.667), VU (1)	How likely is it that the suspect remains in police custody without an indictment (or without formal charges) by the prosecutor, or by the competent judicial or administrative authority: (a) For more than three months?
QRQ136	QRQ(CJ)	VL (0), L (.333), U (.667), VU (1)	How likely is it that the suspect remains in police custody without an indictment (or without formal charges) by the prosecutor, or by the competent judicial or administrative authority: (b) For more than one year?
QRQ137	QRQ(CJ)	VL (0), L (.333), U (.667), VU (1)	How likely is it that the suspect remains in police custody without an indictment (or without formal charges) by the prosecutor, or by the competent judicial or administrative authority: (c) For more than three years?
QRQ138	QRQ(CJ)	VL (0), L (.333), U (.667), VU (1)	How likely is it that the police: Arbitrarily arrest a citizen without probable cause (false arrest)?
QRQ139	QRQ(CJ)	VL (0), L (.333), U (.667), VU (1)	How likely is it that the police: (b) Use excessive force during arrests?
QRQ140	QRQ(CJ)	VL (0), L (.333), U (.667), VU (1)	How likely is it that a political dissident is taken from his home to a detention center without any warrant of arrest?
QRQ141	QRQ(CJ)	VL (0), L (.333), U (.667), VU (1)	How likely is it that the police search without warrant the house of a political dissident?
GPP47	GPP (09, 11)	Yes (0), No (1)	Please answer the following questions to the best of your knowledge: In the last 3 years, have you or someone in your household, been subjected to physical abuse by the police or the military?
4.3.3. Torture and abusive treatment to suspects			Average (QRQ142:QRQ144)
QRQ142	QRQ(CJ)	VL (0), L (.333), U (.667), VU (1)	How likely is it that the police interrogators inflict minor physical harm on the detained suspect to admit the crime?
QRQ143	QRQ(CJ)	VL (0), L (.333), U (.667), VU (1)	How likely is it that the police interrogators inflict severe physical harm on the detained suspect to admit the crime?
QRQ144	QRQ(CJ)	VL (0), L (.333), U (.667), VU (1)	Assume that the police arrest a suspected member of a dangerous criminal organization (e.g. a drug cartel). How likely is it that: (a) The police (or the military police) inflict severe physical harm on the suspect during the interrogation?
4.3.4. Legal representation			Average (QRQ145:QRQ150)
QRQ145	QRQ(CJ)	VL (1), L (.667), U (.333), VU (0)	If the detained suspect requests access to legal counsel, how likely is it that he/she receives adequate legal counsel from a public defender: (a) During the initial police custody?
QRQ146	QRQ(CJ)	VL (1), L (.667), U (.333), VU (0)	If the detained suspect requests access to legal counsel, how likely is it that he/she receives adequate legal counsel from a public defender: (b) During pre-trial detention?
QRQ147	QRQ(CJ)	VL (1), L (.667), U (.333), VU (0)	If the detained suspect requests access to legal counsel, how likely is it that he/she receives adequate legal counsel from a public defender: (c) During the trial?
QRQ148	QRQ(CJ)	SP (0)-NSP (1)	On a scale from 1 to 10 (with 10 being a very serious problem, and 1 being not a serious problem), please tell us how significant are the following problems faced by the criminal courts in the city where you live: (k) Insufficient number of state-provided or pro-bono (free-of-charge) attorneys for poor criminal defendants
QRQ149	QRQ(CJ)	SP (0)-NSP (1)	On a scale from 1 to 10 (with 10 being a very serious problem, and 1 being not a serious problem), please tell us how significant are the following problems faced by the criminal courts in the city where you live: (l) Incompetence of state-provided or pro-bono (free-of-charge) attorneys for poor criminal defendants
QRQ150	QRQ(CJ)	VL (0), L (.333), U (.667), VU (1)	How likely is the detained suspect to be tried and convicted in a secret trial?
4.3.5. Access to translators			QRQ151
QRQ151	QRQ(CJ)	VL (1), L (.667), U (.333), VU (0)	If the detained suspect does not speak any of the official languages of your country, in practice, how likely is it that he/she obtains access to an interpreter?
4.3.6. Evidence			Average (QRQ152:QRQ153)
QRQ152	QRQ(CJ)	%	Based on your experience with common criminal cases (such as armed robbery) during the last year, approximately what percentage (%) of the suspects: (b) Were in fact provided full access to the evidence used against them in court?
QRQ153	QRQ(CJ)	%	Based on your experience with common criminal cases (such as armed robbery) during the last year, approximately what percentage (%) of the suspects: (c) Were in fact allowed to challenge the evidence used against them in court?
4.3.7. Rights of prisoners			Average (QRQ154:QRQ158)
QRQ154	QRQ(CJ)	SP (0)-NSP (1)	On a scale from 1 to 10 (with 10 meaning a very serious problem, and 1 meaning not a serious problem), please tell us how significant are the following problems faced by correctional facilities (jails and prisons) in the city where you live: (a) Harsh conditions and overcrowding
QRQ155	QRQ(CJ)	SP (0)-NSP (1)	On a scale from 1 to 10 (with 10 meaning a very serious problem, and 1 meaning not a serious problem), please tell us how significant are the following problems faced by correctional facilities (jails and prisons) in the city where you live: (b) Poor access to health care and malnutrition among inmates
QRQ156	QRQ(CJ)	SP (0)-NSP (1)	On a scale from 1 to 10 (with 10 meaning a very serious problem, and 1 meaning not a serious problem), please tell us how significant are the following problems faced by correctional facilities (jails and prisons) in the city where you live: (c) Physical abuse by guards and correctional personnel
QRQ157	QRQ(CJ)	SP (0)-NSP (1)	On a scale from 1 to 10 (with 10 meaning a very serious problem, and 1 meaning not a serious problem), please tell us how significant are the following problems faced by correctional facilities (jails and prisons) in the city where you live: (d) Physical abuse between inmates
QRQ158	QRQ(CJ)	SP (0)-NSP (1)	On a scale from 1 to 10 (with 10 meaning a very serious problem, and 1 meaning not a serious problem), please tell us how significant are the following problems faced by correctional facilities (jails and prisons) in the city where you live: (f) Lack of accessible complaint mechanisms
4.4 Freedom of opinion and expression is effectively guaranteed.			Average (4.4.1, 4.4.2, 4.4.3)
4.4.1 People are free to express political opinions alone or in peaceful association			Average (Average(QRQ159:160), GPP48)
QRQ159	QRQ(CJ, LB)	VL (0), L (.333), U (.667), VU (1)	How likely is a citizen to be beaten by the police, without justification, for participating in a non-violent public demonstration in [Country]?
QRQ160	QRQ(CC, CJ)	SA (1), A (.667), D (.333), SD (0)	In practice, people in [Country] can freely hold public non-violent demonstrations without fear of reprisal
GPP48	GPP (09, 11)	SA (1), A (.667), D (.333), SD (0)	In [COUNTRY], people can freely express opinions against the government
4.4.2 Freedom of the media is respected			Average (Average(QRQ161:QRQ165), Average(GPP49:GPP50))
QRQ161	QRQ(CC, CJ)	SA (1), A (.667), D (.333), SD (0)	In practice, the media (TV, radio, newspapers) in [Country] can freely expose cases of corruption by high-ranking government officers without fear of retaliation
QRQ162	QRQ(CC, CJ)	SA (1), A (.667), D (.333), SD (0)	In practice, the media (TV, radio, newspapers) in [Country] can freely express opinions against government policies without fear of retaliation
QRQ163	QRQ(CJ, LB)	VL (0), L (.333), U (.667), VU (1)	How likely is a journalist to be attacked by the police, without justification, for covering a non-violent public demonstration in [Country]?
QRQ164	QRQ(CJ)	VL (0), L (.333), U (.667), VU (1)	How likely is the newspaper reporter to be threatened, imprisoned, or punished (either through official or unofficial means), either by the police or by the organized criminal organization?
QRQ165	QRQ(CC, CJ)	SA (1), A (.667), D (.333), SD (0)	In practice in [Country], the government does not prevent citizens from accessing content published on-line
GPP49	GPP (09, 11)	SA (1), A (.667), D (.333), SD (0)	In [COUNTRY], the media (TV, radio, newspapers) can freely expose cases of corruption by high-ranking government officers without fear of retaliation
GPP50	GPP (09, 11)	SA (1), A (.667), D (.333), SD (0)	In [COUNTRY], the media (TV, radio, newspapers) can freely express opinions against government policies and actions without fear of retaliation
4.4.3 Freedom of civil and political organization is respected (NGOs and political parties)			Average (QRQ166, GPP51)
4.4.3.1 Civil Organizations			Average (QRQ166, GPP51)
QRQ166	QRQ(CC, CJ)	SA (1), A (.667), D (.333), SD (0)	In practice, civil society organizations in [Country] can freely express opinions against government policies and actions without fear of retaliation
GPP51	GPP (11)	SA (1), A (.667), D (.333), SD (0)	In [COUNTRY], civil society organizations can freely express opinions against government policies and actions without fear of retaliation
4.4.3.2 Political organizations			Average (Average(QRQ167:QRQ168), GPP52)
QRQ167	QRQ(CC, CJ, LB)	SA (1), A (.667), D (.333), SD (0)	In practice in [Country], opposition parties can freely express opinions against government policies without fear of retaliation
QRQ168	QRQ(CC, CJ, LB)	SA (1), A (.667), D (.333), SD (0)	In practice, opposing factions within the dominant party can freely express opinions in public without fear of facing substantial negative consequences
GPP52	GPP (11)	SA (1), A (.667), D (.333), SD (0)	In [COUNTRY], political parties can freely express opinions against government policies and actions without fear of retaliation
4.5 Freedom of belief and religion is effectively guaranteed.			Average (Average(QRQ169:QRQ170), GPP53)
QRQ169	QRQ(CC, CJ)	SA (1), A (.667), D (.333), SD (0)	In practice, non-adherents in [Country] are not required to submit to religious laws
QRQ170	QRQ(CC, CJ)	SA (1), A (.667), D (.333), SD (0)	In [Country], religious minorities can freely and publicly observe their holy days and religious events
GPP53	GPP (09, 11)	SA (1), A (.667), D (.333), SD (0)	In this [COUNTRY], religious minorities can freely and publicly observe their holy days and events
4.6 The right to privacy is effectively guaranteed.			Average (QRQ171:QRQ174)
QRQ171	QRQ(CJ)	VL (0), L (.333), U (.667), VU (1)	How likely are government agents to intercept (wiretap) private telephone or electronic communications of regular citizens, without judicial authorization?
QRQ172	QRQ(CJ)	VL (0), L (.333), U (.667), VU (1)	How likely are government agents to intercept (wiretap) private telephone or electronic communications of political opponents, without judicial authorization?
QRQ173	QRQ(CJ)	VL (0), L (.333), U (.667), VU (1)	How likely is it that a political dissident is taken from his home to a detention center without any warrant of arrest?
QRQ174	QRQ(CJ)	VL (0), L (.333), U (.667), VU (1)	How likely is it that the police search without warrant the house of a political dissident?
4.7 Freedom of assembly and association is effectively guaranteed.			Average (Average(QRQ175:QRQ178), Average(GPP54:GPP55))
QRQ175	QRQ(CC, CJ)	SA (1), A (.667), D (.333), SD (0)	In practice, civil society organizations in [Country] can freely express opinions against government policies and actions without fear of retaliation.

QRQ176	QRQ(CC,CJ)	SA (1), A (.667), D (.333), SD (0)	In practice, people in [Country] can freely join together with others to draw attention to an issue or sign a petition.
QRQ177	QRQ(CC,CJ)	SA (1), A (.667), D (.333), SD (0)	In practice, people can freely join any political organization they want.
QRQ178	QRQ(CC,CJ)	SA (1), A (.667), D (.333), SD (0)	In practice, people in [Country] can freely hold public nonviolent demonstrations without fear of reprisal.
GPP54	GPP (11)	SA (1), A (.667), D (.333), SD (0)	In [COUNTRY], people can freely attend community meetings
GPP55	GPP (11)	SA (1), A (.667), D (.333), SD (0)	In [COUNTRY], people can freely join together with others to draw attention to an issue or sign a petition
<b>4.8 Fundamental labor rights are effectively guaranteed.</b>		<b>Average (4.8.1, 4.8.2, 4.8.3)</b>	
<b>4.8.1. Equal payment and absence of discrimination</b>		<b>Average (Average(QRQ179:QRQ184), GPP56)</b>	
QRQ179	QRQ(LB)	VL (0), L (.333), U (.667), VU (1)	Imagine that a well-qualified person applies for a junior position at a government agency. In your opinion, how likely is the applicant to be at a disadvantage during the hiring process because he/she is: (a) A poor person
QRQ180	QRQ(LB)	VL (0), L (.333), U (.667), VU (1)	Imagine that a well-qualified person applies for a junior position at a government agency. In your opinion, how likely is the applicant to be at a disadvantage during the hiring process because he/she is: (b) A female
QRQ181	QRQ(LB)	VL (0), L (.333), U (.667), VU (1)	Imagine that a well-qualified person applies for a junior position at a government agency. In your opinion, how likely is the applicant to be at a disadvantage during the hiring process because he/she is: (c) A member of an ethnic minority
QRQ182	QRQ(LB)	VL (0), L (.333), U (.667), VU (1)	Imagine that a well-qualified person applies for a junior position at a government agency. In your opinion, how likely is the applicant to be at a disadvantage during the hiring process because he/she is: A member of a religious minority
QRQ183	QRQ(LB)	VL (0), L (.333), U (.667), VU (1)	Imagine that a well-qualified person applies for a junior position at a government agency. In your opinion, how likely is the applicant to be at a disadvantage during the hiring process because he/she is: A foreigner (immigrant)
QRQ184	QRQ(LB)	VL (0), L (.333), U (.667), VU (1)	Imagine that a well-qualified person applies for a junior position at a government agency. In your opinion, how likely is the applicant to be at a disadvantage during the hiring process because he/she is: (f) A gay, lesbian, or transgender
GPP56	GPP (11)	Yes (0), No (1)	Thinking about the last 12 months, have you felt discriminated against in [COUNTRY] when looking for a job, or when you're at work?
<b>4.8.2. Freedom to form unions and bargain collectively</b>		<b>Average (Average(QRQ185:QRQ189), GPP57)</b>	
QRQ185	QRQ(LB)	SA (1), A (.667), D (.333), SD (0)	In practice, workers in manufacturing can effectively organize into labor unions
QRQ186	QRQ(LB)	SA (1), A (.667), D (.333), SD (0)	In practice, workers in manufacturing can effectively bargain for their rights with their employers
QRQ187	QRQ(LB)	SA (1), A (.667), D (.333), SD (0)	In practice, workers in manufacturing can go on strike without fear of reprisals
QRQ188	QRQ(LB)	SA (1), A (.667), D (.333), SD (0)	In practice, workers in agriculture can effectively organize into labor unions
QRQ189	QRQ(LB)	SA (1), A (.667), D (.333), SD (0)	In practice, workers in agriculture can effectively bargain for their rights with their employers
GPP57	GPP (09, 11)	SA (1), A (.667), D (.333), SD (0)	In practice, workers in [COUNTRY] can freely form labor unions and bargain for their rights with their employers
<b>4.8.3. Prohibition of child and forced labor</b>		<b>Average (QRQ190:QRQ191)</b>	
QRQ190	QRQ(LB)	SA (1), A (.667), D (.333), SD (0)	In practice, the prohibition of child labor is effectively enforced
QRQ191	QRQ(LB)	SA (1), A (.667), D (.333), SD (0)	In practice, the prohibition of forced or compulsory labor is effectively enforced
<b>Factor 5: Open Government</b>		<b>Average (5.1, 5.2, 5.3, 5.4, 5.5, 5.6)</b>	
<b>5.1 The laws are comprehensible to the public.</b>		<b>Average (Average(GPP58:GPP59), QRQ192)</b>	
QRQ192	QRQ(CC,CJ,LB,PH)	SA (1), A (.667), D (.333), SD (0)	In practice, the local government provides easy-to-understand information on people's legal rights (criminal suspects' rights; workers' basic rights; public health issues)
GPP58	GPP (11)	VW (1), FW (.667), FB (.333), VB (0)	Could you please tell us how well or badly you think your local government (Metropolitan, Municipal, or District administration) is performing in the following procedures? (c) Providing information in plain language about people's legal rights, so that everybody can understand them
GPP59	GPP (09, 11)	SA (1), A (.667), D (.333), SD (0)	In practice, the basic laws of [COUNTRY] are explained in plain language, so that people can understand them
<b>5.2 The laws are publicized and widely accessible.</b>		<b>Average (Average(QRQ193:QRQ197), Average(GPP60:GPP65))</b>	
QRQ193	QRQ(CC,CJ,LB)	SA (1), A (.667), D (.333), SD (0)	The basic laws are publicly available in all official languages
QRQ194	QRQ(CC,CJ,LB,PH)	SA (1), A (.667), D (.333), SD (0)	In practice, the government strives to make the laws accessible in languages spoken by significant segments of the population, even if they are not "official" language
QRQ195	QRQ(CC,LB,PH)	SA (1), A (.667), D (.333), SD (0)	In practice, national regulations are published on a timely basis (i.e. within the timelines mandated by the applicable law or regulation).
QRQ196	QRQ(CC,LB,PH)	SA (1), A (.667), D (.333), SD (0)	In practice, administrative regulations can be obtained at little cost, such as by mail, or on-line
QRQ197	QRQ(CC,CJ,LB)	SA (1), A (.667), D (.333), SD (0)	In practice, judicial decisions of the highest court are published on a timely basis
GPP60	GPP (09)	Yes (1), No (0)	If you want to know the basic legal rights of workers in this country, please respond if these basic services are available or not to the best of your knowledge: Can you get a copy of the laws at the relevant government office?
GPP61	GPP (09)	Yes (1), No (0)	If you want to know the basic legal rights of workers in this country, please respond if these basic services are available or not to the best of your knowledge: Can you find the answer on the internet?
GPP62	GPP (09)	Yes (1), No (0)	If you want to know the basic legal rights of workers in this country, please respond if these basic services are available or not to the best of your knowledge: Can you obtain free guidance from a government officer?
GPP63	GPP (09)	Yes (1), No (0)	If you want to know the basic legal rights of workers in this country, please respond if these basic services are available or not to the best of your knowledge: Can you obtain the information in all official languages?
GPP64	GPP (11)	SA (1), A (.667), D (.333), SD (0)	In practice, the basic laws of [COUNTRY] are available in all official languages
GPP65	GPP (11)	VW (1), FW (.667), FB (.333), VB (0)	Could you please tell us how well or badly you think your local government (Metropolitan, Municipal, or District administration) is performing in the following procedures? Providing citizens information about the government expenditure
<b>5.3 The laws are stable.</b>		<b>QRQ198</b>	
QRQ198	QRQ(CC,CJ,LB,PH)	SA (1), A (.667), D (.333), SD (0)	In practice, commercial regulations (criminal laws; labor regulations; public health regulations) are sufficiently stable to permit small businesses to ascertain what conduct is permitted and prohibited

5.4 The right of petition and public participation is effectively guaranteed.			Average (Average(QRQ199:QRQ202), Average(GPP66:GPP71))
QRQ199	QRQ(CC)	SA (1), A (.667), D (.333), SD (0)	In practice, how likely are local residents to receive sufficient advance notice of the impending construction project?
QRQ200	QRQ(CC)	SA (1), A (.667), D (.333), SD (0)	In practice, how likely are the residents to be given the opportunity to present their objections or comments to the relevant government authorities prior to the start of the construction project?
QRQ201	QRQ(CC)	VL (1), L (.667), U (.333), VU (0)	In practice, if a large number of residents file an urgent petition proposing an alternative construction plan before the relevant administrative or judicial authority, how likely is the relevant administrative or judicial authority to suspend the project until the residents' alternative construction plan can be considered?
QRQ202	QRQ(CC)	SA (1), A (.667), D (.333), SD (0)	In practice, people in [Country] can get together with others and present their concerns to local government officials
GPP66	GPP (11)	SA (1), A (.667), D (.333), SD (0)	In practice, people in this neighborhood can get together with others and present their concerns to members of Congress
GPP67	GPP (11)	SA (1), A (.667), D (.333), SD (0)	In practice, people in this neighborhood can get together with others and present their concerns to local government officials
GPP68	GPP (11)	VW (1), FW (.667), FB (.333), VB (0)	Could you please tell us how well or badly you think your local government (Metropolitan, Municipal, or District administration) is performing in the following procedures? (b) Consulting traditional, civil, and community leaders before making decisions
GPP69	GPP (11)	VW (1), FW (.667), FB (.333), VB (0)	Could you please tell us how well or badly you think your local government (Metropolitan, Municipal, or District administration) is performing in the following procedures? (d) Providing effective ways to make complaints about public services
GPP70	GPP (11)	VW (1), FW (.667), FB (.333), VB (0)	Could you please tell us how well or badly you think your local government (Metropolitan, Municipal, or District administration) is performing in the following procedures? (e) Providing effective ways to handle complaints against local government officials
GPP71	GPP (11)	VW (1), FW (.667), FB (.333), VB (0)	Could you please tell us how well or badly you think your local government (Metropolitan, Municipal, or District administration) is performing in the following procedures? (f) Responding to people's concerns about community matters
5.5 Official drafts of laws are available to the public.			Average (QRQ203:QRQ204)
QRQ203	QRQ(CC)	SA (1), A (.667), D (.333), SD (0)	In practice, drafts of legislation (bills) to be discussed in the legislative body are made available to the public on a timely basis
QRQ204	QRQ(CC)	SA (1), A (.667), D (.333), SD (0)	In practice, legislative proceedings (e.g. bills submitted or presented before the legislature for consideration or approval) are broadcast to the public by radio or TV
5.6 Official information is available to the public.			Average (QRQ205:QRQ213)
QRQ205	QRQ(CC)	VL (1), L (.667), U (.333), VU (0)	If the residents request a copy of the project design documentation prior to the initiation of the construction project, how likely are the relevant government authorities to provide them with such a copy?
QRQ206	QRQ(CC.LB)	VA (1), SA (.5), NA (0)	Please choose the statement that is closest to your views on how accessible the following information is in your country: (a) Budget figures of government agencies
QRQ207	QRQ(CC.LB)	VA (1), SA (.5), NA (0)	Please choose the statement that is closest to your views on how accessible the following information is in your country: (b) Copies of government contracts
QRQ208	QRQ(CC.LB)	VA (1), SA (.5), NA (0)	Please choose the statement that is closest to your views on how accessible the following information is in your country: (c) Sources of campaign financing of elected officials and legislators
QRQ209	QRQ(CC.LB)	VA (1), SA (.5), NA (0)	Please choose the statement that is closest to your views on how accessible the following information is in your country: (d) Disclosure records of senior government officials
QRQ210	QRQ(CC.LB)	VA (1), SA (.5), NA (0)	Please choose the statement that is closest to your views on how accessible the following information is in your country: (e) Reports of the National Human Rights Institution (ombudsman)
QRQ211	QRQ(CC.LB)	VA (1), SA (.5), NA (0)	Please choose the statement that is closest to your views on how accessible the following information is in your country: (f) Copies of administrative decisions made by national government agencies
QRQ212	QRQ(CC.LB)	VA (1), SA (.5), NA (0)	Please choose the statement that is closest to your views on how accessible the following information is in your country: (g) Copies of administrative decisions made by local government agencies
QRQ213	QRQ(CC.LB)	VA (1), SA (.5), NA (0)	Please choose the statement that is closest to your views on how accessible the following information is in your country: (h) Transcripts of administrative proceedings
Factor 6: Effective Regulatory Enforcement			Average (6.1, 6.2, 6.3, 6.4, 6.5)
6.1 Government regulations are effectively enforced.			Average (6.1.1, 6.1.2, 6.1.3, 6.1.4)
6.1.1 Labor			Average (Average(QRQ214:QRQ224), GPP72)
QRQ214	QRQ(LB)	Single Answer	Please assume that the manager of a large public hospital in your city requests an illegal payment from a hospital worker in exchange for a promotion, and the worker reports this conduct to the competent authority and provides sufficient evidence to prove it. Which one of the following outcomes is most likely? (a) The accusation is completely ignored by the authorities (b) An investigation is opened, but it never reaches any conclusions (c) The manager is investigated and disciplined
QRQ215	QRQ(LB)	Single Answer	Assume that a company fires a worker because he/she is promoting the creation of a labor union in a factory, and assume that the worker complains before the relevant authority. Which of the following outcomes is most likely? (a) The worker's complaint is completely ignored by the authorities (b) An investigation is opened, but it never reaches any conclusions (c) The authorities ensure that the company compensates the worker or reinstates him/her to his/her job (d) The company bribes or influences the authorities to ignore the violation
QRQ216	QRQ(LB)	Single Answer	Please choose the statement that is closest to your views on the occupational health and safety conditions in manufacturing sectors in your country: (a) Most manufacturing firms provide a safe and healthy workplace. Occupational fatalities/injuries are rare. (b) Manufacturing firms abide by basic safety and health regulations, but many workers still remain exposed to dangerous machinery and harmful chemicals. While fatalities are rare, workplace injuries are common. (c) Most manufacturing workers work in unsafe and unhealthy conditions. Workplace fatalities and injuries are common. (d) Don't know/Not Applicable
QRQ217	QRQ(LB)	VE (1), SE (.5), NE (0)	Please choose the statement that is closest to your views on how labor authorities respond to the following labor violations: (a) Workplace safety violations
QRQ218	QRQ(LB)	VE (1), SE (.5), NE (0)	Please choose the statement that is closest to your views on how labor authorities respond to the following labor violations: (b) Child labor violations
QRQ219	QRQ(LB)	VE (1), SE (.5), NE (0)	Please choose the statement that is closest to your views on how labor authorities respond to the following labor violations: (c) Forced labor violations
QRQ220	QRQ(LB)	VE (1), SE (.5), NE (0)	Please choose the statement that is closest to your views on how labor authorities respond to the following labor violations: (d) Violations against workers' right to engage in collective bargaining
QRQ221	QRQ(LB)	VE (1), SE (.5), NE (0)	Please choose the statement that is closest to your views on how labor authorities respond to the following labor violations: (e) Violations against workers' freedom of association
QRQ222	QRQ(LB)	VL (1), L (.667), U (.333), VU (0)	How likely is a mid-size manufacturing firm to be audited/inspected by the labor authorities as a result of an employee filing a complaint about a safety violation at work?
QRQ223	QRQ(LB)	VL (1), L (.667), U (.333), VU (0)	How likely is a mid-size manufacturing firm to be routinely audited/inspected by the labor authorities?
QRQ224	QRQ(LB)	VL (1), L (.667), U (.333), VU (0)	How likely are the labor authorities to impose sanctions if occupational safety violations are detected?
GPP72	GPP (09, 11)	Single Answer	Please assume that a company fires a worker because he is promoting the creation of a labor union in a factory, and assume that the worker complains before the relevant authority. Which of the following outcomes is most likely? Choose one single answer: • The worker's complaint is completely ignored by the authorities • An investigation is opened but it never reaches any conclusions • The authorities require the company to compensate the worker or reinstate him/her to his/her job • The company bribes or influences the authorities to ignore the violation



6.1.2 Environment			Average (Average(QRQ225:QRQ228), GPP73)
QRQ225	QRQ(CC)	Single Answer	Which of the following outcomes is most likely? (a) The company complies with the law (either voluntarily or through court orders, fines, and other sanctions) (b) The company bribes or influences the authorities to ignore the violation (c) Absolutely nothing happens
QRQ226	QRQ(CC)	VL (1), L (.667), U (.333), VU (0)	How likely is it that a mid-size manufacturing firm gets audited / inspected by the environmental protection authorities as a result of allegations of pollution by the neighbors?
QRQ227	QRQ(CC)	VL (1), L (.667), U (.333), VU (0)	How likely is it that a mid-size manufacturing firm gets routinely audited / inspected by the environmental protection authorities?
QRQ228	QRQ(CC)	VL (1), L (.667), U (.333), VU (0)	How likely is it that the environmental protection authorities impose sanctions if violations are detected?
GPP73	GPP (09, 11)	Single Answer	Please assume that the Environmental protection authority in [COUNTRY] notifies an industrial plant that it is polluting a river beyond the legally permitted levels. Which of the following outcomes is most likely? • The company complies with the law (either voluntarily or through court orders, fines, and other sanctions) • The company bribes or influences the authorities to ignore the violation • Absolutely nothing happens
6.1.3 Public Health			Average (QRQ229:QRQ236)
QRQ229	QRQ(PH)	Single Answer	Please assume that the Public Health authority in your country notifies a food producer about a salmonella outbreak tied to the producer's food supply chain. Which of the following outcomes is most likely? (a) The food producer complies with the law (either voluntary or through court orders, fines, and other sanctions) (b) The food producer bribes or influences the public health authorities to ignore the violation (c) Absolutely nothing happens
QRQ230	QRQ(PH)	AA (1), IM (.667), IS (.333), AN (0)	How frequently would you say that: (a) In practice, large public hospitals comply with all applicable public health regulations
QRQ231	QRQ(PH)	AA (1), IM (.667), IS (.333), AN (0)	How frequently would you say that: (b) In practice, public clinics comply with all applicable public health regulations
QRQ232	QRQ(PH)	AA (1), IM (.667), IS (.333), AN (0)	How frequently would you say that: (c) In practice, public funds spent on dietary supplements actually reach poor children
QRQ233	QRQ(PH)	VL (1), L (.667), U (.333), VU (0)	How likely is a large public hospital in your country to be inspected by the public health authorities on an annual basis?
QRQ234	QRQ(PH)	VL (1), L (.667), U (.333), VU (0)	How likely is a public clinic in your country to be inspected by the public health authorities on an annual basis?
QRQ235	QRQ(PH)	VL (1), L (.667), U (.333), VU (0)	How likely are the public health authorities to impose sanctions on public hospitals and public clinics if violations are detected?
QRQ236	QRQ(PH)	VL (1), L (.667), U (.333), VU (0)	How likely are doctors and hospital staff in public clinics in poor neighborhoods to be detected stealing medicines, vaccines, or medical supplies?
6.1.4 Commercial regulation and consumer protection			Average (GPP74:GPP76)
GPP74	GPP (11)	Single Answer	Please assume that one day the electricity-service-provider charges you a rate that exceeds the amount established in your contract. After complaining to the company, a company representative tells you that there had been a mistake, but assures you that the issue has been resolved. Still, in order to avoid disconnection, the representative advises you to pay the "wrong" amount and get a reimbursement of the overcharge, which you do. The next month, you receive another bill with the wrong higher rate, and no reimbursement for the previous overcharge. You file a complaint with the National Consumer Protection Agency. Which of the following outcomes is most likely? • The company complies with the law, establishes your original rate, and refunds you the overpaid amount • The company establishes your original rate, but you don't receive any refund • Absolutely nothing happens
GPP75	GPP (11)	VL (1), L (.667), U (.333), VU (0)	Think about business owners engaging in small operations (for example, selling food in a small establishment). How likely do you think it is that these people would be fined if they: Engage in the business operation without the required documentation
GPP76	GPP (11)	VL (1), L (.667), U (.333), VU (0)	Think about business owners engaging in small operations (for example, selling food in a small establishment). How likely do you think it is that these people would be fined if they: Do not register to pay taxes when they should
6.2 Government regulations are applied and enforced without improper influence			Average (6.2.1, 6.2.2)
6.2.1 Regulatory enforcement			Average (Average(QRQ237:QRQ238), GPP77)
QRQ237	QRQ(CC,PH)	Single Answer	Please assume that the Environmental Protection Authority in your country notifies an industrial plant that it is polluting a river beyond the legally permitted levels. Which of the following outcomes is most likely? (a) The company complies with the law (either voluntarily or through court orders, fines, and other sanctions) (b) The company bribes or influences the authorities to ignore the violation (c) Absolutely nothing happens
QRQ238	QRQ(CC,LB)	VL (0), L (.333), U (.667), VU (1)	How likely is it that the environmental protection authorities request or receive bribes or other undue advantages to turn a blind eye on the violations?
GPP77	GPP (09, 11)	Single Answer	Please assume that the Environmental protection authority in [COUNTRY] notifies an industrial plant that it is polluting a river beyond the legally permitted levels. Which of the following outcomes is most likely? Choose one single answer: • The company complies with the law (either voluntarily or through court orders, fines, and other sanctions) • The company bribes or influences the authorities to ignore the violation • Absolutely nothing happens
6.2.2 Public services			Average (6.2.2.1, 6.2.2.2)
6.2.2.1 Permits, licenses, and administrative proceedings			Average (Average(QRQ239:QRQ246), Average(GPP78:GPP80))
QRQ239	QRQ(CC)	AA (0), IM (.333), IS (.667), AN (1)	How frequently do people (or private companies) have to pay bribes, informal payments, or other inducements to: (a) Register an ownership title over immovable property
QRQ240	QRQ(CC)	AA (0), IM (.333), IS (.667), AN (1)	How frequently do people (or private companies) have to pay bribes, informal payments, or other inducements to: (b) Register a new business
QRQ241	QRQ(CC)	AA (0), IM (.333), IS (.667), AN (1)	How frequently do people (or private companies) have to pay bribes, informal payments, or other inducements to: (c) Expedite the delivery of a construction permit
QRQ242	QRQ(CC)	AA (0), IM (.333), IS (.667), AN (1)	How frequently do people (or private companies) have to pay bribes, informal payments, or other inducements to: (d) Clear goods through customs
QRQ243	QRQ(CC,LB)	AA (0), IM (.333), IS (.667), AN (1)	How frequently do people (or private companies) have to pay bribes, informal payments, or other inducements to: (f) Obtain a driver's license
QRQ244	QRQ(LB)	AA (0), IM (.333), IS (.667), AN (1)	How frequently do people (or private companies) have to pay bribes, informal payments, or other monetary inducements to: (e) Expedite the delivery of an occupational health and safety permit
QRQ245	QRQ(LB)	AA (0), IM (.333), IS (.667), AN (1)	How frequently do people (or private companies) have to pay bribes, informal payments, or other monetary inducements to: (e) Obtain service of process in a labor lawsuit
QRQ246	QRQ(PH)	AA (0), IM (.333), IS (.667), AN (1)	How frequently do people have to pay bribes, informal payments, or other monetary inducements to: (d) Obtain an ID to receive a basic treatment at a public hospital
GPP78	GPP (09, 11)	Yes (0), No (1)	Do people in your neighborhood have to pay a bribe or other inducements for the following procedures or actions? To register their ownership title in a piece of land or house?
GPP79	GPP (09, 11)	Yes (0), No (1)	Do people in your neighborhood have to pay a bribe or other inducements for the following procedures or actions? To obtain a driver's license?
GPP80	GPP (11)	Yes (0), No (1)	During the past three years, did you or anyone living in your household request a government permit, or process any kind of document (like a license, building permit, etc.) in a local government office? Did you (or the person living in your household) have to pay a bribe (or money above that required by law)?

6.2.2.2 Welfare and public health			Average (Average(QRQ247:QRQ262), Average(GPP81:GPP83))
QRQ247	QRQ(LB)	AA (0), IM (.333), IS (.667), AN (1)	How frequently do people (or private companies) have to pay bribes, informal payments, or other monetary inducements to: (b) Receive retirement benefits from the government
QRQ248	QRQ(PH)	AA (0), IM (.333), IS (.667), AN (1)	How frequently do people have to pay bribes, informal payments, or other monetary inducements to: (a) Obtain vaccinations at a public hospital
QRQ249	QRQ(PH)	AA (0), IM (.333), IS (.667), AN (1)	How frequently do people have to pay bribes, informal payments, or other monetary inducements to: (b) Obtain medicines for an illness, such as tuberculosis
QRQ250	QRQ(PH)	AA (0), IM (.333), IS (.667), AN (1)	How frequently do people have to pay bribes, informal payments, or other monetary inducements to: (c) Get their children admitted into public day-care
QRQ251	QRQ(PH)	AA (0), IM (.333), IS (.667), AN (1)	How frequently do people have to pay bribes, informal payments, or other monetary inducements to: (e) Receive treatment in a public hospital for services that are supposed to be provided free of charge
QRQ252	QRQ(PH)	AA (0), IM (.333), IS (.667), AN (1)	How frequently do people have to pay bribes, informal payments, or other monetary inducements to: (f) Receive contraceptives to prevent pregnancy
QRQ253	QRQ(PH)	AA (0), IM (.333), IS (.667), AN (1)	How frequently do people have to pay bribes, informal payments, or other monetary inducements to: (g) Receive care during childbirth
QRQ254	QRQ(PH)	VL (0), L (.333), U (.667), VU (1)	How likely are the public health authorities to request, or receive, bribes or other undue advantages to turn a blind eye on detected violations?
QRQ255	QRQ(PH)	VL (0), L (.333), U (.667), VU (1)	How likely is a medical student who failed the required examinations at a public university to obtain his/her degree by paying bribes or other monetary inducements to the relevant government or university officer?
QRQ256	QRQ(PH)	VL (0), L (.333), U (.667), VU (1)	How likely are medical professionals and hospital staff to claim and pocket payments from insurance companies for treatments they did not provide?
QRQ257	QRQ(PH)	VL (0), L (.333), U (.667), VU (1)	How likely are doctors and hospital staff in public clinics to receive bribes from pharmaceutical companies to boost the sales of their drugs?
QRQ258	QRQ(PH)	VL (0), L (.333), U (.667), VU (1)	How likely are doctors and hospital staff in public clinics in poor neighborhoods to steal the following items for personal use, for use in private practice, or for re-sale? (a) Medicines
QRQ259	QRQ(PH)	VL (0), L (.333), U (.667), VU (1)	How likely are doctors and hospital staff in public clinics in poor neighborhoods to steal the following items for personal use, for use in private practice, or for re-sale? (b) Medical supplies
QRQ260	QRQ(PH)	VL (0), L (.333), U (.667), VU (1)	How likely are doctors and hospital staff in public clinics in poor neighborhoods to steal the following items for personal use, for use in private practice, or for re-sale? (c) Vaccines
QRQ261	QRQ(PH)	VL (0), L (.333), U (.667), VU (1)	How likely are doctors and hospital staff in public clinics in poor neighborhoods to steal the following items for personal use, for use in private practice, or for re-sale? (d) Dietary supplements for children
QRQ262	QRQ(PH)	VL (0), L (.333), U (.667), VU (1)	How likely are doctors and hospital staff in public clinics in poor neighborhoods to steal the following items for personal use, for use in private practice, or for re-sale? (e) Contraceptives to prevent pregnancy
GPP81	GPP (09, 11)	Yes (0), No (1)	Do people in your neighborhood have to pay a bribe or other inducements for the following procedures or actions? To be admitted to a public school?
GPP82	GPP (09, 11)	Yes (0), No (1)	Do people in your neighborhood have to pay a bribe or other inducements for the following procedures or actions? To be treated in a public hospital?
GPP83	GPP (11)	Yes (0), No (1)	Have you or anyone living in your household used any PUBLIC health services during the past three years? Did you (or the person living in your household) have to pay a bribe (or money above that required by law) in order to receive medical attention at any PUBLIC hospital or clinic?
6.3 Administrative proceedings are conducted without unreasonable delay.			Average (QRQ263:QRQ266)
QRQ263	QRQ(LB)	LIM (1), BIM1Y (.75), B1Y3Y (.5), M3Y (.25), M5Y (0)	In practice, how long would it take to obtain a decision, or a judgment – starting from the moment the case is filed to the moment a decision or agreement is reached – if the worker uses the following mechanisms? (d) Administrative body
QRQ264	QRQ(LB)	LIM (1), BIM1Y (.75), B1Y3Y (.5), M3Y (.25), M5Y (0)	In practice, after a decision or agreement is reached, how long would it take for the worker to enforce this decision (compel the employer to pay), and collect the payment or compensation if the worker uses each of the following mechanisms?
QRQ265	QRQ(CC.LB)	SA (1), A (.667), D (.333), SD (0)	In practice, administrative proceedings at the national level are conducted without unreasonable delay
QRQ266	QRQ(CC.LB)	SA (1), A (.667), D (.333), SD (0)	In practice, administrative proceedings at the local level are conducted without unreasonable delay
6.4 Due process is respected in administrative proceedings.			Average (Average(QRQ267:QRQ270), GPP84)
QRQ267	QRQ(CC.LB)	SA (1), A (.667), D (.333), SD (0)	In practice, in your country, the "Due Process of Law" is respected in administrative proceedings conducted by the following authorities : National environmental protection authorities
QRQ268	QRQ(CC.LB)	SA (1), A (.667), D (.333), SD (0)	In practice, in your country, the "Due Process of Law" is respected in administrative proceedings conducted by the following authorities : National tax authorities
QRQ269	QRQ(CC.LB)	SA (1), A (.667), D (.333), SD (0)	In practice, in your country, the "Due Process of Law" is respected in administrative proceedings conducted by the following authorities : Local authorities
QRQ270	QRQ(LB)	SA (1), A (.667), D (.333), SD (0)	In practice, in your country, the "Due Process of Law" is respected in administrative proceedings conducted by the following authorities: National labor authorities
GPP84	GPP (11)	Yes (0), No (1)	During the last year, did you submit any complaint about the services provided by the different government agencies in your country (including registration office; customs office; public health services; tax office; land allocation office, etc)? How effective was the complaint process in terms of getting your problem resolved?
6.5 The Government does not expropriate property without adequate compensation			Average (6.5.1, 6.5.2)
6.5.1. Property rights for the people			Average (Average(QRQ271:QRQ273), Average (GPP85:GPP87))
QRQ271	QRQ(CC)	VL (1), L (.667), U (.333), VU (0)	10. In practice, how likely is it that homeowners receive full compensation from the government at fair market value?
QRQ272	QRQ(CC)	VL (1), L (.667), U (.333), VU (0)	In practice, if homeowners sue the government in court seeking compensation for the demolition of their homes, how likely is it that they receive a fair compensation?
QRQ273	QRQ(CC)	SA (1), A (.667), D (.333), SD (0)	In practice, when the government expropriates communal land and resources of peasants or small farmers in [Country], the farmers receive adequate compensation
GPP85	GPP (09, 11)	VL (0), L (.333), U (.667), VU (1)	Now, please assume that the monetary compensation offered by the government for the demolition of the houses is clearly unfair and inadequate. How likely are the following outcomes? Homeowners would do nothing and resign themselves to losing the money
GPP86	GPP (09, 11)	VL (1), L (.667), U (.333), VU (0)	Please assume the construction of this public works project requires the demolition of private homes in your community. How likely are these homeowners to be fairly compensated by the government?
GPP87	GPP (09, 11)	VL (1), L (.667), U (.333), VU (0)	Finally, if the homeowners sue the government, how likely is it that they obtain fair compensation in court?
6.5.2. Property rights for companies			Average (QRQ274:QRQ281)
QRQ274	QRQ(CC)	VL (1), L (.667), U (.333), VU (0)	Now, instead of using local courts, suppose that the parties agree to submit the dispute to arbitration. Suppose the arbitral panel decides that the government agency must pay the disputed amount, but despite the arbitral award, the government agency continues to refuse to pay. 14. In practice, how likely is the contractor to be able to enforce the arbitral award against the government agency through the local courts: (a) If the award is from a national arbitration panel
QRQ275	QRQ(CC)	VL (1), L (.667), U (.333), VU (0)	Now, instead of using local courts, suppose that the parties agree to submit the dispute to arbitration. Suppose the arbitral panel decides that the government agency must pay the disputed amount, but despite the arbitral award, the government agency continues to refuse to pay. 14. In practice, how likely is the contractor to be able to enforce the arbitral award against the government agency through the local courts: (b) If the award is from an international arbitration panel
QRQ276	QRQ(CC)	SA (1), A (.667), D (.333), SD (0)	In practice, when the government expropriates private investors and companies in [Country], the investors receive adequate compensation
QRQ277	QRQ(CC)	SA (1), A (.667), D (.333), SD (0)	In practice, when the government expropriates property, it is for legitimate public purposes and in accordance with applicable laws and procedures ("due process")
QRQ278	QRQ(CC)	SA (1), A (.667), D (.333), SD (0)	In practice, when the government takes measures that have effects similar to expropriation (such as unjustified interference in the uses or benefits of investments), investors receive adequate compensation:
QRQ279	QRQ(CC)	SA (1), A (.667), D (.333), SD (0)	In practice, foreign investors receive fair and equitable treatment from the government
QRQ280	QRQ(CC)	SA (1), A (.667), D (.333), SD (0)	In practice, legal restrictions on foreign investment are uniformly and consistently enforced
QRQ281	QRQ(CC)	SA (1), A (.667), D (.333), SD (0)	In practice, intellectual property rights (trademarks, copyrights, and patents) in [Country] are effectively enforced

Factor 7: Access to Civil Justice				Average (7.2, 7.3, 7.4, 7.5, 7.6, 7.7, 7.8)
<b>7.1 People are aware of available remedies.</b>				
Not measured in 2011				
<b>7.2 People can access and afford legal advice and representation.</b>				Average (QRQ283:QRQ288)
QRQ283	QRQ(CC.LB)	VL (1), L (.667), U (.333), VU (0)	Finally, assume that Mr. B sues Mr. A in a regular civil or commercial court. If Mr. A cannot afford a lawyer, how likely is it that he can obtain pro-bono (subsidized or free-of-charge) legal representation from the government, a legal-aid-center, a non-governmental organization (NGO), etc.?	
QRQ284	QRQ(CC)	VL (1), L (.667), U (.333), VU (0)	Based on your experience, how likely is it that a poor person facing the following situations receives legal counsel from a lawyer, paralegal, legal aid center, etc.? (a) A tenant facing eviction	
QRQ285	QRQ(CC)	VL (1), L (.667), U (.333), VU (0)	Based on your experience, how likely is it that a poor person facing the following situations receives legal counsel from a lawyer, paralegal, legal aid center, etc.? (b) Child custody dispute	
QRQ286	QRQ(CC)	VL (1), L (.667), U (.333), VU (0)	Based on your experience, how likely is it that a poor person facing the following situations receives legal counsel from a lawyer, paralegal, legal aid center, etc.? (c) Major problems with public service providers (utilities)	
QRQ287	QRQ(CC)	Current USD	Based on your experience, how much would a typical lawyer charge to represent Mr. B in a case like this (in local currency)? Amount (In current USD)	
QRQ288	QRQ(CC)	% of GNI per capita	Based on your experience, how much would a typical lawyer charge to represent Mr. B in a case like this (in local currency)? Amount (As percentage of GNI per capita)	
<b>7.3 People can access and afford civil courts.</b>				Average (7.3.1, 7.3.2, 7.3.3, 7.3.4)
<b>7.3.1. Procedures</b>				Average (QRQ289:QRQ291)
QRQ289	QRQ(CC)	Yes (1), No (0)	Is it possible to file one single lawsuit or petition on behalf of hundreds or thousands of affected residents (class action) to obtain compensation, rather than file many individual lawsuits?	
QRQ290	QRQ(CC.LB)	VI (0), SI (.333), NVI (.667), NI (1)	Please tell us how important are the following factors in influencing people's decisions on whether or not to go to court to resolve a dispute in the city where you live: (i) Procedures are too cumbersome and complex	
QRQ291	QRQ(CC.LB)	VI (0), SI (.333), NVI (.667), NI (1)	Please tell us how important are the following factors in influencing people's decisions on whether or not to go to court to resolve a dispute in the city where you live: (k) Lack of public information about court procedures	
<b>7.3.2. Language</b>				QRQ292
QRQ292	QRQ(CC.LB)	VI (0), SI (.333), NVI (.667), NI (1)	Please tell us how important are the following factors in influencing people's decisions on whether or not to go to court to resolve a dispute in the city where you live: (e) Language barriers (unavailability of translators)	
<b>7.3.3. Location of courthouses</b>				QRQ293
QRQ293	QRQ(CC.LB)	VI (0), SI (.333), NVI (.667), NI (1)	Please tell us how important are the following factors in influencing people's decisions on whether or not to go to court to resolve a dispute in the city where you live: (f) Physical location of courthouses (courts are too far away)	
<b>7.3.4. Costs (Courts, lawyers and procedures)</b>				Average (Average(QRQ294:295), GPP88)
QRQ294	QRQ(CC.LB)	15% (1), 30% (.667), 40% (.333), 50% (0)	Based on your experience, what would be the expected costs that Mr. B would incur, as a percentage of the claim (in this example 0.15 times the GDP per capita of your country), if he uses the following procedures? (a) Regular civil or commercial court lawsuit	
QRQ295	QRQ(CC.LB)	15% (1), 30% (.667), 40% (.333), 50% (0)	Based on your experience, what would be the expected costs that Mr. B would incur, as a percentage of the claim (in this example 0.15 times the GDP per capita of your country), if he uses the following procedures? (b) Small-claims court or magistrate	
GPP88	GPP (09.11)	Yes (0), No (1)	Regardless of the outcome, please tell us how you feel about the way the process was handled? Was the process too expensive?	
<b>7.4 Civil justice is free of discrimination.</b>				Average (QRQ296:QRQ302)
QRQ296	QRQ(CC.LB)	VL (0), L (.333), U (.667), VU (1)	In your opinion, how likely are the following criteria to put a person at a disadvantage before a civil or commercial trial court? The person is: A poor person	
QRQ297	QRQ(CC.LB)	VL (0), L (.333), U (.667), VU (1)	In your opinion, how likely are the following criteria to put a person at a disadvantage before a civil or commercial trial court? The person is: A female	
QRQ298	QRQ(CC.LB)	VL (0), L (.333), U (.667), VU (1)	In your opinion, how likely are the following criteria to put a person at a disadvantage before a civil or commercial trial court? The person is: A member of an ethnic minority	
QRQ299	QRQ(CC.LB)	VL (0), L (.333), U (.667), VU (1)	In your opinion, how likely are the following criteria to put a person at a disadvantage before a civil or commercial trial court? The person is: A member of a religious minority	
QRQ300	QRQ(CC.LB)	VL (0), L (.333), U (.667), VU (1)	In your opinion, how likely are the following criteria to put a person at a disadvantage before a civil or commercial trial court? The person is: A foreigner (immigrant)	
QRQ301	QRQ(CC.LB)	VL (0), L (.333), U (.667), VU (1)	In your opinion, how likely are the following criteria to put a person at a disadvantage before a civil or commercial trial court? The person is: (f) A homosexual	
QRQ302	QRQ(CC.LB)	VI (0), SI (.333), NVI (.667), NI (1)	(h) Bias against marginalized people (discrimination based on social or economic status)	
<b>7.5 Civil justice is free of corruption.</b>				Average (7.5.1, 7.5.2)
<b>7.5.1 Bribery</b>				Average (QRQ303:QRQ309)
QRQ303	QRQ(CC.LB)	VL (0), L (.333), U (.667), VU (1)	In a case like this, how likely are the following people to request a bribe (or other monetary inducement) from Mr. A, Mr. B, or both, to perform their duties or to expedite the process? (a) Judge or Magistrate	
QRQ304	QRQ(CC.LB)	VL (0), L (.333), U (.667), VU (1)	In a case like this, how likely are the following people to request a bribe (or other monetary inducement) from Mr. A, Mr. B, or both, to perform their duties or to expedite the process? (b) Court personnel	
QRQ305	QRQ(CC.LB)	VL (0), L (.333), U (.667), VU (1)	In a case like this, how likely are the following people to request a bribe (or other monetary inducement) from Mr. A, Mr. B, or both, to perform their duties or to expedite the process? (c) Commercial arbitrator	
QRQ306	QRQ(CC.LB)	VI (0), SI (.333), NVI (.667), NI (1)	The following question aims to examine the reasons why poor people in your country do not use courts to settle their disputes. Please tell us how important are the following factors in influencing people's decisions on whether or not to go to court to resolve a dispute in the city where you live: (j) Corruption of judges and judicial officers	
QRQ307	QRQ(CC)	SP (0)-NSP (1)	Please tell us how serious the following problems are in civil and commercial courts in the city where you live? (10 means a very serious problem): Corruption of judges and judicial officers (they don't move the cases unless the parties bribe them)	
QRQ308	QRQ(CC)	AA (0), IM (.333), IS (.667), AN (1)	How frequently do people (or private companies) have to pay bribes, informal payments, or other inducements to: (e) Expedite a court process	
QRQ309	QRQ(LB)	VL (0), L (.333), U (.667), VU (1)	6. In a case like this, how likely are the following people to request a bribe (or other monetary inducement) from either party to perform their duties or to expedite the process? (c) Labor inspector	
<b>7.5.2 Improper influence by powerful private interests</b>				Average (QRQ310:QRQ311), GPP89
QRQ310	QRQ(CC.LB)	%	Based on your experience during the past year with civil cases between private parties decided by trial courts, what percentage (%) of cases reflect the following outcomes: (a) The final decision reflected the judges' honest evaluation of the available evidence and applicable law	
QRQ311	QRQ(CC.LB)	%	Based on your experience during the past year with civil cases between private parties decided by trial courts, what percentage (%) of cases reflect the following outcomes: (b) The final decision was influenced by undue pressure from one of the parties or was influenced by corruption	
GPP89	GPP (09.11)	Single Answer	In your opinion, most judges decide cases according to: (SINGLE ANSWER) [READ OUT OPTIONS]: What the government tells them to do/What powerful private interests tell them to do/What the law says	

7.6 Civil justice is free of improper government influence.			Average (Average(QRQ312:QRQ316), Average(GPP90:GPP91))
QRQ312	QRQ(CC,LB)	%	Based on your experience, out of all the cases in which the government had an interest (as a litigant or third party), in what percentage (%) of them did the government exercise undue influence to affect the outcome of the case?
QRQ313	QRQ(CC)	VL (1), L (.667), U (.333), VU (0)	(a) In practice, if homeowners sue the government in court seeking compensation for the demolition of their homes, how likely is it that they receive a fair compensation?
QRQ314	QRQ(CC,CJ,LB)	SA (1), A (.667), D (.333), SD (0)	The government always obeys the decisions of the high courts, even when they disagree with these decisions
QRQ315	QRQ(CC,CJ,LB)	SA (1), A (.667), D (.333), SD (0)	In practice, the national courts in [Country] are free of political influence in their application of power
QRQ316	QRQ(CC,CJ,LB)	SA (1), A (.667), D (.333), SD (0)	In practice, the local courts in [Country] are free of political influence in their application of power
GPP90	GPP (09,11)	VL (1), L (.667), U (.333), VU (0)	Finally, if the homeowners sue the government, how likely is it that they obtain fair compensation in court?
GPP91	GPP (09,11)	Single Answer	In your opinion, most judges decide cases according to: (SINGLE ANSWER) [READ OUT OPTIONS]: What the government tells them to do/What powerful private interests tell them to do/What the law says (Government = 0; else = 1)
7.7 Civil justice is not subject to unreasonable delays.			Average (7.7.1, 7.7.2)
7.7.1.Delays in adjudicating the dispute			Average (Average(QRQ317:QRQ319), GPP92)
QRQ317	QRQ(CC,LB)	LIM (1), BIM1Y (.75), B1Y3Y (.5), M3Y (.25), M5Y (0)	3. In practice, how long would it take to obtain a decision, or a judgment—starting from the moment the case is filed to the moment a decision or agreement is reached— if Mr. B uses the following mechanisms? (a) Regular civil or commercial court lawsuit
QRQ318	QRQ(CC,LB)	LIM (1), BIM1Y (.75), B1Y3Y (.5), M3Y (.25), M5Y (0)	3. In practice, how long would it take to obtain a decision, or a judgment—starting from the moment the case is filed to the moment a decision or agreement is reached— if Mr. B uses the following mechanisms? (b) Small-claims court or magistrate
QRQ319	QRQ(CC)	LIM (1), BIM1Y (.75), B1Y3Y (.5), M3Y (.25), M5Y (0)	How long would it take in practice to decide and enforce the case in local courts, starting from the time of initially filing the case to actual payment?
GPP92	GPP (09,11)	Single Answer	How long did the case take to resolve (starting from the moment the case was filed to the moment a decision or agreement was reached)? A. Less than one month B. Between one month and one year C. Between one and three years D. More than three years E. Not yet resolved
7.7.2.General perception of delay			Average (Average(QRQ320:QRQ321), GPP93)
QRQ320	QRQ(CC,LB)	VI (0), SI (.333), NVI (.667), NI (1)	Please tell us how important are the following factors in influencing people's decisions on whether or not to go to court to resolve a dispute in the city where you live: (g) Duration of cases (they take too much time)
QRQ321	QRQ(CC)	SP (0)-NSP (1)	Please tell us how serious the following problems are in civil and commercial courts in the city where you live? (10 means a very serious problem): Duration of cases (they take too much time)
GPP93	GPP (09,11)	Yes (0), No (1)	Regardless of the outcome, please tell us how you feel about the way the process was handled? Was the process slow?
7.8 Civil justice is effectively enforced.			Average (7.8.1, 7.8.2)
7.8.1.Enforcement mechanisms			QRQ322
QRQ322	QRQ(CC)	SP (0)-NSP (1)	Please tell us how serious the following problems are in civil and commercial courts in the city where you live? (10 means a very serious problem): Inefficient enforcement mechanisms (judgments are difficult to enforce in practice)
7.8.2.Delays in enforcing the decision			Average (Average(QRQ323:QRQ324), GPP94)
QRQ323	QRQ(CC,LB)	LIM (1), BIM1Y (.75), B1Y3Y (.5), M3Y (.25), M5Y (0)	In practice, after a decision or agreement is reached, how long would it take for the winning party to enforce this decision and collect the payment or compensation using each of the following mechanisms? (a) Regular civil or commercial court lawsuit
QRQ324	QRQ(CC,LB)	LIM (1), BIM1Y (.75), B1Y3Y (.5), M3Y (.25), M5Y (0)	In practice, after a decision or agreement is reached, how long would it take for the winning party to enforce this decision and collect the payment or compensation using each of the following mechanisms? (b) Small-claims court or magistrate
GPP94	GPP (09,11)	Single Answer	After the decision or agreement was reached, how long did it take for the winning party to get his/her payment or compensation (enforce the contract)? A. Less than one month B. Between one month and one year C. Between one and three years D. More than three years E. It was never enforced
7.9 ADR systems are accessible, impartial, and effective.			Average (7.9.1, 7.9.2, 7.9.3, 7.9.4, 7.9.5)
7.9.1 ADRs are accessible			QRQ325
QRQ325	QRQ(CC,LB)	15% (1), 30% (.667), 40% (.333), 50% (0)	Based on your experience, what would be the expected costs that Mr. B would incur, as a percentage of the claim (in this example 0.15 times the GDP per capita of your country), if he uses the following procedures? (c) Commercial arbitration mechanism
7.9.2 ADRs are impartial			Not measured in 2011
Not measured in 2011			
7.9.3 ADRs are free of improper influence			QRQ326
QRQ326	QRQ(CC,LB)	VL (0), L (.333), U (.667), VU (1)	In a case like this, how likely are the following people to request a bribe (or other monetary inducement) from Mr. A, Mr. B, or both, to perform their duties or to expedite the process? (c) Commercial arbitrator
7.9.4 ADRs are efficient (not subject to unreasonable delays)			Average (QRQ327:QRQ330)
QRQ327	QRQ(CC)	LIM (1), BIM1Y (.75), B1Y3Y (.5), M3Y (.25), M5Y (0)	In practice, how long would it take to enforce (i.e. collect payment) the arbitral award through the local courts if the award came from: (a) A national arbitration panel
QRQ328	QRQ(CC)	LIM (1), BIM1Y (.75), B1Y3Y (.5), M3Y (.25), M5Y (0)	In practice, how long would it take to enforce (i.e. collect payment) the arbitral award through the local courts if the award came from: An international arbitration panel
QRQ329	QRQ(CC,LB)	LIM (1), BIM1Y (.75), B1Y3Y (.5), M3Y (.25), M5Y (0)	In practice, how long would it take to obtain a decision, or a judgment—starting from the moment the case is filed to the moment a decision or agreement is reached— if Mr. B uses the following mechanisms? (c) Commercial arbitration mechanism
QRQ330	QRQ(CC,LB)	LIM (1), BIM1Y (.75), B1Y3Y (.5), M3Y (.25), M5Y (0)	In practice, after a decision or agreement is reached, how long would it take for the winning party to enforce this decision and collect the payment or compensation using each of the following mechanisms? (c) Commercial arbitration mechanism
7.9.5 ADRs are effectively enforced			Average (QRQ331:QRQ332)
QRQ331	QRQ(CC)	VL (1), L (.667), U (.333), VU (0)	In practice, how likely is the contractor to be able to enforce the arbitral award against the government agency through the local courts: (a) If the award is from a national arbitration panel
QRQ332	QRQ(CC)	VL (1), L (.667), U (.333), VU (0)	In practice, how likely is the contractor to be able to enforce the arbitral award against the government agency through the local courts: (b) If the award is from an international arbitration panel

<b>Factor 8: Effective Criminal Justice</b>			<b>Average (8.1, 8.2, 8.3, 8.4, 8.5, 8.6, 8.7)</b>
<b>8.1 Crimes are effectively investigated.</b>			<b>Average (8.1.1, 8.1.2)</b>
<b>8.1.1 General</b>			<b>Average (8.1.1.1, 8.1.1.2)</b>
<b>8.1.1.1 Problems</b>			<b>Average (QRQ333:QRQ343)</b>
QRQ333	QRQ(CJ)	SP (0)-NSP (1)	On a scale from 1 to 10 (with 10 meaning a very serious problem, and 1 meaning not a serious problem), please tell us how significant are the following problems for the criminal investigative services (prosecutors, investigators, judicial police officers, etc.) in the city where you live: (a) Lack of effective intelligence systems to support criminal investigators
QRQ334	QRQ(CJ)	SP (0)-NSP (1)	On a scale from 1 to 10 (with 10 meaning a very serious problem, and 1 meaning not a serious problem), please tell us how significant are the following problems for the criminal investigative services (prosecutors, investigators, judicial police officers, etc.) in the city where you live: (b) Lack of proactive investigation methods, such as undercover operations
QRQ335	QRQ(CJ)	SP (0)-NSP (1)	On a scale from 1 to 10 (with 10 meaning a very serious problem, and 1 meaning not a serious problem), please tell us how significant are the following problems for the criminal investigative services (prosecutors, investigators, judicial police officers, etc.) in the city where you live: (c) Deficient mechanisms to gather information and analyze evidence
QRQ336	QRQ(CJ)	SP (0)-NSP (1)	On a scale from 1 to 10 (with 10 meaning a very serious problem, and 1 meaning not a serious problem), please tell us how significant are the following problems for the criminal investigative services (prosecutors, investigators, judicial police officers, etc.) in the city where you live: (d) Deficient systems to protect witnesses and whistle-blowers
QRQ337	QRQ(CJ)	SP (0)-NSP (1)	On a scale from 1 to 10 (with 10 meaning a very serious problem, and 1 meaning not a serious problem), please tell us how significant are the following problems for the criminal investigative services (prosecutors, investigators, judicial police officers, etc.) in the city where you live: (e) Deficient systems to exchange information between criminal investigative service agencies
QRQ338	QRQ(CJ)	SP (0)-NSP (1)	On a scale from 1 to 10 (with 10 meaning a very serious problem, and 1 meaning not a serious problem), please tell us how significant are the following problems for the criminal investigative services (prosecutors, investigators, judicial police officers, etc.) in the city where you live: (f) Lack of enough criminal investigators
QRQ339	QRQ(CJ)	SP (0)-NSP (1)	On a scale from 1 to 10 (with 10 meaning a very serious problem, and 1 meaning not a serious problem), please tell us how significant are the following problems for the criminal investigative services (prosecutors, investigators, judicial police officers, etc.) in the city where you live: (g) Incompetence of criminal investigators
QRQ340	QRQ(CJ)	SP (0)-NSP (1)	On a scale from 1 to 10 (with 10 meaning a very serious problem, and 1 meaning not a serious problem), please tell us how significant are the following problems for the criminal investigative services (prosecutors, investigators, judicial police officers, etc.) in the city where you live: (h) Lack of technology and adequate resources
QRQ341	QRQ(CJ)	SP (0)-NSP (1)	On a scale from 1 to 10 (with 10 meaning a very serious problem, and 1 meaning not a serious problem), please tell us how significant are the following problems for the criminal investigative services (prosecutors, investigators, judicial police officers, etc.) in the city where you live: (i) Lack of independence of prosecutors (unable to act against powerful government officials or private parties)
QRQ342	QRQ(CJ)	SP (0)-NSP (1)	On a scale from 1 to 10 (with 10 meaning a very serious problem, and 1 meaning not a serious problem), please tell us how significant are the following problems for the criminal investigative services (prosecutors, investigators, judicial police officers, etc.) in the city where you live: (j) Corruption of investigators or judicial police
QRQ343	QRQ(CJ)	SP (0)-NSP (1)	On a scale from 1 to 10 (with 10 meaning a very serious problem, and 1 meaning not a serious problem), please tell us how significant are the following problems for the criminal investigative services (prosecutors, investigators, judicial police officers, etc.) in the city where you live: (k) Corruption of prosecutors
<b>8.1.1.2 Convictions</b>			<b>Average (QRQ344:QRQ345)</b>
QRQ344	QRQ(CJ)	%	Based on your experience with criminal cases during the previous year, in approximately what percentage (%) of them did the criminal system: (a) Correctly indict or accuse the true perpetrator of a crime?
QRQ345	QRQ(CJ)	%	Based on your experience with criminal cases during the previous year, in approximately what percentage (%) of them did the criminal system: (b) Erroneously indict or accuse the true perpetrator of a crime?
<b>8.1.2 Crimes solved</b>			<b>Average (8.1.2.1, 8.1.2.2)</b>
<b>8.1.2.1 Homicide</b>			<b>Average (GPP95:GPP96)</b>
GPP95	GPP (09, 11)	Yes (0), No (1)	Has any relative or person that lived with you in your house been MURDERED in the past 3 years? Did you or anyone else report the crime to the police? Was the perpetrator caught?
GPP96	GPP (09, 11)	VL (1), L (.667), U (.333), VU (0)	If someone commits a homicide in your neighborhood, how likely is that the criminal is prosecuted and convicted?
<b>8.1.2.2 Burglary and theft</b>			<b>GPP97</b>
GPP97	GPP (09, 11)	Yes (1), No (0)	In the past 3 YEARS, did anyone actually BREAK into your home/residence without permission, and steal or try to steal something? Did you or anyone else report the crime to the police? Was the perpetrator caught?
<b>8.2 Crimes are effectively and timely adjudicated.</b>			<b>Average (8.2.1, 8.2.2)</b>
<b>8.2.1 Timeliness</b>			<b>Average (QRQ346:QRQ352)</b>
QRQ346	QRQ(CJ)	LIM (1), B1M6M (.75), B6M1Y (.5), B1Y3Y (.25), M3Y (0)	Based on your experience, please tell us: (a) In practice, how long does it take to convict a suspect accused of a serious crime?
QRQ347	QRQ(CJ)	LIM (1), B1M6M (.75), B6M1Y (.5), B1Y3Y (.25), M3Y (0)	Based on your experience, please tell us: (b) In practice, how long does it take to convict a suspect accused of a minor crime?
QRQ348	QRQ(CJ)	VL (0), L (.333), U (.667), VU (1)	Assume that the prosecutor/judge/jury determines that there is probable cause (or probable responsibility) to hold the suspect in custody. How likely is the detained suspect to remain in custody without a formal conviction: (a) For more than three months?
QRQ349	QRQ(CJ)	VL (0), L (.333), U (.667), VU (1)	Assume that the prosecutor/judge/jury determines that there is probable cause (or probable responsibility) to hold the suspect in custody. How likely is the detained suspect to remain in custody without a formal conviction: (b) For more than one year?
QRQ350	QRQ(CJ)	VL (0), L (.333), U (.667), VU (1)	7. Assume that the prosecutor/judge/jury determines that there is probable cause (or probable responsibility) to hold the suspect in custody. How likely is the detained suspect to remain in custody without a formal conviction: (c) For more than three years?
QRQ351	QRQ(CJ)	SP (0)-NSP (1)	On a scale from 1 to 10 (with 10 being a very serious problem, and 1 being not a serious problem), please tell us how significant are the following problems faced by the criminal courts in the city where you live: (a) Excessive length and use of pre-trial detention
QRQ352	QRQ(CJ)	SP (0)-NSP (1)	On a scale from 1 to 10 (with 10 being a very serious problem, and 1 being not a serious problem), please tell us how significant are the following problems faced by the criminal courts in the city where you live: (b) Delays in the criminal justice system (cases take too much time)
<b>8.2.2 Effective</b>			<b>Average (Average(GPP98:GPP100), QRQ353)</b>
QRQ353	QRQ(CJ)	SP (0)-NSP (1)	On a scale from 1 to 10 (with 10 being a very serious problem, and 1 being not a serious problem), please tell us how significant are the following problems faced by the criminal courts in the city where you live: (c) Poor decisions by criminal judges
GPP98	GPP (09, 11)	Yes (1), No (0)	In the past 3 YEARS, did anyone actually BREAK into your home/residence without permission, and steal or try to steal something? Was the perpetrator prosecuted, and punished?
GPP99	GPP (09, 11)	Yes (1), No (0)	Has any relative or person that lived with you in your house been MURDERED in the past 3 years? Was the perpetrator prosecuted, and punished?
GPP100	GPP (09, 11)	VL (1), L (.667), U (.333), VU (0)	If someone commits a homicide in your neighborhood, how likely is that the criminal is prosecuted and convicted?

8.3 The correctional system is effective in reducing criminal behavior.			Average (QRQ354:QRQ358)
QRQ354	QRQ(CJ)	SP (0)-NSP (1)	On a scale from 1 to 10 (with 10 meaning a very serious problem, and 1 meaning not a serious problem), please tell us how significant are the following problems faced by correctional facilities (jails and prisons) in the city where you live: Harsh conditions and overcrowding
QRQ355	QRQ(CJ)	SP (0)-NSP (1)	On a scale from 1 to 10 (with 10 meaning a very serious problem, and 1 meaning not a serious problem), please tell us how significant are the following problems faced by correctional facilities (jails and prisons) in the city where you live: Poor rehabilitative programs and recidivism
QRQ356	QRQ(CJ)	SP (0)-NSP (1)	On a scale from 1 to 10 (with 10 meaning a very serious problem, and 1 meaning not a serious problem), please tell us how significant are the following problems faced by correctional facilities (jails and prisons) in the city where you live: Lack of separate facilities for dangerous and less serious offenders
QRQ357	QRQ(CJ)	SP (0)-NSP (1)	On a scale from 1 to 10 (with 10 meaning a very serious problem, and 1 meaning not a serious problem), please tell us how significant are the following problems faced by correctional facilities (jails and prisons) in the city where you live: Poor security that facilitates escapes
QRQ358	QRQ(CJ)	%	In your view, what percentage (%) of convicted criminals released from prison relapse into criminal behavior?
8.4 The criminal justice system is impartial.			Average (8.4.1, 8.4.2)
8.4.1 Police is impartial and do not discriminate			Average (Average(QRQ:359:QRQ364), Average(GPP101:GPP106))
QRQ359	QRQ(CJ)	VL (0), L (.333), U (.667), VU (1)	Imagine that the local police detain a person suspected of committing a crime. In your opinion, how likely is the detained person to be at a disadvantage during the criminal process because he/she is: (a) A poor person?
QRQ360	QRQ(CJ)	VL (0), L (.333), U (.667), VU (1)	Imagine that the local police detain a person suspected of committing a crime. In your opinion, how likely is the detained person to be at a disadvantage during the criminal process because he/she is: (b) A female?
QRQ361	QRQ(CJ)	VL (0), L (.333), U (.667), VU (1)	Imagine that the local police detain a person suspected of committing a crime. In your opinion, how likely is the detained person to be at a disadvantage during the criminal process because he/she is: (c) A member of an ethnic minority?
QRQ362	QRQ(CJ)	VL (0), L (.333), U (.667), VU (1)	Imagine that the local police detain a person suspected of committing a crime. In your opinion, how likely is the detained person to be at a disadvantage during the criminal process because he/she is: (d) A member of a religious minority?
QRQ363	QRQ(CJ)	VL (0), L (.333), U (.667), VU (1)	Imagine that the local police detain a person suspected of committing a crime. In your opinion, how likely is the detained person to be at a disadvantage during the criminal process because he/she is: (e) A foreigner (immigrant)?
QRQ364	QRQ(CJ)	VL (0), L (.333), U (.667), VU (1)	Imagine that the local police detain a person suspected of committing a crime. In your opinion, how likely is the detained person to be at a disadvantage during the criminal process because he/she is: (f) A gay, lesbian, or transgender?
GPP101	GPP (11)	Yes (0), No (1)	Imagine that the local police detain two persons equally suspected of committing a crime. In your opinion, which of the following characteristics would place one of them at a disadvantage? The suspect is: A poor person
GPP102	GPP (11)	Yes (0), No (1)	Imagine that the local police detain two persons equally suspected of committing a crime. In your opinion, which of the following characteristics would place one of them at a disadvantage? The suspect is: A female
GPP103	GPP (11)	Yes (0), No (1)	Imagine that the local police detain two persons equally suspected of committing a crime. In your opinion, which of the following characteristics would place one of them at a disadvantage? The suspect is: A person from an ethnic group or tribe other than that of the police officer involved
GPP104	GPP (11)	Yes (0), No (1)	Imagine that the local police detain two persons equally suspected of committing a crime. In your opinion, which of the following characteristics would place one of them at a disadvantage? The suspect is: A person from a religion other than that of the police officer involved
GPP105	GPP (11)	Yes (0), No (1)	Imagine that the local police detain two persons equally suspected of committing a crime. In your opinion, which of the following characteristics would place one of them at a disadvantage? The suspect is: A foreigner (immigrant)
GPP106	GPP (11)	Yes (0), No (1)	Imagine that the local police detain two persons equally suspected of committing a crime. In your opinion, which of the following characteristics would place one of them at a disadvantage? The suspect is: A homosexual
8.4.2. Judges are impartial and do not discriminate			QRQ365
QRQ365	QRQ(CJ)	SP (0)-NSP (1)	On a scale from 1 to 10 (with 10 being a very serious problem, and 1 being not a serious problem), please tell us how significant are the following problems faced by the criminal courts in the city where you live: (r) Bias against marginalized people (discrimination based on social or economic status)
8.5 The criminal justice system is free of corruption.			Average (8.5.1, 8.5.2)
8.5.1 Police, military, and prosecutors are free of improper influence			Average (Average(QRQ366:QRQ376), Average(GPP107:GPP110))
QRQ366	QRQ(CJ)	VS (0), SI(.333), MI (.666), NI (1)	How much influence do criminal organizations, such as drug cartels or arms smugglers, have on the policies and actions of the following institutions of your country? (c) The police
QRQ367	QRQ(CJ)	VS (0), SI(.333), MI (.666), NI (1)	How much influence do criminal organizations, such as drug cartels or arms smugglers, have on the policies and actions of the following institutions of your country? (d) The military
QRQ368	QRQ(CJ)	VL (0), L (.333), U (.667), VU (1)	How likely are local police officers to collect bribes from traders and small merchants, so that they can carry on their activity?
QRQ369	QRQ(CJ)	VL (0), L (.333), U (.667), VU (1)	How likely are police in your country to receive bribes from criminal organizations to turn a blind eye to their illegal activities (like selling drugs on the streets)?
QRQ370	QRQ(CJ)	AA (0), IM (.333), IS (.667), AN (1)	How frequently do the police officers and court officers (prosecutors, court personnel, or judges) working on criminal cases request or receive bribes or other informal payments to: (a) Actually investigate a crime?
QRQ371	QRQ(CJ)	AA (0), IM (.333), IS (.667), AN (1)	How frequently do the police officers and court officers (prosecutors, court personnel, or judges) working on criminal cases request or receive bribes or other informal payments to: (b) Actually prosecute a criminal?
QRQ372	QRQ(CJ)	AA (0), IM (.333), IS (.667), AN (1)	How frequently do the police officers and court officers (prosecutors, court personnel, or judges) working on criminal cases request or receive bribes or other informal payments to: (c) Drop charges or grant a bail?
QRQ373	QRQ(CJ)	AA (0), IM (.333), IS (.667), AN (1)	How frequently do the police officers and court officers (prosecutors, court personnel, or judges) working on criminal cases request or receive bribes or other informal payments to: (d) Destroy or tamper with evidence?
QRQ374	QRQ(CJ)	AA (0), IM (.333), IS (.667), AN (1)	How frequently do the police officers and court officers (prosecutors, court personnel, or judges) working on criminal cases request or receive bribes or other informal payments to: (e) Expedite court processes?
QRQ375	QRQ(CJ)	SP (0)-NSP (1)	On a scale from 1 to 10 (with 10 meaning a very serious problem, and 1 meaning not a serious problem), please tell us how significant are the following problems for the criminal investigative services (prosecutors, investigators, judicial police officers, etc.) in the city where you live: Corruption of investigators or judicial police
QRQ376	QRQ(CJ)	SP (0)-NSP (1)	On a scale from 1 to 10 (with 10 meaning a very serious problem, and 1 meaning not a serious problem), please tell us how significant are the following problems for the criminal investigative services (prosecutors, investigators, judicial police officers, etc.) in the city where you live: Corruption of prosecutors
GPP107	GPP (11)	N (1), S (.667), M (.333), A (0)	How many of the following people in [COUNTRY] do you think are involved in corrupt practices, or haven't you heard enough about them to say? The police
GPP108	GPP (11)	Yes (0), No (1)	During the past three years, have you or anyone living in your household been stopped or detained by the police? Did you (or the person living in your household) have to pay a bribe to the police officer to avoid a problem (like passing a checkpoint or avoiding a fine or arrest)?
GPP109	GPP (11)	Yes (0), No (1)	At any stage of the judicial process, did the following officers ask you, or expect you, to pay a bribe or other inducement for his / her services? Police
GPP110	GPP (09, 11)	Yes (0), No (1)	Do people in your neighborhood have to pay a bribe or other inducements for the following procedures or actions? To receive the services of the police?
8.5.2. Judges are free of improper influence			Average (Average(QRQ377:QRQ379), Average(GPP111:GPP112))
QRQ377	QRQ(CJ)	N (1), S (.667), M (.333), A (0)	How much influence do criminal organizations, such as drug cartels or arms smugglers, have on the policies and actions of the following institutions of your country? (b) Members of the courts
QRQ378	QRQ(CJ)	SP (0)-NSP (1)	On a scale from 1 to 10 (with 10 being a very serious problem, and 1 being not a serious problem), please tell us how significant are the following problems faced by the criminal courts in the city where you live: Corruption of judges and judicial officers (they don't move the cases unless the parties bribe them)
QRQ379	QRQ(CJ)	%	Based on your experience with criminal cases decided by trial courts during the previous year, in approximately what percentage (%) of cases showed that: (b) The final decision was influenced by undue pressure or corruption
GPP111	GPP (11)	N (1), S (.667), M (.333), A (0)	How many of the following people in [COUNTRY] do you think are involved in corrupt practices, or haven't you heard enough about them to say? Judges and Magistrates
GPP112	GPP (09, 11)	Single Answer	In your opinion, most judges decide cases according to: What the government tells them to do/What powerful private interests tell them to do/What the law says
8.6 The criminal justice system is free of improper government influence.			Average (Average(QRQ380:QRQ382), GPP113)
QRQ380	QRQ(CJ)	SA (1), A (.667), D (.333), SD (0)	In practice, the national courts in [Country] are free of political influence in their application of power
QRQ381	QRQ(CJ)	SA (1), A (.667), D (.333), SD (0)	In practice, the local courts in [Country] are free of political influence in their application of power
QRQ382	QRQ(CJ)	SP (0)-NSP (1)	Lack of independence of the judiciary from the government's power
GPP113	GPP (09, 11)	Single Answer	In your opinion, most judges decide cases according to: What the government tells them to do/What powerful private interests tell them to do/What the law says (Government = 0; else = 1)



<b>8.7 The criminal justice system accords the accused due process of law.</b>			<b>Average (8.7.1, 8.7.2, 8.7.3, 8.7.4, 8.7.5, 8.7.6, 8.7.7)</b>
<b>8.7.1.Presumption of innocence</b>			<b>Average (QRQ383:QRQ386)</b>
QRQ383	QRQ(CJ)	%	Based on your experience with common criminal cases (such as armed robbery) during the last year, approximately what percentage (%) of the suspects: (a) Were in fact presumed innocent during the criminal investigation?
QRQ384	QRQ(CJ)	%	Based on your experience with criminal cases during the previous year, in approximately what percentage (%) of them did the criminal system: (a) Correctly indict or accuse the true perpetrator of a crime?
QRQ385	QRQ(CJ)	%	Based on your experience with criminal cases during the previous year, in approximately what percentage (%) of them did the criminal system: (b) Erroneously indict or accuse the true perpetrator of a crime?
QRQ386	QRQ(CJ)	VL (0), L (.333), U (.667), VU (1)	How likely are the police to arrest innocent people and take them to court on false charges in order to solicit bribes or to fill a quota?
<b>8.7.2.Arrest and pre-trial detention</b>			<b>Average (Average(QRQ387:QRQ393), GPP114)</b>
QRQ387	QRQ(CJ)	VL (0), L (.333), U (.667), VU (1)	How likely is it that the suspect remains in police custody without an indictment (or without formal charges) by the prosecutor, or by the competent judicial or administrative authority: (a) For more than three months?
QRQ388	QRQ(CJ)	VL (0), L (.333), U (.667), VU (1)	How likely is it that the suspect remains in police custody without an indictment (or without formal charges) by the prosecutor, or by the competent judicial or administrative authority: (b) For more than one year?
QRQ389	QRQ(CJ)	VL (0), L (.333), U (.667), VU (1)	How likely is it that the suspect remains in police custody without an indictment (or without formal charges) by the prosecutor, or by the competent judicial or administrative authority: (c) For more than three years?
QRQ390	QRQ(CJ)	VL (0), L (.333), U (.667), VU (1)	How likely is it that the police: (a) Arbitrarily arrest a citizen without probable cause (false arrest)?
QRQ391	QRQ(CJ)	VL (0), L (.333), U (.667), VU (1)	How likely is it that the police: (b) Use excessive force during arrests?
QRQ392	QRQ(CJ)	VL (0), L (.333), U (.667), VU (1)	How likely is it that a political dissident is taken from his home to a detention center without any warrant of arrest?
QRQ393	QRQ(CJ)	VL (0), L (.333), U (.667), VU (1)	How likely is it that the police search without warrant the house of a political dissident?
GPP114	GPP (09, 11)	Yes (0), No (1)	Please answer the following questions to the best of your knowledge: In the last 3 years, have you or someone in your household, been subjected to physical abuse by the police or the military?
<b>8.7.3. Torture and abusive treatment to suspects</b>			<b>Average (QRQ394:QRQ396)</b>
QRQ394	QRQ(CJ)	VL (0), L (.333), U (.667), VU (1)	How likely is it that the police interrogators inflict minor physical harm on the detained suspect to admit the crime?
QRQ395	QRQ(CJ)	VL (0), L (.333), U (.667), VU (1)	How likely is it that the police interrogators inflict severe physical harm on the detained suspect to admit the crime?
QRQ396	QRQ(CJ)	VL (0), L (.333), U (.667), VU (1)	Assume that the police arrest a suspected member of a dangerous criminal organization (e.g. a drug cartel). How likely is it that: (a) The police (or the military police) inflict severe physical harm on the suspect during the interrogation?
<b>8.7.4. Legal representation</b>			<b>Average (QRQ397:QRQ402)</b>
QRQ397	QRQ(CJ)	VL (1), L (.667), U (.333), VU (0)	If the detained suspect requests access to legal counsel, how likely is it that he/she receives adequate legal counsel from a public defender: (a) During the initial police custody?
QRQ398	QRQ(CJ)	VL (1), L (.667), U (.333), VU (0)	If the detained suspect requests access to legal counsel, how likely is it that he/she receives adequate legal counsel from a public defender: (b) During pre-trial detention?
QRQ399	QRQ(CJ)	VL (1), L (.667), U (.333), VU (0)	If the detained suspect requests access to legal counsel, how likely is it that he/she receives adequate legal counsel from a public defender: (c) During the trial?
QRQ400	QRQ(CJ)	SP (0)-NSP (1)	On a scale from 1 to 10 (with 10 meaning a very serious problem, and 1 meaning not a serious problem), please tell us how significant are the following problems for the criminal investigative services (prosecutors, investigators, judicial police officers, etc.) in the city where you live: (k) Insufficient number of state-provided or pro-bono (free-of-charge) attorneys for poor criminal defendants
QRQ401	QRQ(CJ)	SP (0)-NSP (1)	On a scale from 1 to 10 (with 10 meaning a very serious problem, and 1 meaning not a serious problem), please tell us how significant are the following problems for the criminal investigative services (prosecutors, investigators, judicial police officers, etc.) in the city where you live: (l) Incompetence of state-provided or pro-bono (free-of-charge) attorneys for poor criminal defendants
QRQ402	QRQ(CJ)	VL (0), L (.333), U (.667), VU (1)	How likely is the detained suspect to be tried and convicted in a secret trial?
<b>8.7.5. Access to translators</b>			<b>QRQ403</b>
QRQ403	QRQ(CJ)	VL (1), L (.667), U (.333), VU (0)	If the detained suspect does not speak any of the official languages of your country, in practice, how likely is it that he/she obtains access to an interpreter?
<b>8.7.6.Evidence</b>			<b>Average (QRQ404:QRQ405)</b>
QRQ404	QRQ(CJ)	%	Based on your experience with common criminal cases (such as armed robbery) during the last year, approximately what percentage (%) of the suspects: (b) Were in fact provided full access to the evidence used against them in court?
QRQ405	QRQ(CJ)	%	Based on your experience with common criminal cases (such as armed robbery) during the last year, approximately what percentage (%) of the suspects: (c) Were in fact allowed to challenge the evidence used against them in court?
<b>8.7.7. Rights of prisoners</b>			<b>Average (QRQ406:QRQ410)</b>
QRQ406	QRQ(CJ)	SP (0)-NSP (1)	The following question aims at identifying the main problems faced by the correctional institutions in your country. On a scale from 1 to 10 (with 10 meaning a very serious problem, and 1 meaning not a serious problem), please tell us how significant are the following problems faced by correctional facilities (jails and prisons) in the city where you live: (a) Harsh conditions and overcrowding
QRQ407	QRQ(CJ)	SP (0)-NSP (1)	The following question aims at identifying the main problems faced by the correctional institutions in your country. On a scale from 1 to 10 (with 10 meaning a very serious problem, and 1 meaning not a serious problem), please tell us how significant are the following problems faced by correctional facilities (jails and prisons) in the city where you live: (b) Poor access to health care and malnutrition among inmates
QRQ408	QRQ(CJ)	SP (0)-NSP (1)	The following question aims at identifying the main problems faced by the correctional institutions in your country. On a scale from 1 to 10 (with 10 meaning a very serious problem, and 1 meaning not a serious problem), please tell us how significant are the following problems faced by correctional facilities (jails and prisons) in the city where you live: (c) Physical abuse by guards and correctional personnel
QRQ409	QRQ(CJ)	SP (0)-NSP (1)	The following question aims at identifying the main problems faced by the correctional institutions in your country. On a scale from 1 to 10 (with 10 meaning a very serious problem, and 1 meaning not a serious problem), please tell us how significant are the following problems faced by correctional facilities (jails and prisons) in the city where you live: (d) Physical abuse between inmates
QRQ410	QRQ(CJ)	SP (0)-NSP (1)	The following question aims at identifying the main problems faced by the correctional institutions in your country. On a scale from 1 to 10 (with 10 meaning a very serious problem, and 1 meaning not a serious problem), please tell us how significant are the following problems faced by correctional facilities (jails and prisons) in the city where you live: (f) Lack of accessible complaint mechanisms

## Appendix B: Questionnaires

### THE WORLD JUSTICE PROJECT: GENERAL POPULATION 2011 - OPINION POLL

Good morning. My name is \_\_\_\_\_. I am from \_\_\_\_\_, an independent polling organization. I do not represent the government or any political party. You are being asked to participate in a research study. The goal of the study is to understand the views of citizens in [COUNTRY] about people's experiences with the law. The study is being carried out by the World Justice Project.

You have been randomly selected to participate in this survey. This survey is completely voluntary and it will take about 25 minutes to complete. Your answers will be kept confidential. Your address will not be recorded. We will not ask for your name and nobody will ever be able to learn how you responded. Your answers will be put together with 1,000 other people we are talking to and we will never disclose your individual opinion. Rather, we will talk about national trends and patterns.

There are no wrong or right answers, our researchers value your opinions and want to know what you really think and feel about the topic being discussed. You can leave any questions unanswered, and you may stop the interviews at anytime. There is no penalty for refusing to participate.

Do you wish to participate? \_\_\_Yes \_\_\_ No [**if "NO" study terminates**]

---

*The following questions describe hypothetical situations. In each question, I will provide you with a set of assumptions. Please select the single option that best represent your views.*

1. Please assume that the government decides to build a major public works project in your neighborhood (such as a railway station or a highway).
  - a. **Q1A.** How likely are people in your neighborhood/members of your community to be given the opportunity to express their opinions on the project?

Very likely	1
Likely	2
Unlikely	3
Very unlikely	4
DNK	9 <b>DON'T READ</b>
DNA	0
  - b. **Q1B.** Assume the construction of this public works project requires the demolition of private homes in your community/neighborhood. How likely are these homeowners to be fairly compensated by the government?

Very likely	1
Likely	2
Unlikely	3
Very unlikely	4
DNK	9 <b>DON'T READ</b>
DNA	0





Absolutely nothing happens	3
DNK	9 <b>DON'T READ</b>
DNA	0

4. **Q4.** Assume that a company fires a worker because he is promoting the creation of a labor union in a factory, and assume that the worker complains before the relevant authority. Which of the following outcomes is most likely? Choose one single answer: **(SINGLE ANSWER) [READ OUT OPTIONS]**

The worker's complaint is completely ignored by the authorities	1
An investigation is opened but it never reaches any conclusions	2
The authorities require the company to compensate the worker or reinstate him/her to his/her job	3
The company bribes or influences the authorities to ignore the violation	4
DNK	9 <b>DON'T READ</b>
DNA	0

5. **Q5.** Assume that, as a result of an audit, a LOCAL government officer is found to be unlawfully issuing a government license for personal benefit, for example, to a construction company owned by a family member. Which one of the following outcomes is most likely? **(SINGLE ANSWER)[READ OUT OPTIONS]**

The accusation is completely ignored by the authorities	1
An investigation is opened, but it never reaches any conclusions	2
The local government officer is prosecuted and punished (through fines, or time in prison)	3
DNK	9 <b>DON'T READ</b>
DNA	0

6. **Q6.** Assume that a high-ranking government officer is taking government money for personal benefit. Also assume that one of his employees witnesses this conduct, reports it to the relevant authority, and provides sufficient evidence to prove it. Assume that the press obtains the information and publishes the story. Which one of the following outcomes is most likely? **(SINGLE ANSWER) [READ OUT OPTIONS]**

The accusation is completely ignored by the authorities	1
An investigation is opened, but it never reaches any conclusions	2
The high-ranking government officer is prosecuted and punished (through fines, or time in prison)	3
DNK	9 <b>DON'T READ</b>
DNA	0

7. **Q7.** Assume that a criminal is apprehended by your neighbors after committing a serious crime. Which of the following two situations is more likely to happen? **(SINGLE ANSWER) [READ OUT OPTIONS]**

The criminal gets beaten by the neighbors	1
The criminal is turned over to the authorities without harm	2
DNK	9 <b>DON'T READ</b>
DNA	0

8. **Q8.** During the past 3 years, have YOU seen a criminal being beaten by people in this neighborhood?
- |     |                     |
|-----|---------------------|
| Yes | 1                   |
| No  | 2                   |
| DNK | 9 <b>DON'T READ</b> |
| DNA | 0                   |

9. **Q9.** In your opinion, most judges decide cases according to: **(SINGLE ANSWER) [READ OUT OPTIONS]**

- |   |                     |
|---|---------------------|
| What the government tells them to do            | 1                   |
| What powerful private interests tell them to do | 2                   |
| What the law says                               | 3                   |
| DNK   | 9 <b>DON'T READ</b> |
| DNA   | 0                   |

For the following questions, please answer: **Very likely, Likely, Unlikely, or Very Unlikely**

10. Please assume that one day the President<sup>1</sup> decides to adopt a policy that is clearly against the [COUNTRY] Constitution:

- a. **Q10A.** How likely is the National Congress/Parliament to be able to stop the President's illegal actions?

- |               |                     |
|---------------|---------------------|
| Very likely   | 1                   |
| Likely        | 2                   |
| Unlikely      | 3                   |
| Very unlikely | 4                   |
| DNK           | 9 <b>DON'T READ</b> |
| DNA           | 0                   |

- b. **Q10B.** How likely are the courts to be able to stop the President's illegal actions?

- |               |                     |
|---------------|---------------------|
| Very likely   | 1                   |
| Likely        | 2                   |
| Unlikely      | 3                   |
| Very unlikely | 4                   |
| DNK           | 9 <b>DON'T READ</b> |
| DNA           | 0                   |

11. Assume that a government officer makes a decision that is clearly illegal and unfair, and people complain against this decision before the judges.

- a. **Q11A.** In practice, how likely is that the judges are able to stop the illegal decision?

- |               |                     |
|---------------|---------------------|
| Very likely   | 1                   |
| Likely        | 2                   |
| Unlikely      | 3                   |
| Very unlikely | 4                   |
| DNK           | 9 <b>DON'T READ</b> |
| DNA           | 0                   |

---

<sup>1</sup> Please adapt to local usage: Head of State, President, Prime Minister, or government, as applicable.

b. **Q11B.** If the people complain against the same decision before a chief or traditional ruler, how likely is that, in practice, this leader is able to stop the government officer from implementing the illegal decision?

- Very likely 1
- Likely 2
- Unlikely 3
- Very unlikely 4
- DNK 9 **DON'T READ**
- DNA 0

12. **Q12.** Assume that someone in this neighborhood has a dispute with another resident. How likely is it that one or both parties resort to violence in the process of settling the dispute (for example, to intimidate one of the parties or to ask for a payment)?

- Very likely 1
- Likely 2
- Unlikely 3
- Very unlikely 4
- DNK 9 **DON'T READ**
- DNA 0

13. Please answer:

	Very likely	Likely	Unlikely	Very Unlikely	DNK	DNA
<b>Q13A.</b> If someone commits a homicide in your neighborhood, how likely is that the criminal is prosecuted and convicted?	1	2	3	4	9	0
<b>Q13B.</b> If a government officer is found unlawfully issuing a government license for personal benefit, how likely is this officer to lose his job?	1	2	3	4	9	0
<b>Q13C.</b> If a police chief is found taking money from a criminal organization, such as a drug cartel or an arms smuggler, how likely is this officer to be sent to jail?	1	2	3	4	9	0

14. Think about business owners engaging in small operations (for example, selling food in a small establishment). How likely do you think it is that these people would be fined if they:

	Very likely	Likely	Unlikely	Very Unlikely	DNK	DNA
<b>Q14A.</b> Engage in the business operation without the required documentation	1	2	3	4	9	0
<b>Q14B.</b> Do not register to pay taxes when they should	1	2	3	4	9	0

Please answer:

15. **Q15.** How safe do you feel walking in your neighborhood at night?

- Very safe 1
- Safe 2
- Unsafe 3
- Very unsafe 4
- DNK 9 **DON'T READ**
- DNA 0

16. When talking to people about their local government, we often find important differences in how well local authorities perform their duties. Could you please tell us how well or badly you think your local government (Metropolitan, Municipal, or District administration) is performing in the following procedures?

	Very well	Fairly well	Fairly badly	Very badly	DNK	DNA
<b>Q16A.</b> Providing citizens information about the government expenditures	1	2	3	4	9	0
<b>Q16B.</b> Consulting traditional, civil, and community leaders before making decisions	1	2	3	4	9	0
<b>Q16C.</b> Providing information in plain language about people's legal rights, so that everybody can understand them	1	2	3	4	9	0
<b>Q16D.</b> Providing effective ways to make complaints about public services	1	2	3	4	9	0
<b>Q16E.</b> Providing effective ways to handle complaints against local government officials	1	2	3	4	9	0
<b>Q16F.</b> Responding to people's concerns about community matters	1	2	3	4	9	0

17. **Q17.** We would like to ask about the quality of complaint processes of various government offices. During the last year, did you submit any complaint about the services provided by the different government agencies in your country (including registration office; customs office; public health services; tax office; land allocation office, etc.)?

- Yes 1
- No 2
- DNK 9 **DON'T READ**
- DNA 0

a. **Q17A.** [Ask Q17A to those who answer 'YES' at Q17] How effective was the complaint process in terms of getting your problem resolved?

- Very effective 1
- Somewhat effective 2
- Not very effective 3
- Not effective at all 4
- DNK 9 **DON'T READ**
- DNA 0

18. Now, I am going to read you a list of categories of people, groups of people, and institutions. Please tell me, how much TRUST do you have in each of the following categories of people, groups of people, and institutions?

	A lot	Some	A little	No trust	DNK	DNA
<b>Q18A.</b> People living in this country	1	2	3	4	9	0
<b>Q18B.</b> Officers working in the local government	1	2	3	4	9	0
<b>Q18C.</b> Officers working in the national government	1	2	3	4	9	0
<b>Q18D.</b> The police	1	2	3	4	9	0
<b>Q18E.</b> The courts	1	2	3	4	9	0

19. Corruption exists in all countries and societies in some form or the other. How many of the following people in [COUNTRY] do you think are involved in corrupt practices?

	None	Some of them	Most of them	All of them	DNK	DNA
<b>Q19A.</b> Officers working in the national government	1	2	3	4	9	0
<b>Q19B.</b> Officers working in the local government	1	2	3	4	9	0
<b>Q19C.</b> Members of Parliament/Congress	1	2	3	4	9	0
<b>Q19D.</b> Judges and Magistrates	1	2	3	4	9	0
<b>Q19E.</b> The police	1	2	3	4	9	0

20. **Q20.** Imagine that the local police detain two persons equally suspected of committing a crime. In your opinion, which of the following characteristics would place one of them at a disadvantage? The suspect is: **[CHECK ALL THAT APPLY]**

	Yes	No
<b>Q20A.</b> A poor person	1	2
<b>Q20B.</b> A female	1	2
<b>Q20C.</b> A person from an ethnic group or tribe other than that of the police officer involved	1	2
<b>Q20D.</b> A person from a religion other than that of the police officer involved	1	2
<b>Q20E.</b> A foreigner (immigrant)	1	2
<b>Q20F.</b> A homosexual	1	2
<b>Q20G.</b> None of the above	1	2

21. Now let's talk about how much confidence you have in public institutions. Use a 5 point scale with 1 representing "very low confidence" and 5 representing "very high confidence", and tell me:

a. How confident are you in the [COUNTRY] police's ability to do each of the following:

	Low confidence – High confidence					DNK	DNA
<b>Q21A.1</b> Prevent crime from happening in the first place	1	2	3	4	5	9	0
<b>Q21A.2</b> Arrest offenders and solve crimes	1	2	3	4	5	9	0
<b>Q21A.3</b> Respond to emergencies	1	2	3	4	5	9	0

b. How confident are you in the [COUNTRY] court's ability to:

	Low confidence – High confidence					DNK	DNA
<b>Q21B.1</b> Effectively determine guilt or innocence of suspected criminals	1	2	3	4	5	9	0
<b>Q21B.2</b> Impose appropriate sentences on offenders	1	2	3	4	5	9	0

c. How confident are you in the [COUNTRY] government’s ability to do each of the following:

	Low confidence – High confidence					DNK	DNA
<b>Q21C.1</b> Fight corruption	1	2	3	4	5	9	0
<b>Q21C.2</b> Punish government officials who break the law	1	2	3	4	5	9	0

Now let me ask you about situations that you or your household may have experienced. Please note that I am only interested in situations which you and people who live with you have experienced. Let me remind you that your answers to all questions in this survey will remain completely confidential.

22. **Q22.** Have you or anyone living in your household used any PUBLIC health services during the past three years?

Yes 1  
No 2  
DNK 9 **DON'T READ**  
DNA 0

a. **Q22A.** [Ask Q22A to those who answer ‘YES’ at Q22] Did you (or the person living in your household) have to pay a bribe (or money above that required by law) in order to receive medical attention at any PUBLIC hospital or clinic?

Yes 1  
No 2  
DNK 9 **DON'T READ**  
DNA 0

b. **Q22B.** [Ask Q22B to those who answer ‘YES’ at Q22] Did you feel discriminated against by people working at any PUBLIC hospital or clinic? (By discrimination I mean when somebody is treated less favorably than others because of a specific personal feature, such as age, gender, or minority background)

Yes 1  
No 2  
DNK 9 **DON'T READ**  
DNA 0

23. **Q23.** During the past three years, have you or anyone living in your household been stopped or detained by the police?

Yes 1  
No 2  
DNK 9 **DON'T READ**  
DNA 0

- a. **Q23A.** [Ask Q23A to those who answer 'YES' at Q23]Did you (or the person living in your household) have to pay a bribe to the police officer to avoid a problem (like passing a checkpoint or avoiding a fine or arrest)?
- |     |                     |
|-----|---------------------|
| Yes | 1                   |
| No  | 2                   |
| DNK | 9 <b>DON'T READ</b> |
| DNA | 0                   |
- b. **Q23B.** [Ask Q23B to those who answer 'YES' at Q23]Did you feel discriminated against by the police? (By discrimination I mean when somebody is treated less favorably than others because of a specific personal feature, such as age, gender, or minority background)
- |     |                     |
|-----|---------------------|
| Yes | 1                   |
| No  | 2                   |
| DNK | 9 <b>DON'T READ</b> |
| DNA | 0                   |
24. **Q24.** During the past three years, did you or anyone living in your household request a government permit, or process any kind of document (like a license, building permit, etc.) in a local government office?
- |     |                     |
|-----|---------------------|
| Yes | 1                   |
| No  | 2                   |
| DNK | 9 <b>DON'T READ</b> |
| DNA | 0                   |
- a. **Q24A.** [Ask Q24A to those who answer 'YES' at Q24]Did you (or the person living in your household) have to pay a bribe (or money above that required by law)?
- |     |                     |
|-----|---------------------|
| Yes | 1                   |
| No  | 2                   |
| DNK | 9 <b>DON'T READ</b> |
| DNA | 0                   |
- b. **Q24B.** [Ask Q24B to those who answer 'YES' at Q24]Did you feel discriminated against when trying to get a document or a permit at a PUBLIC office? (By discrimination I mean when somebody is treated less favorably than others because of a specific personal feature, such as age, gender, or minority background)
- |     |                     |
|-----|---------------------|
| Yes | 1                   |
| No  | 2                   |
| DNK | 9 <b>DON'T READ</b> |
| DNA | 0                   |
25. **Q25.** Please answer the following questions to the best of your knowledge: In the last 3 years, have you or someone in your household, been subjected to physical abuse by the police or the military?
- |     |                     |
|-----|---------------------|
| Yes | 1                   |
| No  | 2                   |
| DNK | 9 <b>DON'T READ</b> |
| DNA | 0                   |



- a. **Q25A.** [Ask Q25A to those who answer 'YES' at Q25]Did you or anyone else report the crime to the police or other authority?
- |     |                     |
|-----|---------------------|
| Yes | 1                   |
| No  | 2                   |
| DNK | 9 <b>DON'T READ</b> |
| DNA | 0                   |

26. **Q26.** Thinking about the last **12 months**, have you felt discriminated against in [COUNTRY] when looking for a job, or when you're at work?
- |     |                     |
|-----|---------------------|
| Yes | 1                   |
| No  | 2                   |
| DNK | 9 <b>DON'T READ</b> |
| DNA | 0                   |

I now want to ask you about **crimes** you or your household may have experienced during the past 3 years. Please note that I am only interested in offences which you and people who live with you have experienced. I know that sometimes it is difficult to remember such incidents so I will read the questions slowly and I would like you to think carefully about them.

27. **Q27.** In the past 3 YEARS, did anyone actually BREAK into your home/residence without permission, and steal or try to steal something?
- |     |                     |
|-----|---------------------|
| Yes | 1                   |
| No  | 2                   |
| DNK | 9 <b>DON'T READ</b> |
| DNA | 0                   |

- a. **Q27A.** [Ask Q27A to those who answer 'YES' at Q27]Did you or anyone else report the crime to the police?
- |     |                     |
|-----|---------------------|
| Yes | 1                   |
| No  | 2                   |
| DNK | 9 <b>DON'T READ</b> |
| DNA | 0                   |

- b. **Q27B.** [Ask Q27B to those who answer 'YES' at Q27A]Was the perpetrator caught?
- |     |                     |
|-----|---------------------|
| Yes | 1                   |
| No  | 2                   |
| DNK | 9 <b>DON'T READ</b> |
| DNA | 0                   |

- c. **Q27C.** [Ask Q27C to those who answer 'YES' at Q27B]Was the perpetrator prosecuted, and punished?
- |     |                     |
|-----|---------------------|
| Yes | 1                   |
| No  | 2                   |
| DNK | 9 <b>DON'T READ</b> |
| DNA | 0                   |

28. **Q28.** In the past 3 YEARS, were you a victim of an ARMED ROBBERY (with a weapon such as a knife or a gun)?
- |     |                     |
|-----|---------------------|
| Yes | 1                   |
| No  | 2                   |
| DNK | 9 <b>DON'T READ</b> |
| DNA | 0                   |
- a. **Q28A.** [Ask Q28A to those who answer 'YES' at Q28]Did you or anyone else report the crime to the police?
- |     |                     |
|-----|---------------------|
| Yes | 1                   |
| No  | 2                   |
| DNK | 9 <b>DON'T READ</b> |
| DNA | 0                   |
- b. **Q28B.** [Ask Q28B to those who answer 'YES' at Q28A]Was the perpetrator caught?
- |     |                     |
|-----|---------------------|
| Yes | 1                   |
| No  | 2                   |
| DNK | 9 <b>DON'T READ</b> |
| DNA | 0                   |
- c. **Q28C.** [Ask Q28C to those who answer 'YES' at Q28B]Was the perpetrator prosecuted, and punished?
- |     |                     |
|-----|---------------------|
| Yes | 1                   |
| No  | 2                   |
| DNK | 9 <b>DON'T READ</b> |
| DNA | 0                   |
29. **Q29.** Have you or anyone living in your household been KIDNAPPED in the past 3 YEARS?
- |     |                     |
|-----|---------------------|
| Yes | 1                   |
| No  | 2                   |
| DNK | 9 <b>DON'T READ</b> |
| DNA | 0                   |
- a. **Q29A.** [Ask Q29A to those who answer 'YES' at Q29]Did you or anyone else report the crime to the police?
- |     |                     |
|-----|---------------------|
| Yes | 1                   |
| No  | 2                   |
| DNK | 9 <b>DON'T READ</b> |
| DNA | 0                   |
- b. **Q29B.** [Ask Q29B to those who answer 'YES' at Q29A]Did you have to pay money to the police to get their assistance during the investigation?
- |     |                     |
|-----|---------------------|
| Yes | 1                   |
| No  | 2                   |
| DNK | 9 <b>DON'T READ</b> |
| DNA | 0                   |

- c. **Q29C.** [Ask Q29C to those who answer 'YES' at Q29A] Was the perpetrator caught?
- |     |                     |
|-----|---------------------|
| Yes | 1                   |
| No  | 2                   |
| DNK | 9 <b>DON'T READ</b> |
| DNA | 0                   |
- d. **Q29D.** [Ask Q29D to those who answer 'YES' at Q29C] Was the perpetrator prosecuted, and punished?
- |     |                     |
|-----|---------------------|
| Yes | 1                   |
| No  | 2                   |
| DNK | 9 <b>DON'T READ</b> |
| DNA | 0                   |
30. **Q30.** Over the past 3 years, have you or anyone living in your household been a victim of blackmail or EXTORTION?
- |     |                     |
|-----|---------------------|
| Yes | 1                   |
| No  | 2                   |
| DNK | 9 <b>DON'T READ</b> |
| DNA | 0                   |
- a. **Q30A.** [Ask Q30A to those who answer 'YES' at Q30] Did you or anyone else report the crime to the police?
- |     |                     |
|-----|---------------------|
| Yes | 1                   |
| No  | 2                   |
| DNK | 9 <b>DON'T READ</b> |
| DNA | 0                   |
- b. **Q30B.** [Ask Q30B to those who answer 'YES' at Q30A] Was the perpetrator caught?
- |     |                     |
|-----|---------------------|
| Yes | 1                   |
| No  | 2                   |
| DNK | 9 <b>DON'T READ</b> |
| DNA | 0                   |
- c. **Q30C.** [Ask Q30C to those who answer 'YES' at Q30B] Was the perpetrator prosecuted, and punished?
- |     |                     |
|-----|---------------------|
| Yes | 1                   |
| No  | 2                   |
| DNK | 9 <b>DON'T READ</b> |
| DNA | 0                   |
31. **Q31.** Has any relative or person that lived with you in your house been MURDERED in the past 3 years?
- |     |                     |
|-----|---------------------|
| Yes | 1                   |
| No  | 2                   |
| DNK | 9 <b>DON'T READ</b> |
| DNA | 0                   |

- a. **Q31A. [Ask Q31A to those who answer 'YES' at Q31]** Did you or anyone else report the crime to the police?
- |     |                     |
|-----|---------------------|
| Yes | 1                   |
| No  | 2                   |
| DNK | 9 <b>DON'T READ</b> |
| DNA | 0                   |
- b. **Q31B. [Ask Q30B to those who answer 'YES' at Q31A]** Was the perpetrator caught?
- |     |                     |
|-----|---------------------|
| Yes | 1                   |
| No  | 2                   |
| DNK | 9 <b>DON'T READ</b> |
| DNA | 0                   |
- c. **Q31C. [Ask Q30C to those who answer 'YES' at Q31B]** Was the perpetrator prosecuted, and punished?
- |     |                     |
|-----|---------------------|
| Yes | 1                   |
| No  | 2                   |
| DNK | 9 <b>DON'T READ</b> |
| DNA | 0                   |

32. Please indicate whether you **strongly agree, agree, disagree, or strongly disagree** with the following statements:

	Strongly agree	Agree	Disagree	Strongly disagree	DNK	DNA
<b>Q32A.</b> In [COUNTRY], people can freely join together with others to draw attention to an issue or sign a petition	1	2	3	4	9	0
<b>Q32B.</b> In practice, workers in [COUNTRY] can freely form labor unions and bargain for their rights with their employers	1	2	3	4	9	0
<b>Q32C.</b> In [COUNTRY], people can freely express opinions against the government	1	2	3	4	9	0
<b>Q32D.</b> In [COUNTRY], people can freely attend community meetings	1	2	3	4	9	0
<b>Q32E.</b> In [COUNTRY], the media <sup>2</sup> (TV, radio, newspapers) can freely expose cases of corruption by high-ranking government officers without fear of retaliation	1	2	3	4	9	0
<b>Q32F.</b> In [COUNTRY], civil society organizations can freely express opinions against government policies and actions without fear of retaliation	1	2	3	4	9	0
<b>Q32G.</b> In [COUNTRY], political parties can freely express opinions against government policies and actions without fear of retaliation	1	2	3	4	9	0
<b>Q32H.</b> In this [COUNTRY], religious minorities can freely and publicly observe their holy days and events	1	2	3	4	9	0

<sup>2</sup>Please adapt to local usage: Newspapers, TV news, etc., as applicable.

Please answer:

33. **Q33.** During the past three years, have you or someone in your household had a conflict with someone who refused to fulfill a contract or pay a debt?
- |     |                     |
|-----|---------------------|
| Yes | 1                   |
| No  | 2                   |
| DNK | 9 <b>DON'T READ</b> |
| DNA | 0                   |

**[The following options apply only to those who answer YES to Q33]**

- a. **Q33A.** Which one of the following mechanisms was used to solve the conflict? (**SINGLE ANSWER**)
- |  |   |
|--|---|
| A. Filed a lawsuit in court  | 1 |
| B. Used a small-claims court or procedure                          | 2 |
| C. Used a commercial arbitration procedure                         | 3 |
| D. Sought help from a chief or traditional ruler <sup>3</sup>      | 4 |
| E. Renegotiated the contract or debt directly with the other party | 5 |
| F. No action was taken   | 6 |
| G. Other ( <b>DON'T READ</b> )                                     | 7 |
| H. DK / DNA ( <b>DON'T READ</b> )                                  | 9 |

**[Ask Q33B, Q33C, Q33D, and Q33E to respondents who answered A, B, C, or E on Q33A]**

- b. **Q33B.** Did you or your household member *receive* legal assistance during the process?
- |                                 |                     |
|---------------------------------|---------------------|
| Yes [ <b>Ask Q33C and 33D</b> ] | 1                   |
| No [ <b>Ask Q33E</b> ]          | 2                   |
| DNK                             | 9 <b>DON'T READ</b> |
| DNA                             | 0                   |
- c. **Q33C.** [**Ask Q33C to those who answer 'YES' at Q33B**] If yes, from whom? [**MARK ALL THAT APPLY**]
- |  | Yes | No |
|--|-----|----|
| <b>Q33C_1.</b> A government legal assistance office            | 1   | 2  |
| <b>Q33C_2.</b> A private lawyer or attorney                    | 1   | 2  |
| <b>Q33C_3.</b> A paralegal, NGO, or other support organization | 1   | 2  |
| <b>Q33C_4.</b> Other [ <b>DON'T READ</b> ]                     | 1   | 2  |
| <b>Q33C_5.</b> DK / DNA [ <b>DON'T READ</b> ]                  | 1   | 2  |
- d. **Q33D.** [**Ask Q33D to those who answer 'YES' at Q33B**] In your opinion, how expensive were the attorney's fees?
- |                                      |   |
|--------------------------------------|---|
| It was free of charge                | 1 |
| It was reasonably priced             | 2 |
| It was somewhat/moderately expensive | 3 |
| It was very expensive                | 4 |

---

<sup>3</sup> Please adapt to local usage: Traditional rulers, chiefs, tribal chiefs, tribal leaders, or community leaders, as applicable.

DNK	9	<b>DON'T READ</b>
DNA	0	

e. **Q33E.** [Ask Q33E to those who answer 'NO' at Q33B] If not, why not? [MARK ALL THAT APPLY]

	Yes	No
<b>Q33E_1.</b> I did not think I needed a lawyer	1	2
<b>Q33E_2.</b> I did not know who to call	1	2
<b>Q33E_3.</b> I could not afford a lawyer	1	2
<b>Q33E_4.</b> Language or cultural problems	1	2
<b>Q33E_5.</b> Other [DON'T READ]	1	2
<b>Q33E_6.</b> DK / DNA [DON'T READ]	1	2

[Ask Q33F, Q33G, Q33H, Q33I, Q33J, and Q33K to respondents who answered A, B, or C on Q33A]

f. **Q33F.** In your opinion, was the judicial process objective and unbiased?

Yes	1
No	2
DNK	9 <b>DON'T READ</b>
DNA	0

g. **Q33G.** How long did the case take to resolve (starting from the moment the case was filed to the moment a decision or agreement was reached)?[SINGLE ANSWER]

A. Less than one month	1
B. Between one month and one year	2
C. Between one and three years	3
D. More than three years	4
E. Not yet resolved	5
F. DK / DNA [DON'T READ]	9

h. [Ask Q33H to respondents who answered A, B, C, or D on Q33G] **Q33H.** After the decision or agreement was reached, how long did it take for the winning party to get his/her payment or compensation (enforce the contract)?[SINGLE ANSWER]

A. Less than one month	1
B. Between one month and one year	2
C. Between one and three years	3
D. More than three years	4
E. It was never enforced	5
F. DK / DNA [DON'T READ]	9

i. **Q33I.** What was the outcome of the dispute? Please select the option that most closely applies:[SINGLE ANSWER]

A. We won the case	1
B. We lost the case	2
C. The case is still pending a decision	3
D. DK / DNA [DON'T READ]	9

j. Regardless of the outcome, please tell us how you feel about the way the process was handled?

	Yes	No	DNK	DNA
<b>Q33J.1</b> Was the process fair?	1	2	9	0
<b>Q33J.2</b> Was the process slow?	1	2	9	0
<b>Q33J.3</b> Was the process too expensive?	1	2	9	0

k. At any stage of the judicial process, did the following officers ask you, or expect you, to pay a bribe or other inducement for his / her services?

	Yes	No	DNK	DNA
<b>Q33K.1</b> Court staff	1	2	9	0
<b>Q33K.2</b> Police	1	2	9	0
<b>Q33K.3</b> Judges and magistrates	1	2	9	0

**[The following questions apply to ALL RESPONDENTS]**

34. Do people in your neighborhood have to pay a bribe or other inducements for the following procedures or actions?

	Yes	No	DNK	DNA
<b>Q34A.</b> To register their ownership title in a piece of land or house?	1	2	9	0
<b>Q34B.</b> To obtain a driver's license?	1	2	9	0
<b>Q34C.</b> To be admitted to a public school?	1	2	9	0
<b>Q34D.</b> To be treated in a public hospital?	1	2	9	0
<b>Q34E.</b> To receive the services of the police?	1	2	9	0

35. People have different opinions about how important it is to obey police officers, judges, and the law. The following questions are concerned with your own feelings about obeying the law. To what extent do you agree with each of the following statements?

	Strongly agree	Agree	Disagree	Strongly disagree	DNK	DNA
<b>Q35A.</b> In [COUNTRY], it is justified to disobey the law	1	2	3	4	9	0
<b>Q35B.</b> I always try to follow the law, even if I disagree with it	1	2	3	4	9	0
<b>Q35C.</b> Not paying taxes when you are mandated to do it is wrong	1	2	3	4	9	0
<b>Q35D.</b> I always try to do what I consider to be right, regardless of the law says	1	2	3	4	9	0

36. In talking to people about their local government, we often find important differences in how well the government, police, and the courts perform their jobs. Please tell me **how often** would you say that:

	Always	Often	Rarely	Never	DNK	DNA
<b>Q36A.</b> The police in [COUNTRY] act according to the law	1	2	3	4	9	0
<b>Q36B.</b> In [COUNTRY], the basic rights of suspects are respected by the police	1	2	3	4	9	0

<b>Q36C.</b> The courts in [COUNTRY] guarantee everyone a fair trial	1	2	3	4	9	0
<b>Q36D.</b> In [COUNTRY], the courts are more concerned about procedures than they are with providing justice	1	2	3	4	9	0
<b>Q36E.</b> In [COUNTRY], if members of the police violate the law, they are punished for these violations	1	2	3	4	9	0
<b>Q36F.</b> In [COUNTRY], traditional rulers are impartial and fair	1	2	3	4	9	0
<b>Q36G.</b> In [COUNTRY], religious judges are impartial and fair	1	2	3	4	9	0

37. To what extent do you agree with the following statements:

	Strongly agree	Agree	Disagree	Strongly disagree	DNK	DNA
<b>Q37A.</b> In practice, the basic laws of [COUNTRY] are explained in plain language, so that people can understand them	1	2	3	4	9	0
<b>Q37B.</b> In practice, the basic laws of [COUNTRY] are available in all official languages	1	2	3	4	9	0
<b>Q37C.</b> In [COUNTRY], the media (TV, radio, newspapers) can freely express opinions against government policies and actions without fear of retaliation	1	2	3	4	9	0
<b>Q37D.</b> In [COUNTRY], people have to be careful of what they say about politics	1	2	3	4	9	0
<b>Q37E.</b> In practice, in [COUNTRY], local government officials are elected through a clean process	1	2	3	4	9	0
<b>Q37F.</b> In practice, in [COUNTRY], people can vote freely without feeling harassed or pressured	1	2	3	4	9	0
<b>Q37G.</b> In [COUNTRY], people can freely join any (unforbidden) political organization they want	1	2	3	4	9	0
<b>Q37H.</b> In practice, people in this neighborhood can get together with others and present their concerns to members of Congress	1	2	3	4	9	0
<b>Q37I.</b> In practice, people in this neighborhood can get together with others and present their concerns to local government officials	1	2	3	4	9	0
<b>Q37J.</b> The Chiefs and Traditional rulers generally respect the fundamental rights of all people	1	2	3	4	9	0
<b>Q37K.</b> People in this city can refuse to be judged by tribal, religious, or community rulers	1	2	3	4	9	0



### CIVIL AND COMMERCIAL LAW

This questionnaire will be answered by highly qualified individuals around the world. Your contribution will be acknowledged in the *Rule of Law Index Report 2011*, as well as in the World Justice Project's web page and other WJP materials (unless you choose to remain anonymous).

<i>(Please mark with an X your choice):</i>	<i>Please select one</i>
I would like to be <b>publicly acknowledged</b> as a contributor (only your name and contact information will be published. Your individual answers will remain strictly confidential).	[ ]
I would like to remain <b>anonymous</b> (your name, contact information, and individual answers to this questionnaire will never be revealed to anybody).	[ ]

In both cases your specific answers to this questionnaire will remain strictly confidential.

**Please submit your answers by email or fax at:**

- **Email:** [ruleoflawindex@wjpnet.org](mailto:ruleoflawindex@wjpnet.org)
- **Fax:** (202) 747-5816

If you have comments or questions, please contact Christine Pratt, at [prattc@wjpnet.org](mailto:prattc@wjpnet.org)

<b>1. Contact Information:</b>		<i>Would you like this information published?</i>	
	Please fill out the information below:	Yes	No
Title (Mr., Ms., Dr., etc.):		[ ]	[ ]
Name:		[ ]	[ ]
Position:		[ ]	[ ]
Organization:		[ ]	[ ]
Country:		[ ]	[ ]
Mailing address:		[ ]	[ ]
E-mail:		[ ]	[ ]
Web site:		[ ]	[ ]

Do you teach at the university level? Yes [ ] No [ ] Which courses? \_\_\_\_\_

Are you an attorney? Yes [ ] No [ ]

How many years have you practiced law? \_\_\_\_\_

<b>If you are an attorney, what are your areas of practice?</b>					
Antitrust	[ ]	Consumer law	[ ]	Intellectual property	[ ]
Bankruptcy	[ ]	Contracts	[ ]	International law	[ ]
Business law	[ ]	Corporate law	[ ]	Labor law	[ ]
Civil law	[ ]	Criminal law	[ ]	Litigation/Arbitration	[ ]
Civil rights	[ ]	Employment law	[ ]	Medical malpractice	[ ]
Commercial law	[ ]	Family law	[ ]	Property law	[ ]
Constitutional law	[ ]	General practice	[ ]	Taxation	[ ]

Please answer the following questions according to your perception of how the laws are applied in practice in your country. Please mark your answers with an X in the appropriate box.

### SECTION I

The following questions describe hypothetical situations. In each question, we will provide you with a set of assumptions. Please select the option that best represents your views.

#### Hypothetical Scenario No. 1

Please assume that the Environmental Protection Authority in your country notifies an industrial plant that it is polluting a river beyond the legally permitted levels.

1. Which of the following outcomes is most likely?

(a) The company complies with the law (either voluntarily or through court orders, fines, and other sanctions)	
(b) The company bribes or influences the authorities to ignore the violation	
(c) Absolutely nothing happens	
(d) Don't know/Not Applicable	

#### Hypothetical Scenario No. 2

Mr. A and Mr. B are two neighbors living in a middle-income residential neighborhood in your country's largest city. One day, Mr. A embarks on a construction project to tear down and remove a wall on his property. During the course of this project, parts of the wall fall onto Mr. B's property, damaging his residence. After a long discussion, Mr. A refuses to pay for the damages caused by the incident. None of them has insurance and the repair costs amount to **0.15 times the GDP per capita of your country**.

2. How likely is Mr. B to resort to the following mechanisms to solve this conflict?

	Very likely	Likely	Unlikely	Very unlikely	Don't Know/ Not applicable
(a) File a regular civil or commercial court lawsuit					
(b) File a claim before a small-claims court or magistrate					
(c) Use a commercial arbitration mechanism					
(d) Bring the issue before a Chief or Traditional Ruler					
(e) Use a state enforcement agency or other administrative bodies					
(f) Take no action ( <i>i.e.</i> , resign himself to losing the money)					

3. In practice, how long would it take to obtain a decision, or a judgment –starting from the moment the case is filed to the moment a decision or agreement is reached– if Mr. B uses the following mechanisms?

	Less than 1 month	Between 1 month and 1 year	Between 1 and 3 years	More than 3 years	More than 5 years	Don't Know/ Not applicable
(a) Regular civil or commercial court lawsuit						
(b) Small-claims court or magistrate						
(c) Commercial arbitration mechanism						
(d) State enforcement agency						
(e) Chief or Traditional Ruler						

4. In practice, after a decision or agreement is reached, how long would it take for the winning party to enforce this decision and collect the payment or compensation using each of the following mechanisms?

	Less than 1 month	Between 1 month and 1 year	Between 1 and 3 years	More than 3 years	More than 5 years	Don't Know/ Not applicable
(a) Regular civil or commercial court lawsuit						
(b) Small-claims court or magistrate						
(c) Commercial arbitration mechanism						
(d) Chief or Traditional Ruler						
(e) State enforcement agency						

5. Based on your experience, what would be the expected costs that Mr. B would incur, as a percentage of the claim (in this example **0.15 times the GDP per capita of your country**), if he uses the following procedures?<sup>1</sup>

	About 15% of the claim	About 30% of the claim	About 40% of the claim	More than 50% of the claim	Don't Know/ Not applicable
(a) Regular civil or commercial court lawsuit					
(b) Small-claims court or magistrate					
(c) Commercial arbitration mechanism					
(d) Chief or Traditional Ruler					
(e) State enforcement agency					

6. Based on your experience, how much would a typical lawyer charge to represent Mr. B in a case like this (in local currency)?

Amount \_\_\_\_\_

<sup>1</sup> Please consider only the direct costs involved in the claim, such as attorney fees, court fees, and if relevant, bribes or other monetary inducements.

7. In a case like this, how likely are the following people to request a bribe (or other monetary inducement) from Mr. A, Mr. B, or both, to perform their duties or to expedite the process?

	Very likely	Likely	Unlikely	Very unlikely	Don't Know/ Not applicable
(a) Judge or Magistrate					
(b) Court personnel					
(c) Commercial arbitrator					
(d) Police or law enforcement officer					
(e) Chief or Traditional Ruler					

8. Finally, assume that Mr. B sues Mr. A in a regular civil or commercial court. If Mr. A cannot afford a lawyer, how likely is it that he can obtain pro-bono (subsidized or free-of-charge) legal representation from the government, a legal-aid-center, a non-governmental organization (NGO), etc.?

Very likely	
Likely	
Unlikely	
Very unlikely	
Don't know/Not Applicable	

### Hypothetical Scenario No. 3

Assume that the government decides to build a major public works project, such as a train station, in a middle-income residential neighborhood in your country's largest city. The construction is expected to have a negative impact on the quality of life of the neighborhood.

9. Please answer:

	Very likely	Likely	Unlikely	Very unlikely	Don't Know/ Not applicable
(a) In practice, how likely are local residents to receive sufficient advance notice <sup>2</sup> of the impending construction project?					
(b) If the residents request a copy of the <b>project design documentation</b> prior to the initiation of the construction project, how likely are the relevant government authorities to provide them with such a copy?					
(c) In practice, how likely are the residents to be given the opportunity to present their objections or comments to the relevant government authorities prior to the start of the construction project?					

<sup>2</sup>Disclosure of the project's goals and characteristics at least three months before initiation of construction work. Notice in accordance with legal requirements (publication, edits, etc.)

**Please assume that the construction of the train station requires the demolition of private homes in the neighborhood.**

10. In practice, how likely is it that homeowners receive full compensation from the government at fair market value?

Very likely	
Likely	
Unlikely	
Very unlikely	
Don't know/Not Applicable	

11. Please answer:

	Very likely	Likely	Unlikely	Very unlikely	Don't Know/ Not applicable
(a) In practice, if homeowners sue the government in court seeking compensation for the demolition of their homes, how likely is it that they receive a fair compensation?					
(b) In practice, if a large number of residents file an urgent petition proposing an alternative construction plan before the relevant administrative or judicial authority, how likely is the relevant administrative or judicial authority to suspend the project until the residents' alternative construction plan can be considered?					
(c) How likely is the project to be suspended if the local residents seek help from the Chief or Traditional Ruler (or religious authority), if applicable?					

12. Is it possible to file one single lawsuit or petition on behalf of hundreds or thousands of affected residents (class action) to obtain compensation, rather than file many individual lawsuits?

Yes	
No	
Don't know/Not Applicable	

#### **Hypothetical Scenario No. 4**

Assume that a national government agency embarks on a public works project and contracts a private company to build a new road. The contractor begins the project and quickly incurs significant costs.

Suppose that a new government takes office before the project is finalized, and the newly appointed government agency cancels the project and refuses to pay to the contractor the amount established in the contract without any legal justification. Suppose the contractor sues the government agency before the local courts.

13. How long would it take in practice to decide and enforce the case in local courts, starting from the time of initially filing the case to actual payment?

One year or less	
Between one and three years	
Between three and five years	
More than five years	
Don't know/Not Applicable	

**Now, instead of using local courts, suppose that the parties agree to submit the dispute to arbitration. Suppose the arbitral panel decides that the government agency must pay the disputed amount, but despite the arbitral award, the government agency continues to refuse to pay.**

14. In practice, how likely is the contractor to be able to enforce the arbitral award against the government agency through the local courts:

	Very likely	Likely	Unlikely	Very unlikely	Don't Know/ Not applicable
(a) If the award is from a national arbitration panel					
(b) If the award is from an international arbitration panel					

15. In practice, how long would it take to enforce (i.e. collect payment) the arbitral award through the local courts if the award came from:

	Less than 1 month	Between 1 month and 1 year	Between 1 and 3 years	More than 3 years	More than 5 years	Don't Know/ Not applicable
(a) A national arbitration panel						
(b) An international arbitration panel						

**Hypothetical Scenario No. 5**

16. Assume that, as a result of an audit, a LOCAL government officer is found to be unlawfully issuing a government license for personal benefit, for example, to a construction company owned by a family member. Which one of the following outcomes is most likely? (PLEASE CHOOSE ONLY ONE SINGLE ANSWER):

(a) The accusation is completely ignored by the authorities	
(b) An investigation is opened, but it never reaches any conclusions	
(c) The LOCAL government officer is prosecuted and punished (through fines, or time in prison)	
(d) Don't know/Not Applicable	

**SECTION II**

17. How frequently would you say that:

	Almost always	In most cases	In some cases	Almost never	Don't Know/ Not applicable
In practice, when the government expropriates communal land and resources of peasants or small farmers in your country, the farmers receive adequate compensation					
In practice, when the government expropriates private investors and companies in your country, the investors receive adequate compensation					
In practice, when the government expropriates property, it is for legitimate public purposes and in accordance with applicable laws and procedures ("due process")					
In practice, when the government takes measures that have effects similar to expropriation (such as unjustified interference in the uses or benefits of investments), investors receive adequate compensation					
In practice, foreign investors receive fair and equitable treatment from the government					
In practice, legal restrictions on foreign investment are uniformly and consistently enforced					
In practice, intellectual property rights (trademarks, copyrights, and patents) in your country are effectively enforced					

18. The following question aims to examine the reasons why poor people in your country do not use courts to settle their disputes. Please tell us how important are the following factors in influencing people's decisions on whether or not to go to court to resolve a dispute in the city where you live:

	Very important	Somewhat important	Not very important	Not important at all	Don't Know/ Not applicable
(a) Court fees (filing fees) are too high					
(b) Attorney fees are too high					
(c) Lack of pro-bono (free-of-charge) legal aid					
(d) Lack of paralegals or legal clinics					
(e) Language barriers (unavailability of translators)					
(f) Physical location of courthouses (courts are too far away)					
(g) Duration of cases (they take too much time)					
(h) Bias against marginalized people (discrimination based on social or economic status)					
(i) Procedures are too cumbersome and complex					
(j) Corruption of judges and judicial officers					

	Very important	Somewhat important	Not very important	Not important at all	Don't Know/ Not applicable
(k) Lack of public information about court procedures					
(l) Lack of awareness of available remedies					

19. Based on your experience during the past year with civil cases between private parties decided by trial courts, what percentage (%) of cases reflect the following outcomes:

	100%	75%	50%	25%	5%	0%	Don't Know/ Not applicable
(a) The final decision reflected the judges' honest evaluation of the available evidence and applicable law							
(b) The final decision was influenced by undue pressure from one of the parties or was influenced by corruption							

20. Based on your experience, out of all cases in which the government had an interest (as a litigant or third party):

	100%	75%	50%	25%	5%	0%	Don't Know/ Not applicable
In what percentage of them did the government exercise undue influence to affect the outcome of the case							

21. Based on your experience, how likely is it that a poor person facing the following situations receives legal counsel from a lawyer, paralegal, legal aid center, etc.?

	Very likely	Likely	Unlikely	Very unlikely	Don't Know/ Not applicable
(a) A tenant facing eviction					
(b) Child custody dispute					
(c) Major problems with public service providers (utilities)					

22. In your opinion, how likely are the following criteria to put a person at a disadvantage before a civil or commercial trial court? The person is:

	Very likely	Likely	Unlikely	Very unlikely	Don't Know/ Not applicable
(a) A poor person					
(b) A female					
(c) A member of an ethnic minority					
(d) A member of a religious minority					
(e) A foreigner (immigrant)					



(f) A gay, lesbian, or transgender									
------------------------------------	--	--	--	--	--	--	--	--	--

Or

None of the above	
-------------------	--

23. Please choose the statement that is closest to your views on how the **judiciary** operates in your country (PLEASE CHOOSE ONLY ONE SINGLE ANSWER):

(a) When legal questions or possible violations are raised, the judiciary reviews executive actions and uses its powers to declare government actions illegal or unconstitutional	
(b) The judiciary reviews executive actions, but is unwilling to take on politically sensitive issues and/or is limited in its effectiveness	
(c) The judiciary does not effectively review executive policy	
(d) Don't know/Not Applicable	

24. Please tell us how serious the following problems are in civil and commercial courts in the city where you live? (10 means a very serious problem):

	10 Serious problem	9	8	7	6	5	4	3	2	1 Not a serious problem	Don't Know/ Not applicable
Duration of cases (they take too much time)											
Inefficient enforcement mechanisms (judgments are difficult to enforce in practice)											
Lack of enough judges or court personnel											
Lack of adequate resources to do the job											
Lack of adequate selection or training of judges and clerks											
Lack of deterrents to prevent frivolous litigation											
Inefficient alternative dispute mechanisms to resolve disputes outside the courts											
Corruption of judges and judicial officers (they don't move the cases unless the parties bribe them)											
Insufficient monetary compensation (pay) for judges and court officers											
Lack of mechanisms to track the efficiency of the courts											
Lack of independence of the judiciary from the government's power											

25. Please choose the statement that is closest to your views on how **government procurement or major public works** (airports, highways, power plants, etc.) operates in your country. (PLEASE CHOOSE ONLY ONE SINGLE ANSWER):

(a) Most contracts are awarded through an open and competitive bidding procedure	
(b) There is a formal bidding procedure but it is flawed. Several contracts are awarded without competitive bidding, or through ineffective bidding processes, leaving open the possibility of corruption	

(c) There is no formal bidding procedure or it is superficial and ineffective. Most contracts are awarded to firms which offer bribes; to firms owned by political supporters; or to firms in which a relevant government officer has a financial stake	
(d) Don't know/Not Applicable	

26. How frequently do people (or private companies) have to pay bribes, informal payments, or other inducements to:

	Almost always	In most cases	In some cases	Almost never	Don't Know/ Not applicable
(a) Register an ownership title over immovable property					
(b) Register a new business					
(c) Expedite the delivery of a construction permit					
(d) Clear goods through customs					
(e) Expedite a court process					
(f) Obtain a driver's license					

27. Please answer:

	Very likely	Likely	Unlikely	Very unlikely	Don't Know/ Not applicable
(a) How likely is it that a mid-size manufacturing firm gets audited / inspected by the environmental protection authorities as a result of allegations of pollution by the neighbors?					
(b) How likely is it that a mid-size manufacturing firm gets routinely audited / inspected by the environmental protection authorities?					
(c) How likely is it that the environmental protection authorities impose sanctions if violations are detected?					
(d) How likely is it that the environmental protection authorities request or receive bribes or other undue advantages to turn a blind eye on the violations?					

28. In practice, in your country, the "Due Process of Law"<sup>3</sup> is respected in administrative proceedings conducted by the following authorities :

	Strongly agree	Agree	Disagree	Strongly disagree	Don't Know/ Not applicable
(a) National environmental protection authorities					
(b) National tax authorities					
(c) Local authorities					

<sup>3</sup> The "Due Process of Law" includes the right to be presumed innocent until proven guilty; the right to be duly notified of the investigation against them; the right to be informed of all evidence used against them, and be allowed the opportunity to challenge such evidence.

29. Please choose the statement that is closest to your views on how accessible the following information is in your country:

	<b>Very accessible</b> [Citizens, journalists, and NGOs can access detailed figures, subject to narrow and well justified exceptions defined by law. This information is easily available and up to date]	<b>Slightly accessible</b> [Citizens, journalists, and NGOs can access detailed figures, but this information may be difficult to access, incomplete, or out of date]	<b>Not accessible at all</b> [Citizens, journalists, and NGOs cannot access detailed figures, due to secrecy, prohibitive barriers, or government inefficiency]	<b>Don't Know/ Not Applicable</b>
(a) Budget figures of government agencies				
(b) Copies of government contracts				
(c) Sources of campaign financing of elected officials and legislators				
(d) Disclosure records of senior government officials				
(e) Reports of the National Human Rights Institution (ombudsman)				
(f) Copies of administrative decisions made by national government agencies				
(g) Copies of administrative decisions made by local government agencies				
(h) Transcripts of administrative proceedings				

30. How frequently would you say that:

	Almost always	In most cases	In some cases	Almost never	Don't Know/ Not applicable
In practice, the local government provides easy-to-understand information on people's legal rights					
The basic laws are publicly available in all official languages					
In practice, the government strives to make the laws accessible in languages spoken by significant segments of the population, even if they are not "official" languages					
In practice, national regulations are published on a timely basis <sup>4</sup>					
In practice, administrative regulations can be obtained at little cost, such as by mail, or on-line					
In practice, judicial decisions of the highest court are published on a timely basis					

<sup>4</sup>Within the timelines mandated by the applicable law or regulation.

	Almost always	In most cases	In some cases	Almost never	Don't Know/ Not applicable
In practice, commercial regulations are sufficiently stable to permit small businesses to ascertain what conduct is permitted and prohibited					
In practice, drafts of legislation (bills) to be discussed in the legislative body are made available to the public on a timely basis					
In practice, legislative proceedings <sup>5</sup> are broadcast to the public by radio or TV					
In practice, people in your country can get together with others and present their concerns to local government officials					
In practice, administrative proceedings at the <b>national</b> level are conducted without unreasonable delay					
In practice, administrative proceedings at the <b>local</b> level are conducted without unreasonable delay					

31. Please choose the statement that is closest to your views on how the **supreme audit institution** or comptroller operates in practice in your country (PLEASE CHOOSE ONLY ONE SINGLE ANSWER):

(a) The supreme audit institution is effective in investigating financial irregularities in the government	
(b) The supreme audit institution starts investigations into financial irregularities, but is limited in its effectiveness, particularly in regards to politically sensitive issues	
(c) The supreme audit institution does not investigate financial irregularities effectively and fails to detect offenders	
(d) Don't know/Not Applicable	

32. To what extent do you agree with the following statements:

	Strongly agree	Agree	Disagree	Strongly disagree	Don't Know/ Not applicable
In practice, <i>civil society organizations</i> in your country can freely express opinions against government policies and actions without fear of retaliation					
In practice, people in your country can freely join together with others to draw attention to an issue or sign a petition					
In practice, people can freely join any political organization they want					
In practice, people in your country can freely hold public non-violent demonstrations without fear of reprisal					
In practice, non-adherents are not required to submit to religious laws					

<sup>5</sup>Bills submitted or presented before the legislature for consideration or approval.

	Strongly agree	Agree	Disagree	Strongly disagree	Don't Know/ Not applicable
In your country, religious minorities can freely and publicly observe their holy days and events					
In practice, the media (TV, radio, newspapers) in your country can freely expose cases of corruption by high-ranking government officers without fear of retaliation					
In practice, the media (TV, radio, newspapers) in your country can freely express opinions against government policies without fear of retaliation					
In practice, the government does not prevent citizens from accessing content published on-line					
In practice, <i>opposition parties</i> can freely express opinions against government policies without fear of retaliation					
In practice, <i>opposing factions within the dominant party</i> can freely express opinions in public without fear of facing substantial negative consequences					

33. To what extent do you agree with the following statements:

	Strongly agree	Agree	Disagree	Strongly disagree	Don't Know/ Not applicable
In practice, the government's power is not concentrated in one person, but is distributed among different independent branches, for instance the President or Prime Minister, the Congress or Legislative body, and the judges					
In practice, the national courts in your country are free of political influence in their application of power					
In practice, the local courts in your country are free of political influence in their application of power					
The government always obeys the decisions of the high courts, even when they disagree with these decisions					
In practice, the reports issued by the government auditor (supreme audit institution, comptroller, etc.) are taken seriously by the authorities, with negative findings drawing prompt corrective action					
In practice, members of the legislature abusing their power are sanctioned for misconduct					
In practice, members of the legislature who commit crimes are prosecuted and punished					
In practice, members of the judiciary abusing their power are sanctioned for misconduct					

34. To what extent do you agree with the following statements:

	Strongly agree	Agree	Disagree	Strongly disagree	Don't Know/ Not applicable
The chief executive (President, Prime Minister, etc.) of your country was elected through a clean process					
The chief executive (President, Prime Minister, etc.) of your country was elected in accordance with the rules and procedures set forth in the constitution					
In your country, detailed election results are readily available for public scrutiny					
In practice, the electoral appeals court is free of political influence in its application of power					
In practice, proper checks and balances exist to maintain public confidence in the electoral process					
In practice, in your country, local government officials are elected through a clean process					
In practice, in your country, people can vote freely without feeling harassed or pressured					
In practice, the chief executive (President, Prime Minister, etc.) of your country rules without regard to legislative checks					

35. Assume that the Mayor of a small town in your country is taking government money for personal benefit. Please also assume that one of his employees witnesses this conduct, reports it to the relevant authority, and provides sufficient evidence to prove it. Assume that the **press obtains the information and publishes the story**. Which one of the following outcomes is most likely? (PLEASE CHOOSE ONLY ONE SINGLE ANSWER)

(a) The accusation is completely ignored by the authorities	
(b) An investigation is opened, but it never reaches any conclusions	
(c) The Mayor is prosecuted and punished (through fines, or time in prison)	
(d) Don't know/Not applicable	

**THANK YOU FOR COMPLETING THE QUESTIONNAIRE. WE ARE HONORED TO INCLUDE YOUR EXPERTISE IN THE 2011 ADMINISTRATION OF THE WJP RULE OF LAW INDEX.**

If you have any feedback or comments regarding the questionnaire, we would be grateful if you would let us know in the space below.

**1.) Are there any relevant topics, issues, or questions that you think were left out?**

**2.) Finally, as an expert in your field, we would welcome referrals or suggestions of colleagues who may be willing to contribute by completing one of the four questionnaires best aligned with their expertise:**

- Civil and Commercial Law
- Constitutional Law, Civil Liberties, and Criminal Law
- Labor Law
- Public Health

	Name	Email	Area of Expertise
Referral #1			
Referral #2			
Referral #3			

**Thank you very much for your collaboration.**

Thank you for completing the questionnaire. We are honored to include your expertise in the 2011 administration of the *WJP Rule of Law Index*. Respondents may choose to have their names and contact information published, or to remain anonymous. Please make your selection on the first page of this questionnaire. Individual responses will be kept strictly confidential in both cases.

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[www.worldjusticeproject.org](http://www.worldjusticeproject.org)



**CONSTITUTIONAL LAW, CIVIL LIBERTIES, AND CRIMINAL LAW**

This questionnaire will be answered by highly qualified individuals around the world. Your contribution will be acknowledged in the *Rule of Law Index Report 2011*, as well as in the World Justice Project's web page and other WJP materials (unless you choose to remain anonymous).

<i>(Please mark with an X your choice):</i>	<i>Please select one</i>
I would like to be <b>publicly acknowledged</b> as a contributor (only your name and contact information will be published. Your individual answers will remain strictly confidential).	[ ]
I would like to remain <b>anonymous</b> (your name, contact information, and individual answers to this questionnaire will never be revealed to anybody).	[ ]

In both cases your specific answers to this questionnaire will remain strictly confidential.

**Please submit your answers by email or fax at:**

- **Email:** [ruleoflawindex@wjpnet.org](mailto:ruleoflawindex@wjpnet.org)
- **Fax:** (202) 747-5816

If you have comments or questions, please contact Christine Pratt, at [prattc@wjpnet.org](mailto:prattc@wjpnet.org)

<b>1. Contact Information:</b>		<i>Would you like this information published?</i>	
	Please fill out the information below:	Yes	No
Title (Mr., Ms., Dr., etc.):		[ ]	[ ]
Name:		[ ]	[ ]
Position:		[ ]	[ ]
Organization:		[ ]	[ ]
Country:		[ ]	[ ]
Mailing address:		[ ]	[ ]
E-mail:		[ ]	[ ]
Web site:		[ ]	[ ]

Do you teach at the university level? Yes [ ] No [ ] Which courses? \_\_\_\_\_

Are you an attorney? Yes [ ] No [ ]  
 How many years have you practiced law? \_\_\_\_\_

<b>If you are an attorney, what are your areas of practice?</b>			
Antitrust	[ ]	Consumer law	[ ]
Bankruptcy	[ ]	Contracts	[ ]
Business law	[ ]	Corporate law	[ ]
Civil law	[ ]	Criminal law	[ ]
Civil rights	[ ]	Employment law	[ ]
Commercial law	[ ]	Family law	[ ]
Constitutional law	[ ]	General practice	[ ]
		Intellectual property	[ ]
		International law	[ ]
		Labor law	[ ]
		Litigation/Arbitration	[ ]
		Medical malpractice	[ ]
		Property law	[ ]
		Taxation	[ ]



Please answer the following questions according to your perception of how the laws are applied in practice in your country. Please mark your answers with an X in the appropriate box.

**SECTION I**

The following questions describe hypothetical situations. In each question, we will provide you with a set of assumptions. Please select the option that best represents your views.

**Hypothetical Scenario No. 1**

Please assume that a poor person is arrested on suspicion of aggravated robbery. Assume that the suspect is taken into custody and detained at a local police station in the city where you live.

1. How likely is it that the police interrogators inflict **minor** physical harm on the detained suspect to admit the crime?

Very likely	
Likely	
Unlikely	
Very unlikely	
Don't know/Not Applicable	

2. How likely is it that the police interrogators inflict **severe** physical harm on the detained suspect to admit the crime?

Very likely	
Likely	
Unlikely	
Very unlikely	
Don't know/Not Applicable	

3. If the detained suspect requests access to legal counsel, how likely is it that he/she receives adequate legal counsel from a public defender:

	Very likely	Likely	Unlikely	Very unlikely	Don't know/Not Applicable
(a) During the initial police custody?					
(b) During pre-trial detention?					
(c) During the trial?					

4. If the detained suspect does not speak any of the official languages of your country, in practice, how likely is it that he/she obtains access to an interpreter?

Very likely	
Likely	
Unlikely	
Very unlikely	
Don't know/Not Applicable	

5. How likely is the detained suspect to be tried and convicted in a secret trial?

Very likely	
Likely	
Unlikely	
Very unlikely	
Don't know/Not Applicable	

6. How likely is it that the suspect remains in police custody without an indictment (or without formal charges) by the prosecutor, or by the competent judicial or administrative authority:

	Very likely	Likely	Unlikely	Very unlikely	Don't know/Not Applicable
(a) For more than three months?					
(b) For more than one year?					
(c) For more than three years?					

7. Assume that the prosecutor/judge/jury determines that there is probable cause (or probable responsibility) to hold the suspect in custody. How likely is the detained suspect to remain in custody without a formal conviction:

	Very likely	Likely	Unlikely	Very unlikely	Don't know/Not Applicable
(a) For more than three months?					
(b) For more than one year?					
(c) For more than three years?					

**Hypothetical Scenario No. 2**

8. Assume that a police officer inflicts **severe** physical harm on a criminal suspect to obtain a confession. Assume that the criminal suspect files a formal complaint with the competent authority (prosecutor, judge, ombudsman, etc.), and provides sufficient evidence to prove his/her case. Which one of the following outcomes is most likely? (PLEASE CHOOSE ONLY ONE SINGLE ANSWER)

(a) The accusation is completely ignored by the authorities	
(b) An investigation is opened, but it never reaches any conclusions	
(c) The police officer is prosecuted and punished (through fines, or time in prison)	
(d) Don't know/Not Applicable	

**Hypothetical Scenario No. 3**

9. Assume that a high-ranking police officer is found by a newspaper reporter to be taking money from a criminal organization. Assume that there is enough evidence to prosecute and convict. Which of the following outcomes is most likely? (PLEASE CHOOSE ONLY ONE SINGLE ANSWER)

(a) The accusation is completely ignored by the authorities	
(b) An investigation is opened, but it never reaches any conclusions	
(c) The high-ranking police officer is prosecuted and punished (through fines, or time in prison)	
(d) Don't know/Not Applicable	

10. How likely is the newspaper reporter to be threatened, imprisoned, or punished (either through official or unofficial means), either by the police or by the organized criminal organization?

Very likely	
Likely	
Unlikely	
Very unlikely	
Don't know/Not Applicable	

**Hypothetical Scenario No. 4**

11. Assume that the police arrest a suspected member of a dangerous criminal organization (e.g. a drug cartel). How likely is it that:

	Very likely	Likely	Unlikely	Very unlikely	Don't know/Not Applicable
(a) The police (or the military police) inflict <b>severe</b> physical harm on the suspect during the interrogation?					
(b) The suspect is killed by the police (or the military police) without trial					

**Hypothetical Scenario No. 5**

12. Imagine that the local police detain a person suspected of committing a crime. In your opinion, how likely is the detained person to be at a disadvantage during the criminal process because he/she is:

	Very likely	Likely	Unlikely	Very unlikely	Don't know/Not Applicable
(a) A poor person?					
(b) A female?					
(c) A member of an ethnic minority?					
(d) A member of a religious minority?					
(e) A foreigner (immigrant)?					
(f) A gay, lesbian, or transgender?					

Or:

None of the above?	
--------------------	--

**Hypothetical Scenario No. 6**

13. Please assume that a criminal is apprehended by your neighbors after committing a serious crime. Which of the following two situations is more likely to happen? (PLEASE CHOOSE ONLY ONE SINGLE ANSWER)

(a) The criminal is beaten by the neighbors	
(b) The criminal is turned over to the authorities without harm	

**Hypothetical Scenario No. 7**

14. Please assume that someone in this neighborhood has a dispute with another resident over an unpaid debt. How likely is it that one or both parties resort to violence in the process of settling the dispute (for example, to intimidate one of the parties, or to ask for a payment of the unpaid debt)?

Very likely	
Likely	
Unlikely	
Very unlikely	
Don't know/Not Applicable	

**SECTION II**

15. The following question aims at identifying the main problems faced by the criminal **investigation system** in your country. On a scale from 1 to 10 (with 10 meaning a very serious problem, and 1 meaning not a serious problem), please tell us how significant are the following problems for the criminal investigative services (prosecutors, investigators, judicial police officers, etc.) in the city where you live:

	10 Serious problem	9	8	7	6	5	4	3	2	1 Not a serious problem	Don't know/ Not applicable
(a) Lack of effective intelligence systems to support criminal investigators											
(b) Lack of proactive investigation methods, such as undercover operations											
(c) Deficient mechanisms to gather information and analyze evidence											
(d) Deficient systems to protect witnesses and whistle-blowers											
(e) Deficient systems to exchange information between criminal investigative service agencies											
(f) Lack of enough criminal investigators											
(g) Incompetence of criminal investigators											
(h) Lack of technology and adequate resources											
(i) Lack of independence of prosecutors (unable to act against powerful government officials or private parties)											
(j) Corruption of investigators or judicial police											
(k) Corruption of prosecutors											

16. The following question aims at identifying the main problems faced by the **criminal courts** in your country. On a scale from 1 to 10 (with 10 being a very serious problem, and 1 being not a serious problem), please tell us how significant are the following problems faced by the criminal courts in the city where you live:

	10 Serious problem	9	8	7	6	5	4	3	2	1 Not a serious problem	Don't know/ Not applicable
(a) Excessive length and use of pre-trial detention											
(b) Delays in the criminal justice system (cases take too much time)											
(c) Court congestion and lack of enough judges											
(d) Appeals clogging the criminal justice system											
(e) Poor decisions by criminal judges											
(f) Lack of adequate selection and training of judges and clerks											
(g) Insufficient monetary compensation (pay) for judges and court officers											
(i) Lack of enough judges and court personnel											
(j) Lack of adequate resources											
(k) Insufficient number of state-provided or pro-bono (free-of-charge) attorneys for poor criminal defendants											
(l) Incompetence of state-provided or pro-bono (free-of-charge) attorneys for poor criminal defendants											
(m) Corruption of judges and judicial officers (they don't move the cases unless the parties bribe them)											
(o) Lack of mechanisms to track the efficiency of the criminal courts											
(p) Lack of independence of the judiciary from the government's power											
(q) Lack of translators (language barriers) for criminal defendants											
(r) Bias against marginalized people (discrimination based on social or economic status)											
(s) Insufficient or inefficient alternative dispute resolution mechanisms (conciliation, mediation) to resolve disputes outside the criminal system											

17. The following question aims at identifying the main problems faced by the **correctional institutions** in your country. On a scale from 1 to 10 (with 10 meaning a very serious problem, and 1 meaning not a serious problem), please tell us how significant are the following problems faced by correctional facilities (jails and prisons) in the city where you live:

	10 Serious problem	9	8	7	6	5	4	3	2	1 Not a serious problem	Don't know/ Not applicable
(a) Harsh conditions and overcrowding											
(b) Poor access to health care and malnutrition among inmates											
(c) Physical abuse by guards and correctional personnel											
(d) Physical abuse between inmates											
(e) Poor rehabilitative programs and recidivism											
(f) Lack of accessible complaint mechanisms											
(g) Lack of separate facilities for dangerous and less serious offenders											
(h) Poor security that facilitates escapes											
(i) Excessive use of incarceration for minor crimes that could be handled through house arrest											

### SECTION III

18. Based on your experience with common criminal cases (such as armed robbery) during the last year, approximately what percentage (%) of the suspects:

	100%	75%	50%	25%	5%	0%	Don't know/Not Applicable
(a) Were in fact presumed innocent during the criminal investigation?							
(b) Were in fact provided full access to the evidence used against them in court?							
(c) Were in fact allowed to challenge the evidence used against them in court?							

19. Based on your experience with criminal cases decided by trial courts during the previous year, in approximately what percentage (%) of cases showed that:

	100%	75%	50%	25%	5%	0%	Don't know/Not Applicable
(a) The final decision reflected the judges' honest evaluation of the available evidence and applicable law							
(b) The final decision was influenced by undue pressure or corruption							

20. Based on your experience with criminal cases during the previous year, in approximately what percentage (%) of them did the criminal system:

	100%	75%	50%	25%	5%	0%	Don't know/Not Applicable
(a) <i>Correctly</i> indict or accuse the true perpetrator of a crime?							
(b) <i>Erroneously</i> indict or accuse the true perpetrator of a crime?							

21. Based on your experience, please tell us:

	Less than 1 month	Between 1 month and 6 months	Between 6 months and 1 year	Between 1 year and 3 years	More than 3 years	Don't know/ Not applicable
(a) In practice, how long does it take to convict a suspect accused of a <b>serious</b> crime?						
(b) In practice, how long does it take to convict a suspect accused of a <b>minor</b> crime?						

22. Please answer:

	100%	75%	50%	25%	5%	0%	Don't know/Not Applicable
In your view, what percentage (%) of convicted criminals released from prison relapse into criminal behavior?							

23. How likely is it that the police:

	Very likely	Likely	Unlikely	Very unlikely	Don't know/ Not applicable
(a) Arbitrarily arrest a citizen without probable cause (false arrest)?					
(b) Use excessive force during arrests?					

24. Please answer:

	Very likely	Likely	Unlikely	Very unlikely	Don't know/ Not applicable
(a) How likely are local police officers to collect bribes from traders and small merchants, so that they can carry on their activity?					
(b) How likely are police in your country to receive bribes from criminal organizations to turn a blind eye to their illegal activities (like selling drugs on the streets)?					
(c) How likely are the police to arrest innocent people and take them to court on false charges in order to solicit bribes or to fill a quota?					

	Very likely	Likely	Unlikely	Very unlikely	Don't know/ Not applicable
(d) How likely are political dissidents to be secretly imprisoned or killed by agents of the state?					
(e) How likely are government agents to intercept (wiretap) private telephone or electronic communications of <b>regular citizens</b> , without judicial authorization?					
(f) How likely are government agents to intercept (wiretap) private telephone or electronic communications of <b>political opponents</b> , without judicial authorization?					
(i) How likely is it that an inmate breaks out of a <b>maximum</b> security prison?					
(j) How likely is it that an inmate breaks out of an ordinary prison?					

25. How much influence do criminal organizations, such as drug cartels or arms smugglers, have on the policies and actions of the following institutions of your country?

	Very strong influence	Significant influence	Minor influence	No influence	Don't know/ Not applicable
(a) Members of the government					
(b) Members of the courts					
(c) The police					
(d) The military					

26. How frequently do the police officers and court officers (prosecutors, court personnel, or judges) working on criminal cases request or receive bribes or other informal payments to:

	Almost always	In most cases	In some cases	Almost never	Don't know/ Not applicable
(a) Actually investigate a crime?					
(b) Actually prosecute a criminal?					
(c) Drop charges or grant a bail?					
(d) Destroy or tamper with evidence?					
(e) Expedite court processes?					

27. How frequently would you say that:

	Almost always	In most cases	In some cases	Almost never	Don't know/ Not applicable
(a) In practice, the government provides easy-to-understand information on criminal suspects' rights					
(b) In practice, the government strives to make the laws accessible in languages spoken by significant segments of the population, even if they are not "official" languages					



	Almost always	In most cases	In some cases	Almost never	Don't know/ Not applicable
(c) The basic laws are publicly available in all official languages					
(d) In practice, judicial decisions of the highest court are published on a timely basis					
(e) In practice, criminal laws are sufficiently stable to permit the public to ascertain what conducts are permitted and prohibited					

28. To what extent do you agree with the following statements:

	Strongly agree	Agree	Disagree	Strongly disagree	Don't know/ Not applicable
(a) In practice, police officers who commit crimes are prosecuted and punished					
(b) In practice, police officers abusing their power are sanctioned for misconduct					
(c) In practice, the reports issued by the National Human Rights Institution/ombudsman are taken seriously by the authorities, with negative findings drawing prompt corrective action					
(d) In practice, the programs serving the needs of rape victims (to help them to move through the traumatizing experience) are effective					

29. Please choose the statement that is closest to your views on how the National Human Rights Institution (ombudsman) operates in practice in your country: (PLEASE CHOOSE ONLY ONE SINGLE ANSWER)

(a) The institution is effective in investigating human rights violations	
(b) The institution starts investigations into human rights violations, but is limited in its effectiveness. The institution may be slow or unwilling to take on politically sensitive issues	
(c) The institution does not effectively investigate human rights violations	
(d) There is no such institution in my country	
(e) Don't know/Not applicable	

30. To what extent do you agree with the following statements:

	Strongly agree	Agree	Disagree	Strongly disagree	Don't know/ Not applicable
In practice, <i>civil society organizations</i> in your country can freely express opinions against government policies and actions without fear of retaliation					
In practice, people in your country can freely join together with others to draw attention to an issue or sign a petition					
In practice, people in your country can freely join any political organization they want					
In practice, people in your country can freely hold public non-violent demonstrations without fear of reprisal					
In practice, non-adherents in your country are not required to submit to religious laws					
In your country, religious minorities can freely and publicly observe their holy days and religious events					
In practice, the media (TV, radio, newspapers) in your country can freely expose cases of corruption by high-ranking government officers without fear of retaliation					
In practice, the media (TV, radio, newspapers) in your country can freely express opinions against government policies without fear of retaliation					
In practice in your country, the government does not prevent citizens from accessing content published on-line					
In practice in your country, <i>opposition parties</i> can freely express opinions against government policies without fear of retaliation					
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31. To what extent do you agree with the following statements:

	Strongly agree	Agree	Disagree	Strongly disagree	Don't know/ Not applicable
In practice, the government's power is not concentrated in one person, but is distributed among different independent branches, for instance, the President or Prime Minister, the Congress or Legislative body, and the judges					
In practice, the national courts in your country are free of political influence in their application of power					
In practice, the local courts in your country are free of political influence in their application of power					
The government always obeys the decisions of the high courts, even when they disagree with these decisions					
In practice, the reports issued by the government auditor (supreme audit institution, comptroller, etc.) are taken seriously by the authorities, with negative findings drawing prompt corrective action					
In practice, members of the legislature abusing their power are sanctioned for misconduct					
In practice, members of the legislature who commit crimes are prosecuted and punished					
In practice, members of the judiciary abusing their power are sanctioned for misconduct					

32. To what extent do you agree with the following statements:

	Strongly agree	Agree	Disagree	Strongly disagree	Don't know/ Not applicable
The chief executive (President, Prime Minister, etc.) in your country was elected through a clean process					
The chief executive (President, Prime Minister, etc.) in your country was elected in accordance with the rules and procedures set forth in the constitution					
In your country, detailed election results are readily available for public scrutiny					
In practice, the electoral appeals court is free of political influence in its application of power					
In practice, proper checks and balances exist to maintain public confidence in the electoral process					
In practice, in your country, local government officials are elected through a clean process					

	Strongly agree	Agree	Disagree	Strongly disagree	Don't know/ Not applicable
In practice, in your country, people can vote freely without feeling harassed or pressured					
In practice, the chief executive (President or Prime Minister, etc.) in your country rules without regard to legislative checks					

33. Please answer:

	Very likely	Likely	Unlikely	Very unlikely	Don't know/ Not applicable
(a) How likely is a citizen to be beaten by the police, without justification, for participating in a non-violent public demonstration in your country?					
(b) How likely is a journalist to be attacked by the police, without justification, for covering a non-violent public demonstration in your country?					
(c) How likely is it that a political dissident is taken from his home to a detention center without any warrant of arrest?					
(d) How likely is it that the police search without warrant the house of a political dissident?					

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2.) Finally, as an expert in your field, we would welcome referrals or suggestions of colleagues who may be willing to contribute by completing one of the four questionnaires best aligned with their expertise:

- Civil and Commercial Law
- Constitutional Law, Civil Liberties, and Criminal Law
- Labor Law
- Public Health

	Name	Email	Area of Expertise
Referral #1			
Referral #2			
Referral #3			

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For more information on the *Rule of Law Index* and the other program areas of the World Justice Project, please visit:

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**LABOR LAW**

This questionnaire will be answered by highly qualified individuals around the world. Your contribution will be acknowledged in the *Rule of Law Index Report 2011*, as well as in the World Justice Project's web page and other WJP materials (unless you choose to remain anonymous).

<i>(Please mark with an X your choice):</i>	<i>Please select one</i>
I would like to be <b>publicly acknowledged</b> as a contributor (only your name and contact information will be published. Your individual answers will remain strictly confidential).	[ ]
I would like to remain <b>anonymous</b> (your name, contact information, and individual answers to this questionnaire will never be revealed to anybody).	[ ]

In both cases your specific answers to this questionnaire will remain strictly confidential.

**Please submit your answers by email or fax at:**

- **Email:** [ruleoflawindex@wjpnet.org](mailto:ruleoflawindex@wjpnet.org)
- **Fax:** (202) 747-5816

If you have comments or questions, please contact Christine Pratt, at [prattc@wjpnet.org](mailto:prattc@wjpnet.org)

<b>1. Contact Information:</b>		<i>Would you like this information published?</i>	
		<i>Yes</i>	<i>No</i>
	Please fill out the information below:		
Title (Mr., Ms., Dr., etc.):		[ ]	[ ]
Name:		[ ]	[ ]
Position:		[ ]	[ ]
Organization:		[ ]	[ ]
Country:		[ ]	[ ]
Mailing Address:		[ ]	[ ]
E-mail:		[ ]	[ ]
Web site:		[ ]	[ ]

Do you teach at the university level? Yes [ ] No [ ] Which courses? \_\_\_\_\_

Are you an attorney? Yes [ ] No [ ]

How many years have you practiced law? \_\_\_\_\_

<b>If you are an attorney, what are your areas of practice?</b>					
Antitrust	[ ]	Consumer law	[ ]	Intellectual property	[ ]
Bankruptcy	[ ]	Contracts	[ ]	International law	[ ]
Business law	[ ]	Corporate law	[ ]	Labor law	[ ]
Civil law	[ ]	Criminal law	[ ]	Litigation/Arbitration	[ ]
Civil rights	[ ]	Employment law	[ ]	Medical malpractice	[ ]
Commercial law	[ ]	Family law	[ ]	Property law	[ ]
Constitutional law	[ ]	General practice	[ ]	Taxation	[ ]

Please answer the following questions according to your perception of how the laws are applied in practice in your country. Please mark your answers with an X in the appropriate box.

### SECTION I

The following questions describe hypothetical situations. In each question, we will provide you with a set of assumptions. Please select the option that best represents your views.

#### Hypothetical Scenario No. 1

A medium-size private company (employer) refuses to pay a worker's salary for three months. The worker continues working during this time and his/her performance is satisfactory. After three months without pay, the worker is finally dismissed by the employer without any explanation or justification. Assume that the unpaid salary amounts to **0.15 times the GDP per capita** of your country.

1. How likely is the worker (plaintiff) to resort to the following mechanisms to solve this conflict?

	Very likely	Likely	Unlikely	Very unlikely	Don't Know/ Not Applicable
(a) File a regular (labor) court lawsuit <sup>1</sup>					
(b) File a claim before a small-claims court					
(c) Use a labor arbitration mechanism					
(d) Bring the issue before a mediator or a community leader					
(e) Use a state enforcement agency, or other administrative body					
(f) Take no action ( <i>i.e.</i> , resign himself/herself to losing the money)					

2. In practice, how long would it take to obtain a decision, or a judgment – starting from the moment the case is filed to the moment a decision or agreement is reached – if the worker uses the following mechanisms?

	Less than 1 month	Between 1 month and 1 year	Between 1 and 3 years	More than 3 years	More than 5 years	Don't Know/ Not Applicable
(a) Regular (labor) court lawsuit						
(b) Small-claims court claim						
(c) Labor arbitration mechanism						
(d) Administrative body						

<sup>1</sup> If there are no specialized labor courts, please refer to the regular court that is most likely to hear this case.

3. In practice, after a decision or agreement is reached, how long would it take for the worker to enforce this decision (compel the employer to pay), and collect the payment or compensation if the worker uses each of the following mechanisms?

	Less than 1 month	Between 1 month and 1 year	Between 1 and 3 years	More than 3 years	More than 5 years	Don't Know/ Not Applicable
(a) Court judgment						
(b) Small-claims court decision						
(c) Labor arbitration award or decision						
(d) Administrative body decision						

4. Based on your experience, what would be the expected costs that the worker would incur, as a percentage of the claim (in this example 0.15 times the GDP per capita), to collect the unpaid salary if he/she: *(Please consider only the direct costs involved in the claim, such as attorney fees, court fees, and if relevant, bribes or other monetary inducements)*

	About 15% of the claim	About 30% of the claim	About 40% of the claim	More than 50% of the claim	Don't Know/ Not Applicable
(a) Files a regular (labor) court lawsuit					
(b) Files a claim before a small-claims court					
(c) Files a claim before a labor inspector or labor arbitration mechanism					
(d) Files a claim before an administrative body					

5. Based on your experience, how much would a typical lawyer charge to represent the worker in a case like this (in your country's local currency) if the worker uses a civil or labor court?

Amount \_\_\_\_\_

6. In a case like this, how likely are the following people to request a bribe (or other monetary inducement) from either party to perform their duties or to expedite the process?

	Very likely	Likely	Unlikely	Very unlikely	Don't Know/ Not Applicable
(a) Judge or Magistrate					
(b) Court personnel					
(c) Labor inspector					
(d) Mediator or arbitrator					
(e) Police or law enforcement officer					

7. Finally, assume that the worker sues the employer in a regular labor or commercial court. If the worker cannot afford a lawyer, how likely is he/she to be able to obtain pro-bono (subsidized or free-of-charge) legal representation from the government, a legal-aid-center, a non-governmental organization (NGO), etc.?

Very likely	
Likely	
Unlikely	
Very unlikely	
Don't know/Not Applicable	



**Hypothetical Scenario No. 2**

8. Please assume that the manager of a large public hospital in your city requests an illegal payment from a hospital worker in exchange for a promotion, and the worker reports this conduct to the competent authority and provides sufficient evidence to prove it. Which one of the following outcomes is most likely? (PLEASE CHOOSE ONLY ONE SINGLE ANSWER)

(a) The accusation is completely ignored by the authorities	
(b) An investigation is opened, but it never reaches any conclusions	
(c) The manager is investigated and disciplined	
(d) Don't know/Not Applicable	

**Hypothetical Scenario No. 3**

9. Assume that a company fires a worker because he/she is promoting the creation of a labor union in a factory, and assume that the worker complains before the relevant authority. Which of the following outcomes is most likely? (PLEASE CHOOSE ONLY ONE SINGLE ANSWER)

(a) The worker's complaint is completely ignored by the authorities	
(b) An investigation is opened, but it never reaches any conclusions	
(c) The authorities ensure that the company compensates the worker or reinstates him/her to his/her job	
(d) The company bribes or influences the authorities to ignore the violation	
(e) Don't know/Not Applicable	

**SECTION II**

10. The following question aims to examine the reasons why poor people in your country do not use labor or civil courts to settle their disputes. Please tell us how important are the following factors in influencing people's decisions on whether or not to go to court to resolve a labor dispute in the city where you live?

	Very important	Somewhat important	Not very important	Not important at all	Don't Know/ Not Applicable
(a) Court fees (filing fees) are too high					
(b) Attorney fees are too high					
(c) Lack of pro-bono (free-of-charge) legal aid					
(d) Lack of paralegals or legal clinics					
(e) Language barriers (unavailability of translators)					
(f) Physical location of courthouses (courts are too far away)					
(g) Duration of cases (they take too much time)					
(h) Bias against marginalized people (discrimination based on social or economic status)					
(i) Procedures are too cumbersome and complex					
(j) Corruption of judges and judicial officers					
(k) Lack of public information about court procedures					
(l) Lack of awareness of available remedies					

11. Based on your experience during the past year with labor dispute cases (cases between private parties) decided by labor or civil trial courts, what percentage (%) of cases reflected the following outcomes:

	100%	75%	50%	25%	5%	0%	Don't know/ Not Applicable
(a) The final decision reflected the judges' honest evaluation of the available evidence and applicable law							
(b) The final decision was influenced by undue pressure from one of the parties, or was influenced by corruption							

12. Please answer:

	100%	75%	50%	25%	5%	0%	Don't know/ Not Applicable
Based on your experience, out of all the cases in which the government had an interest (as a litigant or third party), in what percentage (%) of them did the government exercise undue influence to affect the outcome of the case?							

13. In your opinion, how likely are the following criteria to put a person at a disadvantage before a labor or civil court? The person is:

	Very likely	Likely	Unlikely	Very unlikely	Don't know/Not Applicable
(a) A poor person					
(b) A female					
(c) A member of an ethnic minority					
(d) A member of a religious minority					
(e) A foreigner (immigrant)					
(f) A gay, lesbian, or transgender					

Or:

(g) None of the above	
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14. Please choose the statement that is closest to your views on how labor authorities respond to the following labor violations:

	<b>Very effective</b> [Labor authorities are effective in investigating violations. Negative findings draw prompt corrective action]	<b>Slightly effective</b> [Labor authorities might start investigations into violations, but are limited in their effectiveness to implement sanctions or corrective actions. They may be slow or unwilling to take on powerful corporations]	<b>Not effective at all</b> [Labor authorities do not effectively investigate violations]	<b>Don't Know/ Not Applicable</b>
(a) Workplace safety violations				
(b) Child labor violations				
(c) Forced labor violations				
(d) Violations against workers' right to engage in collective bargaining				
(e) Violations against workers' freedom of association				

**SECTION III**

15. Imagine that a well-qualified person applies for a junior position at a **government agency**. In your opinion, how likely is the applicant to be at a disadvantage during the hiring process because he/she is:

	Very likely	Likely	Unlikely	Very unlikely	Don't know/ Not Applicable
(a) A poor person					
(b) A female					
(c) A member of an ethnic minority					
(d) A member of a religious minority					
(e) A foreigner (immigrant)					
(f) A gay, lesbian, or transgender					

Or:

(g) None of the above	
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16. How frequently do people (or private companies) have to pay bribes, informal payments, or other monetary inducements to:

	Almost always	In most cases	In some cases	Almost never	Don't Know/ Not Applicable
(a) Receive welfare benefits from the government (for example, for people with disabilities, or for elderly people)					
(b) Receive retirement benefits from the government					

	Almost always	In most cases	In some cases	Almost never	Don't Know/ Not Applicable
(c) Obtain service of process in a labor lawsuit					
(d) Obtain a driver's license					
(e) Expedite the delivery of an occupational health and safety permit					

17. Please answer:

	Very likely	Likely	Unlikely	Very unlikely	Don't Know/ Not Applicable
(a) How likely is a mid-size manufacturing firm to be audited/inspected by the labor authorities as a result of an employee filing a complaint about a safety violation at work?					
(b) How likely is a mid-size manufacturing firm to be routinely audited/inspected by the labor authorities?					
(c) How likely are the labor authorities to impose sanctions if occupational safety violations are detected?					
(d) How likely are the labor authorities to request or receive bribes or other undue advantages to turn a blind eye on the safety violations?					

18. In practice, in your country, the "Due Process of Law"<sup>2</sup> is respected in administrative proceedings conducted by the following authorities:

	Strongly agree	Agree	Disagree	Strongly disagree	Don't Know/ Not Applicable
(a) National labor authorities					
(b) National Environmental Protection Authorities					
(c) National tax authorities					
(d) Local authorities					

<sup>2</sup> The "Due Process of Law" includes the right to be presumed innocent until proven guilty; the right to be duly notified of the investigation against them; the right to be informed of all evidence used against them, and be allowed the opportunity to challenge such evidence.

19. Please choose the statement that is closest to your views on how accessible the following information is in your country:

	<b>Very accessible</b> [Citizens, journalists, and NGOs can access detailed figures, subject to narrow and well justified exceptions defined by law. This information is easily available and up to date]	<b>Slightly accessible</b> [Citizens, journalists, and NGOs can access detailed figures, but this information may be difficult to access, incomplete, or out of date]	<b>Not accessible at all</b> [Citizens, journalists, and NGOs cannot access detailed figures, due to secrecy, prohibitive barriers, or government inefficiency]	<b>Don't Know/ Not Applicable</b>
(a) Budget figures of government agencies				
(b) Copies of government contracts				
(c) Sources of campaign financing of elected officials and legislators				
(d) Disclosure records of senior government officials				
(e) Reports of the National Human Rights Institution (ombudsman)				
(f) Copies of administrative decisions made by national government agencies				
(g) Copies of administrative decisions made by local government agencies				
(h) Transcripts of administrative proceedings				

20. How frequently would you say that:

	Almost always	In most cases	In some cases	Almost never	Don't Know/ Not Applicable
(a) In practice, the government provides easy-to-understand information on workers' basic rights					
(b) The basic laws are publicly available in all official languages					
(c) In practice, the government strives to make the laws accessible in languages spoken by significant segments of the population, even if they are not "official" languages					
(d) In practice, labor regulations are published on a timely basis					
(e) In practice, local labor regulations can be obtained at little cost, such as by mail, or on-line					
(f) In practice, judicial decisions of the highest court are published on a timely basis					

	Almost always	In most cases	In some cases	Almost never	Don't Know/ Not Applicable
(g) In practice, labor regulations are sufficiently stable to permit workers and small businesses to ascertain what conduct is permitted and prohibited					
(h) In practice, labor administrative proceedings at the <b>national</b> level are conducted without unreasonable delay					
(i) In practice, labor administrative proceedings at the <b>local</b> level are conducted without unreasonable delay					

#### SECTION IV

21. Please choose the statement that is closest to your views on the occupational health and safety conditions in manufacturing sectors in your country: (PLEASE CHOOSE ONLY ONE SINGLE ANSWER)

(a) Most manufacturing firms provide a safe and healthy workplace. Occupational fatalities and injuries are rare.	
(b) Manufacturing firms abide by basic safety and health regulations, but many workers still remain exposed to dangerous machinery and harmful chemicals. While fatalities are rare, workplace injuries are common.	
(c) Most manufacturing workers work in unsafe and unhealthy conditions. Workplace fatalities and injuries are common.	
(d) Don't know/Not Applicable	

22. To what extent do you agree with the following statements:

	Strongly agree	Agree	Disagree	Strongly disagree	Don't Know/ Not Applicable
(a) In practice, workers in manufacturing can effectively organize into labor unions					
(b) In practice, workers in manufacturing can effectively bargain for their rights with their employers					
(c) In practice, workers in manufacturing can go on strike without fear of reprisals					
(d) In practice, workers in agriculture can effectively organize into labor unions					
(e) In practice, workers in agriculture can effectively bargain for their rights with their employers					
(f) In practice, the prohibition of child labor is effectively enforced					
(g) In practice, the prohibition of forced or compulsory labor is effectively enforced					

23. To what extent do you agree with the following statements:

	Strongly agree	Agree	Disagree	Strongly disagree	Don't Know/ Not Applicable
In practice, the government's power is not concentrated in one person, but is distributed among different independent branches, for instance the President or Prime Minister, the Congress or Legislative body, and the judges					
In practice, the national courts in your country are free of political influence in their application of power					
In practice, the local courts in your country are free of political influence in their application of power					
The government always obeys the decisions of the high courts, even when they disagree with these decisions					
In practice, the reports issued by the government auditor (supreme audit institution, comptroller, etc.) are taken seriously by the authorities, with negative findings drawing prompt corrective action					
In practice, members of the legislature abusing their power are sanctioned for misconduct					
In practice, members of the legislature who commit crimes are prosecuted and punished					
In practice, members of the judiciary abusing their power are sanctioned for misconduct					

24. To what extent do you agree with the following statements:

	Strongly agree	Agree	Disagree	Strongly disagree	Don't Know/ Not Applicable
The chief executive (President, Prime Minister, etc.) of your country was elected through a clean process					
The chief executive (President, Prime Minister, etc.) of your country was elected in accordance with the rules and procedures set forth in the constitution					
In your country, detailed election results are readily available for public scrutiny					
In practice, the electoral appeals court is free of political influence in its application of power					
In practice, proper checks and balances exist to maintain public confidence in the electoral process					

	Strongly agree	Agree	Disagree	Strongly disagree	Don't Know/ Not Applicable
In practice, in your country, local government officials are elected through a clean process					
In practice, in your country, people can vote freely without feeling harassed or pressured					
In practice, <i>opposition parties</i> can freely express opinions against government policies without fear of retaliation					
In practice, <i>opposing factions within the dominant party</i> can freely express opinions in public without fear of facing substantial negative consequences					
In practice, the chief executive (President, Prime Minister, etc.) of your country rules without regard to legislative checks					

25. Please answer:

	Very likely	Likely	Unlikely	Very unlikely	Don't Know/ Not Applicable
(a) How likely is a citizen to be beaten by the police, without justification, for participating in a non-violent public demonstration in your country?					
(b) How likely is a journalist to be attacked by the police, without justification, for covering a non-violent public demonstration in your country?					

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**1.) Are there any relevant topics, issues, or questions that you think were left out?**



2.) Finally, as an expert in your field, we would welcome referrals or suggestions of colleagues who may be willing to contribute by completing one of the four questionnaires best aligned with their expertise:

- Civil and Commercial Law
- Constitutional Law, Civil Liberties, and Criminal Law
- Labor Law
- Public Health

	Name	Email	Area of Expertise
Referral #1			
Referral #2			
Referral #3			

## **Thank you very much for your collaboration.**

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[www.worldjusticeproject.org](http://www.worldjusticeproject.org)

### PUBLIC HEALTH

This questionnaire will be answered by highly qualified individuals around the world. Your contribution will be acknowledged in the *Rule of Law Index Report 2011*, as well as in the World Justice Project's web page and other WJP materials (unless you choose to remain anonymous).

<i>(Please mark with an X your choice):</i>	<i>Please select one</i>
I would like to be <b>publicly acknowledged</b> as a contributor (only your name and contact information will be published. Your individual answers will remain strictly confidential).	[ ]
I would like to remain <b>anonymous</b> (your name, contact information, and individual answers to this questionnaire will never be revealed to anybody).	[ ]

In both cases your specific answers to this questionnaire will remain strictly confidential.

**Please submit your answers by email or fax at:**

- **Email:** [ruleoflawindex@wjpnet.org](mailto:ruleoflawindex@wjpnet.org)
- **Fax:** (202) 747-5816

If you have comments or questions, please contact Christine Pratt, at [prattc@wjpnet.org](mailto:prattc@wjpnet.org)

<b>1. Contact Information:</b>		<i>Would you like this information published?</i>	
	Please fill out the information below:	Yes	No
Title (Mr., Ms., Dr., etc.):		[ ]	[ ]
Name:		[ ]	[ ]
Position:		[ ]	[ ]
Organization:		[ ]	[ ]
Country:		[ ]	[ ]
Mailing address:		[ ]	[ ]
E-mail:		[ ]	[ ]
Web site:		[ ]	[ ]

Do you teach at the university level? Yes [ ] No [ ] Which courses? \_\_\_\_\_

Are you an attorney? Yes [ ] No [ ]

How many years have you practiced law? \_\_\_\_\_

<b>If you are an attorney, what are your areas of practice?</b>					
Antitrust	[ ]	Consumer law	[ ]	Intellectual property	[ ]
Bankruptcy	[ ]	Contracts	[ ]	International law	[ ]
Business law	[ ]	Corporate law	[ ]	Labor law	[ ]
Civil law	[ ]	Criminal law	[ ]	Litigation/Arbitration	[ ]
Civil rights	[ ]	Employment law	[ ]	Medical malpractice	[ ]
Commercial law	[ ]	Family law	[ ]	Property law	[ ]
Constitutional law	[ ]	General practice	[ ]	Taxation	[ ]

Please answer the following questions according to your perception of how the laws are applied in practice in your country. Please mark your answers with an X in the appropriate box.

**SECTION I**

The following questions describe hypothetical situations. In each question, we will provide you with a set of assumptions. Please select the option that best represents your views.

**Hypothetical Scenario No. 1**

1. Please assume that a poor person receives a bad blood transfusion at a public hospital and gets infected with hepatitis C. How likely is the patient to resort to the following mechanisms to seek compensation for damages?

	Very likely	Likely	Unlikely	Very unlikely	Don't Know/ Not applicable
(a) File a regular civil or commercial court lawsuit					
(b) File a complaint before an administrative body					
(c) Bring the issue before a Chief or Traditional Ruler					
(d) Take no action					

**Hypothetical Scenario No. 2**

2. Please assume that, as a result of an audit, a LOCAL government officer is found to be unlawfully issuing a license, in exchange for a bribe, to a public hospital that does not comply with public health regulations. Which one of the following outcomes is most likely? (PLEASE CHOOSE ONLY ONE SINGLE ANSWER)

(a) The accusation is completely ignored by the authorities	
(b) An investigation is opened, but it never reaches any conclusions	
(c) The LOCAL government officer is prosecuted and punished (through fines, or time in prison)	
(d) Don't know/Not Applicable	

3. Please assume that the Public Health authority in your country notifies a food producer about a salmonella outbreak tied to the producer's food supply chain. Which of the following outcomes is most likely? (PLEASE CHOOSE ONLY ONE SINGLE ANSWER)

(a) The food producer complies with the law (either voluntary or through court orders, fines, and other sanctions)	
(b) The food producer bribes or influences the public health authorities to ignore the violation	
(c) Absolutely nothing happens	
(d) Don't know/Not Applicable	

## SECTION II

4. How frequently would you say that:

	Almost always	In most cases	In some cases	Almost never	Don't Know/ Not applicable
(a) In practice, large public hospitals comply with all applicable public health regulations					
(b) In practice, public clinics comply with all applicable public health regulations					
(c) In practice, public funds spent on dietary supplements actually reach poor children					

5. Please answer:

	100%	75%	50%	25%	5%	0%	Don't Know/ Not applicable
(a) In your view, what percentage (%) of public funds spent on health-care in low-income areas actually reach frontline health facilities?							
(b) In your view, what percentage (%) of public funds allocated towards health-care expenditures is illegally diverted away from its intended target towards other ends?							
(c) Based on your experience, what percentage (%) of weekly work hours are lost due to unjustified absenteeism among nursing staff in public clinics?							
(d) Based on your experience, what percentage (%) of weekly work hours are lost due to unjustified absenteeism among doctors in public clinics?							

6. Imagine that a sick person seeks treatment for a disease, such as measles, at a public clinic. In your opinion, how likely is the patient to receive treatment of a lower quality than other people because he/she is:

	Very likely	Likely	Unlikely	Very unlikely	Don't Know/ Not applicable
(a) A poor person					
(b) A female					
(c) A member of an ethnic minority					
(d) A member of a religious minority					
(e) A foreigner (immigrant)					
(f) A gay, lesbian, or transgender					
(g) A person infected with HIV					

Or

None of the above	
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7. Please choose the statement that is closest to your views on how public health procurement (*i.e.* money spent on medications, vaccines, medical equipment, buildings, etc.) works in your country: (PLEASE CHOOSE ONLY ONE SINGLE ANSWER)

(a) Most contracts are awarded through an open and competitive bidding procedure	
(b) There is a formal bidding procedure, but it is flawed. Several contracts are awarded without competitive bidding, or through ineffective bidding processes, leaving open the possibility of corruption	
(c) There is no formal bidding procedure or it is superficial and ineffective. Most contracts are awarded to firms which offer bribes; to firms owned by political supporters; or to firms in which a relevant government officer has a financial stake	
(d) Don't know/Not Applicable	

8. How frequently do people have to pay bribes, informal payments, or other monetary inducements to:

	Almost always	In most cases	In some cases	Almost never	Don't Know/ Not applicable
(a) Obtain vaccinations at a public hospital					
(b) Obtain medicines for an illness, such as tuberculosis					
(c) Get their children admitted into public day-care					
(d) Obtain an ID to receive a basic treatment at a public hospital					
(e) Receive treatment in a public hospital for services that are supposed to be provided free of charge					
(f) Receive contraceptives to prevent pregnancy					
(g) Receive care during childbirth					

9. Please answer:

	Very likely	Likely	Unlikely	Very unlikely	Don't Know/ Not applicable
(a) How likely is a large public hospital in your country to be inspected by the public health authorities on an annual basis?					
(b) How likely is a public clinic in your country to be inspected by the public health authorities on an annual basis?					
(c) How likely are the public health authorities to impose sanctions on public hospitals and public clinics if violations are detected?					
(d) How likely are the public health authorities to request, or receive, bribes or other undue advantages to turn a blind eye on detected violations?					

10. How frequently would you say that:

	Almost always	In most cases	In some cases	Almost never	Don't Know/ Not applicable
(a) In practice, the government provides easy-to-understand information on public health issues					
(b) In practice, the government provides information on public health issues in languages spoken by significant segments of the population, even if they are not "official" languages					
(c) In practice, national regulations and standards to protect public health are published on a timely basis					
(d) In practice, local regulations on public health issues are published on a timely basis					
(e) In practice, local regulations on public health can be obtained at little cost, such as by mail, or on-line					
(f) In practice, public health regulations are sufficiently stable to permit the public to ascertain what conducts are permitted and prohibited					

11. Please answer:

	Very likely	Likely	Unlikely	Very unlikely	Don't Know/ Not applicable
(a) How likely is a medical student who failed the required examinations at a public university to obtain his/her degree by paying bribes or other monetary inducements to the relevant government or university officer?					
(b) How likely are medical professionals and hospital staff to claim and pocket payments from insurance companies for treatments they did not provide?					
(c) How likely are doctors and hospital staff in public clinics to receive bribes from pharmaceutical companies to boost the sales of their drugs?					

12. How likely are doctors and hospital staff in public clinics in poor neighborhoods to steal the following items for personal use, for use in private practice, or for re-sale?

	Very likely	Likely	Unlikely	Very unlikely	Don't Know/ Not applicable
(a) Medicines					
(b) Medical supplies					
(c) Vaccines					
(d) Dietary supplements for children					
(e) Contraceptives to prevent pregnancy					

13. How likely are doctors and hospital staff in public clinics in poor neighborhoods to be detected stealing medicines, vaccines, or medical supplies?

Very likely	
Likely	
Unlikely	
Very unlikely	
Don't know/Not Applicable	

14. If detected, how likely are they to get dismissed?

Very likely	
Likely	
Unlikely	
Very unlikely	
Don't know/Not Applicable	

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