



Corruption in Albania: Report of Comparisons between 2004 and 2005 Surveys

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I. Executive Summary

This report presents the results of comparisons between data collected from four opinion surveys conducted in Albania across 3 different samples and two points in time. The first, base-line survey of the ten major Albanian cities was conducted in December 2003-January 2004. The three follow-up surveys were conducted 2 years later in December 2005-January 2006 using samples covering the same 10 cities as in 2004, the whole nation and public officials.

The main objective of both 2004 and 2005 surveys was to measure Albanians' perceptions and attitudes regarding corruption. The 2005 series of surveys allows us to measure changes in public opinion over time and differences between the 10 major cities, the nation as a whole, and public functionaries.

Comparisons across the four sample domains are naturally limited to the common pool of questions. That includes important subjects such as attitudes toward corruption, corruption victimization, perceptions of some of the key organizations engaged in combating corruption, transparency of and trust in public institutions, and support for the Albanian political system. In addition, it looks briefly at selected topics, such as crime victimization and administration of justice and corruption in the public sector, that were covered in the 2004 and 2005 mass public surveys or in the survey of public officials.

The main findings are summarized below by topic.

PERCEPTION OF CORRUPTION:

- Across all the four samples, the President of the Republic, religious leaders and the military were among the three least corrupt of the 17 institutions and groups, while customs officials, tax officials and judges were among the most corrupt.
- In the main cities of the country, of the 17 institutions and groups evaluated with respect to how corrupt they were, the perception of the following improved in the 2004-2005 period: members of parliament, ministers, judges, NGO leaders, prosecutors and customs officials. In contrast, the perception of the following worsened: mayors, prefects, the police, university professors and the military.
- Perceptions of corruption in all the groups and institutions were more favorable in the nation compared to the urban centers in 2005 except the following, with respect to which there was no significant change: NGO leaders, the President, university professors, the police, and political party leaders.
- Perceptions of corruption in the following groups and institutions were less favorable among public officials compared to the nation in 2005: judges and NGO leaders. The following institutions and groups were evaluated more favorably by public officials: parliamentarians, mayors, ministers, prefects, the police, university professors, the military, party leaders and the President.

CONTRIBUTION TO THE FIGHT AGAINST CORRUPTION

- The evaluation of the contribution of the following institutions to the fight against corruption improved in the urban centers in the 2004-2005 period: the government of Albania, the High State Control, the Anti-Corruption Monitoring Unit.
- The evaluation of the contribution of the following groups to the fight against corruption deteriorated in the urban centers in the 2004-2005 period: civil society, religious leaders and the media.
- The evaluation of the contribution of the following groups to the fight against corruption was higher in the nation compared to the main cities: the Prosecutor's Office, the High State Control and the media.
- The evaluation of the contribution of the following groups to the fight against corruption was higher among public officials than in the nation: the government of Albania and the High State Control. One institution fared worse among public officials compared to the nation: the media.
- With one exception, all of the institutions evaluated for their contribution to the fight against corruption received mean scores below the midpoint of the scale (50), suggesting that in the best of cases their performance in the anti-corruption fight was unsatisfactory. The one notable exception was the media, which received mean scores in the 50s range in all four samples.
- The two worst-evaluated categories with respect to their contribution to the fight against corruption, were the government of Albania and the High State Control in the 2004 TCS, while in all three 2005 samples they were the same: religious leaders and the Prosecutor's Office.
- The two best-evaluated categories with respect to their contribution to the fight against corruption were civil society and the media in the 2004 TCS, while in all three 2005 samples they were the ACMU and the media. The third placed category is civil society in the TCS and national sample but among public officials it is the government of Albania.

TRANSPARENCY

- The evaluation of transparency of the following institutions improved in the urban centers: parliament, the High State Control, the central government, state enterprises, the General Prosecutor's Office and the courts. The evaluation of transparency of the Armed Forces deteriorated in the urban centers.
- The evaluation of transparency of the following institutions was higher in the nation than in the main cities in 2005: local government, parliament, the High State Control, the police, the Armed Forces, the General Prosecutor's Office and the courts.
- The evaluation of transparency of the following institutions was higher among public officials compared to in the nation: local government, parliament, the High State Control, and central government.
- Across all the samples, the courts are perceived to be the least transparent of the 9 institutions, while the Armed Forces are thought to be the most transparent.
- Among public officials, after the Armed Forces, the institutions perceived as most transparent (not counting the central government) were local government and

parliament while among the urban and national samples they were the police and the High State Control.

ATTITUDES TOWARD CORRUPTION

- Of the various scenarios discussed, across the four samples, the most divisive scenarios (as indicated by a higher spread of responses across the three categories) were that of the student who gave a gift to his teacher in the hope of a better grade, followed by that of the florist who raised flower prices. The least divisive scenarios were that of the minister who accepted a large bribe from a company, followed by that involving the official who demanded the bribe from the mother. In both these cases, large majorities of respondents felt that the actor was corrupt and subject to penalty.
- An interesting pattern emerges from the scenarios: in all the samples the person receiving the bribe is judged more harshly than the one giving it.

CORRUPTION VICTIMIZATION

- Out of a maximum possible 10 ways in which an individual could be victimized, the mean number of ways across the four samples was less than 2. On average, a resident of the 10 main cities was victimized in 1.8 ways in 2005, a decline of 0.2 points over 2004. The mean for the public official's sample was considerably lower than in the nation.
- When we compare city-groups, we find there was a significant drop in the number of ways, on average, in which people fell prey to corruption in Tiranë. There was an even larger drop among in the smallest cities in the sample, Berat, Fier, Gjirokastrë, Korçë and Lushnjë.

CORRUPTION AMONG PUBLIC OFFICIALS

- The perception of corruption among public officials deteriorated from an already high 83.6 point to almost 90 points on the 0-100 scale. The national average was slightly lower. The most favorable assessment, not surprisingly, came from public officials themselves.

REPORTING OF CORRUPTION

- The percentage of respondents who had reported a case of corruption at any time was, not surprisingly, low across all four samples, given the relatively small proportion of the population that is directly victimized. The percentage reporting fell in the main cities in the 2004-2005 period.
- In all four samples, among those who had witnessed an act of corruption, the most common reason for not reporting it was because it was not considered worth the effort.

EVALUATION OF ANTI-CORRUPTION INITIATIVES

- The government's Anti-Corruption Program was more favorably evaluated in the nation compared to in the urban centers, and public officials' evaluation was higher than that of the nation. When the city-groups are compared with the TCS, we find that the evaluation improved in the capital area in the 2004-2005 period.

AWARENESS OF CIVIL SOCIETY ANTI-CORRUPTION INITIATIVES

- Awareness of civil society anti-corruption initiatives in the urban centers dropped markedly in 2005. Nationwide it was slightly lower than in the 10 main cities in 2005. A higher proportion of public officials knew of some such initiative compared to the nation.

WORK OF THE ALBANIAN COALITION AGAINST CORRUPTION (ACAC)

- The percentage of citizens who were aware of the work of the Albanian Coalition against Corruption (ACAC) increased in the 2005 TCS in the 2004-2005 period. This increase was accounted for solely by the change in the capital region. Awareness among public officials was higher than in the nation.
- The mean evaluation of the ACAC's work among those who were aware of it worsened in the 2004-2005 period in the main cities.

WORK OF THE CITIZENS' ADVOCACY OFFICE (CAO)

- Compared to the number of respondents who had themselves received help from the Citizens' Advocacy Office (on average 5% in all four samples), larger percentages in each sample were aware of other people who had received assistance from the CAO. The percentage in the 2005 TCS was much higher than in 2004.
- There was also a sharp increase in the percentage of respondents who were aware of cases resolved through the CAO's assistance in the 2005 TCS.

CIVIL SOCIETY INVOLVEMENT IN COMBATING CORRUPTION

- There was a high level of support across all four samples for civil society's cooperation with the government to combat corruption. From 94% in the 2004 TCS, the number of respondents increased to 98% in 2005.
- Citizens' responses regarding the main source of information about corruption cases highlight the primacy of television. In all four samples, more than 70% of the respondents cited that source.

HUMAN TRAFFICKING

- A significantly larger percentage of public officials (66%) indicated that human trafficking existed in their communities compared to the nation.
- In all four samples, much smaller percentages of respondents admitted to personally knowing of someone who had been a victim of human trafficking.

CONFIDENCE IN INSTITUTIONS

- Regarding the evaluation of social and political institutions, in all the four samples the Armed Forces retained the highest level of trust while political parties and trade unions had the lowest. Overall, the mean score for the latter was half that for the Armed Forces and well below the midpoint on the 0-100 scale. This together with the low level of trust in key public institutions such as the parliament, the central government, the Supreme Court, the General Prosecutor's

Office, the Council of the Region and prefects paints an ominous picture of the development of Albania's democratic institutions.

- Citizens' trust in public institutions is very low even among those who serve in them. It is also below the midpoint on the scale for all the institutions except the newly elected central government.

SYSTEM SUPPORT

- System support increased by 8.7 points in the 2005 TCS. Even so, it was below the mid-point of the scale, suggesting low system legitimacy. Support nationwide was slightly higher than in the urban centers of the country, and system support in the public officials sample was slightly higher than in the national sample.
- Most of the difference between the main cities in the 2004-2005 period is accounted for by changes in Tiranë, where there was a large increase in system support in the two year period. There was also a smaller increase in system support in the cluster of small cities (Berat, Fier, Gjirokastrë, Korçë and Lushnjë).
- In all the samples the relationship between the number of ways in which a respondent fell prey to corruption in the preceding year and system support was negative: system support declined as the number of ways in which corruption victimization increased. This negative relationship between corruption victimization and system support holds even after controlling for sex, age, and wealth in each sample. This suggests that corruption corrodes the legitimacy of the political system.

CRIME AND ADMINISTRATION OF JUSTICE

- The level of crime victimization dropped by half in the main cities in the 2004-2005 period. The incidence of robbery without physical aggression or threat and of physical aggression without robbery both rose in the 10 main cities over the same period, while that of robbery without physical aggression or threat and damage to property dropped. Nationwide the incidence of robbery without physical aggression or threat, physical aggression without robbery and damage to property was lower than in the urban centers, while that of rape or sexual assault was twice as high. In all three mass public samples less than half the victims reported the crimes. By far the most important reason for not reporting the crime in all the samples was that it was not worth it.
- Evaluation of treatment at the hands of the police worsened in the 10 main cities in the 2004-2005 period, to just below the midpoint of the 0-100 scale.
- Evaluations of service at the municipality were slightly higher nationwide than in the urban centers in 2005. Attitudes in favor of upholding the law even while pursuing criminals rose in the urban centers. They were slightly higher nationwide.
- People in the main cities felt safer in their neighborhoods compared to two years earlier and the situation was even better nationwide.
- Confidence in the judicial system's ability to deliver justice to crime victims, which was already low, dropped further in the urban centers, but nationwide it was slightly better.

CORRUPTION IN THE PUBLIC SECTOR

- The effect of political influence in the hiring and promotion of officials is felt most keenly in the education systems and least keenly in the local administration.
- The formalization of procurement guidelines is most backward in the education and health system and most advanced in the local and central administrations.
- The highest bribes to procure a contract are in the medical system and the lowest are in the central and local administrations.
- Perceptions regarding the prevalence of bribery in different areas increase as one goes from legal decisions to regulatory decisions to contract-related decisions to the securing of public services.
- Bribes to obtain public services appear to be most widespread in the medical system and least widespread in the local administration. Bribes in the other three areas (regulation, legal decision, contracting) are lowest in the local administration. Overall, the local administration is the least corrupt of the four sectors and the medical system the most.
- Bribery of public servants is most prevalent in the public sector and among local businessmen. It is perceived to be far less widespread among foreign investors and international organizations.

II. Introduction: Data and Methods

The Data Base

In 2004 USAID carried out its first survey of corruption in Albania. It did so with the assistance of MSI, Incorporated of Washington, D. C. That report was written by Orlando J. Pérez, Ph.D., Associate Professor, Department of Political Science, Central Michigan University, with the assistance of Raymond Whitney III Central Michigan University. The sample was designed and implemented by Adlej Peci of the Albanian survey firm Institute for Public Opinion.

For 2005, it was decided by USAID to expand the study so that it would go beyond the 10 cities covered in the 2004 report. A major concern of the original design is that by focusing exclusively on cities, it might have overstated the levels of corruption reported because world-wide urban corruption tends to be higher than rural. As a result, when Albania is compared to other countries, in which national samples are used, a data set focused exclusively on major cities in Albania could be misleading.

The 2005 surveys were carried out by IDRA, an Albanian survey firm, in collaboration with Casals and Associates.

In order to be able to expand the sample to the nation as a whole, and still allow for comparisons over time between 2004 and 2005, it was decided to replicate the 2004 sample and to draw a separate sample of the nation as a whole in 2005. As in 2004, it was decided to collect an additional sample of public officials, but not to replicate the 2004 sample of private enterprises. Instead, in 2005 a special sample of judges was obtained. A separate report on the judges' sample will form part of this overall look at corruption in Albania.

The base of the questionnaire was the 2004 study, which is included in this study as an appendix, was modified for use in 2005. Many of the items were used in their identical format in 2005, but a number of new items were added and some of the original items dropped. This was done based on the experience gained in 2004, but also as a result of input from USAID, the 2005 survey firm and the pretests carried out in 2005.

To summarize, this report presents the results of comparisons between data collected from four opinion surveys of voting-age Albanians conducted using 3 different samples and at two points in time. The first, a base-line survey of the ten major Albanian cities was conducted in December 2003-January 2004. The three follow-up surveys were conducted 2 years later in December 2005-January 2006, using samples covering the same 10 cities as in 2004, but also include a separate sample of the whole nation and yet another sample of public officials.

Types of comparisons

This report presents data on common survey items from four sample domains and draws comparisons between them. We use the term “domain” in the statistical sense: a “domain” is a separate unit of the population about which one wishes to make inferences. So, in this study, we have three domains: 1. The 2004 and 2005 ten-city samples, 2. The 2005 national sample, and 3. The public officials’ sample. Each one of these three domains is based upon an entirely independent sample so that no individual in any one of them should have been included in any of the others, except by pure random chance.

There are 3 types of inter-sample comparisons that are most relevant: a) the 2004 ten-city sample (hereafter referred to as “TCS”) vs. the 2005 TCS, to measure changes that may have occurred in the two-year period between the two surveys; b) the 2005 TCS vs. the 2005 national sample, to measure the difference between the larger, urban areas and the country as a whole including small town and rural communes, and c) the public officials sample vs. the 2005 national sample, to measure differences between the perceptions of public officials and those of the national population. The main difference between the national sample and the TCS, apart from breadth of coverage, is that the national sample also represents the country’s rural areas or communes.

In addition to these, comparisons are also drawn between groups of cities in the 2004 and 2005 TCS, wherever appropriate. For this purpose, the 10 cities in the two samples were divided into three groups using a combination of two criteria, city population and the number of respondents that would be obtained in each group. Cities were grouped roughly in the following categories: large (including Tiranë), medium (including Durrës, Elbasan, Shkoder and Vlorë) and small (including Berat, Fier, Gjirokastër, Korçë and Lushnjë). This division also provided for a relatively even distribution of respondents across the three categories (see

Table II.1 below). Comparisons were done between city-groups and not cities because, with the exception of Tiranë, the individual cities had small numbers of respondents (often fewer than 100) and therefore large confidence intervals (see below for a further explanation of confidence intervals). Large confidence intervals mean that one cannot obtain a relatively precise value for an estimate, say, a mean. Instead, the estimate varies over a large range. This also makes it more difficult to be sure that mean values of two categories being compared are indeed different.

Table II.1 Cities Grouped by Size

			Sample	
			10-city 2004	10-city 2005
Main cities grouped by size	Tiranë	Number of respondents	456	456
		% within Sample domain	38.0%	38.0%
	Durrës/Elbasan/Shkoder/Vlorë	Number of respondents	468	468
		% within Sample domain	39.0%	39.0%
	Berat/Fier/Gjirokastër/Korçë/Lushnjë	Number of respondents	276	276
		% within Sample domain	23.0%	23.0%
	Total	Number of respondents	1200	1200
		% within Sample domain	100.0%	100.0%

Topics covered

The survey instruments used in 2004 and 2005 were designed to elicit information on the nature of corruption, including its types, origins and modalities; the role of state and civil society organizations in combating corruption; the general level of confidence in various private and public institutions and groups; the level of transparency in government institutions; and democratic values. As mentioned earlier, this report draws comparisons only on those variables that were common across the four surveys.

Confidence intervals (A complex but important topic)

In many of the charts in this report, the bars representing mean values in this report have a symbol in the form of an “I” in the upper portion. The two horizontal lines of the “I” symbol (or error bar) for a bar define the limits of the confidence interval for the mean value represented by that bar. That is, given the sample size and taking into account the respondents’ answers to the question represented in the figure, the “true value” of the mean may be slightly higher or lower than the sample mean represented by the bar. That is because we are working with a sample and not the entire population. Of course, since interviewing the entire population would have been prohibitively expensive, we rely on a sample, as does all modern research when populations are large, and in return we must pay the small cost of “sample error,” that is some imprecision of measurement. Yet, we know rather precisely what the level of that imprecision is.

The larger the sample and the more concentrated the responses, the smaller will be the “I,” which means a smaller the confidence interval, and the more certain we can be that the mean value represented by the bar is very close to the “true value” for the population. An error bar represents the 95 percent confidence interval, i.e., if 100 identical surveys were done at the same time by similarly drawing a 100 samples from the target population, in 95 of the 100 samples the mean would lie between the upper and lower horizontal lines of the “I.”

The practical utility of these error bars, or “I”s, at the top of the bars is that they enable us to verify easily if the differences between the means of two or more groups represented by the bars are the result of stable statistical patterns or are solely due to chance (that is, the “sampling error.”) If the “I” error bars overlap considerably, we can say that statistically one mean is no different from the other and therefore the two groups are effectively the same on that characteristics. For example, if the percent of persons being victimized by corruption in 2004 were 10% but it declined to 9% in 2005, and the two “Is” overlap in our chart, then we would say that there was no significant decline in corruption even though in absolute terms, there was a 1% drop. If they do not overlap, we may assume that the differences in the mean estimates correspond to the groups selected for comparison, and that one group is different from another with respect to the question being examined. It should be noted that this method, while convenient, is not foolproof: visual inspection of the error bars may not be enough when the overlap between two error bars is slight because in such cases the difference between the two means may in fact be significant. This occurs because the true level of significance is really determined by the *joint* value of the two groups being examined. With two groups, the sample is larger and therefore there may indeed be a difference between the two bars (the “I” for each bar is based on the sample size and variance for that bar alone). Therefore, in such cases it is advisable to do an additional statistical check, and we do that.

III. Description of the Samples

The 2005 surveys in Albania consisted of face-to-face interviews with members of three respondent groups – public officials, the voting-age public in the 10 major Albanian cities including the Tiranë, Berat, Durrës, Elbasan, Fier, Gjirokastër, Korçë, Lushnjë, Shkodër and Vlorë, and the voting-age public in the nation as a whole, which included the 10 major cities as well as some larger towns and rural areas (communes).

We based our overall sample design for the national and ten-city samples on geographic and population considerations. The map of Albania below will help make the tables that follow easier to comprehend.

Figure III-1 Map of Albania



Source: www.geographic.org, used with permission.

The distribution of the four samples by city and rural area is shown below.

Table III.1 Sample Size by City and Rural Area

				Sample			
				10-city 2004	10-city 2005	National 2005	Public officials 2005
City	Berat	Number respondents	of	55	55	22	27
		%		4.6%	4.6%	1.8%	4.7%
	Durrës	Number respondents	of	144	144	73	34
		%		12.0%	12.0%	6.1%	5.9%
	Elbasan	Number respondents	of	116	116	41	47
		%		9.7%	9.7%	3.4%	8.1%
	Fier	Number respondents	of	70	70	30	29
		%		5.8%	5.8%	2.5%	5.0%
	Gjirokastrë	Number respondents	of	26	26	12	22
		%		2.2%	2.2%	1.0%	3.8%
	Korçë	Number respondents	of	73	73	38	40
		%		6.1%	6.1%	3.2%	6.9%
	Lushnjë	Number respondents	of	52	52	16	0
		%		4.3%	4.3%	1.3%	.0%
	Kuçovë	Number respondents	of	0	0	20	0
		%		.0%	.0%	1.7%	.0%
	Ura Vajgurore	Number respondents	of	0	0	11	0
		%		.0%	.0%	.9%	.0%
	Bulqizë	Number respondents	of	0	0	11	0
		%		.0%	.0%	.9%	.0%
	Peshkopi	Number respondents	of	0	0	22	19
		%		.0%	.0%	1.8%	3.3%
	Bilisht	Number respondents	of	0	0	18	0
		%		.0%	.0%	1.5%	.0%
	Shkodër	Number respondents	of	110	110	19	37
		%		9.2%	9.2%	1.6%	6.4%
	Pogradec	Number respondents	of	0	0	13	0
		%		.0%	.0%	1.1%	.0%
	Tiranë	Number respondents	of	456	456	248	182
		%		38.0%	38.0%	20.7%	31.5%
	Vlorë	Number respondents	of	98	98	31	27
		%		8.2%	8.2%	2.6%	4.7%

			Sample			
			10-city 2004	10-city 2005	National 2005	Public officials 2005
Kavajë	Number of respondents		0	0	22	0
	%		.0%	.0%	1.8%	.0%
Kukës	Number of respondents		0	0	15	15
	%		.0%	.0%	1.3%	2.6%
Delvinë	Number of respondents		0	0	9	0
	%		.0%	.0%	.8%	.0%
Kamez	Number of respondents		0	0	23	0
	%		.0%	.0%	1.9%	.0%
Lezhë	Number of respondents		0	0	0	15
	%		.0%	.0%	.0%	2.6%
Librazhd	Number of respondents		0	0	0	1
	%		.0%	.0%	.0%	.2%
Orikum	Number of respondents		0	0	0	1
	%		.0%	.0%	.0%	.2%
Selenicë	Number of respondents		0	0	0	2
	%		.0%	.0%	.0%	.3%
Rural areas	Number of respondents		0	0	506	79
	%		.0%	.0%	42.2%	13.7%
Total	Number of respondents		1200	1200	1200	577
	%		100.0%	100.0%	100.0%	100.0%

Figure III-1 on the following page shows the location of some of the cities listed above.

The samples for the general public for the 2004 and 2005 10-city surveys and the 2005 national survey have 1200 cases each, which provides for a sampling of error of $\pm 2.8\%$.¹ Technically, a sampling error of $\pm 2.8\%$ means that if we drew repeated samples of this size, for example, in the 10 cities of Albania, 95% of them would reflect the views of the population with no greater inaccuracy than $\pm 2.8\%$. Of course, factors other than sampling error can reduce the accuracy of the results, including non-response, errors in selecting the respondent, misunderstanding of the question, etc. But in terms of the science of survey sampling, a confidence interval of $\pm 2.8\%$ is very good because it means that even relatively small differences in the results will found to be statistically significant in our surveys.

¹ This is an approximate sampling error as other factors such as stratification, which can improve sampling errors and clustering, which can increase those errors, are not taken into account here. Normally, the effect of clustering is to a considerable extent made up by stratification, but not entirely. Hence, it would be fair to say that for the sample as a whole, a confidence interval of $\pm 3.0\%$ has been obtained.

A multistage random sample was constructed by taking a series of simple random samples in stages. This type of sampling is almost always more practical than simple random sampling for studies requiring "on location" analysis, such as door-to-door surveys. In a multistage random sample, a large area, such as a country, is first divided into smaller regions (such as states), and a random sample of these regions is collected. In the second stage, a random sample of smaller areas (such as counties) is taken from within each of the regions chosen in the first stage. Then, in the third stage, a random sample of even smaller areas (such as neighborhoods) is taken from within each of the areas chosen in the second stage. If these areas are sufficiently small for the purposes of the study, then the researcher might stop at the third stage. If not, he or she may continue to sample from the areas chosen in the third stage, and so on, until appropriately small areas have been chosen.

In the case of our survey, the first stratum consisted of the entire country. In the second stage, a decision was made in 2004 to restrict the sampling to the 10 most important districts of the country. For the case of Tirana, a third stratum consisted of the 11 sub-municipalities that make-up the city. The final strata consisted of the Enumeration Areas (EA) used as census segments for the 2001 population census. For the national sample, we followed the same procedure, pre-selecting the 10 most important districts as before, but this time including the entire country.

Selection of sampling points was designed to ensure that the sample is distributed proportionally to demographics of these areas. Every sampling point will have an equal number of interviews. The total universe is the voting population (18+). Voting centers help provide a good basis for drawing our sampling points. Every voting center covers approximately the same number of voters so this ensures proportionate sampling. IDRA utilized database of voting centers of the last elections to make a random selection of these points. A total of 90 voting centers were selected, and within each of those, a cluster of 14 respondents interviewed. Thus, each cluster size was 14, which represents a reasonable balance of economy (reducing the travel time of the interviewers) and precision (i.e., the impact of cluster size on the confidence interval). Smaller clusters are always desirable since many of the characteristics of any one individual in a cluster is shared with many others (e.g., income level, education level, etc.), but cost considerations prevent forming clusters that are too small, since that would greatly increase the travel time and transportation costs of the interviewers.

In sum, the use of a stratified and clustered sample, which is standard practice in modern survey samples helps keep fieldwork costs within reasonable limits (as a result of clustering) but it can also result in wider confidence intervals for some variables as a result of "design effects," the impact of which is to affect the precision of estimates.

Public Officials Sample Domain

The public officials sample is more complex. Here our objective was to represent the public officials. This meant stratifying the sample into the most relevant groupings,

which we show below. It also meant, for the local administration, education and medical personnel, substratifying the respondents by geographic distribution so that we could achieve national coverage. We divided the public administration of Albania in four major strata, each of which was to be represented by 150 interviews. Since interviews in the public sector are expensive (appointments must be made for each one), we felt we could not afford a larger sample than this. We selected this number as the smallest sample size that could reasonably represent the group with confidence intervals that would not be excessively wide. With a sample of this size, the confidence intervals are approximately $\pm 8\%$. This is far wider than our national sample, but once aggregated into a “public officials’ sample,” the total sample of ca. 600 gives use confidence interval of only $\pm 4\%$, which is not much larger than the national sample of 1,200 respondents.

1. **Central Administration** – 150 interviews
2. **Local Administration** - 150 interviews
3. **Education System** - 150 interviews
4. **Medical System** - 150 interviews

We define these groups in the following ways:

1. Central Administration

This group represents all central institutions and we have divided it in the following subgroups:

Central Administration	Subgroups	Nr. of Employees
	Central Administration (Level 1)	2,564
	Central Second (Level 2)	14,377
	Fiscal System	2,560
	Independent Institutions	3,039

Source: INSTAT, Dep. of Public Administration

1. Central Administration (level 1) – All line ministries administration and council of Ministers employees
2. Central Administration (Level 2) – All central government institutions except the Level 1. Such as District branches of central administration, Property Register, State reserves Department, Forestry Directory, General Directory of Standards, Statistical Institute, Property Restitution Directory etc.
3. Fiscal System – Includes employees of General Directory of Customs and General Tax Directory.
4. Independent Institutions – all institutions that are budgetary institutions but independent, such as Presidents Office, High State Control, Prosecutor office, Central Election commission etc.

Sub-sample 1

Central Administration	Subgroups	Nr. of Employees	%	Nr. of Interviews

	Central Administration (Level 1)	2,564	11%	17
	Central Second (Level 2)	14,377	64%	96
	Fiscal System	2,560	11%	17
	Independent Institutions	3,039	13%	20

2. Local Government

This group is divided in three categories:

- 1) Communes
- 2) Municipalities
- 3) Prefectures

Sub-sample 2

	Entity	Nr. of Employees	%	Nr. of Interviews
Local Administration	Communes	4,538	47%	71
	Municipalities	3,608	38%	56
	Prefectures	1,467	15%	23
Total		9,613	100%	150

Source: INSTAT, Min. of Local Gov. and Decentralization

Based on broad categories of those employed in the local government, the following is the detailed sub-sample of Local government.

Communes	Heads of Communes	5
	Directors	14
	Specialists	52
Municipalities	Mayors	1
	Directors of Departments	4
	Heads of Sectors	11
	Specialists	39
Prefectures	Prefects	0
	Director of Departments	3
	Specialist	20
Grand total		149

Finally, we deal with the geographical distribution of the sample, as shown in the following chart.

Geographical distribution of the Local Public Employee Sample

	Communes		Municipality		Prefectures	
	Nr.	Interviews	Nr.	Interviews	Nr.	Interviews
North	2	8	1	6	1	4
Middle	6	28	3	22	2	10
South	5	22	2	14	1	5
South east	3	13	2	14	1	4

Total	16	71	8	56	5	23
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3. Medical System

The medical system included all public employed people in the medical system with the exception of the Ministry of Health administration.

Geographical Distribution

	District	Nr. of Employees	%	Nr. of Interviews
1	Berat	1333	0.06	9
2	Diber	1367	0.06	10
3	Durres	814	0.04	6
4	Elbasan	2236	0.10	16
5	Fier	1108	0.05	8
6	Korca	1955	0.09	14
7	Kukes	1034	0.05	6
8	Lezhe	1079	0.05	8
9	Gjirokaster	1751	0.08	12
10	Shkoder	1970	0.09	14
11	Tirane	5048	0.24	35
12	Vlore	1644	0.08	12
	Total	21339	1	150

Source: Ministry of Health

Categories

Categories	Nr. of employees		Interviews
Doctors	3699	0.17	26
Nurses	12840	0.60	90
Dentists	1350	0.06	9
Pharmacists	1110	0.05	8
Administrative	439	0.02	3
Hygiene & other	1901	0.09	14
Total	21339		150

Source: Min. of Health

Sub-sample. Categories and Geographical Distribution

	Doctors	Nurses	Dentists	Pharmacists	Administrative	Hygiene & other	Total
Berat	2	5	1	0	0	1	9
Diber	2	6	1	0	0	1	10
Durres	1	4	0	0	0	1	6
Elbasan	3	10	1	1	0	1	16
Fier	1	5	1	0	0	1	8
Korca	2	8	1	1	1	1	14
Kukes	1	4	0	0	0	1	6
Lezhe	1	5	1	0	0	1	8
Gjirokaster	2	7	1	1	0	1	12
Shkoder	2	8	1	1	1	1	14
Tirane	6	21	2	2	1	3	35
Vlore	2	7	1	1	0	1	12
Total	25	90	11	7	3	14	150

4. Education System

Education System includes all the levels of public education:

- 1) Pre-primary (Kindergartens)
- 2) Compulsory (Elementary Schools – 9 years)
- 3) Secondary Schools
- 4) Universities

excluding the Ministry of Education administration.

The geographical distribution of the education system is the following:

District	Nr. of employees	%	Interviews
Berat	2497	0.06	9
Durres	2856	0.07	10
Diber	2486	0.06	9
Elbasan	5002	0.12	17
Fier	4516	0.11	16
Gjirokaster	1749	0.04	6
Korce	3624	0.08	13
Kukes	1694	0.04	6
Lezhe	2127	0.05	7
Shkoder	3717	0.09	13
Tirane	9818	0.23	34
Vlore	2856	0.07	10
Total	42942		150

Source: Ministry of Education

The sample according to the structure is :

Level	% of Employees	Nr. of Interviews
Pre-primary Education	10%	15
Compulsory	65%	98

Secondary	17%	25
University	8%	12

Source: IDRA with Min. of Education data

Sub-sample: Categories and Geographical distribution

	Pre- primary Education	Compulsory	Secondary	University	Total
Berat	1	6	2	0	9
Durres	1	7	2	0	10
Diber	1	7	1	0	9
Elbasan	1	11	3	2	17
Fier	2	10	4	0	16
Gjirokaster	1	3	1	1	6
Korce	1	8	2	2	13
Kukes	1	4	1	0	6
Lezhe	1	5	1	0	7
Shkoder	1	8	2	2	13
Tirane	3	22	5	4	34
Vlore	1	7	1	1	10
Total	15	98	25	12	150

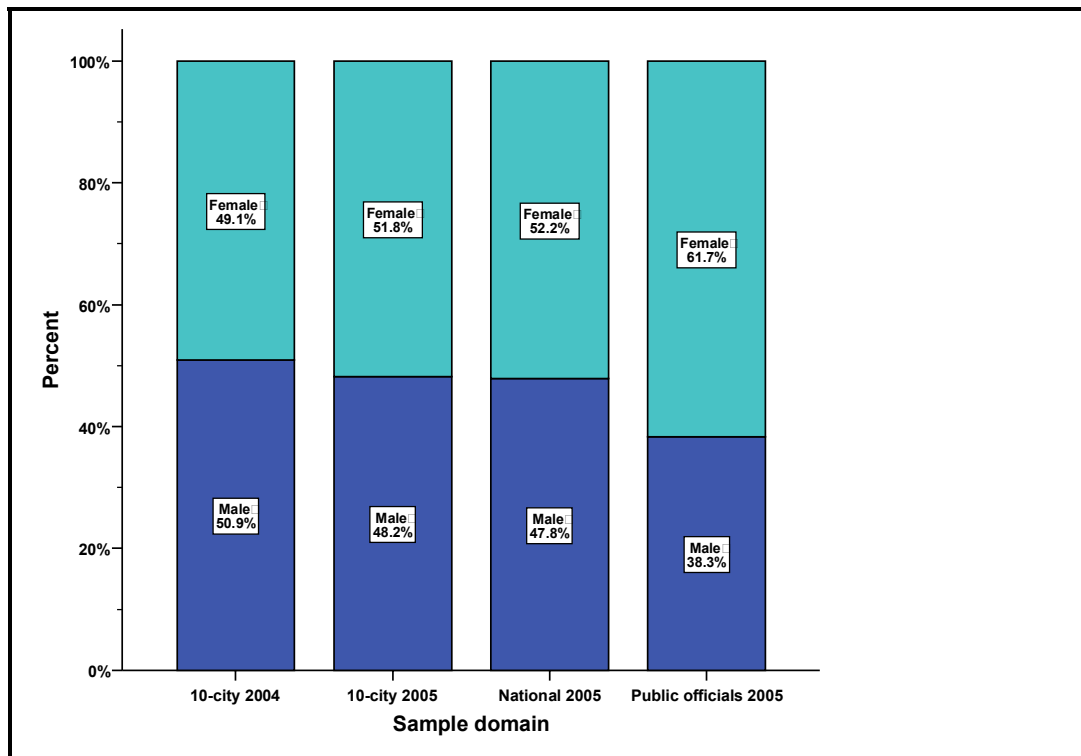
Sample Design Results

We now turn to the results of the sample after we completed the fieldwork. Table III.2 below shows that the public officials sample was evenly distributed across four areas: the central administration, the local administration, the education system and the health system. A large majority (76%) of officials in the central administration was in Tiranë while a large plurality (46%) of officials in the local administration was based in the rural areas (table not shown).

Table III.2 Respondents' Area within Public Administration

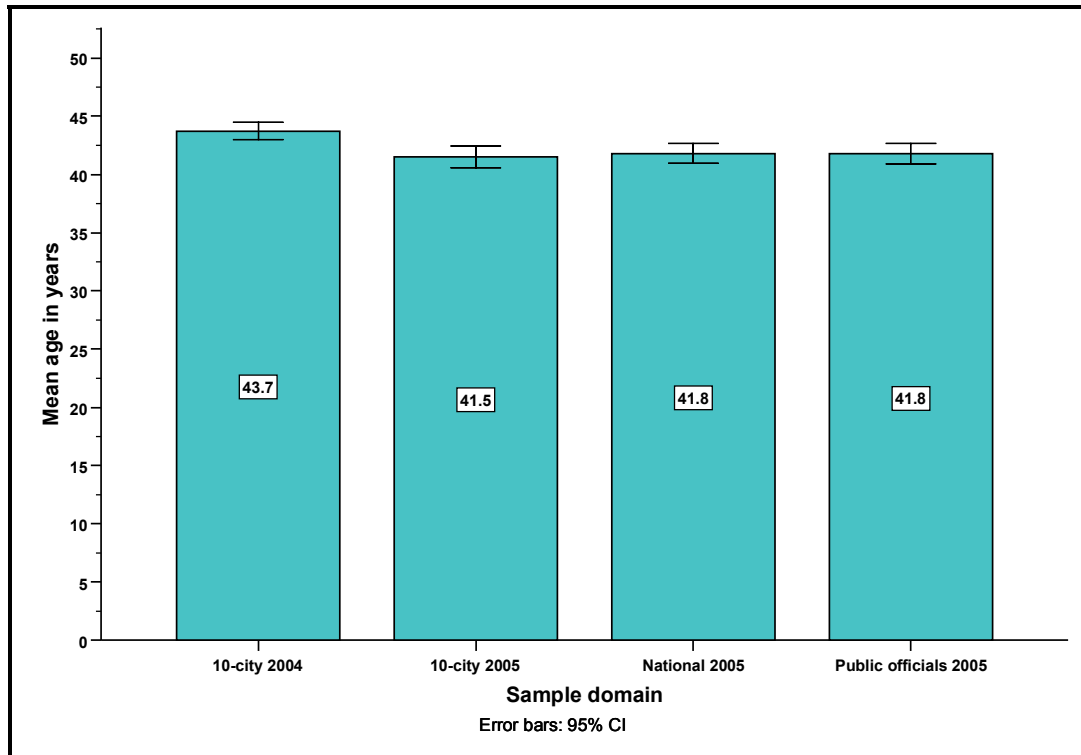
	Frequency	Percent
Central Administration	135	23.4
Local Administration	143	24.8
Education System	149	25.8
Health System	150	26.0
Total	577	100.0

Figure III-2 Distribution of Samples by Sex



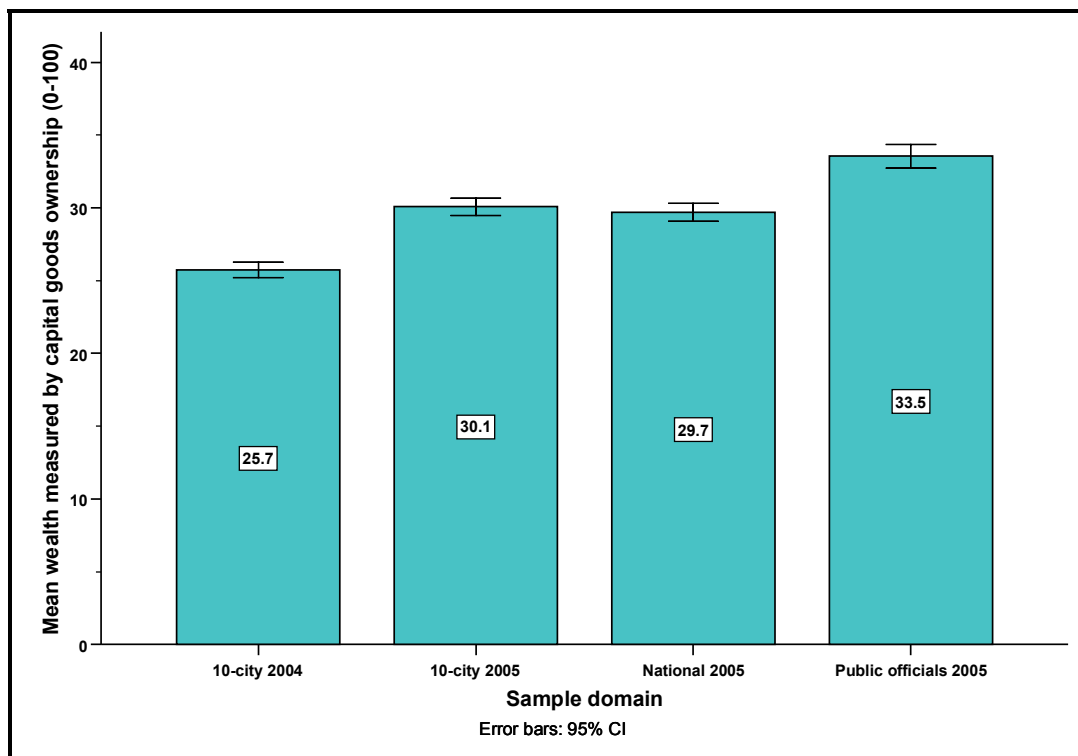
Looking at all four of the samples, one key comparison is that of gender. For three of the four samples, there is a nearly even divide between male and female. The one exception is the public officials' sample, which shows a preponderance of females (61.7%). A key reason for that is the There is a difference of 2.7 percentage points between the 2004 and 2005 ten-city sample with respect to the sex ratio: while 49.1% of the 2004 sample was female, in 2005 the percentage was 51.8. However, this difference is not statistically significant.

Figure III-3 Mean Age by Sample



There is a statistically significant difference of 2.2 years between the mean ages of the 2004 and 2005 TCS (the “I” symbols for the two bars do not overlap): while the mean age of the 2004 TCS is 43.7 years, for 2005 this is 41.5 years. However, there is no significant difference in mean age between the 2005 urban, national and public officials’ samples. Therefore, the only real difference, and it is a slight one, is between the 2004 ten-city sample and the other samples in the study. We are not certain why this minor difference emerged, but it could be because of small differences in the way that the 2004 sample was carried out. The important point is that in terms of both gender and age, the key demographic variables, the samples vary little, making comparison rather straightforward.

Figure III-4 Mean Wealth by Sample



Respondents' income is measured using a proxy indicator that taps capital goods ownership, including access to basic utilities. This indicator is preferred over an indicator of household income because respondents are often reluctant to reveal their true income. They either hide or exaggerate their incomes, or simply refuse to answer the question resulting in missing values, which results in flawed or missing data. The wealth scale, which ranges from 0-100, was constructed by summing the answers to variables R1-R9 below.²

To end, can you tell me if your house has: *[read all]*

R1. Color Television	(0) No	(1) One	(2) Two	(3) Three or more
R2. Black and White Television	(0) No	(1) One	(2) Two	(3) Three or more
R3. Refrigerator	(0) No			(1) yes
R4. Telephone	(0) No			(1) yes
R5. Car	(0) No	(1) One	(2) Two	(3) Three or more
R6. Radio	(0) No	(1) One	(2) Two	(3) Three or more
R7. Electricity	(0) No			(1) yes

² The formula used was: $\text{wealth} = ((r1 + r2 + r3 + r4 + r5 + r6 + r7 + r8 + r9) - 3) / 21 * 100$. This yielded a 0-100 scale.

R8. Indoor plumbing	(0) No	(1) yes
R9. How many rooms do you have in your house?		

Error! Reference source not found. shows that there is difference of 4.4 points on average between the mean wealth in the 2004 and 2005 TCS. The figure also shows that the “I” bars for the 2004 and 2005 TCS clearly do not overlap. As mentioned earlier, this serves as a rough and ready indicator of a statistically significant difference between the means for the two samples.³ In other words, it indicates that the probability that the 4.4 point difference between the two samples does *not* exist in the population is less than .05 (five times out of hundred). There is no difference between the 2005 urban and national samples. Wealth in the public officials sample overall is considerably greater, as would be expected, given the steady employment of this group.

³ This method of visually determining statistically significant differences between sample means will be used throughout this report. It should be noted that, as mentioned above, it is a *rough* indicator of significance: a slight overlap of the horizontal lines of the “I” figures at the top of 2 or more sample bars does not always mean that the mean differences are not significant. In such cases, additional tests of significance will be conducted.

IV. Corruption

Perceptions of institutional integrity

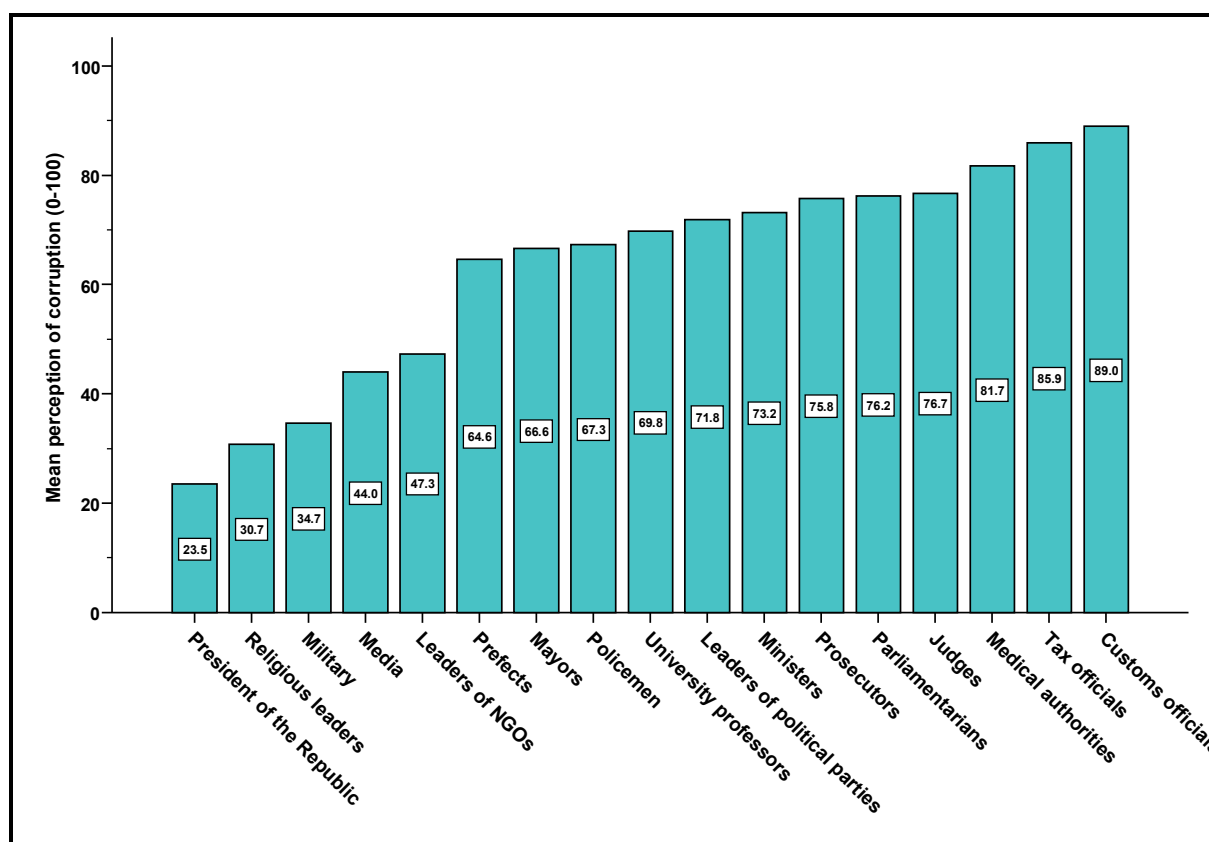
The four surveys included a common set of questions relating to the integrity of different institutions and sections of Albanian society.

[Use card "C (CHANGED FORM CARD D to CARD C)"] Now, I will name various public and private institutions. I am interested to know how Corrupt or honest do you think the representatives of these institutions are. Please, rate each one of them from 1 to 10, 1 being very Honest and 10 very Corrupt.

INSTITUTIONS	Levels of Corruption										DN
	Very Honest					Very Corrupt					
PC1. The Parliamentarians	(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)	(10)	(88)
PC2. The Mayors	(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)	(10)	(88)
PC3. The ministers	(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)	(10)	(88)
PC4. The Prefects	(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)	(10)	(88)
PC5. The policemen	(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)	(10)	(88)
PC6. The university professors	(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)	(10)	(88)
PC7. The religious leaders	(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)	(10)	(88)
PC8. The judges	(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)	(10)	(88)
PC9. The military	(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)	(10)	(88)
PC10. The leaders of the political parties	(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)	(10)	(88)
PC11. The leaders of the NGOs	(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)	(10)	(88)
PC12. The prosecutors	(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)	(10)	(88)
PC13. Doctors	(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)	(10)	(88)
PC14. The Media	(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)	(10)	(88)
PC15. The President of the Republic	(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)	(10)	(88)
PC16. The Customs Officials	(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)	(10)	(88)
PC17. The Tax Officials	(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)	(10)	(88)

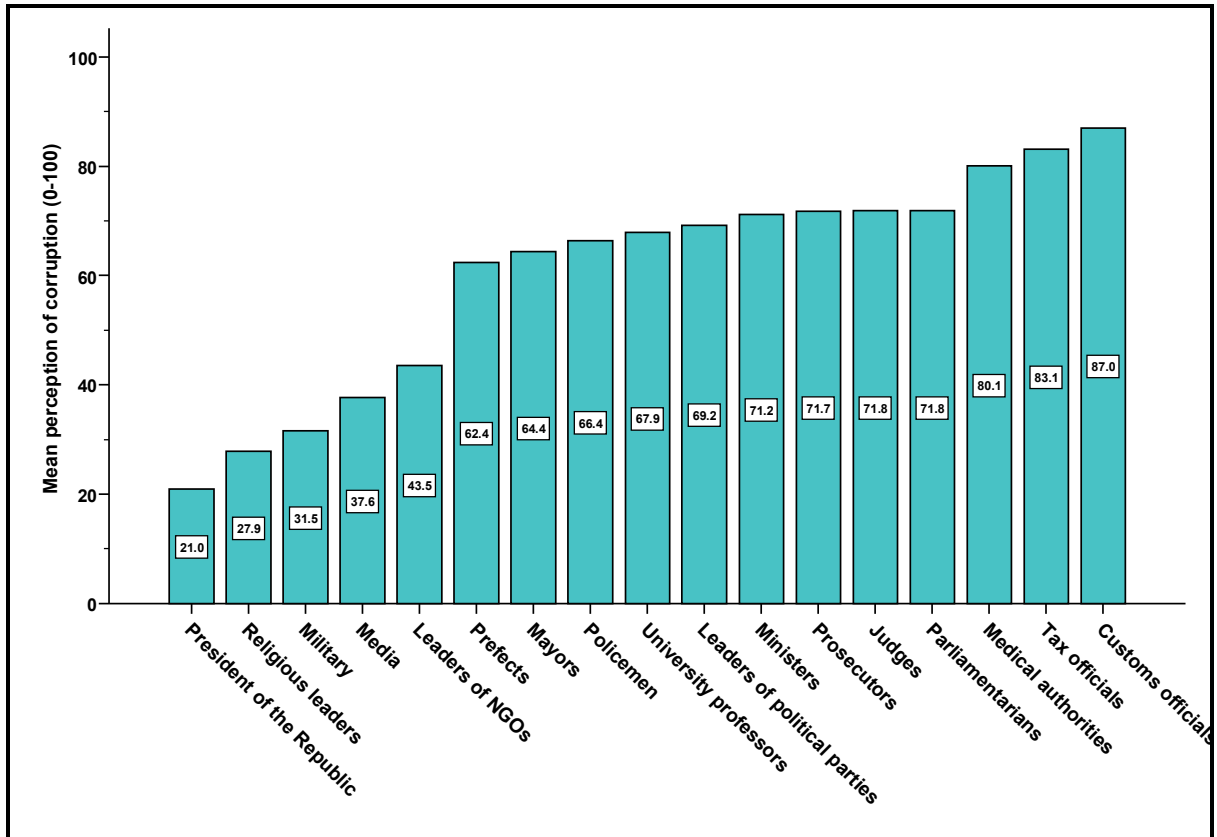
Data from the 2003/2004 survey showed that, of these 17 categories, the President of the Republic, the military and religious leaders were perceived to be the least corrupt while judges, tax officials and customs officials were perceived to be the most corrupt. The next three figures present the results from the 2005 surveys.

Figure IV-1 Mean Perception of Corruption in Selected Institutions and Groups in the 2005 Ten-City Sample



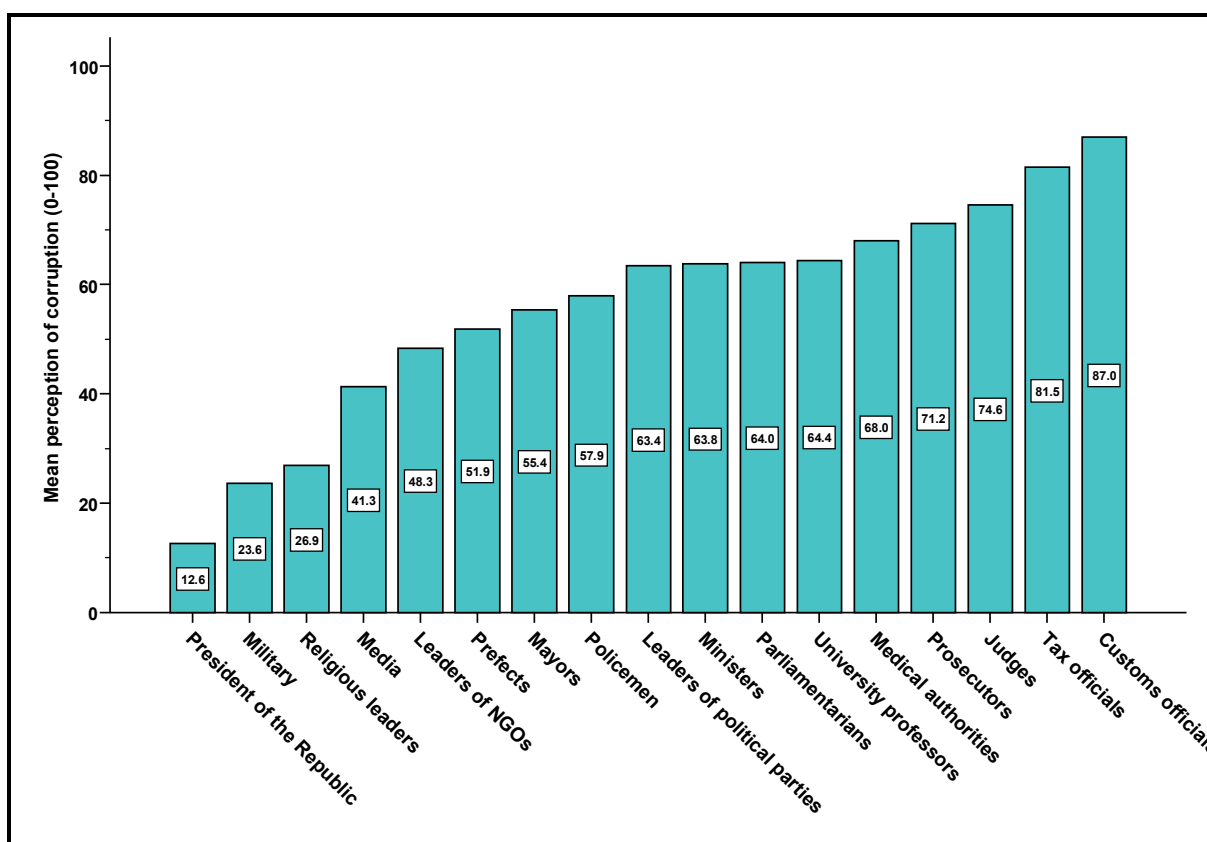
In the 2005 TCS, the President of the Republic, religious leaders and the military were thought to be the three least corrupt of the 17 institutions and groups, similar to the finding of the 2004 survey. The three most corrupt were customs officials, tax officials and the medical authorities while judges came in fourth. (It should be kept in mind that one reason for the worsening of the health authorities position may be related to a change in question wording: in 2004 the survey referred to the more limited category of “doctors.”)

Figure IV-2 Mean Perception of Corruption in Selected Institutions and Groups in the 2005 National Sample



In the 2005 national sample, the three least corrupt institutions were the same as in 2004 and in the 2005 TCS: the President, religious leaders and the military. The three most corrupt were, similar to the 2005 TCS customs officials, tax officials and the medical authorities. Compared to the 2005 TCS, the overall assessment was slightly better.

Figure IV-3 Mean Perception of Corruption in Selected Institutions and Groups in the 2005 Public Officials Sample

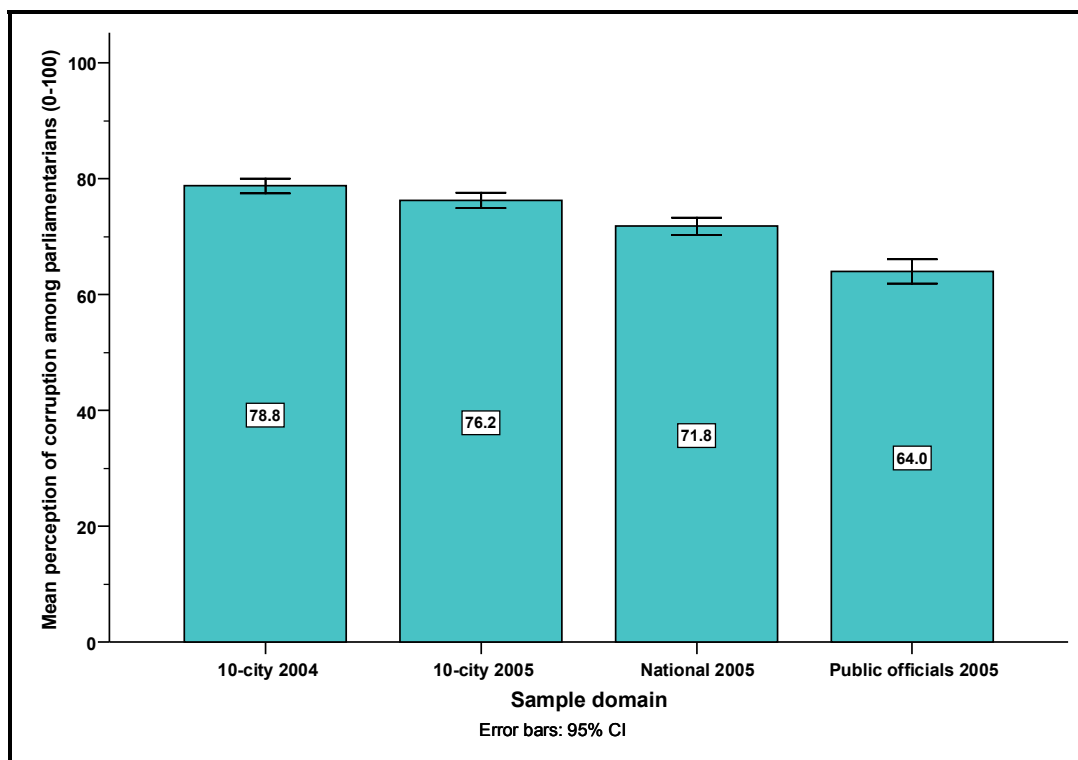


In the 2005 public officials sample, the three least corrupt institutions were the same as in 2004 and in the 2005 TCS (the President, religious leaders and the military), with one difference: the military were seen as slightly less corrupt than the religious authorities. The three most corrupt were, similar to the 2004 TCS customs officials, tax officials and judges. The medical authorities were more favorably evaluated compared to the other 2005 samples.

The following figures draw comparisons between the 4 surveys for each of the 17 categories. As in the 2004 report, the 1-10 response metric was converted to the 0-100 scale more familiar to readers from the evaluation scales used in schools and from Centigrade thermometers.⁴

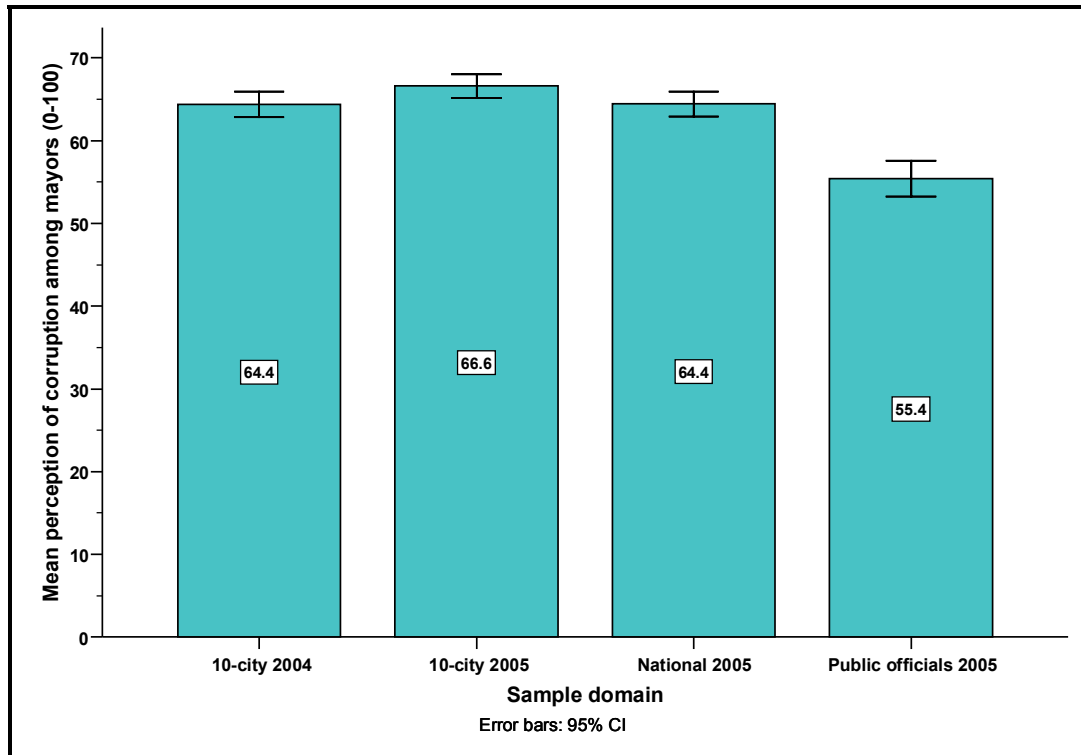
⁴ The conversion is done by subtracting 1 from each point on the 1-10 scale so that the questions are scored on a 0-9 scale. Next, the scale is divided by 9, so that it ranges from 0-1, and then multiplied by 100 to obtain a 0-100 range.

Figure IV-4 Perception of Corruption among Parliamentarians, by Sample



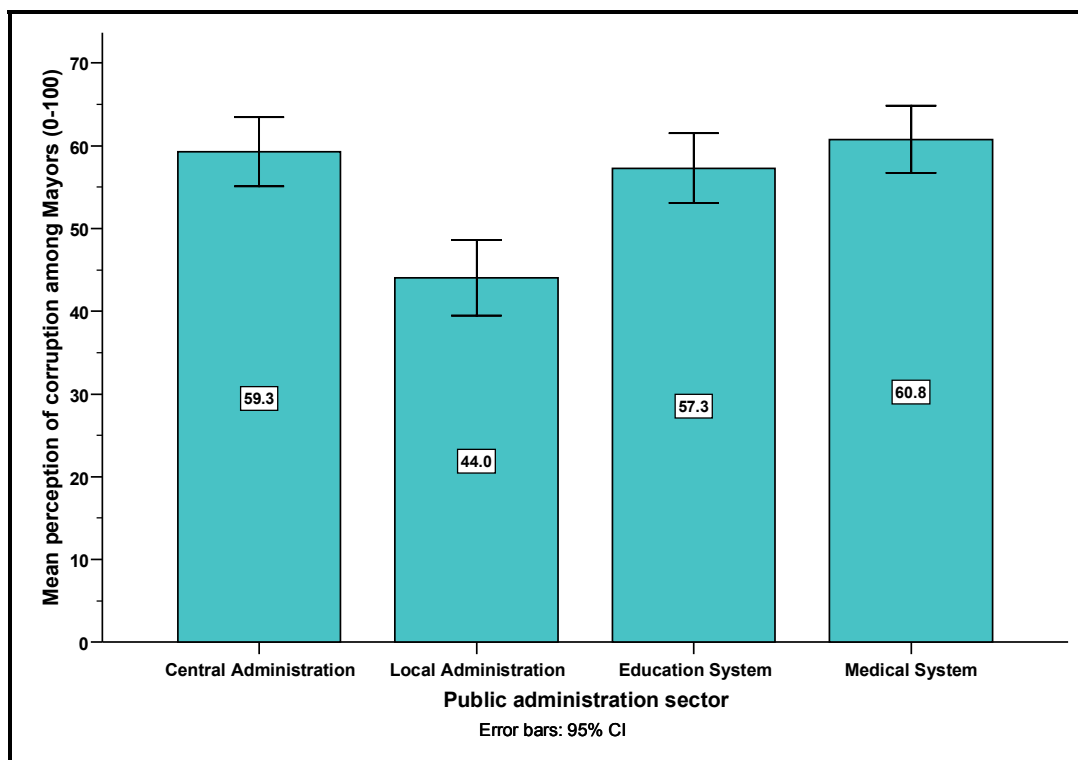
Members of parliament were seen to be slightly less corrupt (by 2.6 points) in the 2005 TCS compared to the 2004 survey. The perception of parliamentarians was even more favorable in the nation as a whole and, especially, among public officials. The mean for public officials was almost 8 points below that in the nation as a whole.

Figure IV-5 Perception of Corruption among Mayors, by Sample



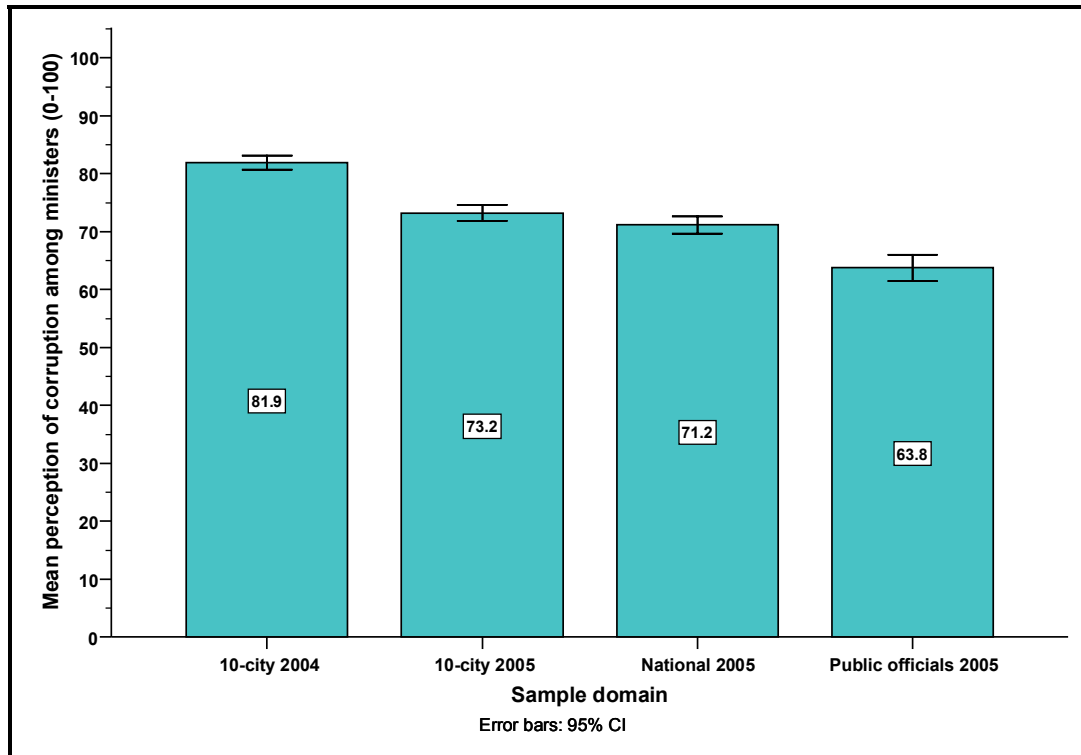
Mayors were perceived to be more corrupt in 2005 compared to 2004 by 2.2 points. In the nation as a whole, however, they were perceived to be less corrupt (by 2.2 points). The most favorable impression of mayors was once again among public officials, the mean score of which was 9 points below the nation. This finding is not surprising since one component of the public officials is made up of local officials and it is very likely that they indicated a much more favorable perception of their local mayor – and by extension of other mayors. This, indeed, proves to be the case, as the following figure shows.

Figure IV-6 Perception of Corruption among Mayors by Sector of Public Administration, 2005



When we disaggregate the public officials' responses by sector, we see the reason for their overall more favorable response: perceptions of corruption among Mayors are much more favorable (by some 15 points on average) among local administration officials compared to among those in the other three sectors, which have very similar mean scores.

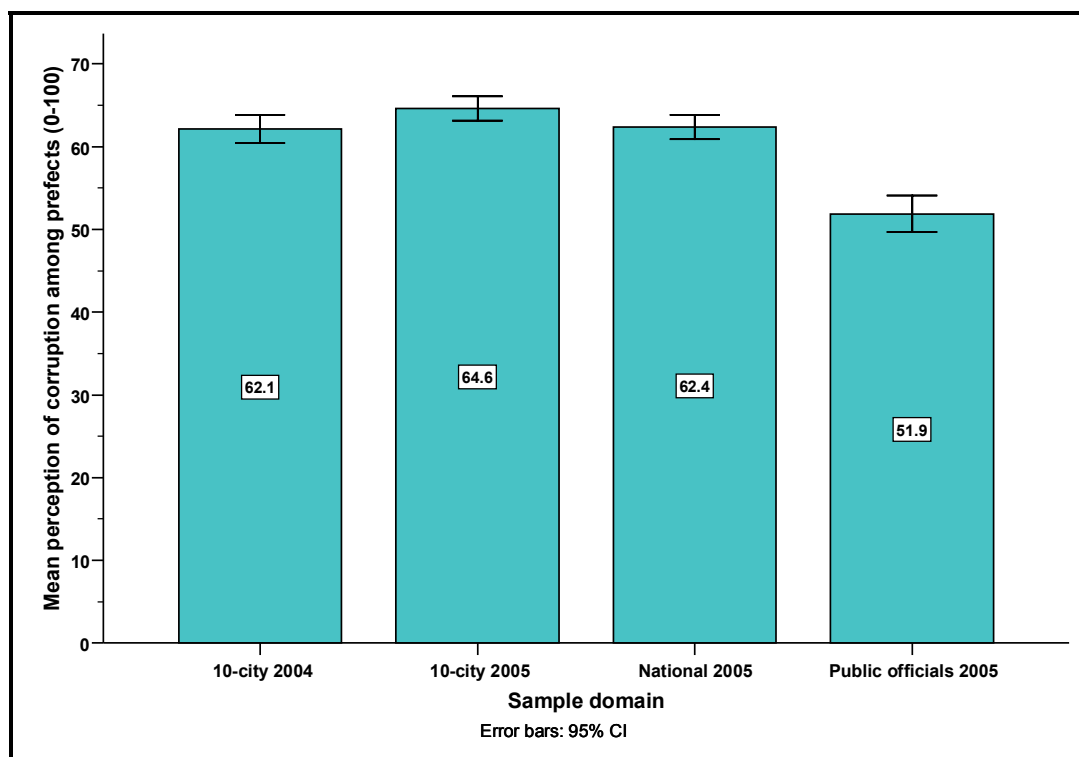
Figure IV-7 Perception of Corruption among Ministers, by Sample



In contrast to the perceptions of mayors, the perceptions of government ministers' probity improved considerably in the 10 major urban areas in 2005 compared to 2004 – by almost 9 points (Figure IV-7). It should be noted that the object of comparison, government ministers, itself changed between the 2004 survey and 2005 survey as a result of the July 2005 parliamentary elections. The Democratic Party of Albania and its allies won a majority of seats in the election, and its leader, Sali Berisha, became the country's new prime minister. The favorable impression of the new ministers therefore may be partly due to the ongoing "honeymoon" period that newly elected governments tend to enjoy among the electorate.

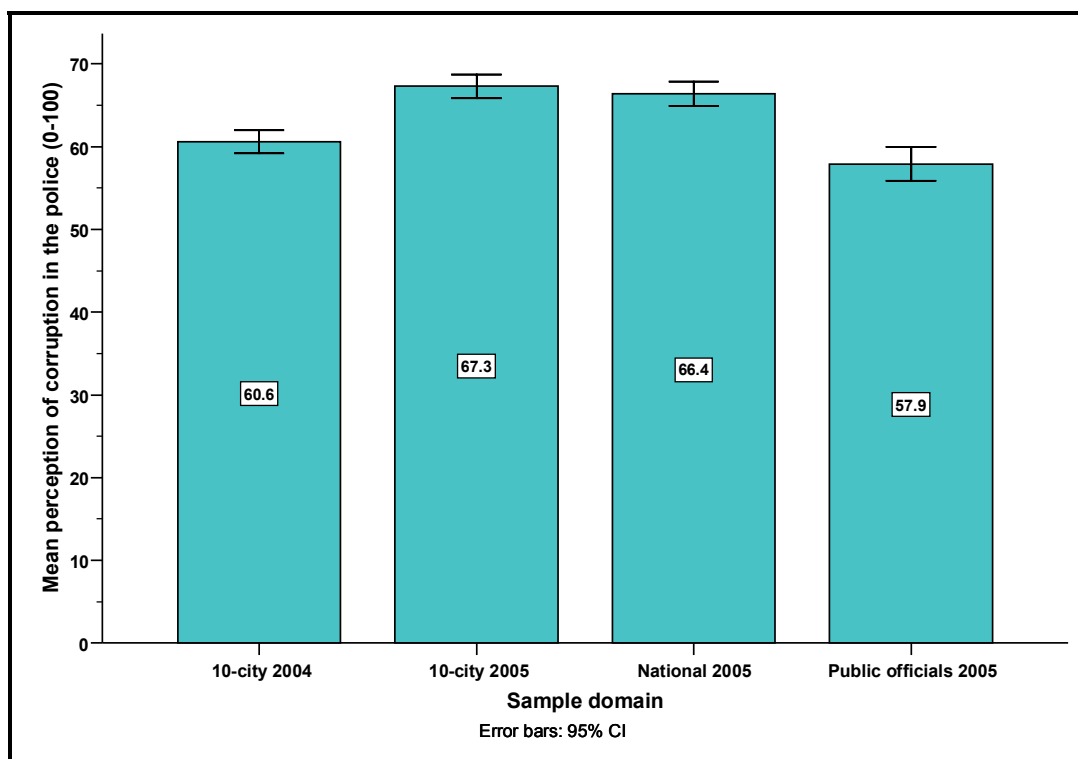
Ministers were perceived as slightly more honest in the nation compared to in the main cities. Public officials once again gave the most favorable evaluation, 7 points below the national mean.

Figure IV-8 Perception of Corruption among Prefects, by Sample



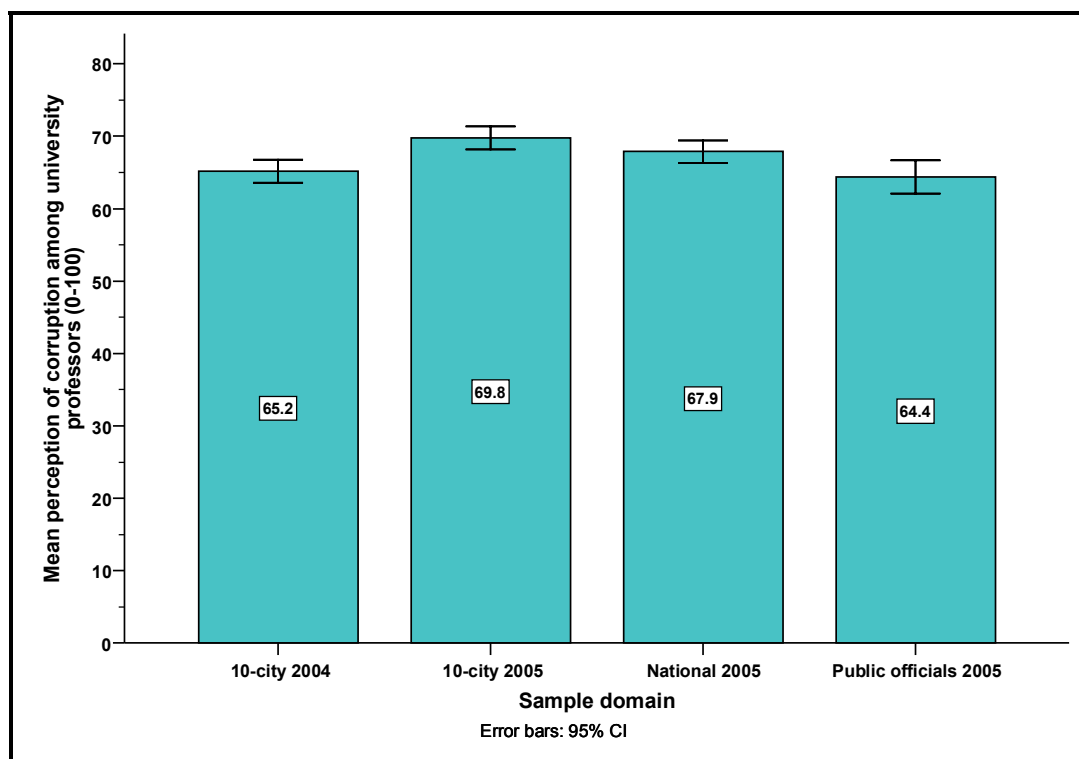
Perceptions of corruption among prefects in the urban centers worsened slightly between 2004 and 2005 by 2.5 points. At the national level perceptions were slightly more positive. They were most positive among public functionaries, almost 11 points below the national mean.

Figure IV-9 Perception of Corruption in the Police, by Sample



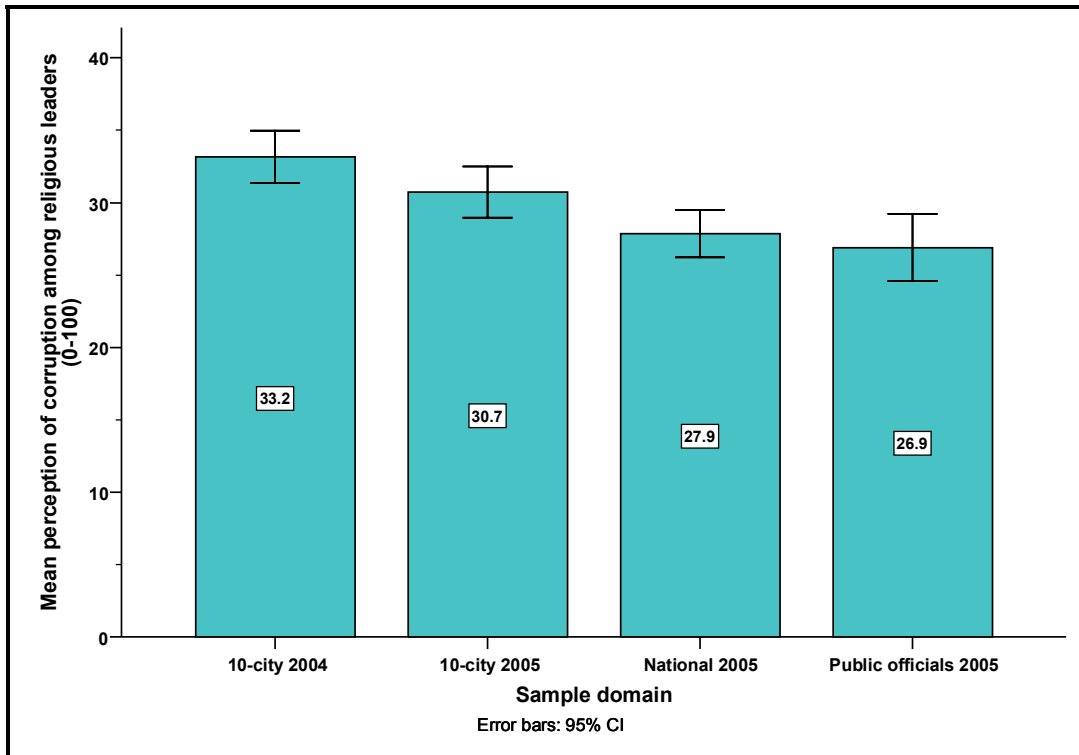
Perceptions of police venality worsened by 6.7 points in the two-year period between the 10-city surveys. There was no difference between the major urban areas and the nation as a whole. Public officials, once again, held overall the most positive view of the police, almost 7 points below the national mean.

Figure IV-10 Perception of Corruption among University Professors, by Sample



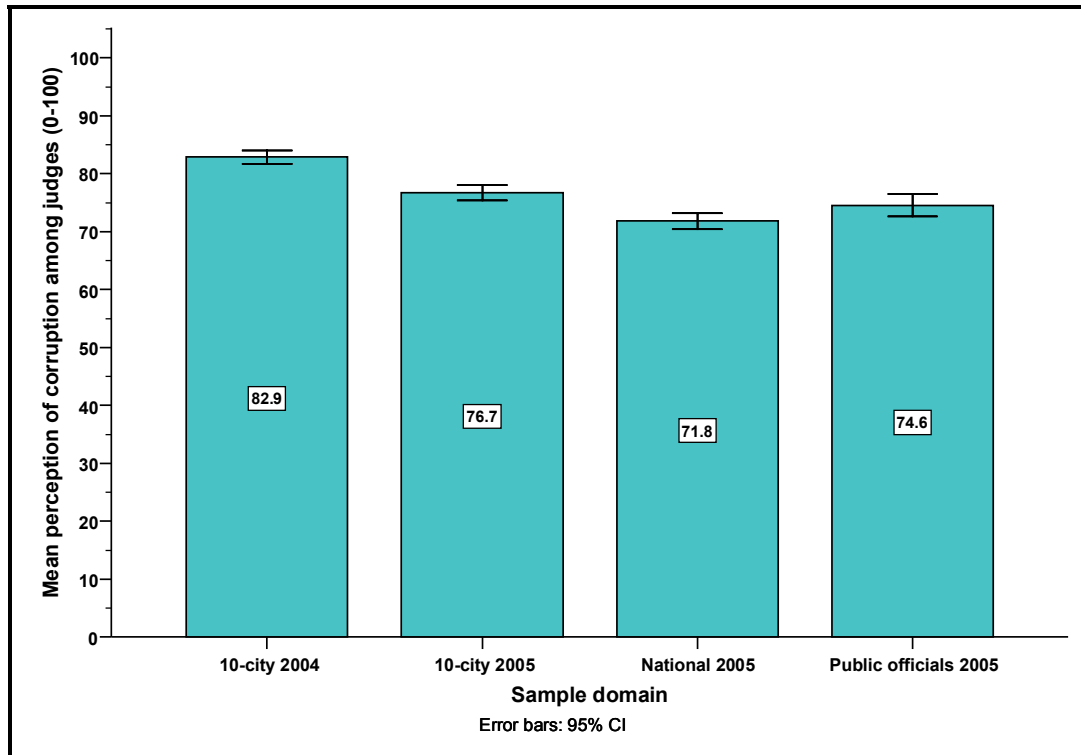
University professors were perceived to be more corrupt (by almost 5 points) in the 2005 TCS compared to 2004. There was no difference between the urban areas in 2005 and the nation average (as indicated by the error bars, which overlap considerably). However, there was a significantly more positive perception of university academics among public officials than in the nation as a whole.

Figure IV-11 Perception of Corruption among Religious Leaders, by Sample



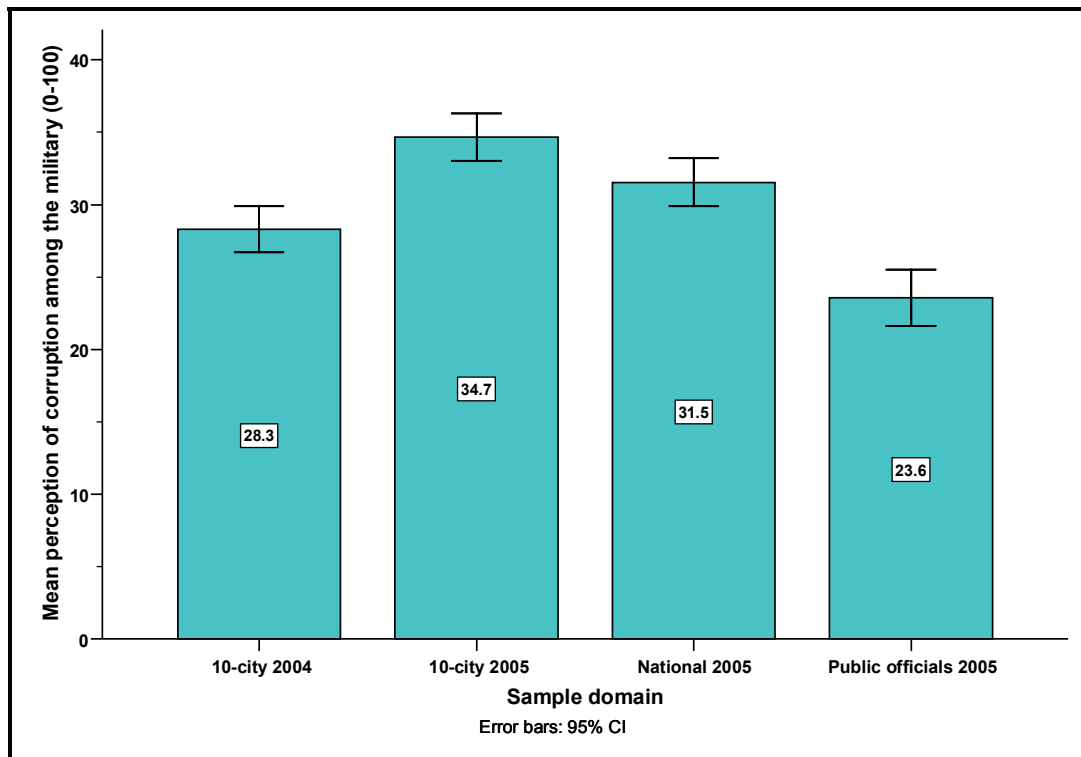
There was no significant change in perceptions of religious leaders' honesty between the 2004 and 2005 TCS. However, their standing in the nation was slightly better than in the urban centers in 2005. There was no significant difference between public officials and the nation as a whole.

Figure IV-12 Perception of Corruption among Judges, by Sample



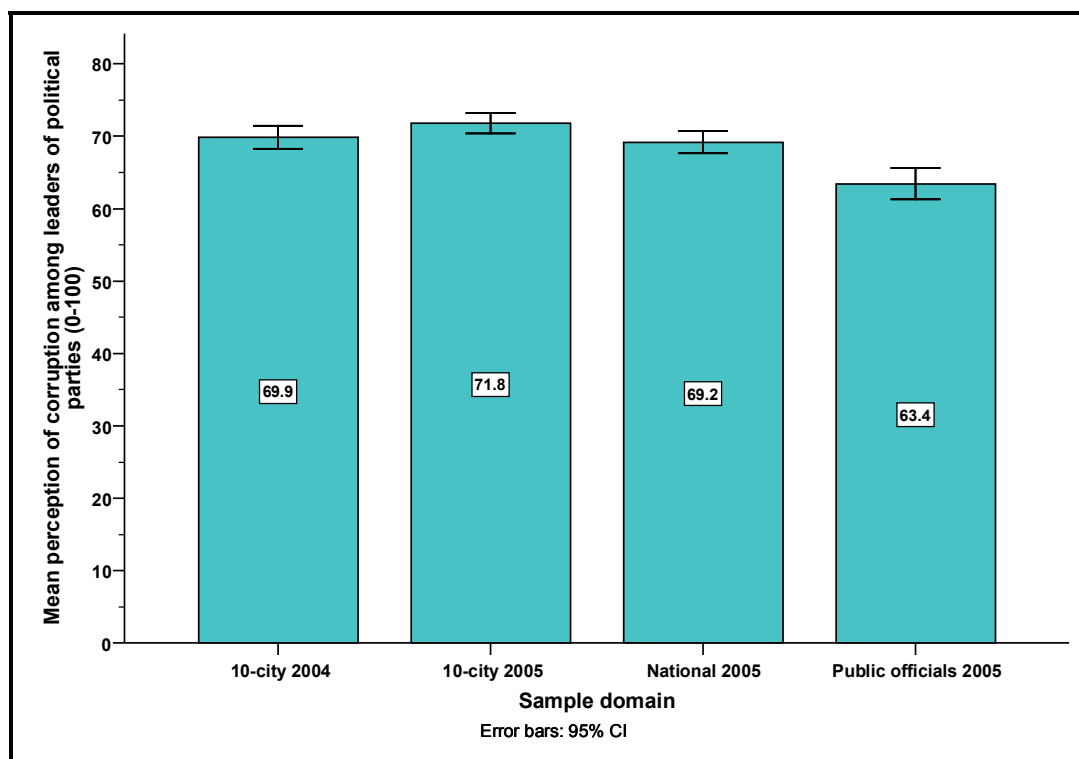
Perceptions of corruption among judges improved substantially in the major cities in the 2004-2005 period, from 82.9 to 76.7. The perception was even more favorable in the nation as a whole (71.8). But, contrary to the pattern indicated by the preceding variables, it was slightly worse (by about 3 points) among public officials compared to the nation.

Figure IV-13 Perception of Corruption among the Military, by Sample



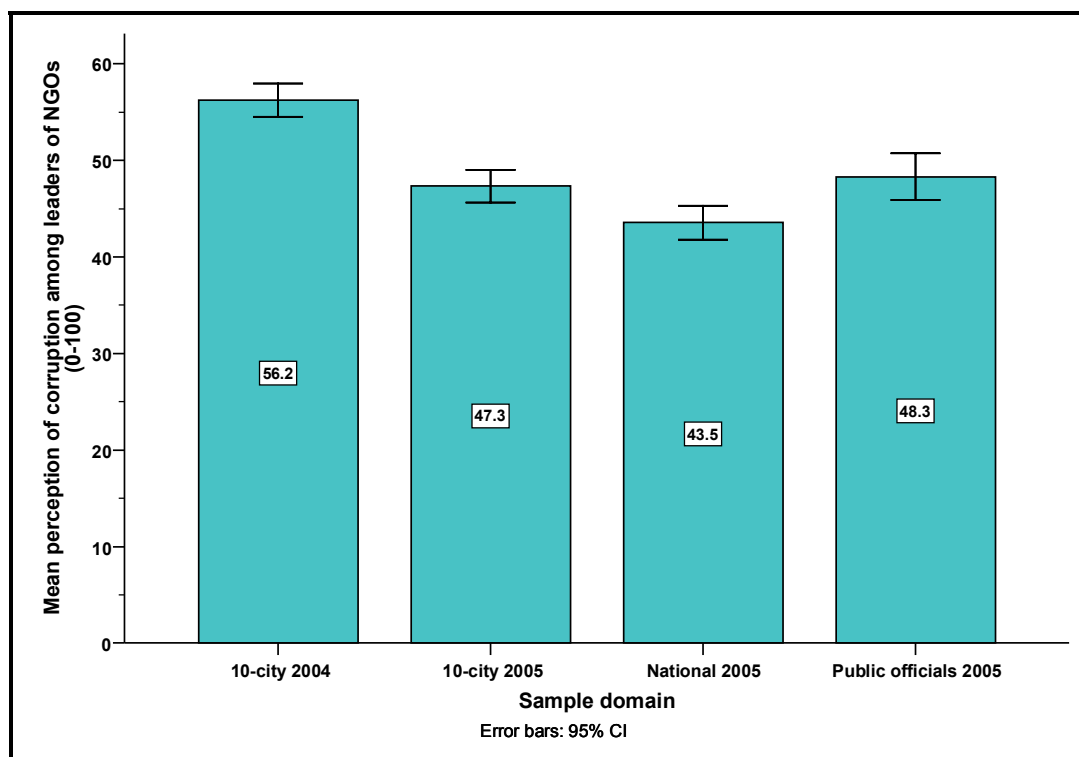
The military fared relatively poorly in the urban public's perceptions in the 2005 TCS compared to the 2004 TCS, indicated by a difference of 6.4 points. It fared slightly better in the nation overall and by far the best among public officials, with a mean score 8 points lower than in the nation.

Figure IV-14 Perception of Corruption among Leaders of Political Parties, by Sample



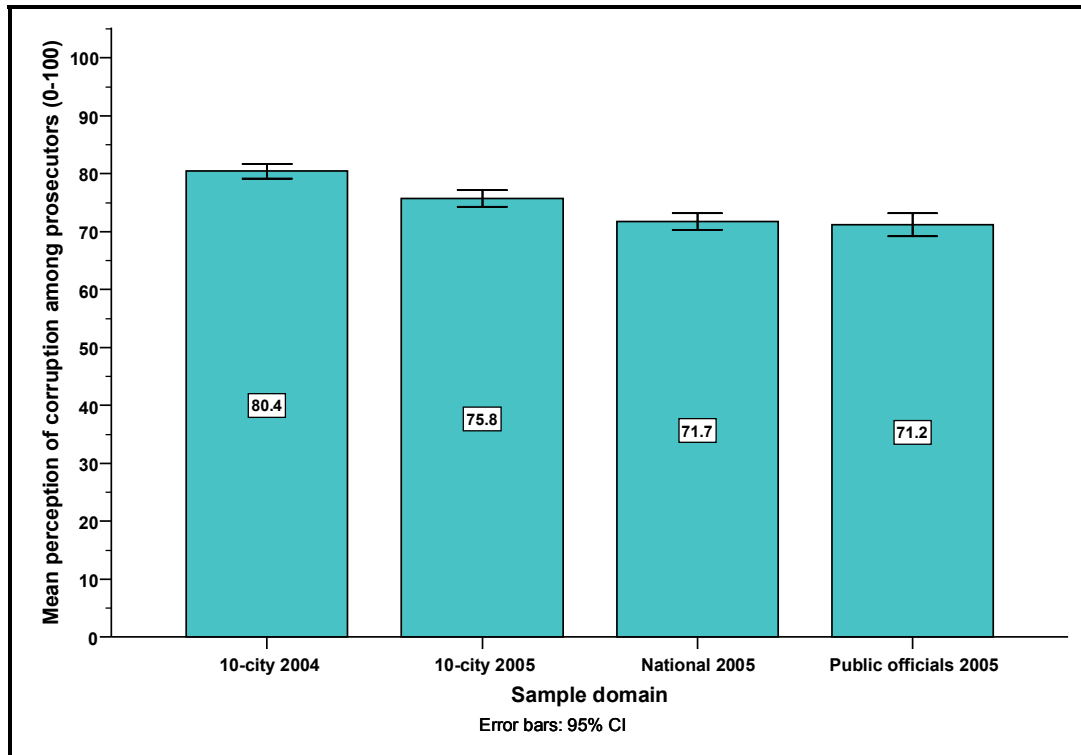
There was no change in overall urban perceptions of the leaders of political parties in the 2004-2005 period. Perceptions nationwide were slightly more favorable than in urban areas in 2005. The one group that clearly had a more positive perception was once again public officials, with a mean score 6 points below that for the nation.

Figure IV-15 Perception of Corruption among Leaders of NGOs, by Sample



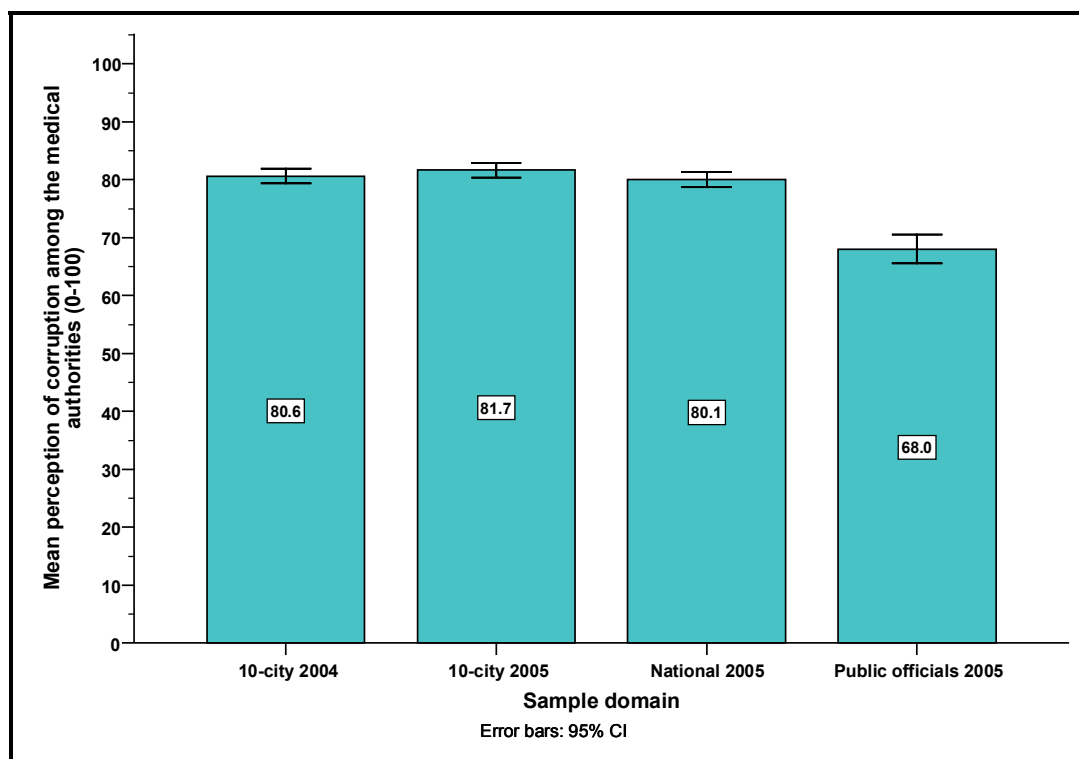
Overall, people in urban areas in 2005 perceived NGO leaders to be far less corrupt than they did in 2004. Compared to the 2005 urban sample, the perception was more positive in the nation. In contrast, public officials had a poorer perception of NGOs leaders' honesty than did the nation.

Figure IV-16 Perception of Corruption among Prosecutors, by Sample



Perceptions of public prosecutors honesty improved slightly in the urban areas in the 2004-2005 period. Perceptions of their honesty were more positive in the nation as a whole compared to the 10 main cities. There was no difference between the mean perceptions of public officials and of the nation.

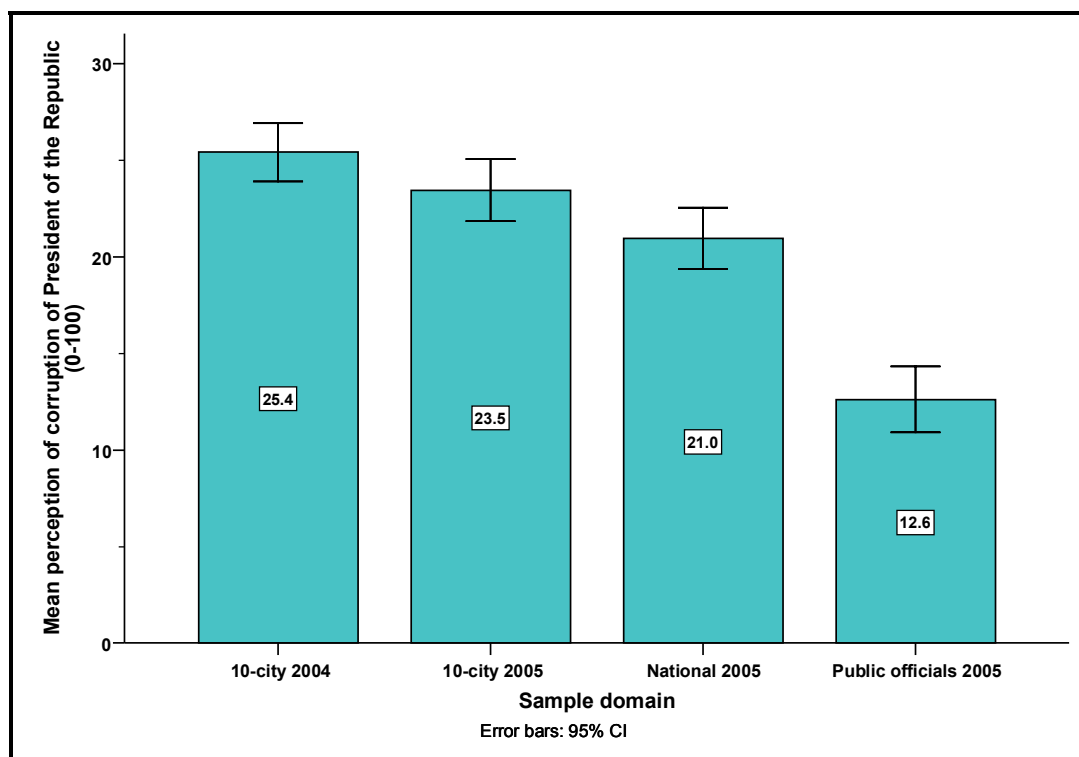
Figure IV-17 Perception of Corruption among the Medical Authorities, by Sample



Perceptions of corruption among the medical authorities⁵ continued to be equally high in the main urban areas in 2005 as in 2004, and were also at a similar level overall across the nation. Only among public officials were the medical authorities seen in a much more positive light – almost 12 points below the mean for the nation.

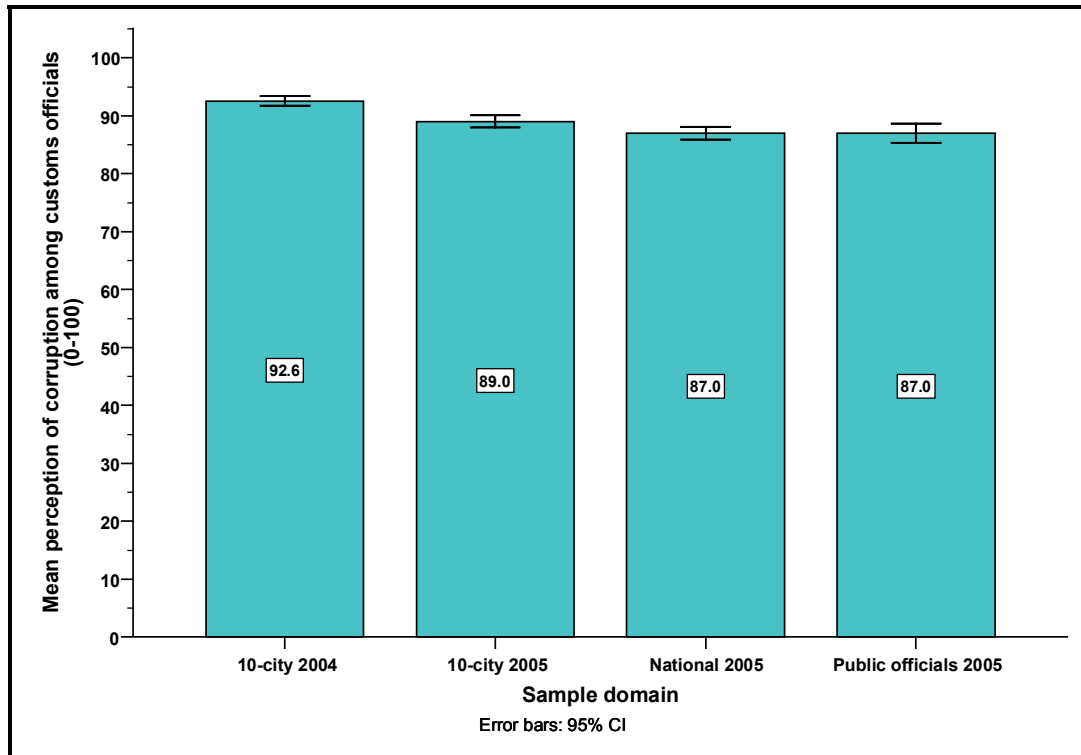
⁵ It should be noted that there was a change in the question wording from 2004 to 2005. In 2004, the question referred to “the medical authorities” while in 2005, it referred to “doctors”. This may weaken the comparison since “medical authorities” is a broader term than “doctors.” It is nevertheless interesting to observe that there was no change in citizens’ perceptions in spite of the change in wording.

Figure IV-18 Perception of Corruption of the President of the Republic, by Sample



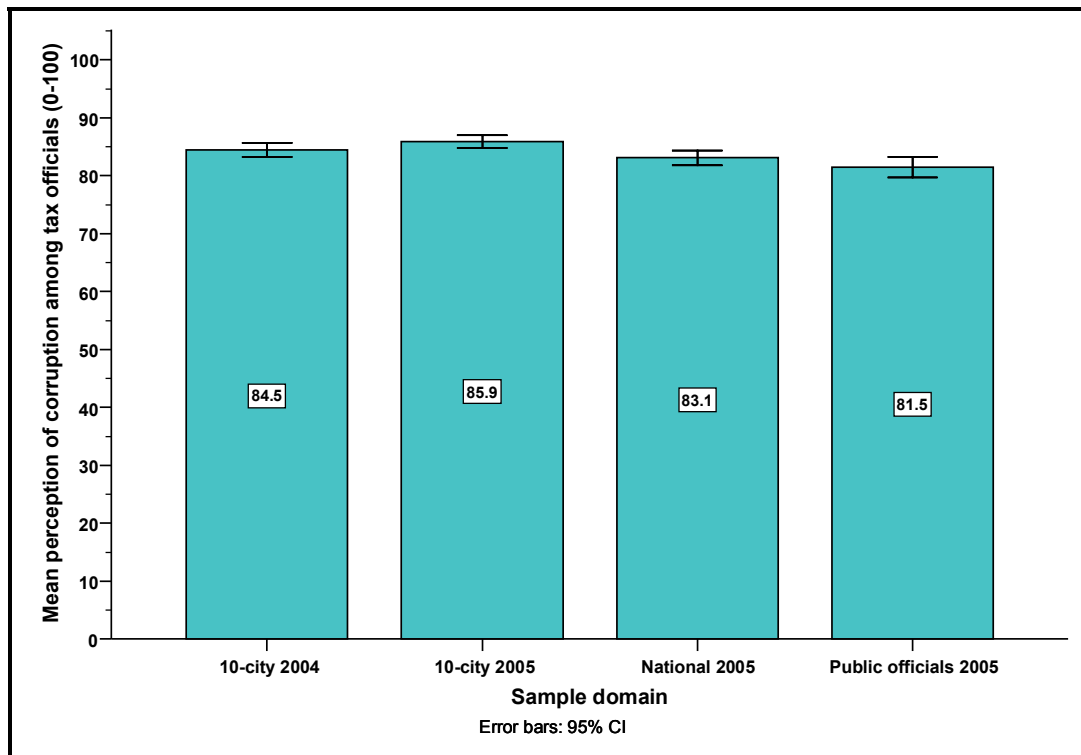
Perceptions of how corrupt the President of the Republic was were roughly as favorable in the 2005 TCS as they were in 2004. The nationwide perception in 2005 was similar to that in the major cities in 2005. There was once again a striking difference with respect to public officials, the mean score for which was more than 8 points lower than that for the nation.

Figure IV-19 Perception of Corruption among Customs Officials, by Sample



Customs officials were perceived as slightly less corrupt in the urban areas of the country in 2005 relative to 2004. The overall perception of their honesty was slightly more favorable in the nation as a whole. However, the perception among public officials was no different from that in the nation.

Figure IV-20 Perception of Corruption among Tax Officials, by Sample



In contrast to customs officials, there was no change in the urban public's reckoning of tax official's corruption in 2005 compared to 2004. But they fared better across the nation as a whole than in the 10 main cities in 2005. Public officials evaluated them as poorly as the nation.

Summary: Perception of Corruption of Public Officials

Of the 17 categories discussed above, in all but three (NGOs, judges and customs officials) of all the four samples, the most positive perception is among public officials.

The other notable aspect is that the most honest (the president of the country) and the two least honest institutions (customs and tax officials) are the same in all the samples. More generally, the worst offenders, apart from these two categories, are judges, medical authorities and ministers. Among the best placed, apart from the president, are the military and religious leaders. On average, around 40 points separate the three most honest and the three least honest groups.

Combating Corruption

A set of questions asked respondents about the contribution of various groups or organizations to the fight against corruption.

Using the same scale of 7 points [CARD A], please answer the following questions. To what extent do you think the following organizations or individuals help to fight corruption?

COR1. To what extent do you think the Government of Albania helps to fight corruption?
COR2. To what extent do you think the Prosecutor's Office helps to fight corruption?
COR3. The High State Control?
Have you heard of the Anti-Corruption Unit of the Prime Minister's Office? If "no" mark 9 and continue with COR5.
COR4. The Anti-Corruption Monitoring Unit of the Prime Minister?
COR5. Civil Society organizations?
COR6. Religious leaders?
COR7. The media?

Responses to the above questions were given on a 1-7 scale where 1 meant "Not at all" and 7 meant "A lot." As has been done throughout this report, here, too, the response metric was converted to a 0-100 scale to facilitate the reader's comprehension.⁶

⁶ This conversion was accomplished by first subtracting 1 from the scale to make a 0-6 scale, then dividing it by 6 to obtain a 0-1 scale, and then multiplying the result by 100 to get a 0-100 scale where 0 means "Not at all" and 100 means "A lot."

Figure IV-21 Extent to which the Government of Albania Helps to Fight Corruption, by Sample

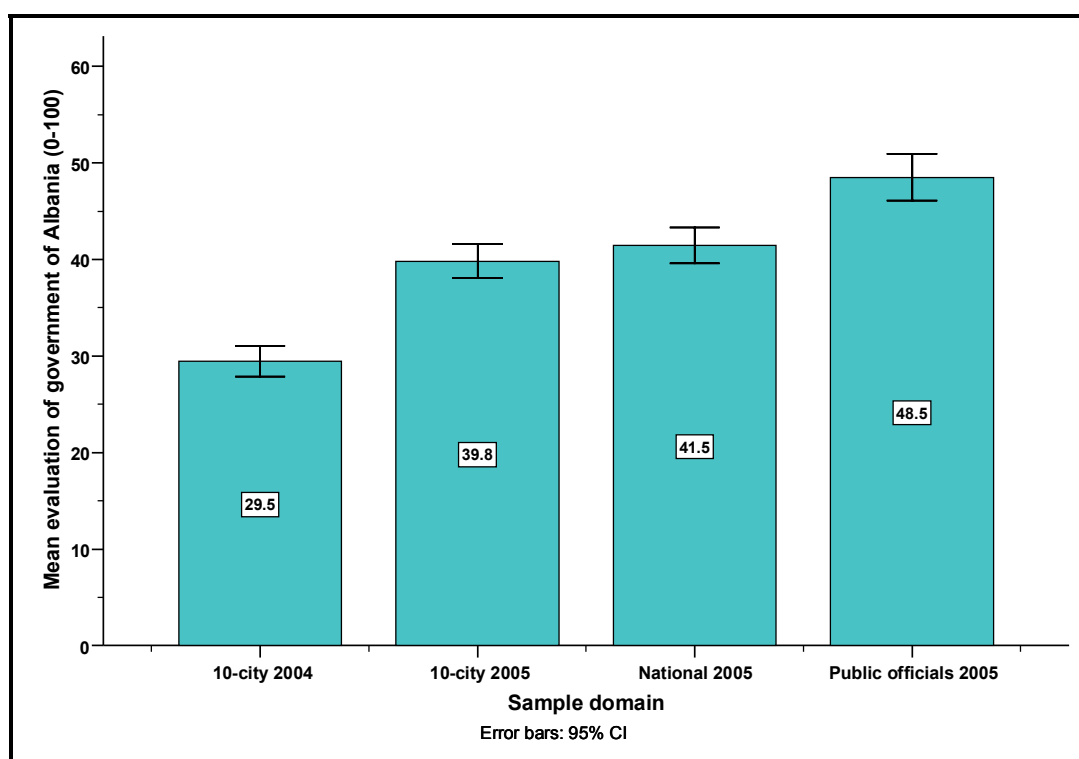
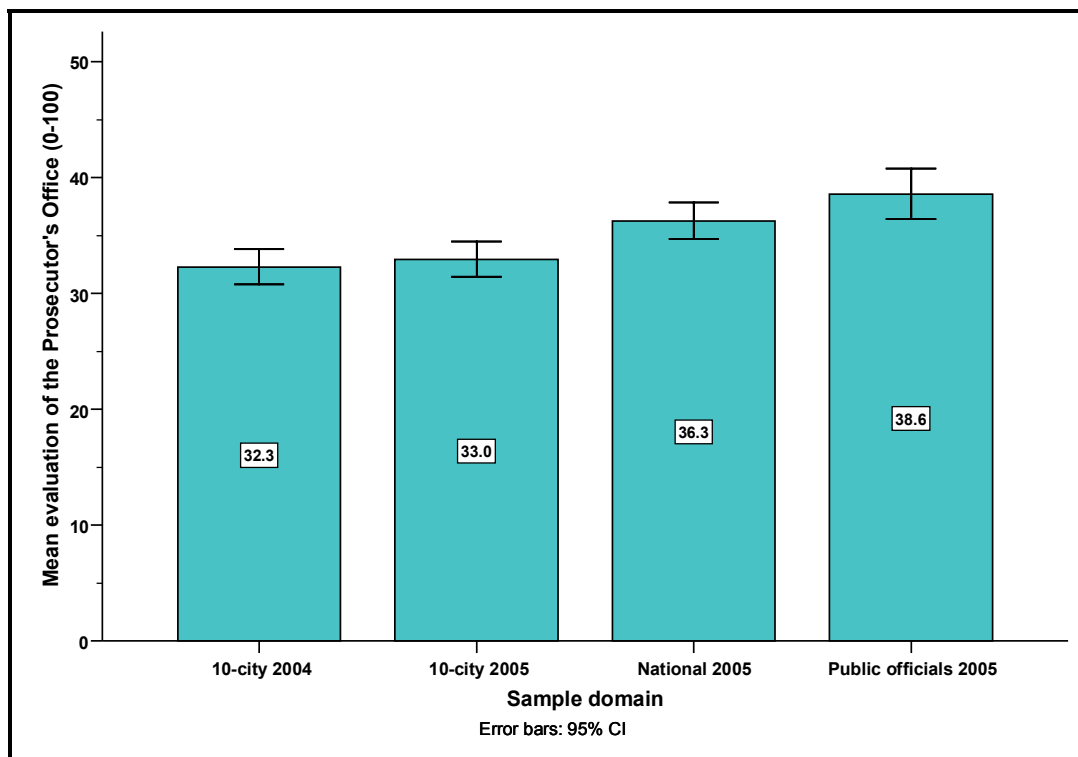


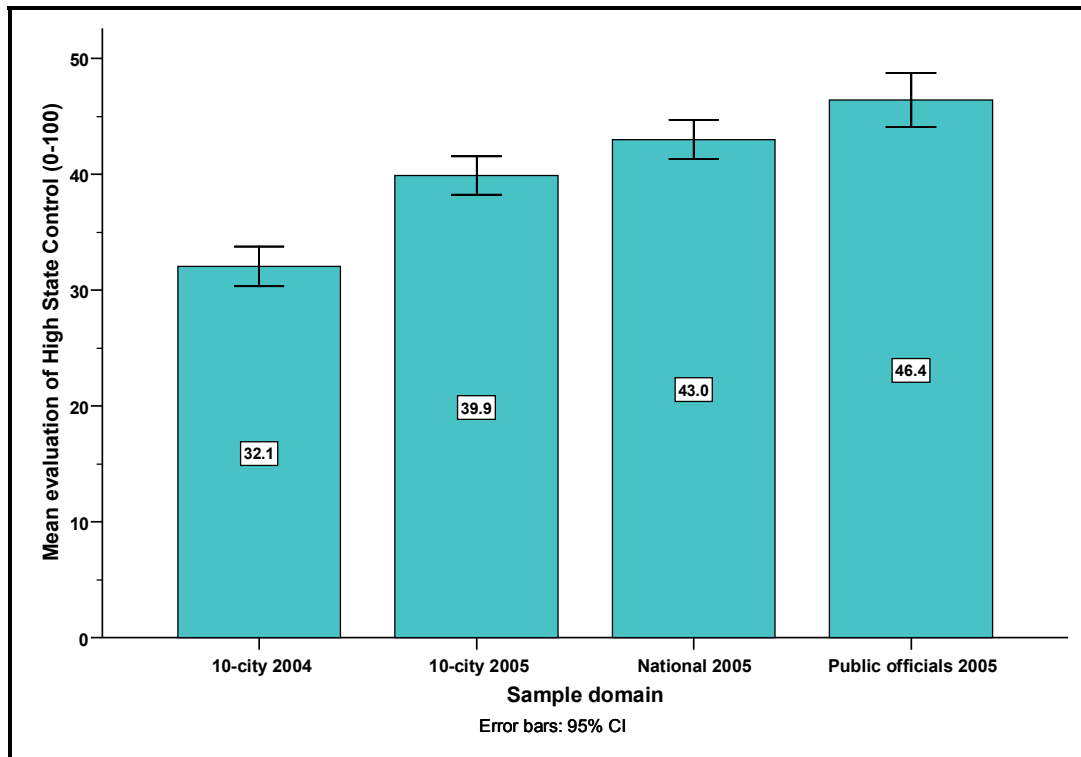
Figure IV-21 shows that there was a substantial improvement of more than 10 points between the 2004 and 2005 TCS with respect to citizens' evaluations of the government of Albania's contribution to the anti-corruption effort. There was no difference between the nation and the urban centers in 2005. The highest evaluation came from public officials – 7 points above the nation as a whole – but even this was below the midpoint of the scale, reflecting the poor evaluation of the government's anti-corruption efforts across all four categories.

Figure IV-22 Extent to which the Prosecutor's Office Helps to Fight Corruption, by Sample



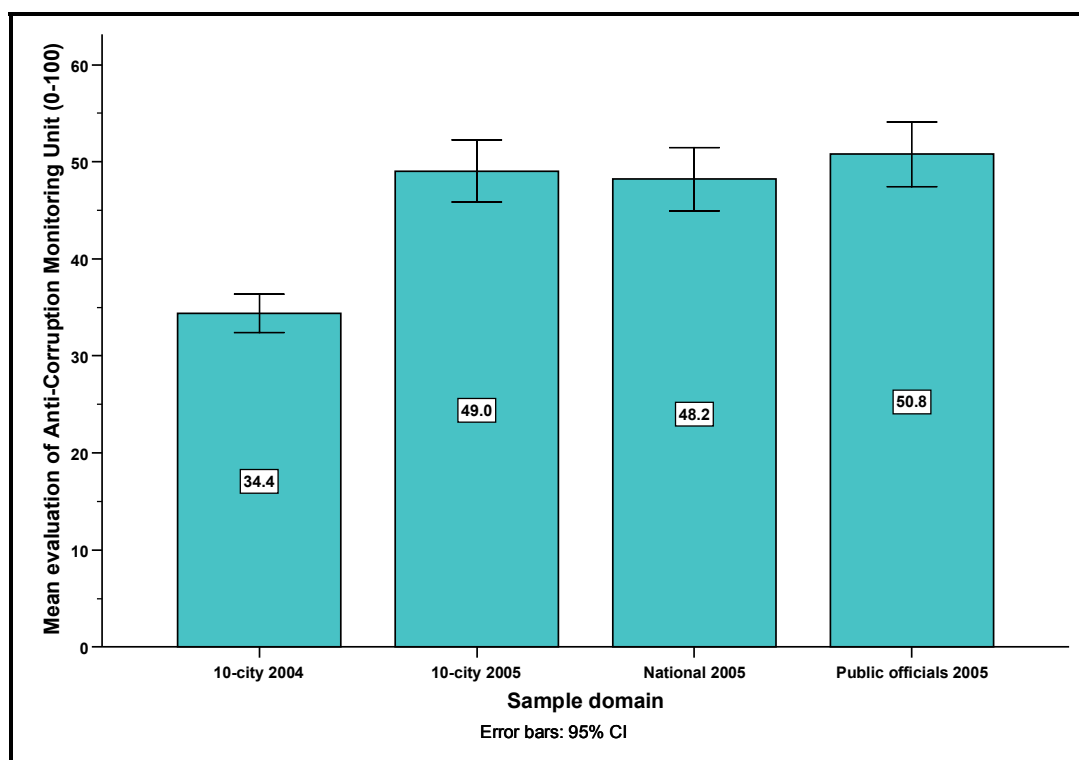
Evaluations of the efforts of the Prosecutor's Office toward combating corruption showed no change in the 10 main cities in the 2004-2005 period. The nationwide evaluation in 2005 was more favorable than in the urban centers. But there was no difference between the evaluations of public officials and of the nation as a whole.

Figure IV-23 Extent to which the High State Control Helps to Fight Corruption, by Sample



In the urban centers of the country, citizens' evaluation of the efforts of the State High Control to combat corruption improved considerably over the 2 year period, by almost 8 points. The national evaluation was slightly more favorable than that in the urban centers in 2005, and public officials' evaluation was higher than in the nation.

**Figure IV-24 Extent to which the Anti-Corruption Monitoring Unit
Helps to Fight Corruption, by Sample**



Public evaluations of the anti-corruption efforts of the Anti-Corruption Monitoring Unit of the Prime Minister's Office (previously under the Ministry of State) improved substantially, by almost 15 points on the 0-100 scale, in the 2005 TCS.⁷ There was no significant difference between the 2005 TCS, national and public officials' samples.

⁷ It should be noted that in the 2005 editions of the survey, unlike in 2004, a filter question was used, which asked respondents if they had heard of the Anti-Corruption Monitoring Unit, with the result that in 2005 only those who were at least somewhat familiar with the organization evaluated it. For 2004 one has to assume that all those who evaluated the agency had at least heard of it. This should be kept in mind when assessing the differences in the mean scores from the two years.

Figure IV-25 Extent to which Civil Society Helps to Fight Corruption, by Sample

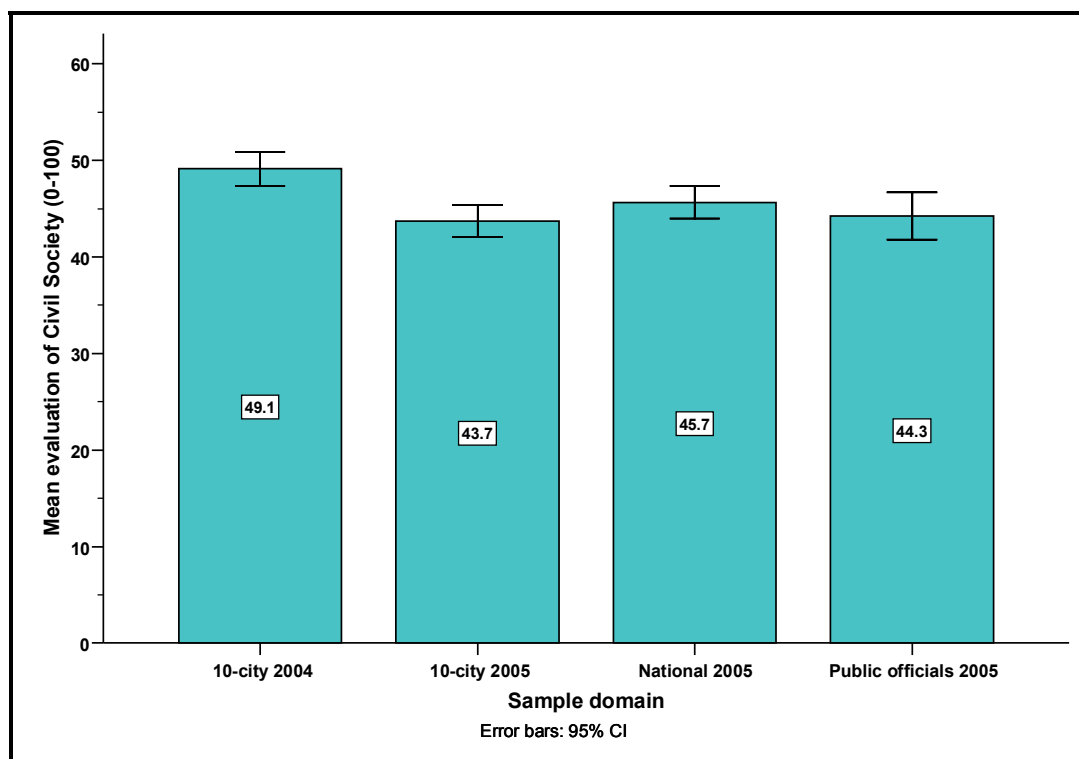
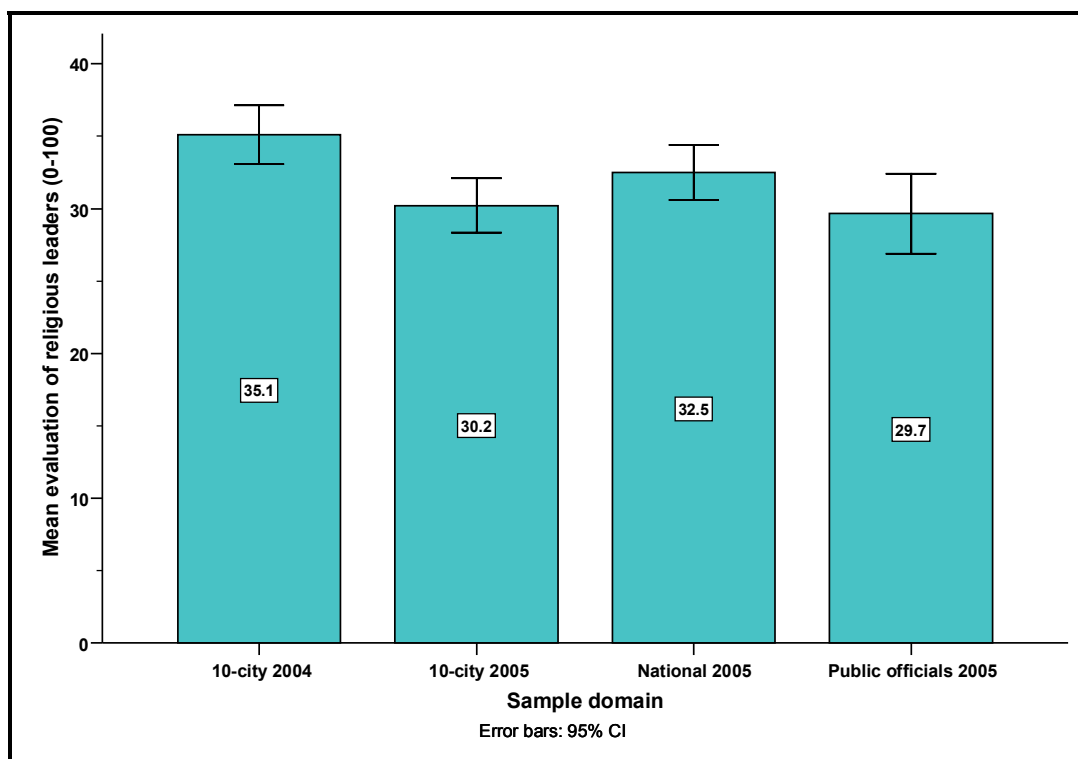


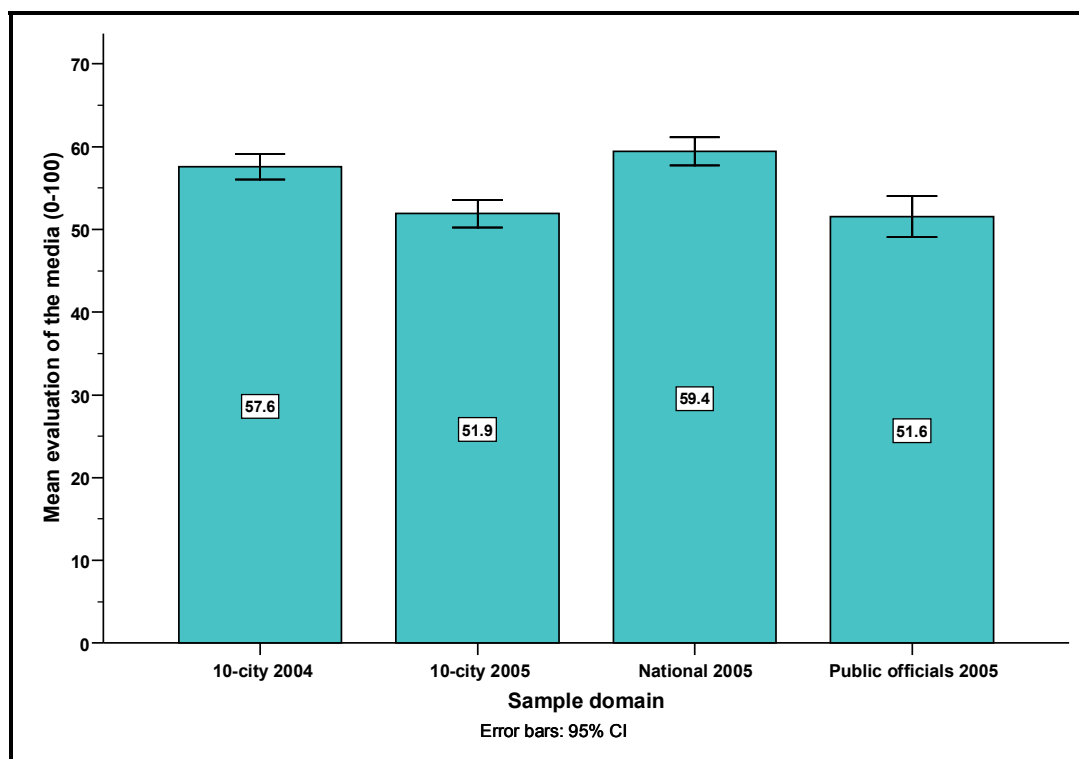
Figure IV-25 shows that in the ten main cities there was a worsening of public perceptions of civil society's role in fighting corruption in the 2004-2005 period. There was no difference between mean assessment of the urban sample, the national sample and the public officials' sample.

Figure IV-26 Extent to which Religious Leaders Help to Fight Corruption, by Sample



Religious leaders' contribution to anti-corruption efforts was evaluated relatively poorly in the urban centers in 2005 compared to in 2004. There was no difference between the 10 main cities, the nation and public officials in 2005 with respect to the overall assessment of their role.

Figure IV-27 Extent to which the Media Help to Fight Corruption, by Sample



Given the media's key role in efforts to fight corruption the worsening of public perceptions regarding their contribution in the 2005 TCS compared to 2004 needs to be highlighted. However, the perception of the nation as a whole was much more positive than that of the urban centers. The evaluations of public officials were lower than that of the nation, and mirrored that of the 2005 TCS.

Summary of Perception on State Efforts to Combat Corruption

It should be noted that, with one exception, all of the institutions received mean scores below the midpoint of the scale (50), suggesting that in the best of cases their performance in the anti-corruption fight was unsatisfactory. The one notable exception is the media, which received mean scores in the 50s range in all four samples. (There is another exception, the Anti-Corruption Monitoring Unit (ACMU) but only among public officials and there only half the sample evaluated the agency.)

It is also useful to discuss briefly the relative position of these institutions and groups within each sample. If we consider the two worst-evaluated categories with respect to their contribution to the fight against corruption, in the 2004 TCS these were the government of Albania and the High State Control, while in all three 2005 samples they were the same: religious leaders and the Prosecutor's Office. If we next consider the two best-evaluated categories with respect to their contribution to the fight against corruption,

in the 2004 TCS these were civil society and the media, while in all three 2005 samples they were the ACMU and the media. If one discounts the relatively favorable evaluation of the ACMU because of the absence of a filter question in the 2004 survey, then the third placed category is civil society in the TCS and national sample but among public officials it is the government of Albania.

It is a matter of concern that the state authorities that should be spearheading the fight against corruption fare so badly in the public's perceptions. At the same time, these finding underscore the importance of having an independent media and a vibrant civil society for reducing corruption.

Institutional Transparency

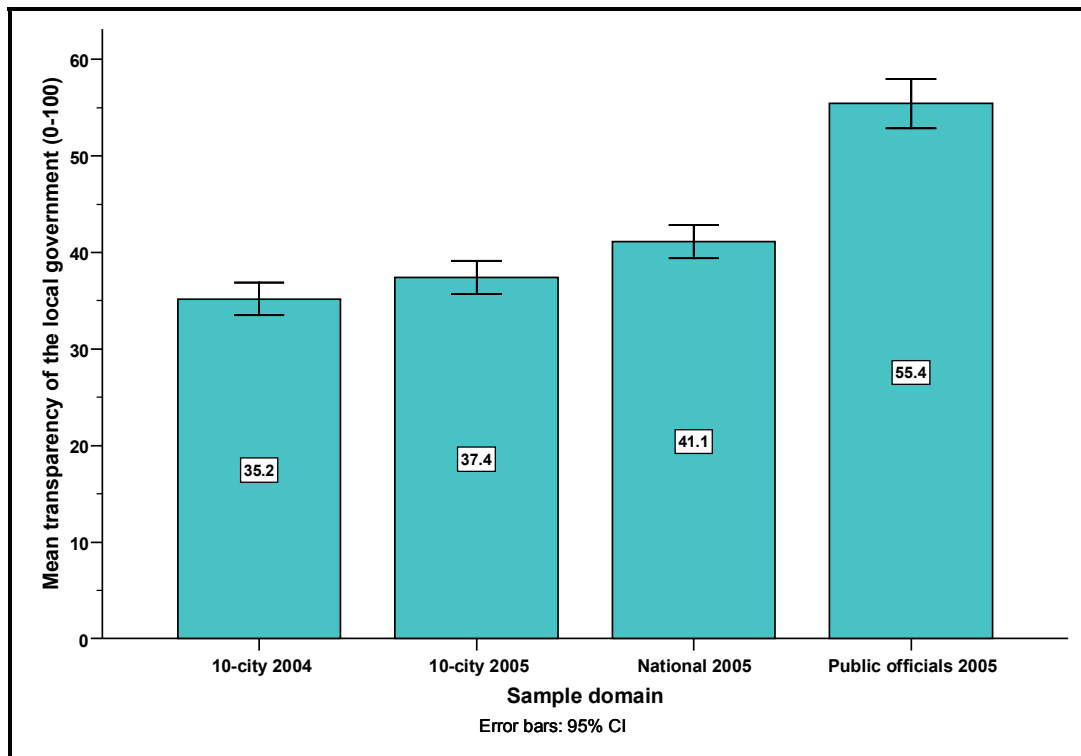
There was also a set of questions common to the four surveys that related to the transparency of selected state agencies.

Now we will talk about transparency in various governmental institutions. By transparency we mean permitting citizens and the mass media access to information that would enable them to hold public institutions accountable. Do you think that the following institutions are very transparent, somewhat transparent, or not transparent?

TRAN2. How transparent is your local government? [CHANGED FROM 2004]
1. Very Transparent 2. Somewhat transparent 3. not transparent (8) Do not know/do not answer
TRAN3. How transparent is the Parliament?
1. Very Transparent 2. Somewhat transparent 3. not transparent (8) Do not know/do not answer
TRAN4. How transparent is the High State Control? (Auditor General's office)
1. Very Transparent 2. Somewhat transparent 3. not transparent (8) Do not know/do not answer
TRAN5. The Central Government? (in Albanian = office of Prime Minister and cabinet)
1. Very Transparent 2. Somewhat transparent 3. not transparent (8) Do not know/do not answer
TRAN6. The State enterprises?
1. Very Transparent 2. Somewhat transparent 3. not transparent (8) Do not know/do not answer
TRAN7. The Police?
1. Very Transparent 2. Somewhat transparent 3. not transparent (8) Do not know/do not answer
TRAN8. The Armed Forces?
1. Very Transparent 2. Somewhat transparent 3. not transparent (8) Do not know/do not answer
TRAN9. The Office of the General Prosecutor?
1. Very Transparent 2. Somewhat transparent 3. not transparent (8) Do not know/do not answer
TRAN10. The Courts?
1. Very Transparent 2. Somewhat transparent 3. not transparent (8) Do not know/do not answer

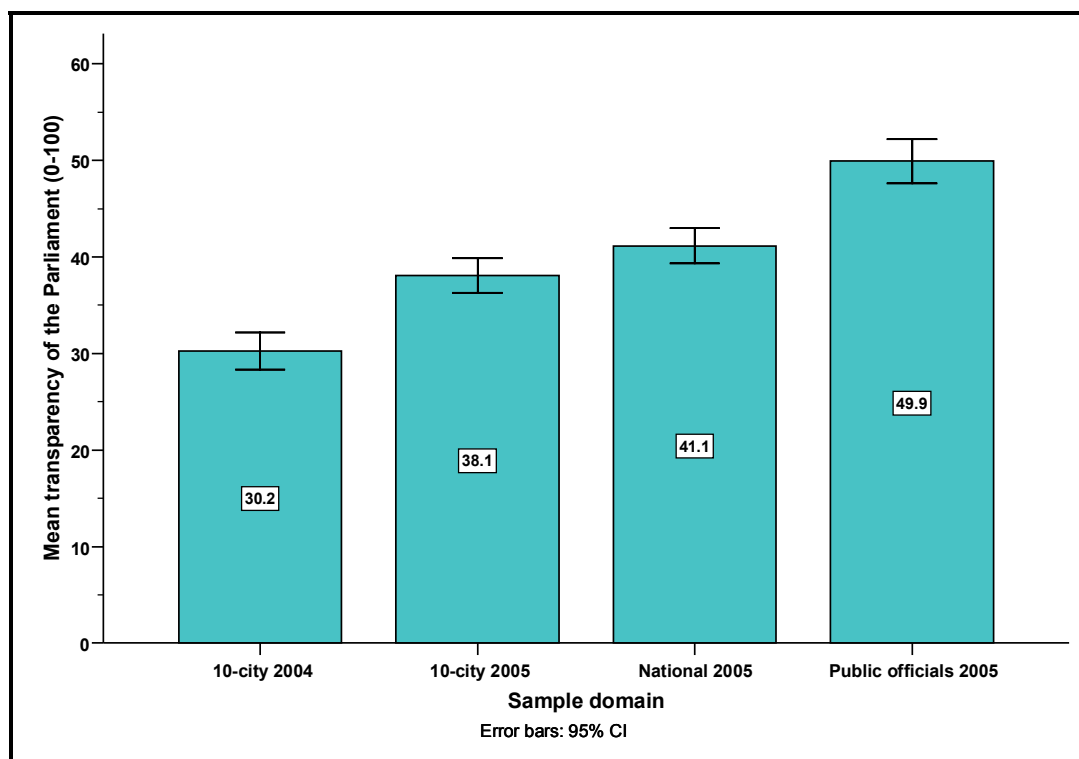
The response metric for this set of questions was a 1-3 scale, where 1 meant “Very transparent” and 3 meant “Not transparent.” The response metric was converted to a 0-100 scale, where 0 meant “Not transparent” and 100 meant “Very transparent.”

Figure IV-28 Transparency of the Local Government, by Sample



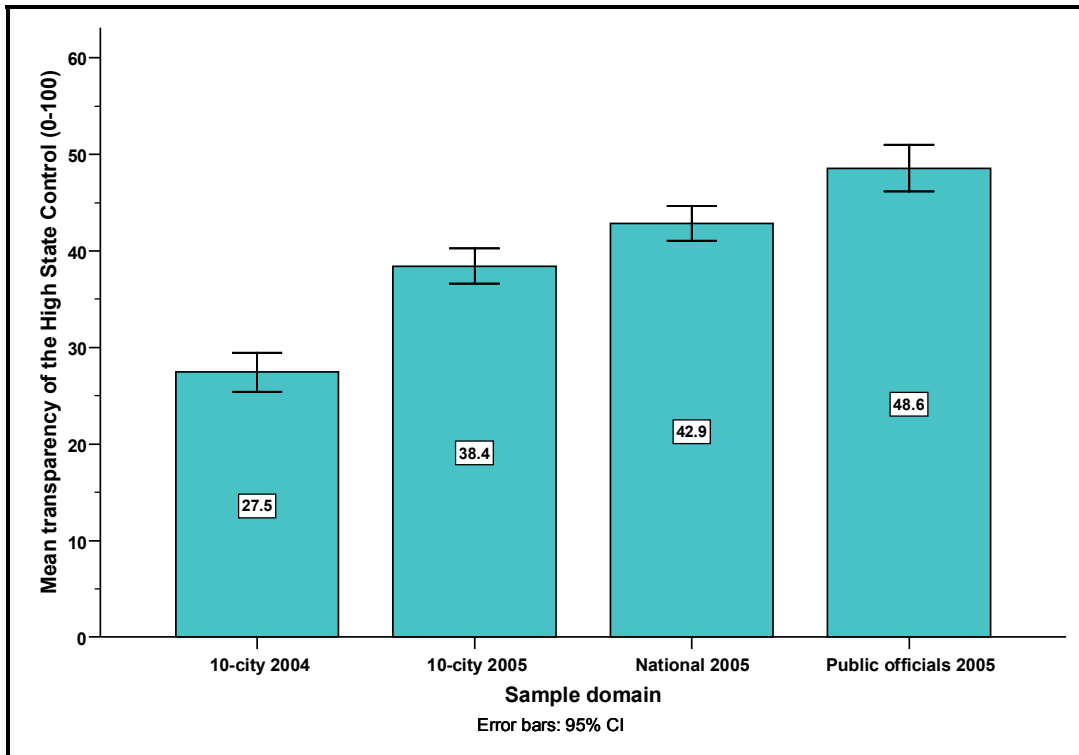
There was no change in the 2005 TCS with respect to the public's perceptions of the transparency of local government. Nationwide the perception was more favorable than in the main cities. But by far the most favorable assessment was done by public officials themselves – with a mean score more than 14 points above the national mean.

Figure IV-29 Transparency of the Parliament, by Sample



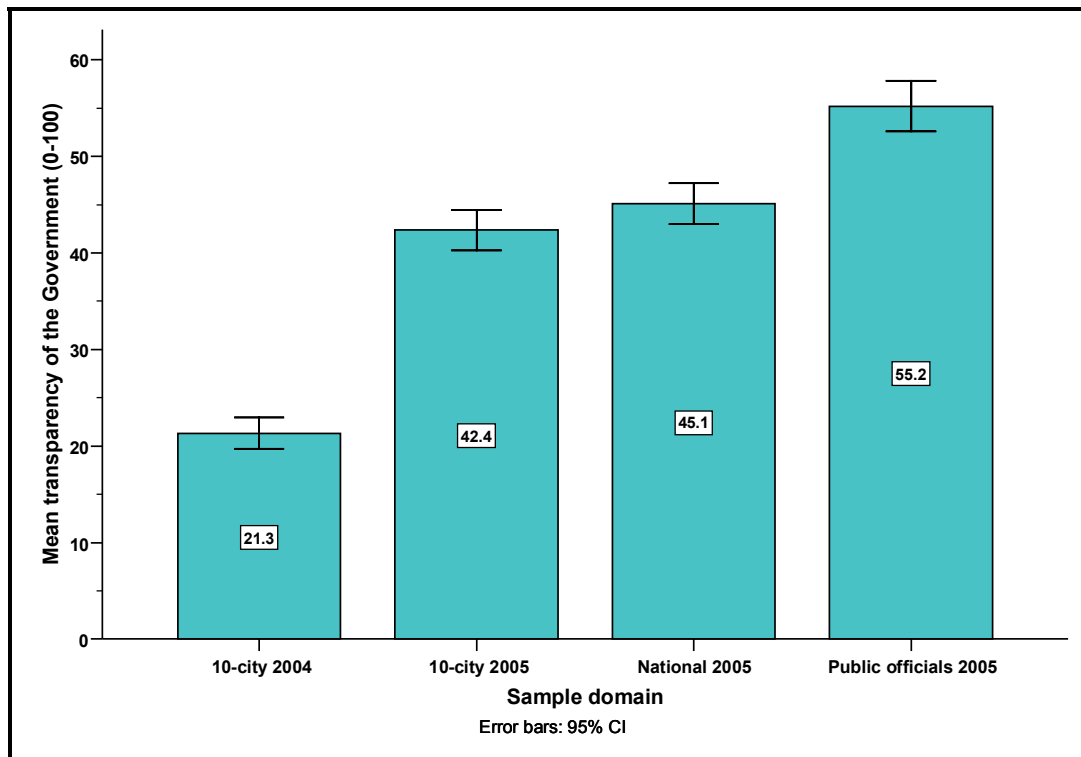
Evaluations of the transparency of parliament improved considerably in the 2005 TCS, by almost 8 points. The overall nationwide perception was slightly more positive than in the urban centers. Public officials overall assessment was once again substantially more favorable relative to the nation, though by a smaller margin than in the case of local government (almost 9 points).

Figure IV-30 Transparency of the High State Control, by Sample



The High State Control (Auditor General's Office) also received a much more favorable assessment (a difference of almost 11 points) with respect to its transparency in the 2005 TCS. Once again, the nationwide assessment was more positive than in the 10 main cities. Public officials once again gave the most positive evaluation of the High State Control in 2005, a mean score of 48.6.

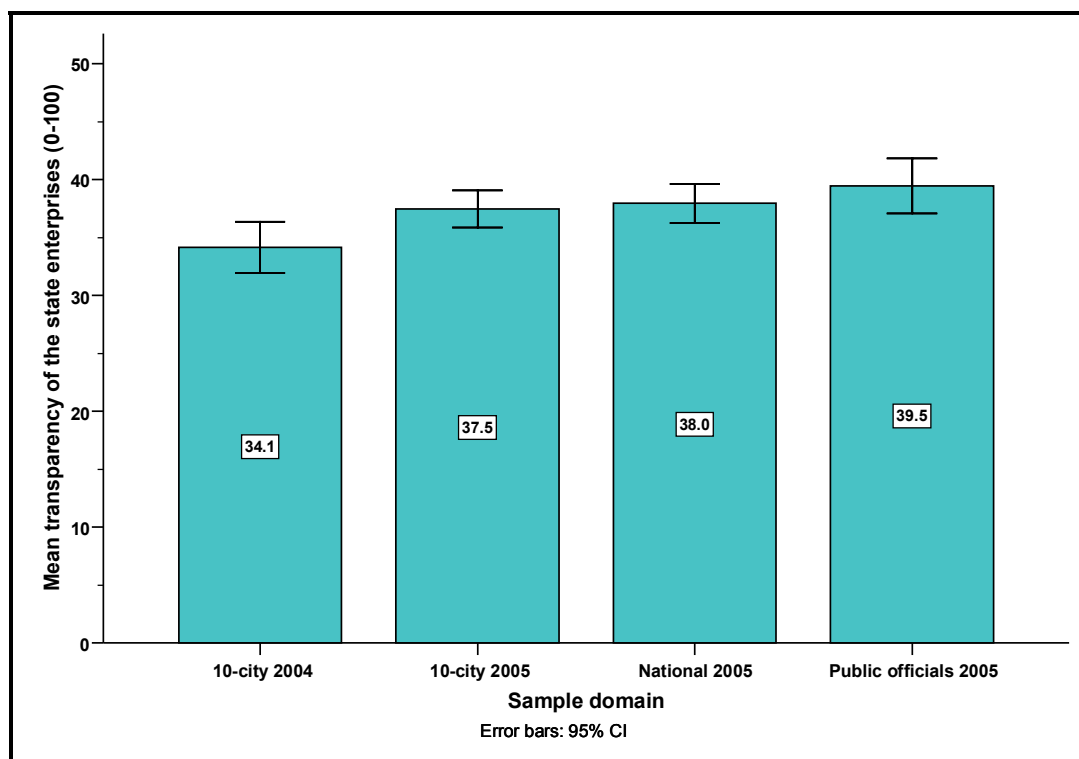
Figure IV-31 Transparency of the Central Government, by Sample



The 2005 TCS shows a striking increase in the overall perception of the transparency of the central government, which includes the office of the prime minister and his cabinet. The mean score for the urban areas in 2005 was twice as high as that in 2004. There was no difference between the 2005 urban samples and the national sample, but the perception of the central government's transparency among public officials was considerably more favorable than that of the nation as a whole (a difference of 10 points).

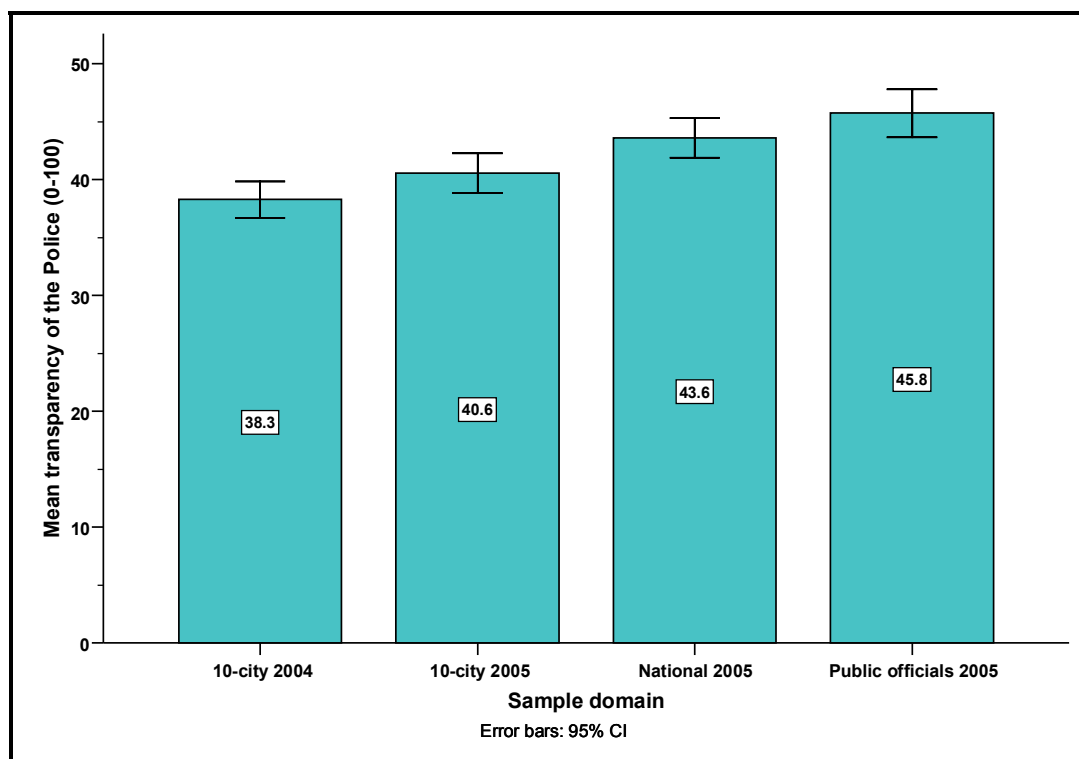
It should be kept in mind, however, that the large differences between 2004 and 2005 may partly be a function of the change in government resulting from the July 2005 parliamentary elections.

Figure IV-32 Transparency of the State Enterprises, by Sample



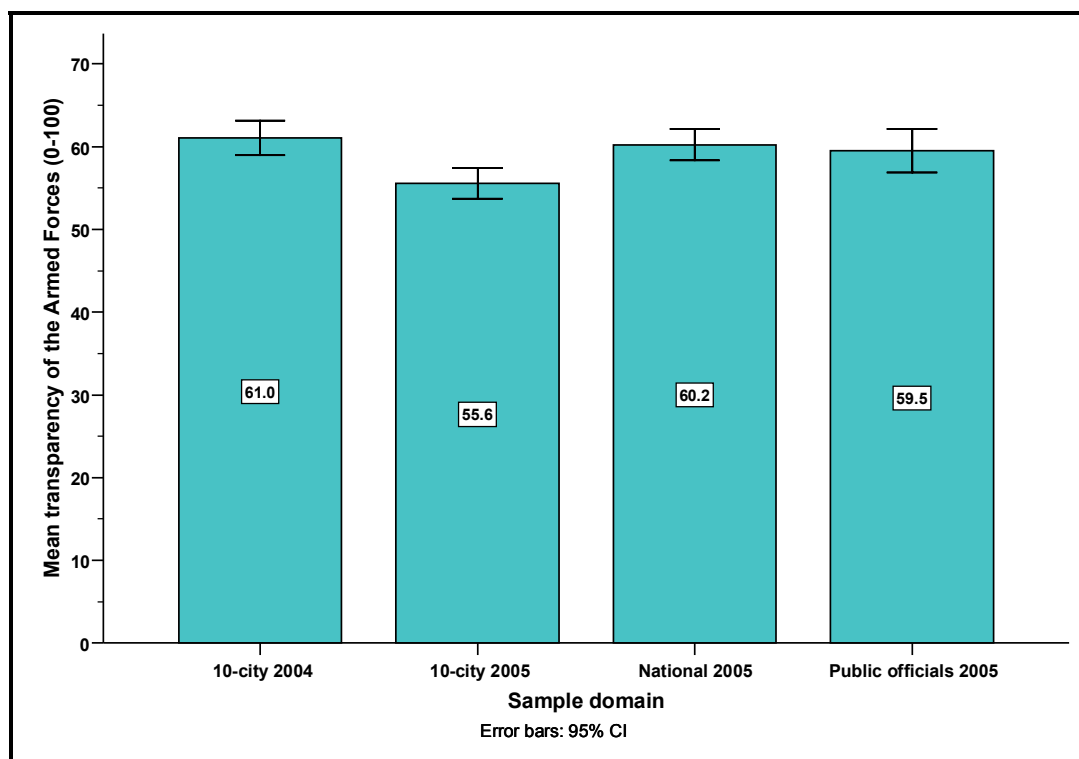
Public assessments of the transparency of state enterprises showed a slight positive change from the 2004 TCS to the 2005 TCS. There was also no significant difference in 2005 between the overall assessments in the 10 main cities, in the nation and among public officials (all through around 38 points).

Figure IV-33 Transparency of the Police, by Sample



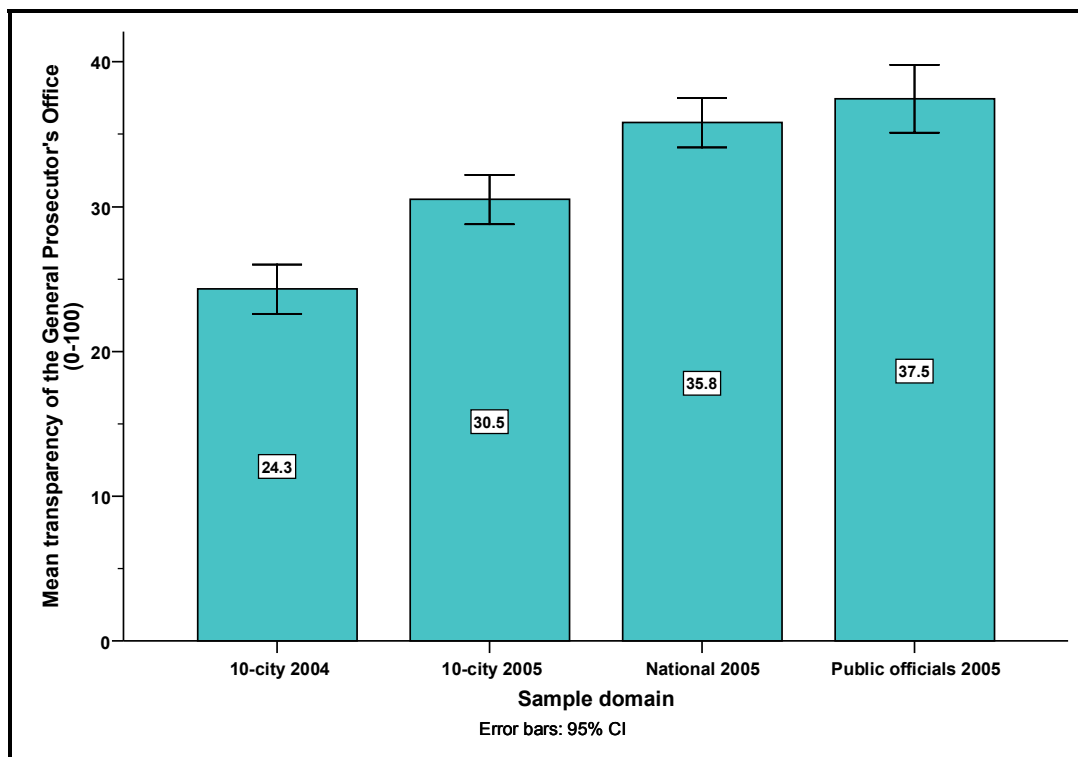
Perceptions of police transparency experienced no change in the 10 urban centers from 2004 to 2005. However, the national assessment of their transparency was somewhat more favorable than that in the urban centers (by 3 points), but no different from that of public officials.

Figure IV-34 Transparency of the Armed Forces, by Sample



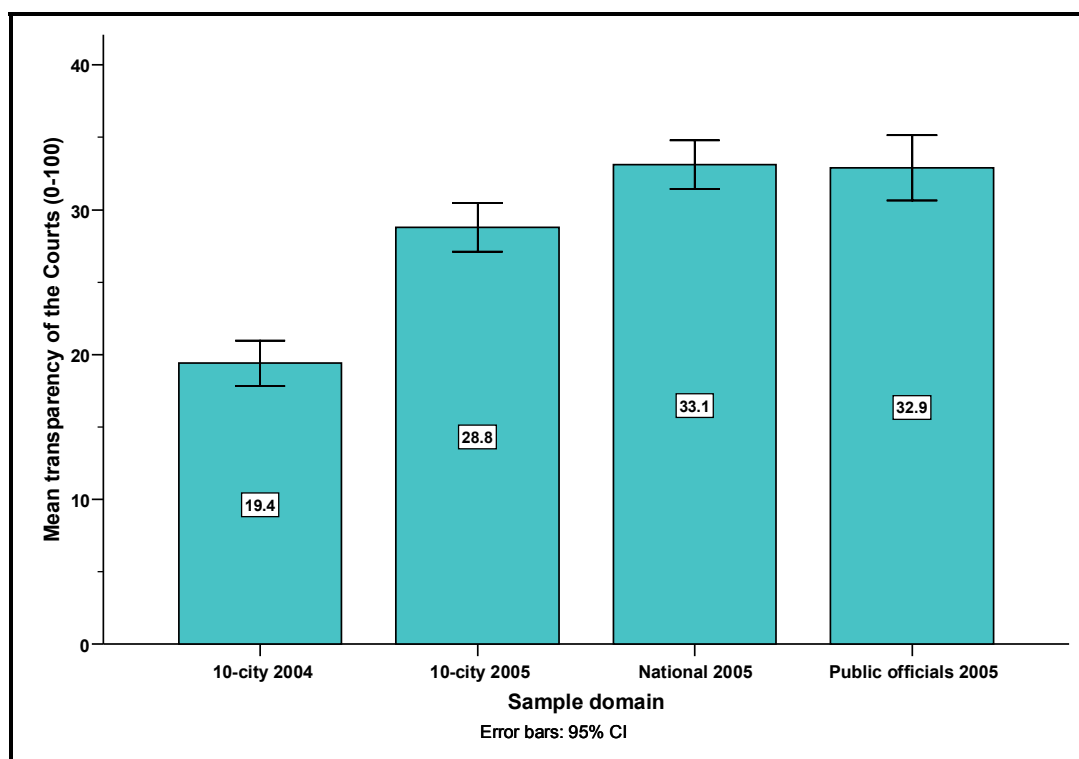
Perceptions of the transparency of the Albanian Armed Forces deteriorated in the 2005 TCS by about 5 points. The Armed Forces were seen as more transparent in the nation as a whole (60.2) relative to the urban centers (55.6), and the national assessment was shared among public officials.

Figure IV-35 Transparency of the General Prosecutor's Office, by Sample



The General Prosecutor's Office was perceived as more transparent in the 2005 TCS compared to 2004 by about 6 points. The nationwide perception was even more positive, and it was shared by public officials.

Figure IV-36 Transparency of the Courts, by Sample



The courts were also perceived to be more transparent in the 2005 TCS, which showed a 9.4 point increase over 2004. They were perceived as being even more transparent in the nation as a whole (33.1 points). The national perception was shared among public officials.

Summary of Perceptions of Transparency

Now that we have looked at the differences between the samples, what commonalities can one see across the four? First, across all the samples, the courts are perceived to be the least transparent of the 9 institutions, while the Armed Forces are thought to be the most transparent. There is, on average across the four samples, a difference of 25-30 points between the two institutions. It is extraordinary that an institution that in many countries of the world would not be considered the most open or accessible of the major state institutions is considered the most transparent in Albania. For the same reason, the relatively favorable perception of the police in both 2004 and 2005 (except in the public officials' sample) stands out.

This is at least in part a reflection of how inaccessible and opaque citizens perceive the civilian institutions of the state to be because, even with their relatively favorable ranking, the police get a mean score below 50 in all the samples.

In 2005, the next most transparent institution was the central government, which in 2004 was the next least transparent after the courts. A large part of this swing in perceptions must be attributed to the recent arrival of a new government.

In 2005, the next least transparent institution after the courts was the General Prosecutor's Office; it was also among the three least transparent institutions in 2004.

Among public officials, the ranking of institutions from least to most transparent was somewhat different from the urban and national samples. After the Armed Forces, the institutions perceived as most transparent (not counting the central government) were local government and parliament while among the urban and national samples they were the police and the High State Control.

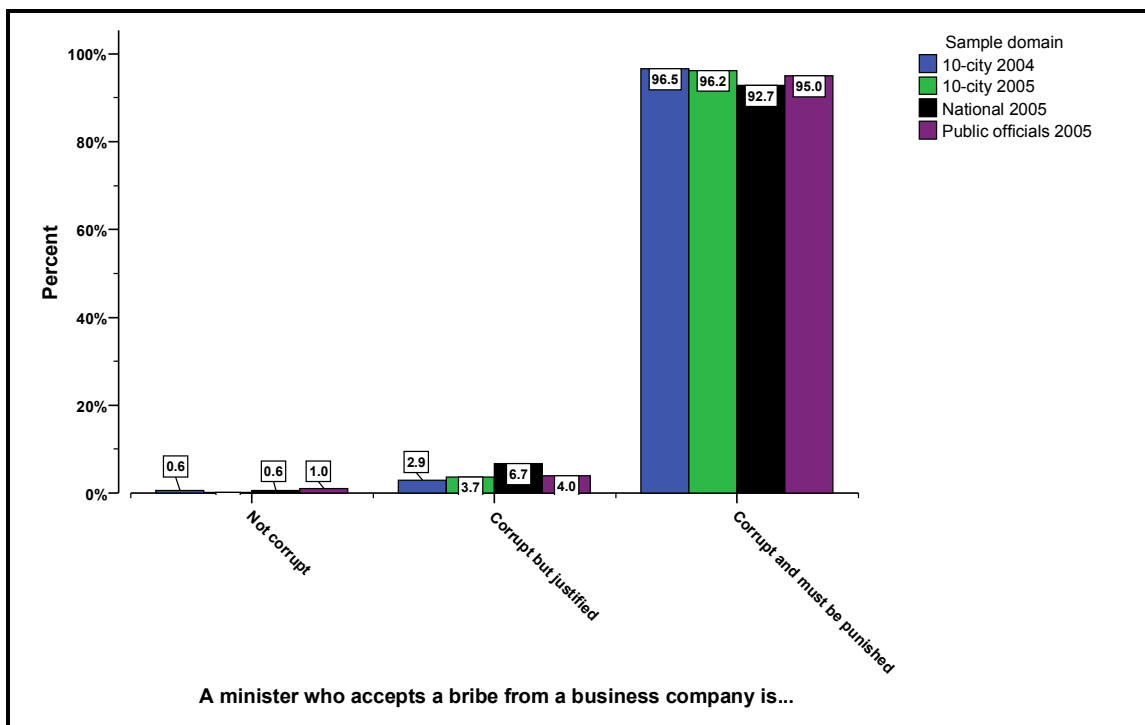
Attitudes Regarding Corruption

The surveys also included a set of questions designed to probe Albanians' understanding of "corruption" through the use of different real-life scenarios. The scenarios deal with corruption in the form of bribery and nepotism or peddling of influence, and in most cases probe respondent's perceptions of the parties to the act in question. The utility of the questions stems from their potential ability to help explain Albanians' perceptions of corruption in their public institutions.

In daily life, many things occur. I will mention some of them. Please indicate how you consider the behavior of the following people:

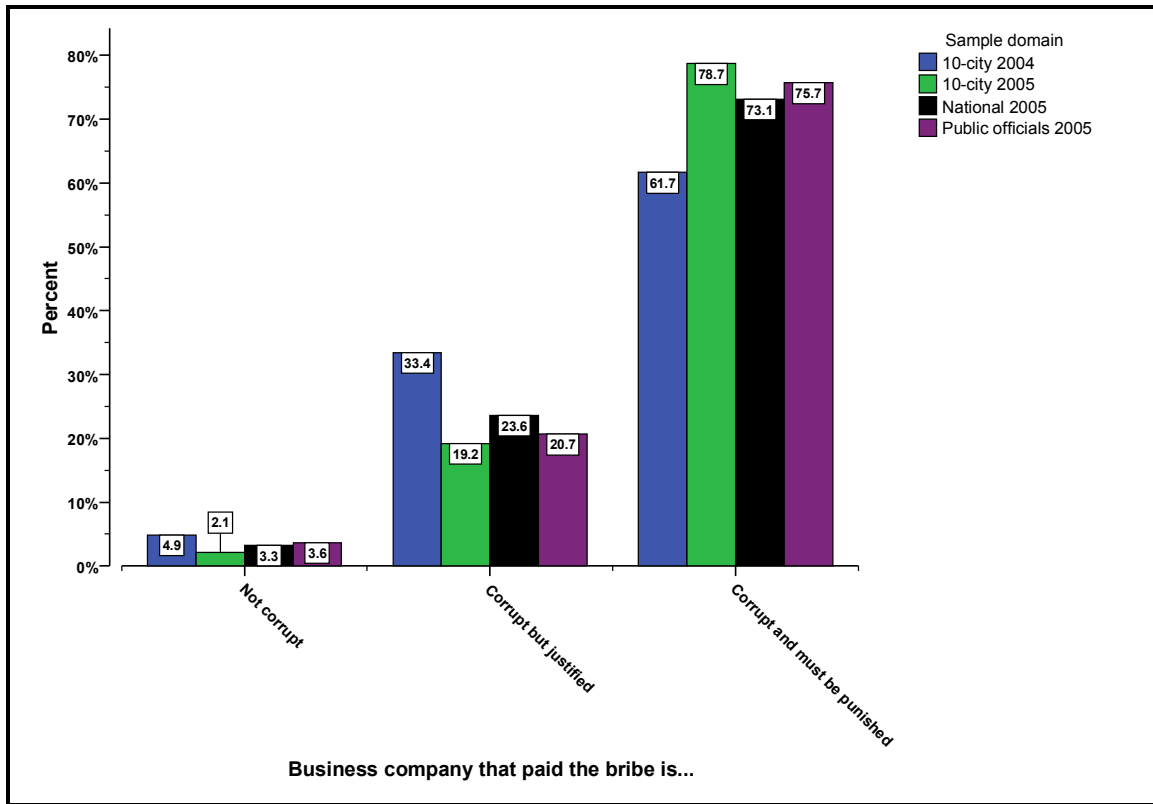
<p>AOC1. For example: A minister accepts a bribe of ten thousand dollars paid by a business enterprise. Do you consider that the minister is: [Read alternatives]</p> <p>(1) Corrupt and must be punished (2) Corrupt but justified (3) Not Corrupt (8) Don't know</p>
<p>AOC2. And what do you think of the business enterprise that paid the bribe to the minister. In your opinion this behavior is: [Read alternatives]</p> <p>(1) Corrupt and must be punished (2) Corrupt but justified (3) Not Corrupt (8) Don't know</p>
<p>AOC3. A mother of several children needs to obtain a birth certificate for one of her children. Not to waste time waiting, she pays the public official 5,000 old leks. Do you think what the mother did was: [Read alternatives]</p> <p>(1) Corrupt and must be punished (2) Corrupt but justified (3) Not Corrupt NS=8</p>
<p>AOC4. And the public official who accepted the bribe was: [Read alternatives]</p> <p>(1) Corrupt and should be punished (2) Corrupt but justified (3) not Corrupt NS=8</p>
<p>AOC5. An elementary school student, hoping to get a better grade, gives a shirt as a gift to a teacher. In your opinion the student is: [Read alternatives]</p> <p>(1) Corrupt and must be punished (2) Corrupt but justified. (3) Not Corrupt Don't know=8</p>
<p>AOC6. The teacher who accepts the gift, in your opinion is:</p> <p>(1) Corrupt and must be punished (2) Corrupt but justified (3) Not Corrupt Don't know=8</p>
<p>AOC7. A public official uses a vehicle of the government that is only for official use, to take his/her family on vacation to a beach resort. In your opinion this official is :</p> <p>(1) Corrupt and must be punished (2) Corrupt but justified (3) Not Corrupt Don't know=8</p>
<p>AOC8. Someone sees the government vehicle at the beach resort. The person does not report it. Do you think that this person is:</p> <p>(1) Corrupt and must be punished (2) Corrupt but justified (3) Not Corrupt Don't Know=8</p>
<p>AOC9. During the holidays a flower store owner raises the price of flowers. Do you think that the owner of the store is:</p> <p>(1) Corrupt and must be punished (2) Corrupt but justified (3) not Corrupt Don't know=8</p>
<p>AOC10. An unemployed person is the brother-in-law of an important politician, and he uses his influence to get him a job in the public sector. Do you think the politician is: (1) Corrupt and must be punished (2) Corrupt but justified (3) not Corrupt Don't Know=8</p>

Figure IV-37 Perception of a Minister Who Accepts a Bribe from a Business Company, by Sample



In all four samples, the vast majority of respondents thought that a minister who accepts a 10 thousand dollar bribe from a company is corrupt and must be punished.

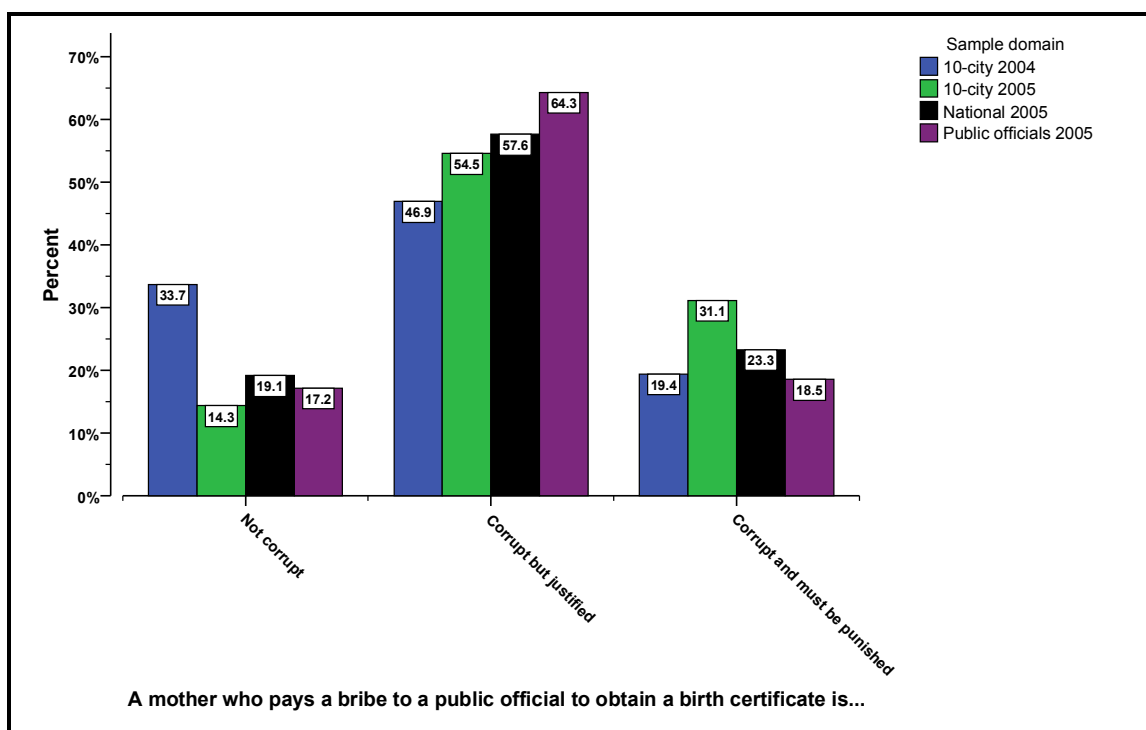
Figure IV-38 Perception of Business Company that Paid Bribe to Minister, by Sample



Large majorities of respondents in all four samples felt that the company that paid the bribe to the minister was corrupt and should be punished. There were considerable percentages in each sample that fell in the grey area, i.e., they felt that the company offering the bribe was corrupt but justified. This could be because they felt that the primary motive for the bribery lay in the minister's willful abuse of power and that the company had no alternative but to accede to demand for bribes, i.e., that the company was relatively innocent.

At the same time, it is encouraging to note that, compared to 2004, a much larger proportion of respondents in the 2005 TCS – 17 percentage points more – felt that the company was corrupt and must be punished.

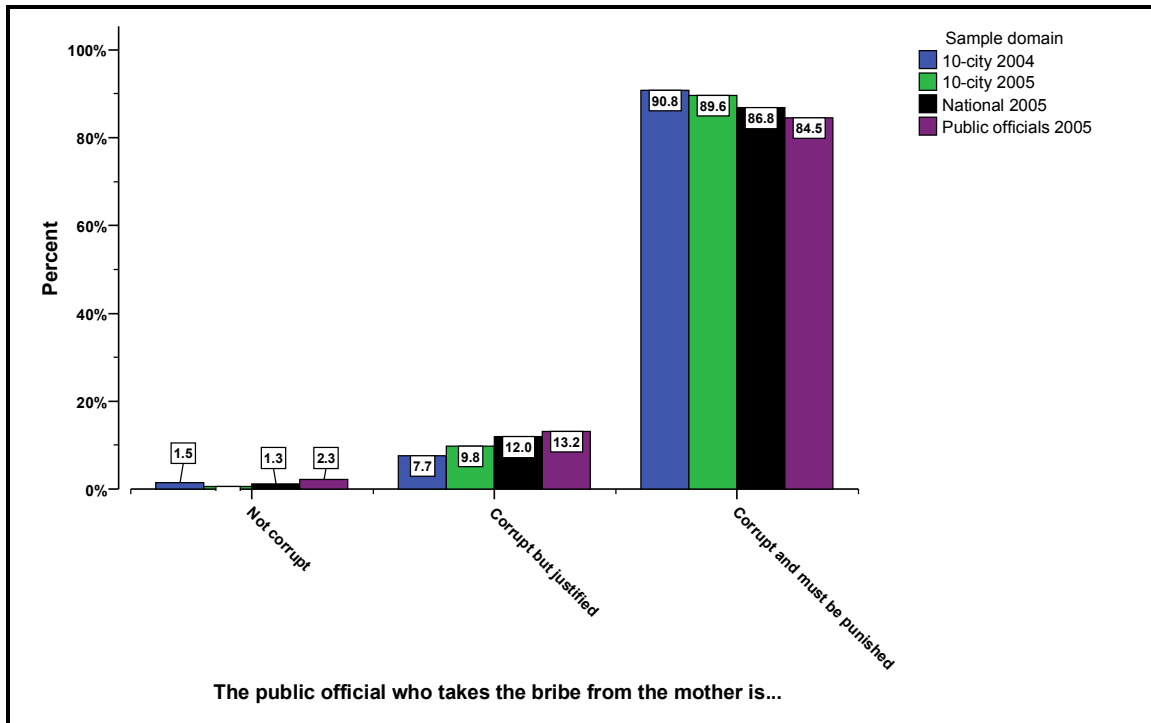
**Figure IV-39 Perception of a Mother Who Pays a Bribe to a Public Official
to Obtain a Birth Certificate, by Sample**



In sharp contrast to the case of a company bribing a minister, many of the respondents had a relatively benevolent view of a mother involved in an act of bribery. This may be because the description of the mother was that of a more vulnerable person – a female with several children – and because what she sought in exchange for the bribe was not profit but a simple yet indispensable document.

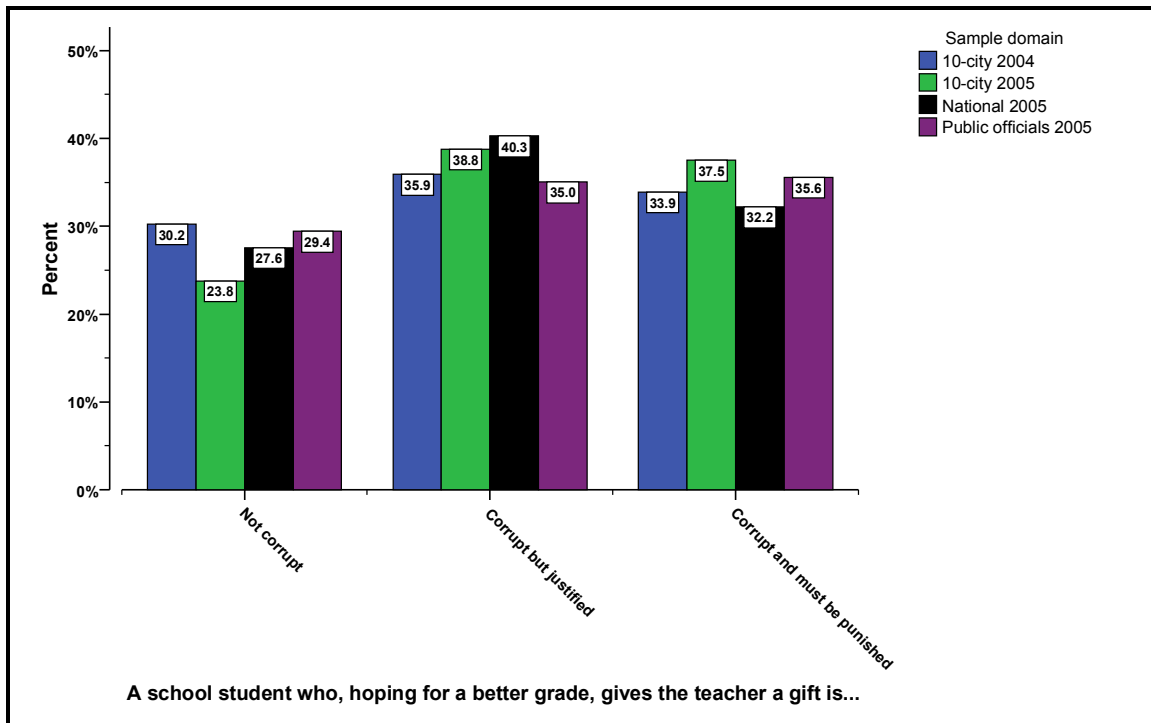
In 2004, a large majority of the respondents (80.6%) felt that a mother who pays a public official a bribe to obtain a birth certificate for one of her children was either not corrupt or corrupt but justified in her actions. In the 2005 TCS this percentage had dropped by roughly 10 points. The proportion of the national sample that took the harshest view of the woman was lower than that in the urban sample; it was even lower in the public officials' sample. The highest proportion of any of the 2005 samples that felt that the woman was corrupt was justified in her action came, interestingly enough, from the public officials' sample. This is noteworthy because public officials themselves are a party to the act of corruption described in the scenario and others like it. That they themselves felt that the mother was corrupt but justified in her action can be interpreted as an implicit acknowledgment of her powerlessness in front of the overwhelming extortion committed by their own kind.

Figure IV-40 Perception of the Public Official Who Takes the Bribe from the Mother, by Sample



In contrast to the varied reactions to the actions of the mother, there was far greater agreement regarding the actions of the public official who took the bribe from the mother. In all four samples, vast majorities felt that the official was corrupt and must be punished. The proportion of respondents in the 2005 TCS who took the most hardline stance on the official (89.6%) was only 1.2 points less than in 2004. In the national sample, a slightly smaller percentage felt the same (86.8%), while the smallest proportion was in the public official's sample (84.5%). It was also in this sample that the highest proportion of respondents had a more sympathetic view of the public official – 13.2% felt that he was corrupt but justified in his actions. There may be many reasons for such a view, among them the perception that public officials are poorly paid.

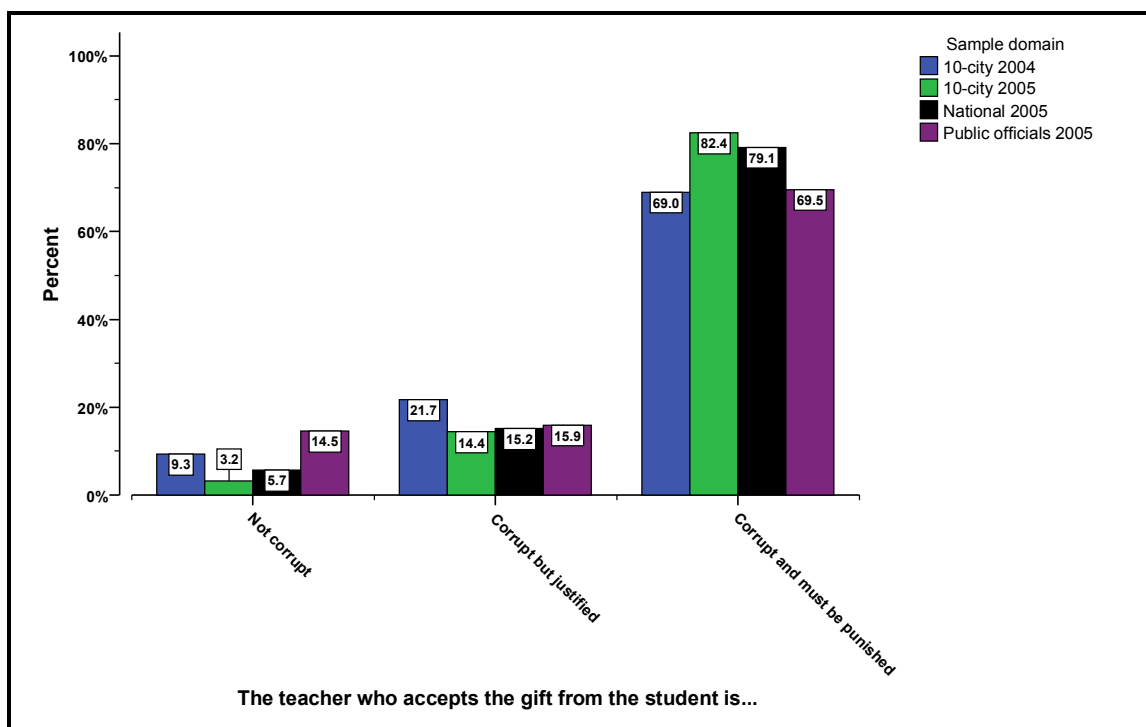
Figure IV-41 Perception of a School Student Who Gives a Teacher a Gift in the Hope of a Better Grade, by Sample



The responses to the scenario depicted in Figure IV-41 indicate that it was the most divisive, with responses in each sample spread more evenly across the three categories. Compared to the case of the mother, this case seems to have provoked less sympathy, perhaps because a student cuts a less vulnerable figure than a mother.

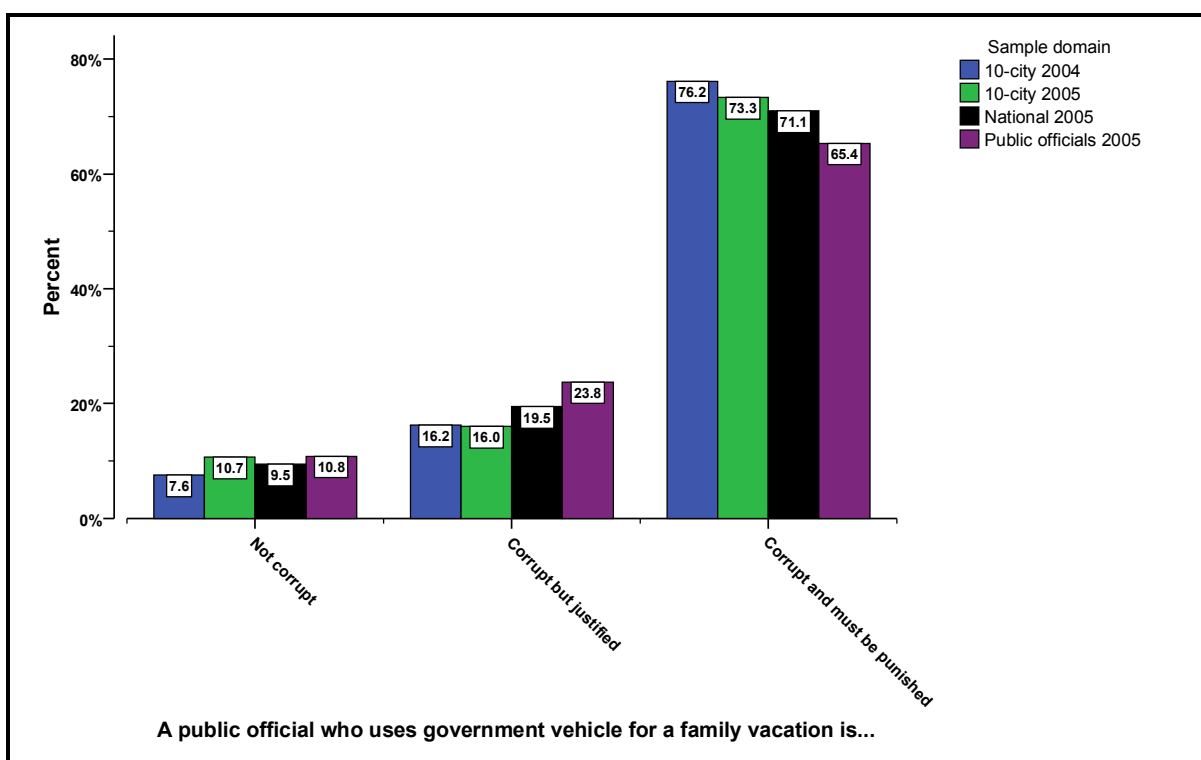
Roughly a third of each sample falls into one of the three categories, but even here a larger proportion of the 2005 TCS relative to 2004 (37.5% versus 33.9%) views the student's action as corrupt and liable for punishment. A smaller proportion takes this harsh view in the national sample (32.2%), while among public officials the proportion is closer to that in the urban sample (35.6%). In 2005, the highest proportion of respondents who view the action as not corrupt comes from the public officials' sample.

Figure IV-42 Perception of the Teacher Who Accepts the Gift from the Student, by Sample



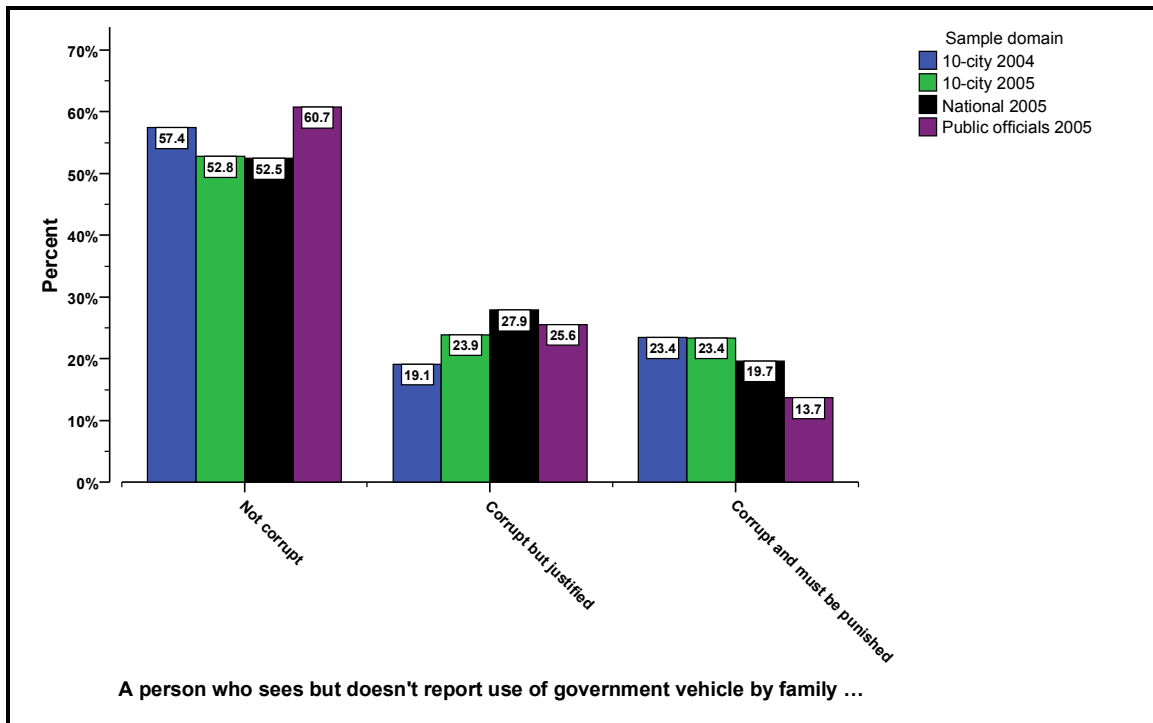
In contrast to the divided perceptions of the student's action, there is far greater agreement in regard to the actions of the teacher who received the student's gift. Large majorities in all four samples feel that the teacher is corrupt and must be punished. But even here, there is a large increase (over 13 points) in the 2005 TCS compared to 2004. The proportion in the national sample sharing the harshest view is only slightly smaller than in the urban centers while in the public officials sample it is almost 10 points smaller (69.5%) than in the nation as a whole.

Figure IV-43 Perception of a Public Official Who Uses a Government Vehicle for a Family Vacation, by Sample



In the 2005 TCS there was a slight drop (less than 3 points) in the proportion of respondents that judged that a public official who uses a government vehicle meant only for official use to take the family on vacation was corrupt and must be punished. The proportion in the national sample was slightly lower than the urban sample (by a little more than 2 points). Most striking was the 11 point difference between public officials and the nation as a whole: only 65% of public officials felt that the official was corrupt and liable to be penalized compared to 76% of the nation. The highest proportion of those who felt that the official was corrupt but justified was from the public officials' sample, as was the proportion of those who felt that the official was not corrupt.

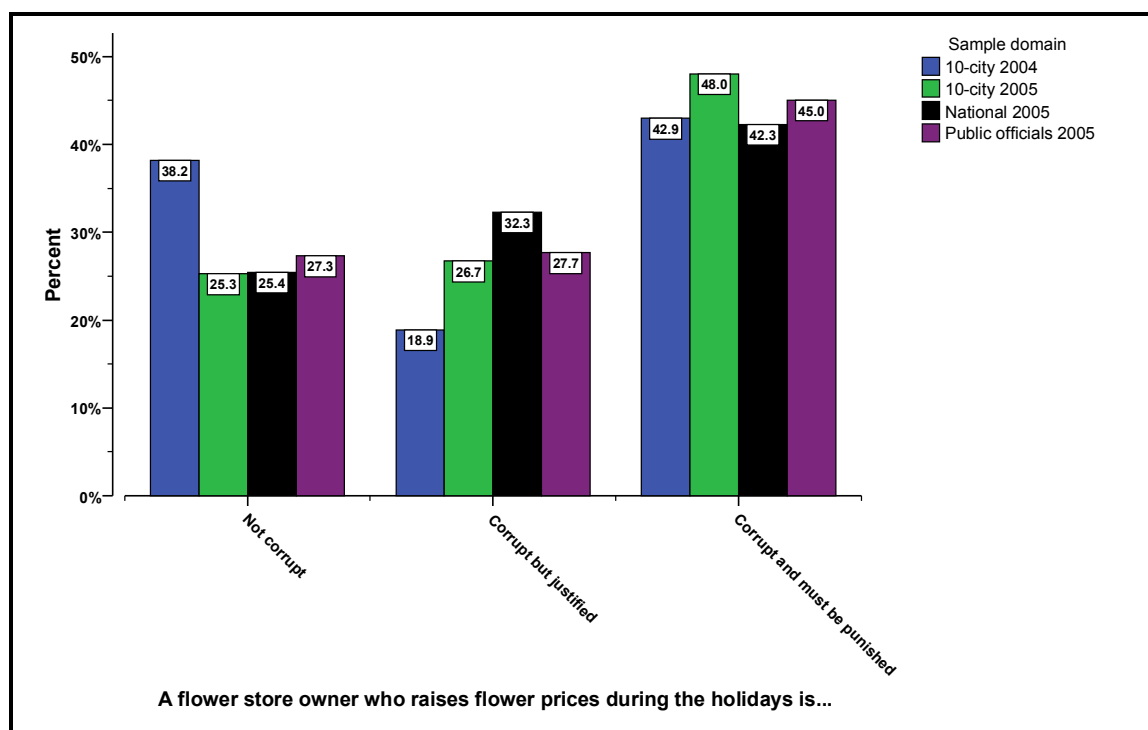
Figure IV-44 Perception of a Person Who Sees But Does Not Report Use of the Government Vehicle by the Family, by Sample



Majorities of all four samples felt that a person who saw the government vehicle being used on a vacation but did not report it was not corrupt. But even here there were noteworthy variations: the proportion having this view in the 10 main cities dropped by 4.6 percentage points in the 2004-2005 period. There was no difference between the national and urban samples in this respect. The highest proportion holding this view was among public officials (61%).

There were smaller but still sizable percentages (around 20%) in three of the four samples that were of the completely opposite view, that such a person was corrupt and must be punished for not trying to hold the official accountable for his abuse of privileges. In contrast, only around 14% public officials held the same opinion.

**Figure IV-45 Perception of a Flower Store Owner Who Raises Flower Prices in the Holidays,
by Sample**



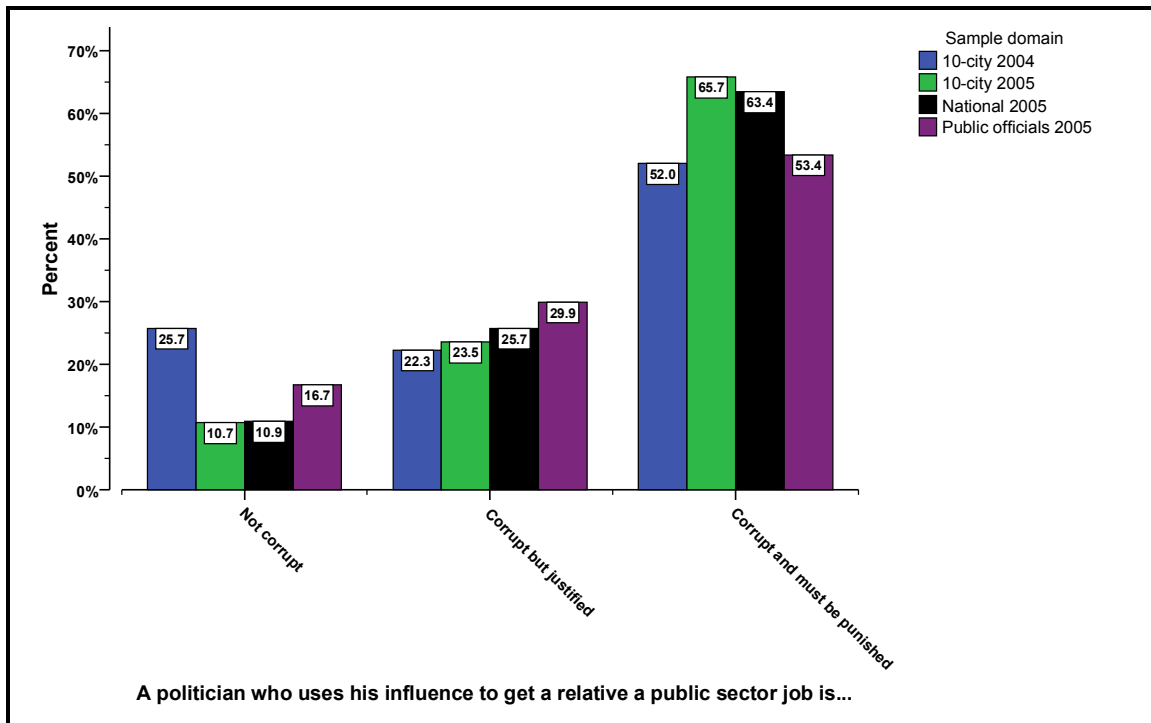
Assessments of a flower store owner who raises flower prices during the holiday are far more mixed than in the previous case, with a plurality of each of the four samples (around 45%), indicating that the person was corrupt and must be punished.

At the other end of the spectrum, among those who felt that the store owner was not corrupt, there was a steep fall in the 2005 TCS (from 38% in 2004 to around 25%). There was virtually no difference between the urban and national samples, while the proportion of the public officials sample was slightly higher than in the national sample.

One can make sense of these aggregate responses only by first understanding the scenario. In a free-market economy such as the US, for example, the flower seller would be free to rise – or lower – the prices of his flowers anytime he wished. If he did so in the holidays as in this scenario (when, presumably, the demand for flowers is higher), or not would be up to him. In fact, in a free-market, capitalist economy a price rise in response to rising demand may be quite understandable. It would be up to buyers to decide how to react to the price change. But there was clearly be nothing corrupt about his actions.

That only small minorities in all four Albanian samples agree with this view is striking, and may be attributed to Albanians' total inexperience with the workings of a capitalist economy till the late 1990s.

Figure IV-46 Perception of a Politician Who Uses His Influence to Get an Unemployed Relative a Public Sector Job, by Sample



There was far greater agreement across all four samples regarding the behavior of a politician who uses his influence to get his brother-in-law a public sector job. But even here the percentage of respondents who felt that the politician must be punished for his use of patronage was lower (around 58% across the four samples) than what one might expect it to be in a country such as the US, where mass and elite attitudes and institutional infrastructure in support of meritocratic recruitment in the public sector are far more widespread.

The relatively high percentage of Albanians holding the more benevolent view of the politician's action may be because Albania is a more traditional society where ties of kinship are strong and one is expected to help a family member in need, even if it means abusing one's powers to do so.

It is encouraging, nevertheless, to note that the proportion of those who took the harshest view of the politician increased by almost 14 percentage points in the 2005 TCS, to 66%. The proportion of the national sample holding this view was slightly smaller (63%), and the percentage of public officials in the same category was a full 10 points below the overall national view.

Summary of Attitudes Regarding Corruption

Of the various scenarios discussed above, across the four samples, the most divisive scenarios (as indicated by a higher spread of responses across the three categories) were that of the student who gave a gift to his teacher in the hope of a better grade, followed by that of the florist who raised flower prices. The least divisive scenarios were that of the minister who accepted a large bribe from a company, followed by that involving the official who demanded the bribe from the mother.

An interesting pattern emerges from the scenarios: in all the samples the person receiving the bribe (the minister, the public official, the teacher) is judged more harshly than the one giving it (the company, the mother, the student). This is consistent with the finding in the 2004 report that, in response to the closed-ended question “What constitutes corruption?” higher percentages (by around 13 percentage points) in both the mass public and public officials samples indicated that *accepting* bribes was corrupt compared to *offering* bribes. This also suggests that many Albanians feel that those who take bribes are in a dominant position in the transaction and thus are more responsible for it. In contrast, those who offer bribes are not encouraging corruption but mere submitting to “the system.”

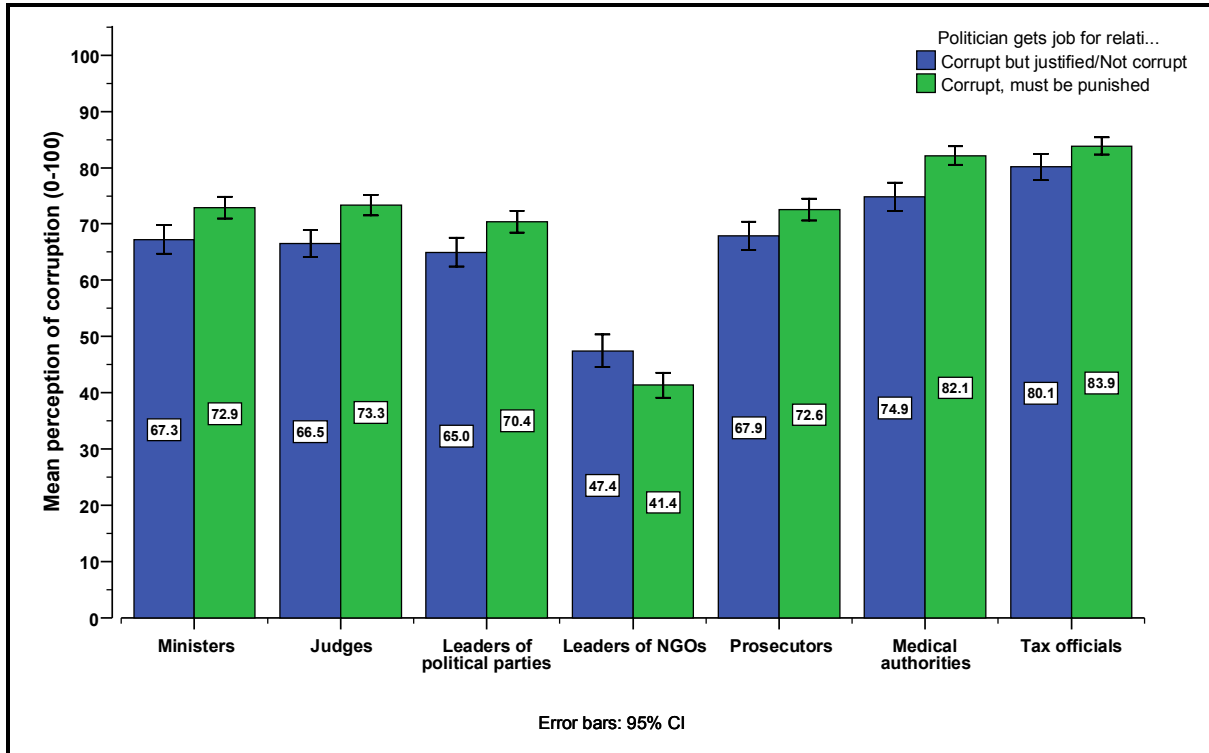
It is also worth noting that in all the four scenarios in which public officials’ perception was significantly different from that of the nation as a whole (aoc6, aoc7, aoc8 and aoc10), their overall perception was also the most lenient or “softest.” Even more significant, among these four scenarios is the case of the minister who gets a job for a relative, which suggests that it will be harder to change attitudes in favor of meritocratic recruitment and promotion within public institutions compared to across the nation as a whole.

Use for explaining perceptions of groups in society with regard to corruption

How can we make use of the information presented above to explain the Albanians’ perceptions of corruption in their society? By way of illustration, we use respondents’ answers to a scenario that to most in the advanced, industrialized countries would represent a clear-cut case of punishable corruption but one that elicited very different responses from Albanians: the case of the politician who uses his influence to get an unemployed relative a job in the public sector. To simplify matters we divided the responses into 2 categories, a) those who thought that the politician was corrupt and should be punished and b) those who thought he was corrupt but justified or who thought he was not corrupt. The logic behind this regrouping is that, in practical terms, there is little difference between thinking the person is corrupt but justified and thinking he is not corrupt. What we want to know is whether this difference between the two groups also influences, for example, the extent to which they perceive the different institutions and groups in Albania as corrupt. Below we present the results for the national and public officials samples, depicting only those institutions and groups whose perceived level of

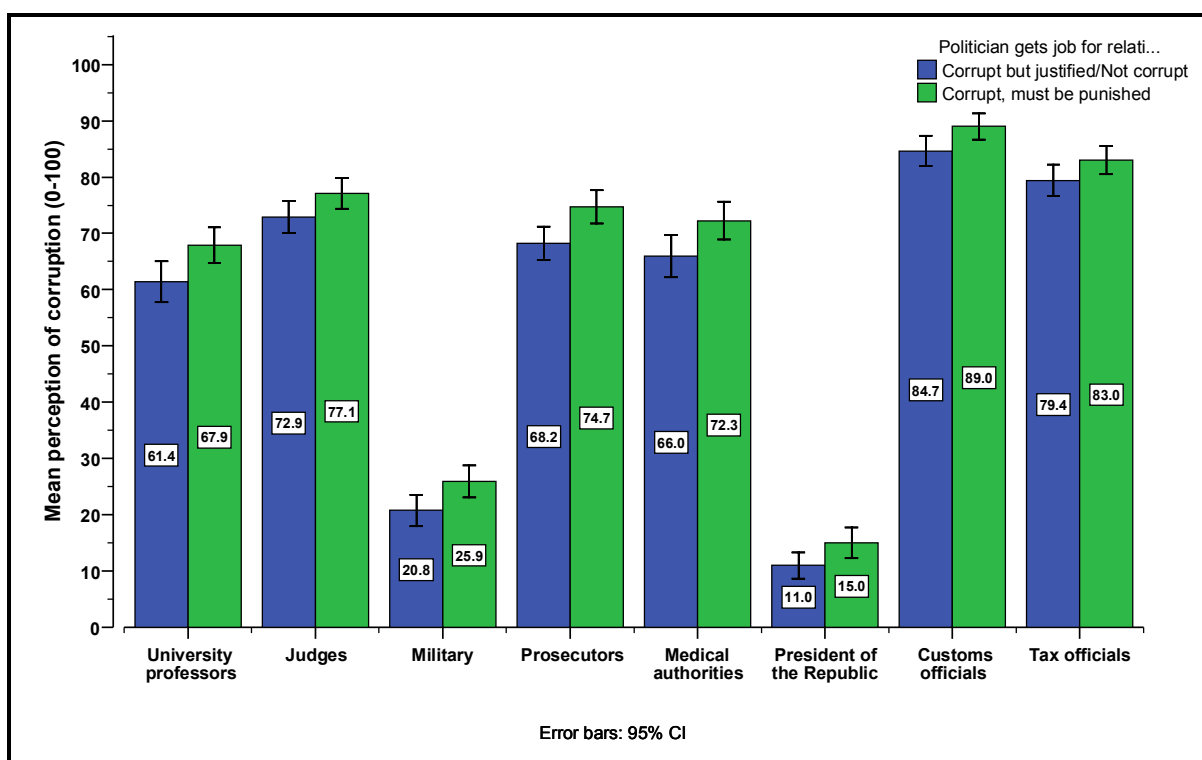
corrupt was significantly different depending on whether the person felt the politician was corrupt and should be punished or not.

Figure IV-47 Perceptions of Corruption in Selected Institutions and Groups in the National Sample, by Judgment regarding the Behavior of the Politician



In the national sample we find that those who either thought the politician was not corrupt or thought he was corrupt but justified also perceived ministers, judges, party leaders, prosecutors, medical authorities and tax officials to be significantly less corrupt than those who felt that the politician was corrupt and liable to be punished. The only case where this result is reversed is in the case of NGO leaders.

Figure IV-48 Perceptions of Corruption in Selected Institutions and Groups in the Public Officials Sample, by Judgment regarding Behavior of Politician



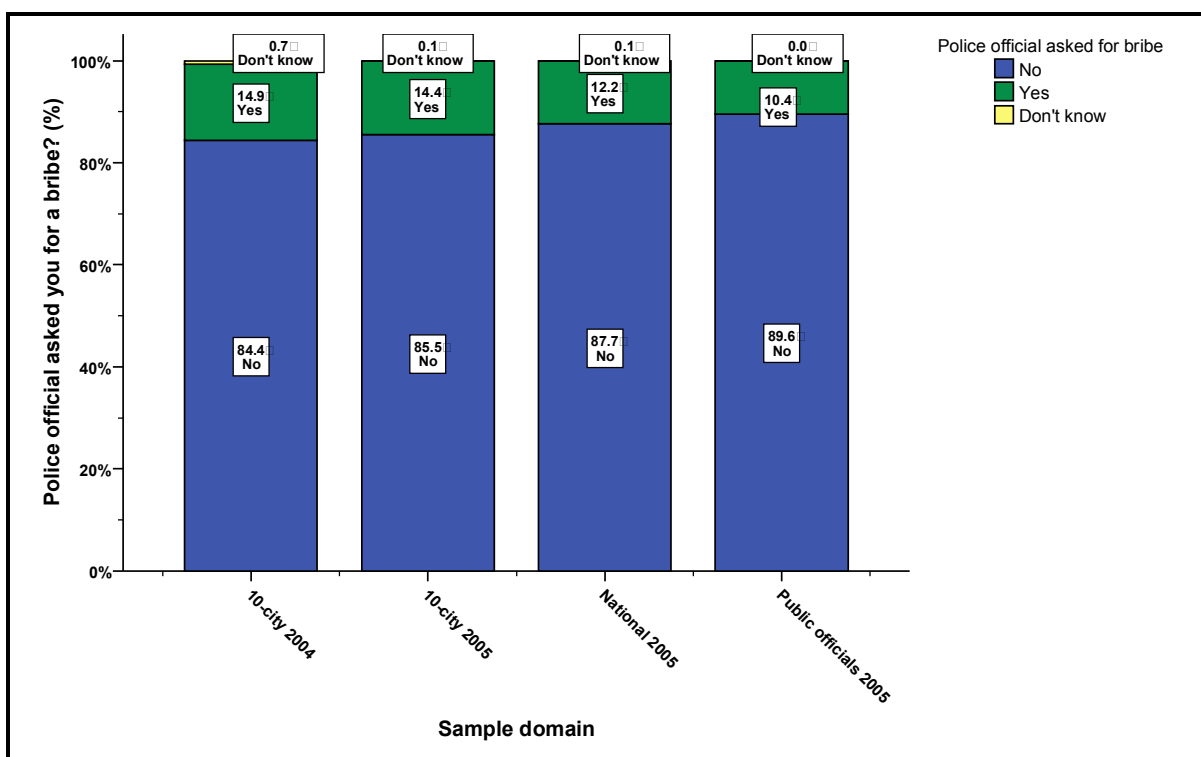
In the public officials sample we find that those who either thought the politician was not corrupt or thought he was corrupt but justified in his actions also perceived university professors, judges, the military, prosecutors, medical authorities, the President, customs officials and tax officials to be significantly less corrupt than those who felt that the politician was corrupt and liable to be punished.

Direct Experiences with Corruption

The following series of questions focuses on people's direct and indirect experiences with corruption. The responses to these questions in each of the four surveys are depicted using stack bars. It should be noted that here we include the "Don't know" and "Not applicable" percentages since they were included in the construction of an indicator of corruption victimization (discussed further below).

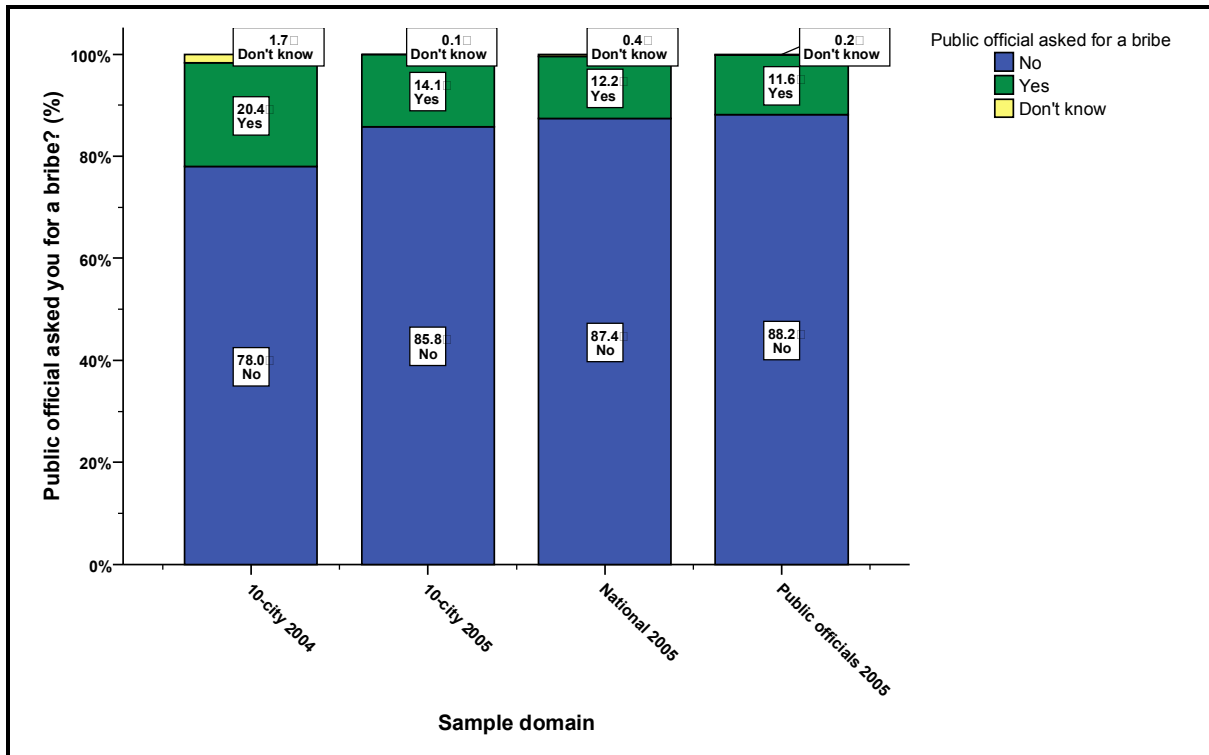
Now we want to talk about your <i>personal</i> experience with things that happen in life.	No	Yes	I don't know	INAP
EXC2. Did any police official ask you to pay a bribe during the last year?	(0)	(1)	(8)	
EXC3. During the last year, did you see anyone paying a bribe to a policeman? [In your personal experience]	(0)	(1)	(8)	
EXC4. During the last year, did you see anyone paying a bribe to a public official in exchange for any kind of favor?	(0)	(1)	(8)	
EXC5. During the last year, did any public official ask <i>you</i> for a bribe?	(0)	(1)	(8)	
EXC6. During the last year, to process any kind of document (like a business license), did you have to pay any money higher than prescribed by the law?	(0)	(1)	(8)	
EXC7. Are you currently employed? [If No, mark 9 and go to EXC9] At your workplace, did someone ask you for an inappropriate payment during the last year?	(0)	(1)	(8)	(9)
EXC8. In order to obtain your current job, did you have to pay a bribe?	(0)	(1)	(8)	
EXC9. During the last year, did you deal with the courts? [If "no" mark 9 and go to EXC10] Did you have to pay any bribe at the courts during the last year?	(0)	(1)	(8)	(9)
EXC10. Did you use the public Health Services during the last year? [If "no" mark 9, Go to EXC12] To be served at the State Health Service during the last year, did you have to pay any money aside of what was indicated in the receipt?	(0)	(1)	(8)	(9)
EXC11. Did you have to pay the doctor or nurse any additional monies beyond those specified in the bill or receipt?	(0)	(1)	(8)	
EXC12. Did any of your children go to school during the last year? [If you say "no" mark 9, GO TO EXC13] At the school, did they ask for any payment besides the established fees?	(0)	(1)	(8)	(9)
EXC13. Did someone ask you for a bribe to avoid or reduce the payment of electricity, telephone, or water?	(0)	(1)	(8)	

Figure IV-49 Did Any Police Official Ask You to Pay a Bribe during the Last Year?, by Sample



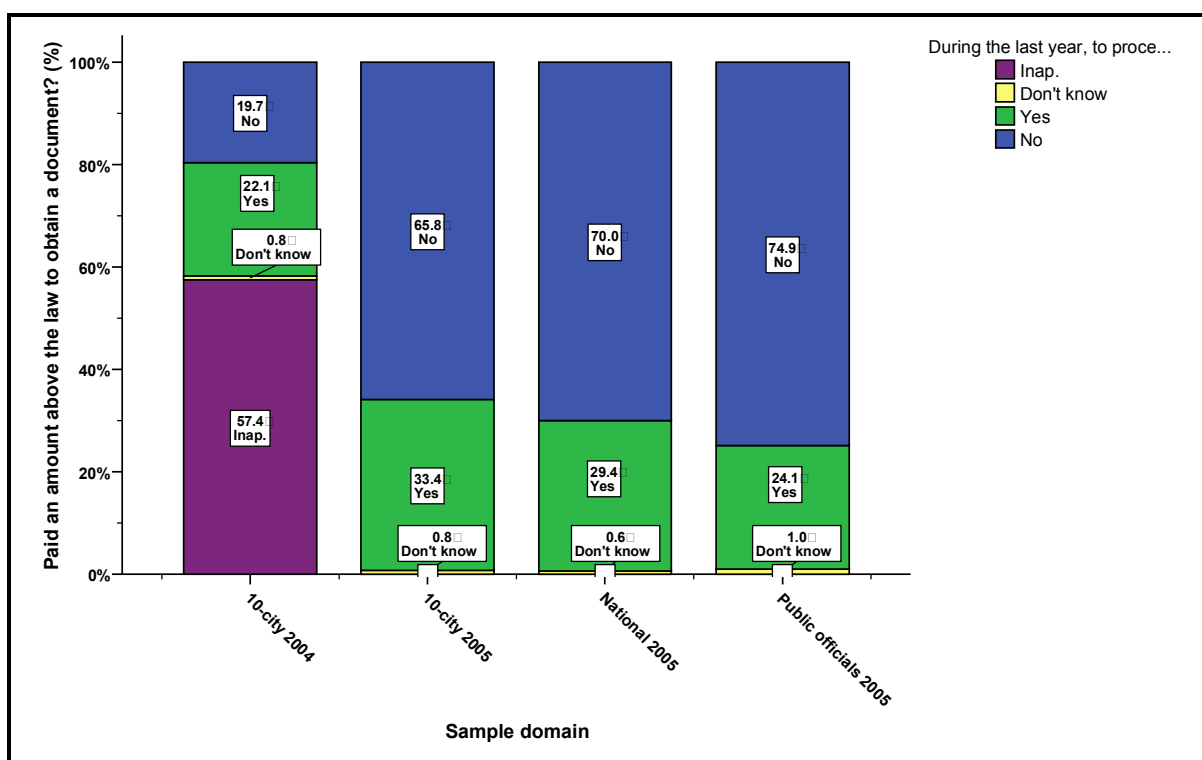
In the 2005 TCS there was virtually no change in the proportion of respondents who indicated that a police official had asked them for a bribe during the previous year. It remained at 14%. The proportion in the national sample was slightly lower (12%) and lowest among public officials (10%).

Figure IV-50 During the Last Year, Did Any Public Official Ask You for a Bribe?, by Sample



The proportion of respondents who indicated that a public official had asked them for a bribe in the previous year declined considerably in the 10 main cities over the 2004-2005 period, from 20% to 14%. The percentage for the nation in 2005 was 2 percentage points lower than in the major urban areas (12%) and it was still slightly lower among public officials.

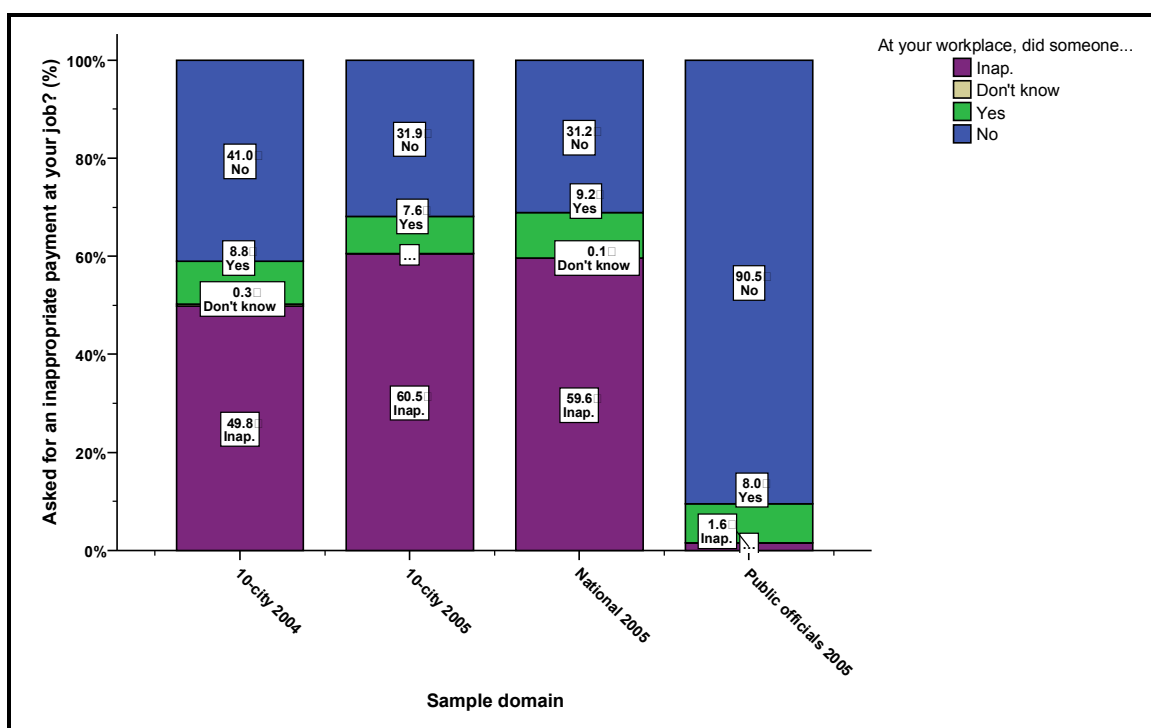
Figure IV-51 During the Last Year, to Process Any Kind of Document, Did You Have to Pay Any Money Higher than Prescribed by the Law?, by Sample



The percentage of respondents who indicated that they had to pay a bribe to obtain a document from a public office during the previous year increased sharply – from 22% to 33% -- in the 10 main cities in the 2004-2005 period.⁸ The national percentage was lower than the urban proportion by 4 percentage points, and the proportion among public officials was still lower (24%).

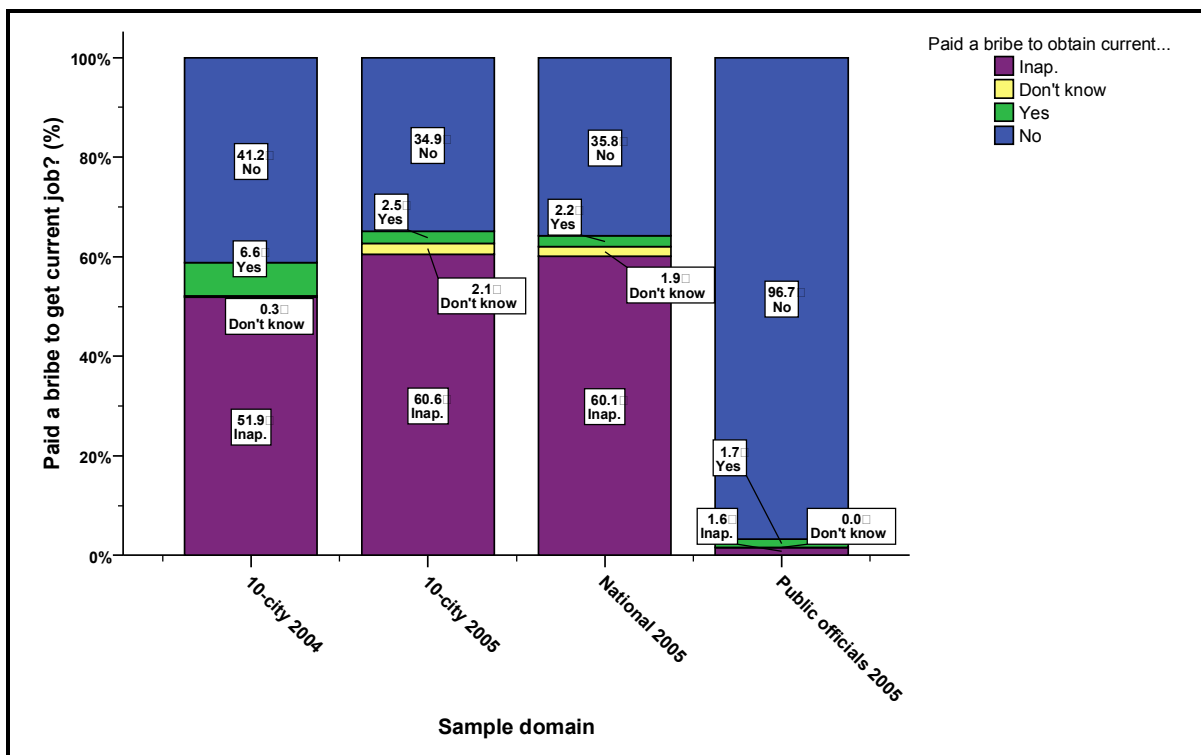
⁸ It should be noted, however, that the comparison is hindered by the fact that the 2004 survey included a filter question that separated respondents who had not had dealings with a public office during the previous year. The 33.4% figure for 2005 may thus be somewhat inflated to the extent that respondents who, if asked explicitly, may have excluded themselves from the question instead replied in the affirmative.

Figure IV-52 At Your Workplace, Did Someone Ask You for an Inappropriate Payment during the Last Year?, by Sample



Around 8% of the respondents in the 2005 TCS indicated that someone had asked them for a bribe at the workplace during the previous year. This represents a 1 percentage point increase over the 2004 TCS. In the national sample, the percentage saying “yes” was higher than in the urban sample by about 1.5 percentage points. The proportion of public officials who responded in the affirmative was about 1 percentage point lower than in the nation.

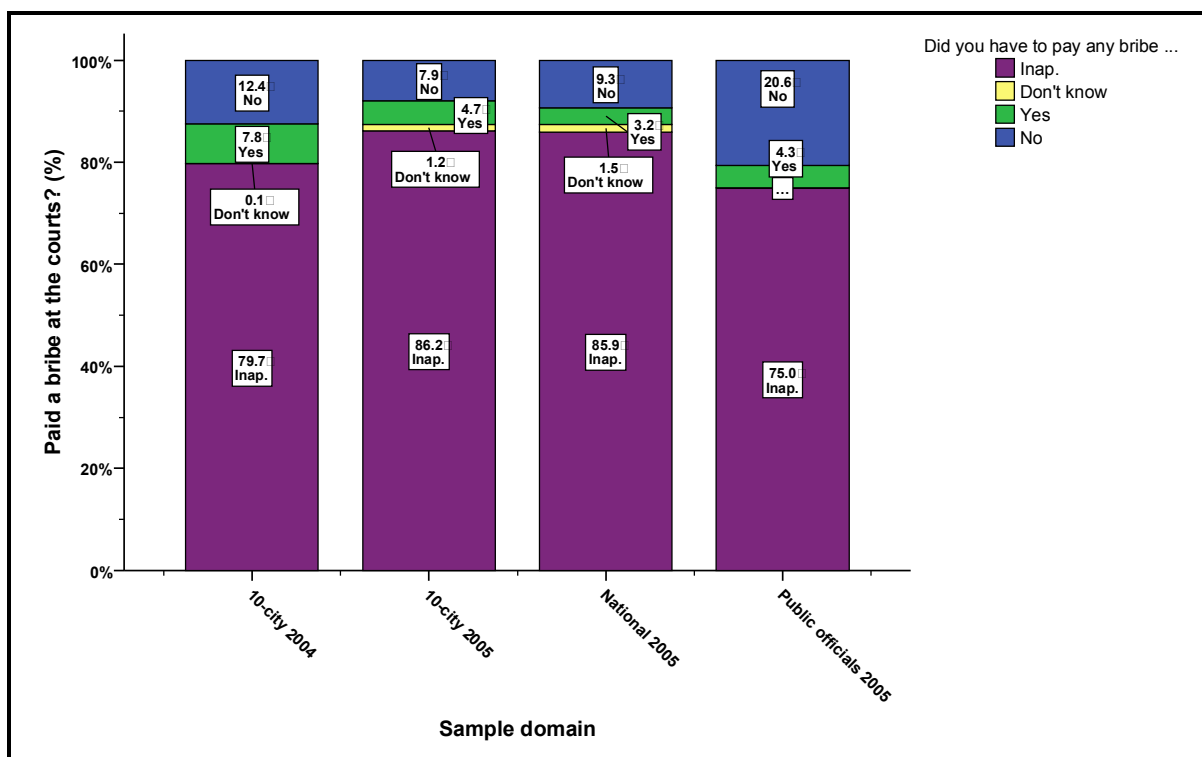
Figure IV-53 In Order to Obtain Your Current Job, Did You Have to Pay a Bribe?, by Sample



There are large percentages of “Not applicable” cases in the responses to the question whether respondents were obliged to pay a bribe to get their current jobs because in all the samples except that of public officials there were respondents who were unemployed at the time of the survey.

Among those who were qualified to answer, the percentage responding in the affirmative dropped sharply in the urban areas by about 4 percentage points, to 2.5%, in the 2005 TCS. The national proportion was lower (2.2%) and the public officials percentage was lowest (1.7%).

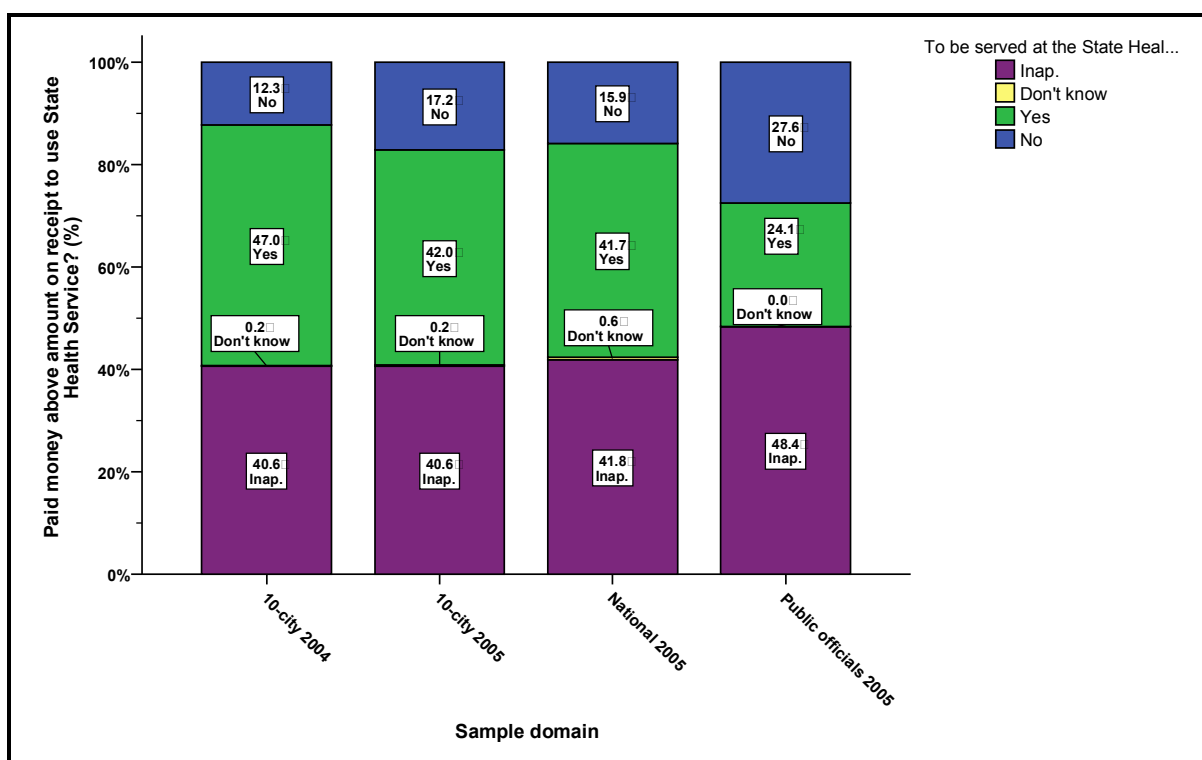
Figure IV-54 Did You Have to Pay Any Bribe at the Courts during the Last Year?, by Sample



The percentage of respondents answering “yes” to whether they had had to pay a bribe at the courts during the previous year dropped steeply – by around 3 percentage points – to 4.7% in the 2005 TCS. The national percentage was lower than in the urban areas (3.2%) and lower than among public officials (4.3%).

Large percentages of respondents in all four samples were disqualified from answering the question because they had no dealings with the courts during the period in question. In the 2005 surveys, the proportion of respondents who did have such dealings was by far the highest in the public officials’ sample.

Figure IV-55 To Use the State Health Service Did You Have to Pay Any Money aside of What Was Indicated in the Receipt?, by Sample



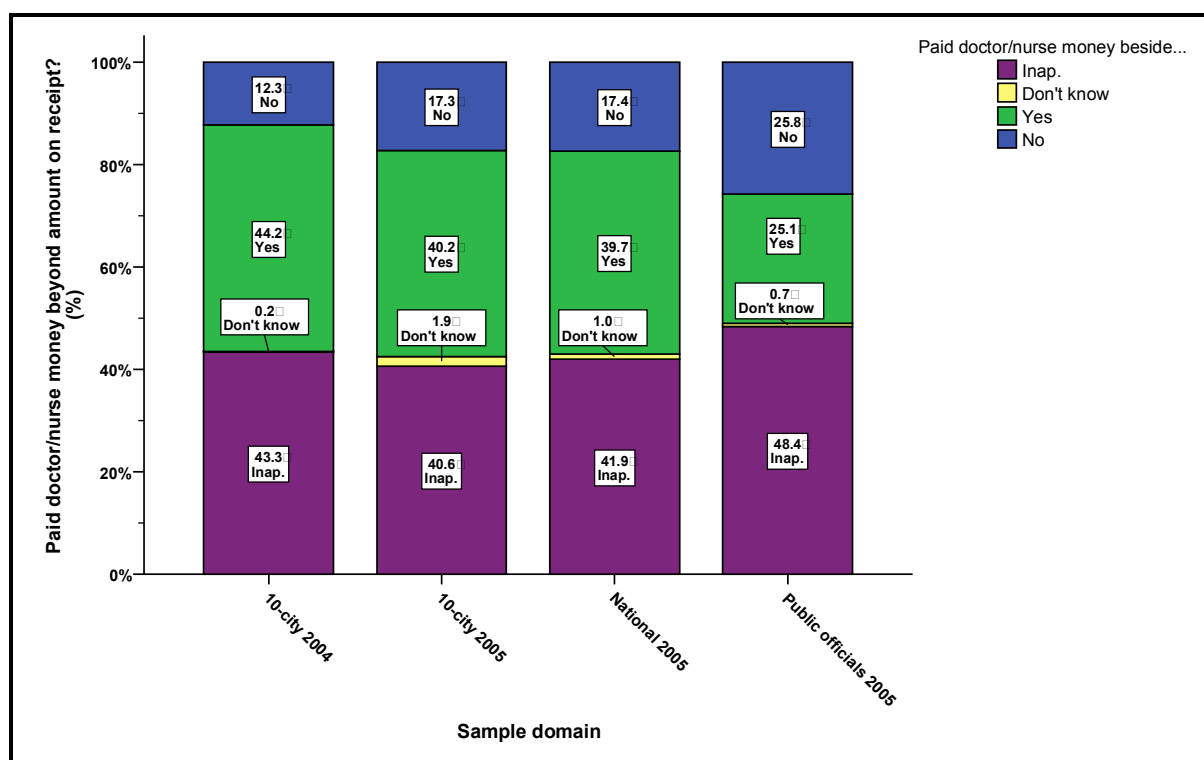
Across all four samples, the percentage of respondents who indicated that they had had to pay money “under the table” to obtain the services of the State Health Service was much higher than in the other scenarios of bribery presented so far. In three of the four samples it was above 40%, while in the fourth, public officials, it was also high – 24%. This is a clear reflection of the magnitude of corruption in the public health sector in the country and is presumably linked to the documented practice of giving “gifts” to doctors and other health sector staff.⁹ The 2004 corruption report showed that only 41% of the mass public in the urban centers felt that accepting gifts constituted corruption, while among public officials the percentage was considerably lower (29%).

Nevertheless, it is encouraging to see that the percentage of respondents who had had to pay such a bribe in the 10 main cities fell by 5 percentage points to 42% in the 2004-2005 period. The national percentage was almost identical to the urban proportion while the public officials’ percentage was almost 18 points lower than the nation as a whole.

Again, large proportions of respondents in all four samples were disqualified from answering the question since they had not had used public health services the previous year.

⁹ Vian, Taryn, Kristina Gryboski, Zamira Sinoimeri and Rachel Hall Clifford. July 2004. *Informal Payments in the Public Health Sector: A Qualitative Study*. Bethesda, MD: The Partners for Health Reformplus Project, Abt Associates Inc.

Figure IV-56 Did You Pay the Doctor or Nurse any Additional Monies Beyond Those Specified in the Bill or Receipt?, by Sample



The question regarding bribes paid to doctors/nurses is a follow-up to the previous question. The percentage of affirmative responses to the question whether the respondent had made any “under the table” payment to a paid the doctor or nurse is very similar (but slightly lower) than that for the preceding question. This is most probably because payments to a doctor or nurse can be considered a subset of any payment made to obtain access to the State Health Service.

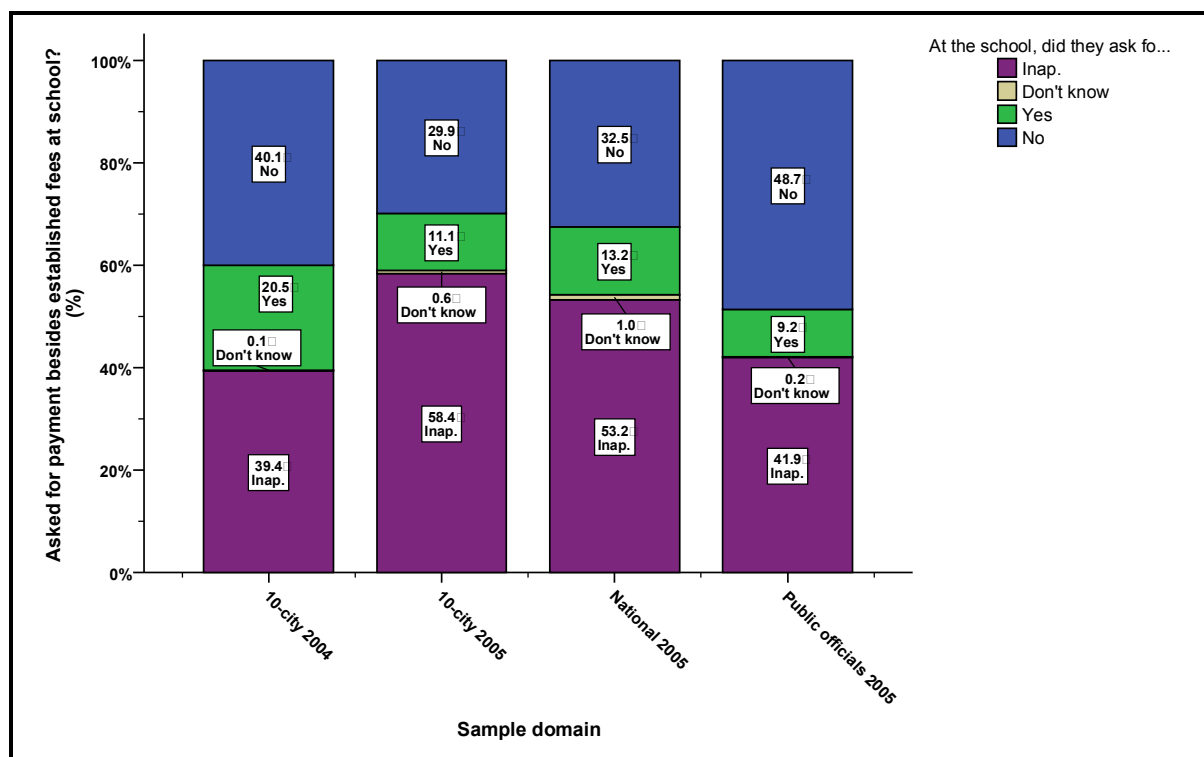
Here, too, the percentage of respondents admitting to having paid such a bribe fell by 4 percentage points, to 40.2%, in the 2005 TCS from 2004. The national percentage was only 0.5 points lower than that for the urban sample. Among public officials, the figure was 25% -- almost 15 points below the national proportion.

Taken together, the valid responses to the two questions related to corruption in the State Health Service suggest that, although corruption is still widespread in the service, especially in urban areas, the urban situation did improve over the two year period.

Why are public officials less frequently victims of corruption in the state health system? One reason could be because they, too, are state officials and they may perhaps be less likely targets of bribery since they belong to the public employees’ “club.” This applies especially to those who work in the medical system, and is supported by the public officials’ survey data. When the percentage of officials who reported giving a bribe in the

state health system is compared across the four sectors of the public administration, we find that such payments are significantly less common among those who work in the medical system (17%) than among those who work in the central and local administrations and in the education system (on average, 53%). In other words, a large part of the relatively low percentage of illegal payments by public officials is accounted for those who work in the public health system. Another reason could simply be under-reporting: public officials may be reluctant to report corruption in their own ranks, broadly understood.

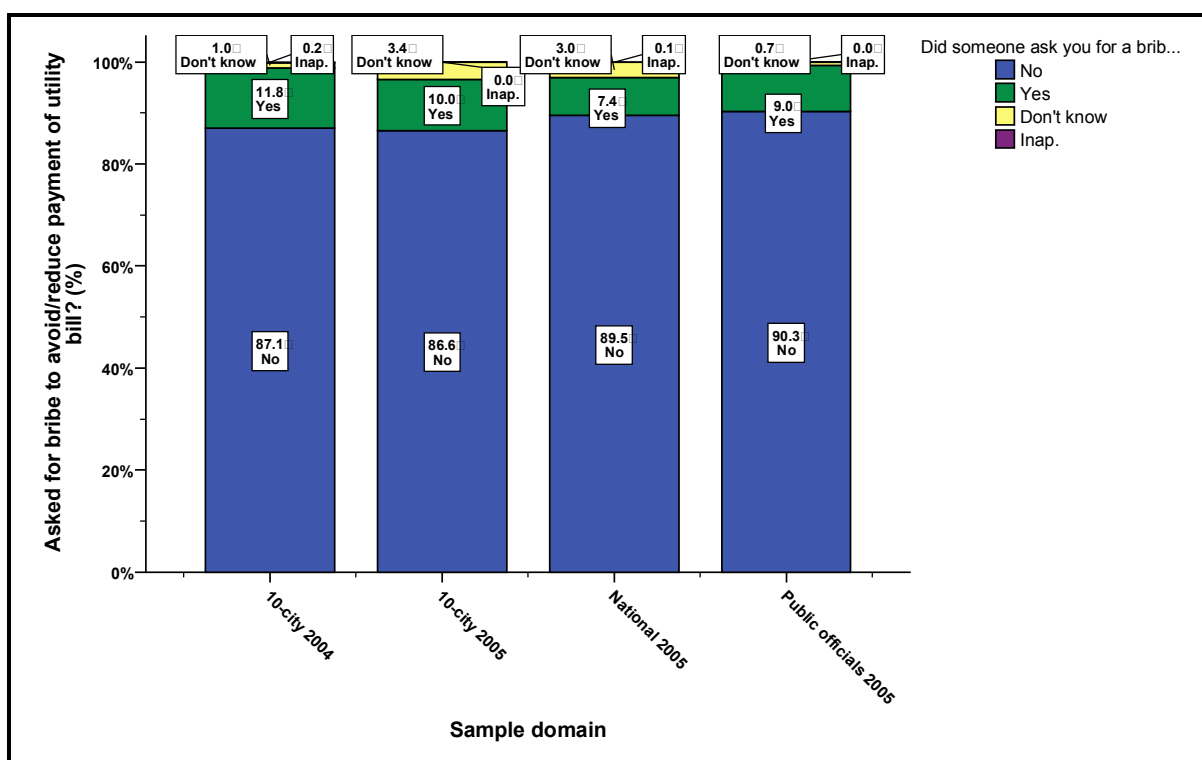
Figure IV-57 At the School, Did They Ask for Any Payment besides the Established Fees?, by Sample



In the country's 10 major cities, there was a sharp fall of 9 points in the percentage of respondents who indicated that an irregular payment had been demanded in their children's schools, from 20.5% at the beginning of 2004 to 11.1% at the end of 2005. The national percentage in 2005 was 2 points higher than in the urban areas, while once again, the percentage among public officials was lower than in the national sample, this time by 4 points.

There were also large percentages of respondents in each sample who were disqualified since they did not have any school-going children.

Figure IV-58 Did Someone Ask You for a Bribe to Avoid or Reduce the Payment of Electricity, Telephone or Water?, by Sample



The percentage of respondents in the major cities who indicated that bribes had been demanded in connection with the supply of utilities such as water, telephone or electricity in the urban areas fell by around 2 points in the 2004-2005 period. (However, this difference may be discounted partly if one considers that the number of respondents who said that such bribes had *not* been demanded also fell by 0.5 points in the same period.) The corresponding percentages for the nation was lower (7.5%). The percentage among public officials was higher than the national average (9%).

Corruption Victimization Index

The 10 survey items from the preceding series tapping people's direct experiences with corruption (EXC2, EXC5, EXC6, EXC7, EXC8, EXC9, EXC10, EXC11, EXC12 and EXC13) were used to create a count index measuring the number of ways (out of a maximum of 10) that each respondent was personally victimized by corruption. In other words, the index counts the number of times a respondent said "yes" to the 10 questions. Two aspects of the index need to be kept in mind: a) among those who were not victimized by corruption in the previous year, are those who answered "no" or "don't know," and those who simply had not been in a position to be victimized; b) related to the last point, the index would tend to have a lower mean score in rural areas simply because

the presence of state services (utilities, health, police) – and the opportunities for corruption related to such services – may be fewer.

Figure IV-59 Number of Ways in Which Individuals Were Victimized in the Last Year, by Sample

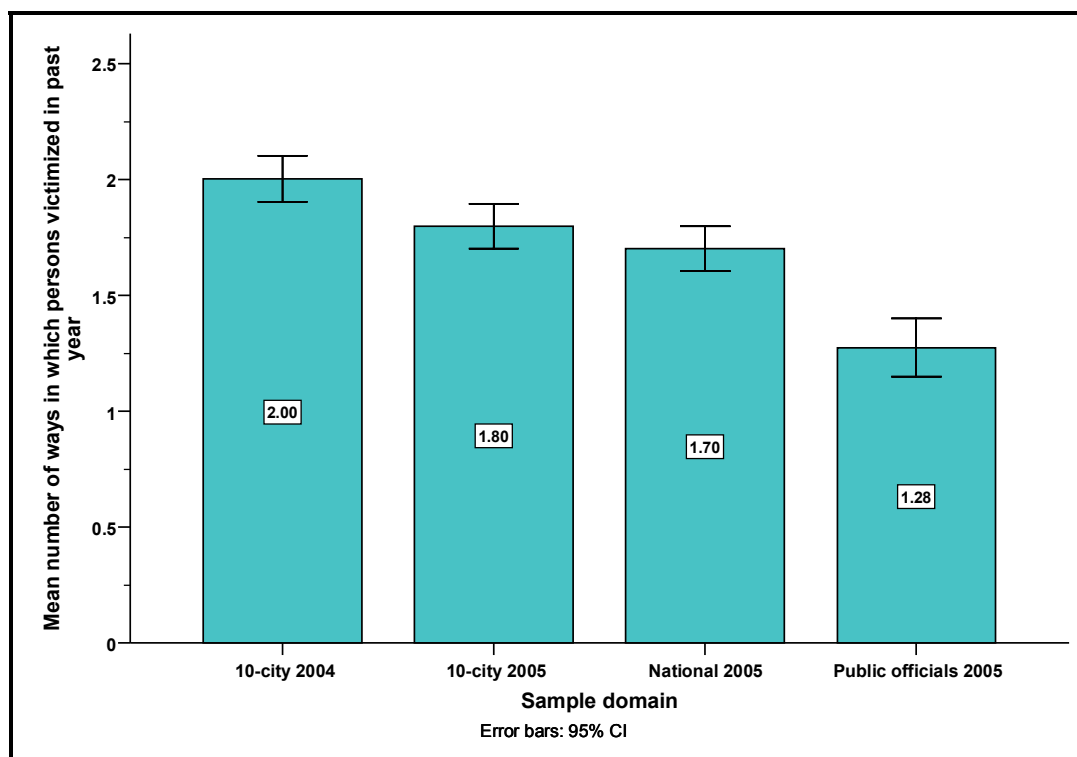


Figure IV-59 above shows, first, that out of a maximum possible 10 ways in which an individual could be victimized, the mean number of ways across the four samples was less than 2. On average, a resident of the 10 main cities was victimized in 1.8 ways in 2005, a decline of 0.2 points over 2004. The 2005 national average was not significantly different from the urban average. The most striking case was clearly that of the public official's sample, for which the mean score was 1.28.

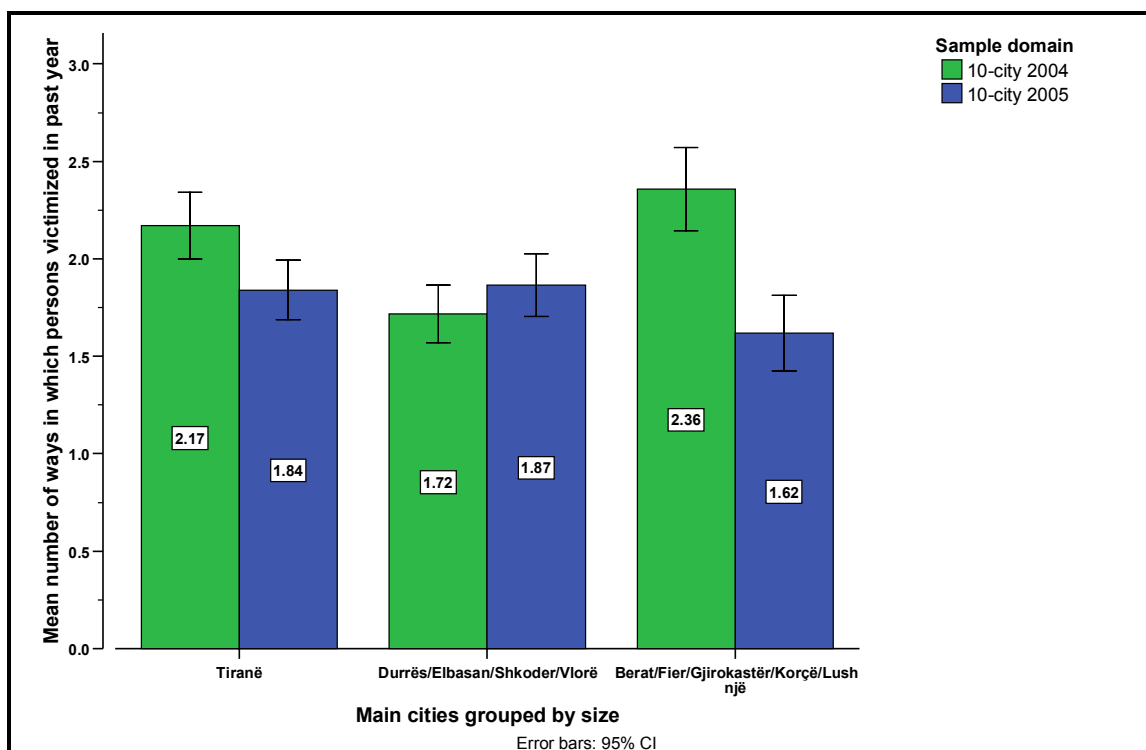
These differences may easier to appreciate by looking at some examples from the frequency distribution of the index across the 2004 and 2005 TCS and the public official's sample:

Table IV.1 Number of Ways of Corruption Victimization, by Sample

Number of ways in which victimized in past year	Sample			
	10-city 2004	10-city 2005	National 2005	Public officials 2005
	(% of respondents)			
None	24.6%	30.3%	33.5%	45.8%
One	17.4%	16.7%	16.2%	16.6%
Two	23.5%	24.3%	22.8%	17.7%
Three	15.6%	13.1%	14.2%	11.1%
Four	9.2%	8.3%	6.0%	4.5%
Five	5.8%	4.6%	4.2%	2.4%

The table shows only a section of the frequency distribution of the corruption victimization variable (corresponding to the first six categories over which most of the respondents in each sample are spread). It indicates that the percentage of respondents who experienced no victimization was lowest in the 2004 TCS (25%) and highest among public officials (46%). Across the remaining five categories, the highest percentage is in the 2004 TCS and the lowest in the public officials' category. For example, 24% of the 2004 TCS experienced victimization in two ways while only 18% of public officials did so. Nine percent of the 2004 TCS experienced victimization in four ways while 5% of public officials did so.

Figure IV-60 Number of Ways in Which Persons Were Victimized in the Last Year, by City Group



The above figure compares the mean count on the corruption victimization index in the 2004 and 2005 TCS by city group.¹⁰ It shows that there was a significant drop in the number of ways, on average, in which people fell prey to corruption in Tiranë. There was an even larger drop among in the smallest cities in the sample, Berat, Fier, Gjirokastrë, Korçë and Lushnjë. There was no significant difference in the group of medium sized cities (Durrës, Elbasan, Shkoder and Vlorë) between the two years (as indicated by the large overlap of the “I” symbols at the top of the two bars).

¹⁰ To make sub-sample comparisons as meaningful as possible, the 10 cities in the 2004 and 2005 TCS were divided into 3 groups by population size with the aim of having enough respondents in each group to keep the size of the confidence intervals as small as possible: a) Tiranë metropolitan area; b) the larger cities of Durrës, Elbasan, Shkoder and Vlorë, and c) the smallest cities of Berat, Fier, Gjirokastrë, Korçë and Lushnjë. Comparing the 10 cities separately would be meaningless since most cities have a very low sample size – and, as a result, generate very large confidence intervals for each estimate.

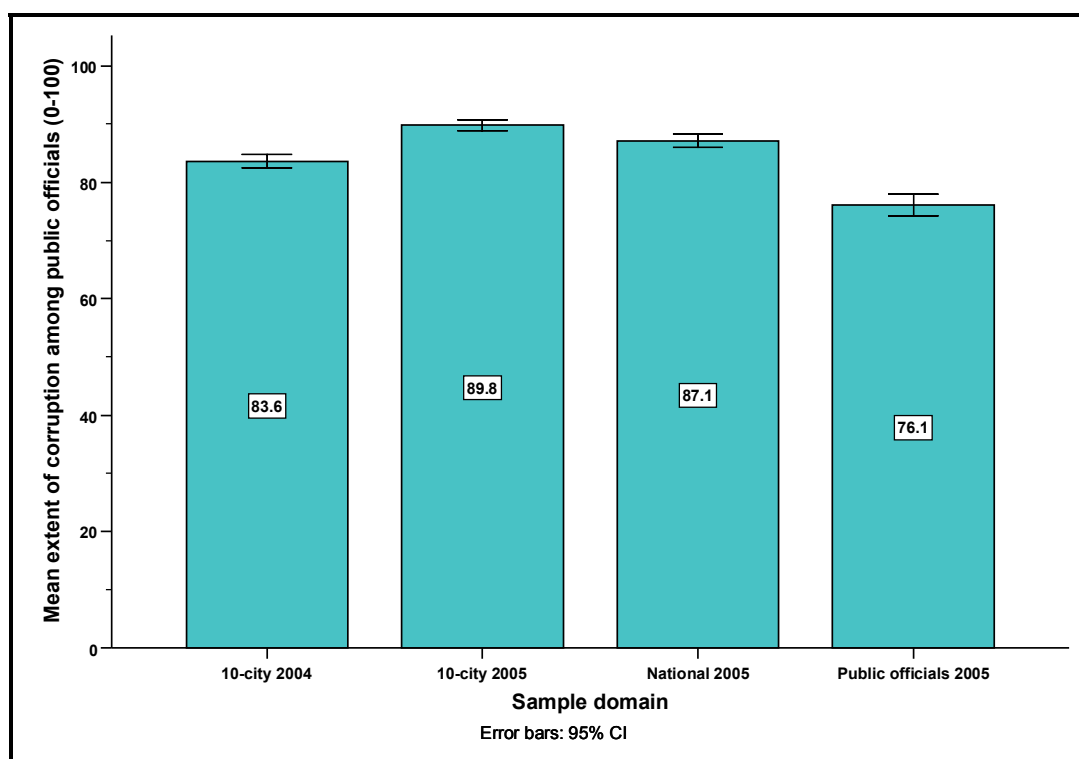
The surveys also included an item that asked respondents to assess, directly and indirectly, how common corruption among public officials was:

EXC15. Taking into account your experience or what you may have heard, corruption among public officials is:
[Read alternatives]

1) Wide-spread (2) Somewhat wide-spread (3) A little wide-spread (4) Not wide-spread (8) Don't know /No response

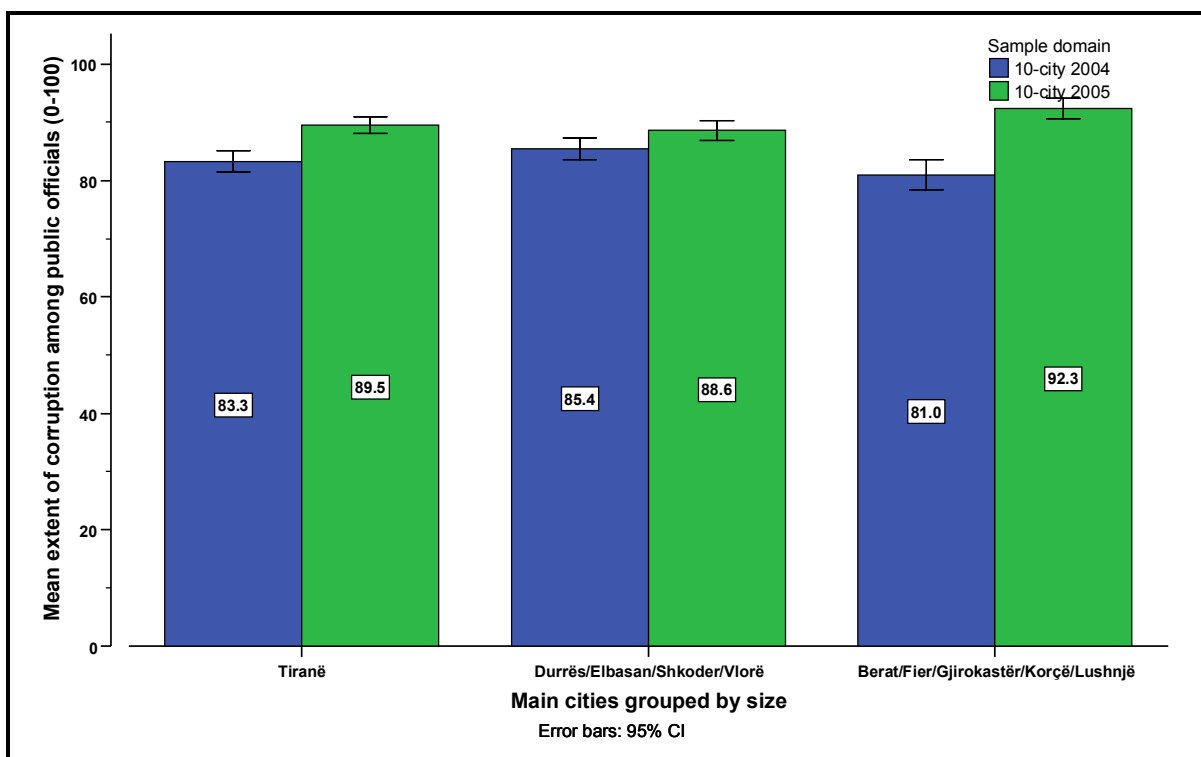
To facilitate comprehension, the response codes were reversed so that 1 meant “Not widespread” and 4 meant “Very widespread” and then the 1-4 response metric was converted into a 0-100 metric where 0 meant “Not widespread” and 100 meant “Very widespread”.

Figure IV-61 Perception of Extent of Corruption among Public Officials, by Sample



The above figure shows that the perception of corruption among public officials deteriorated from an already high 83.6 point to almost 90 points on the 0-100 scale. The national average was slightly lower (87 points). The most favorable assessment, not surprisingly, came from public officials themselves, with a mean score a full 11 points below the national mean. But the fact that even public officials’ overall assessment is well above the midpoint on the scale, i.e., an acknowledgement that corruption is “a little widespread,” points to the magnitude of the problem.

Figure IV-62 Perception of Extent of Corruption among Public Officials, by City Group and Sample



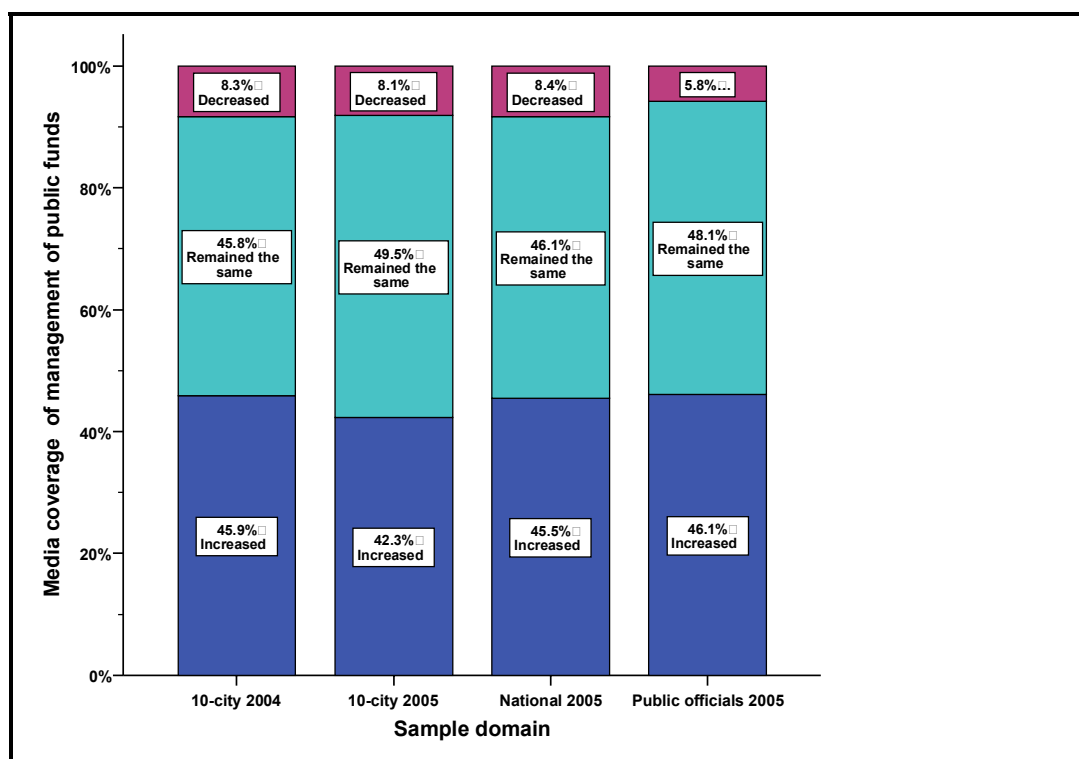
If we compare the overall assessment in the three city-groups in the 2004 and 2005 TCS, we see that the urban public's perception of corruption among public officials was heightened over the period in the capital metropolitan area, the mid-sized cities and in the small cities. The increase was marked in the case of the capital and the small cities, where it was 6 and 11 points, respectively.

Media Coverage of the Corruption Issue and Reporting of Corruption

Another common set of questions in the surveys focused on two aspects of holding corrupt public officials accountable: the dissemination of corruption cases by the media and the reporting of corruption cases.

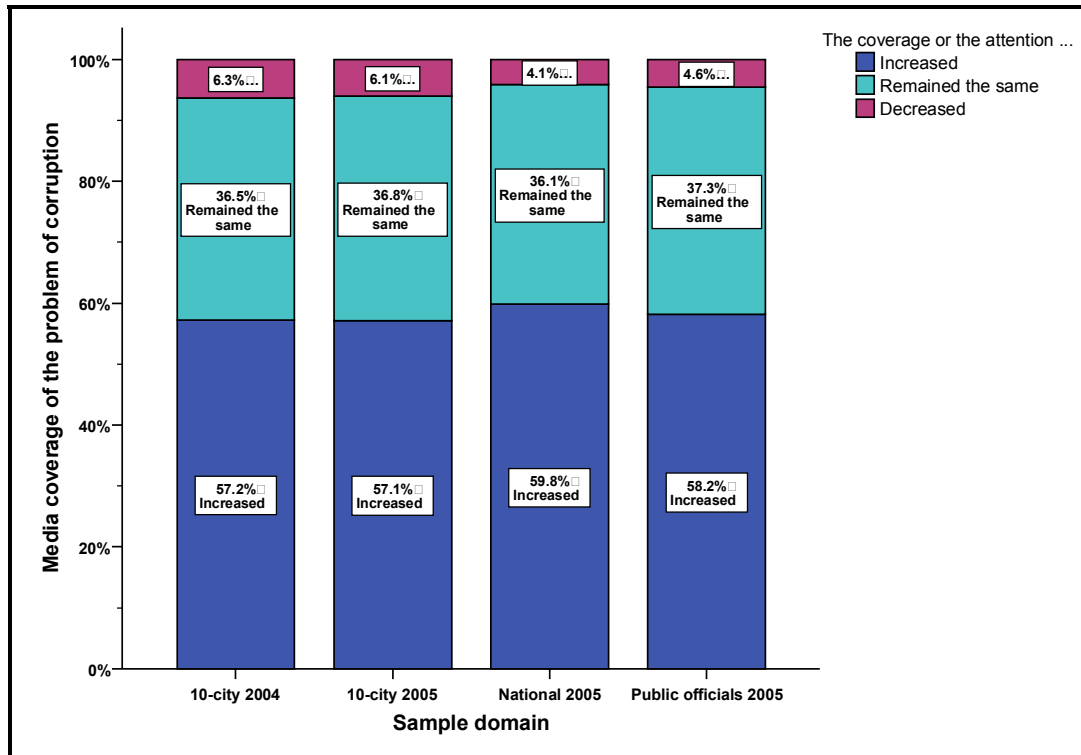
<p>OPC2. The coverage or the attention of the media to the management of public funds during the last year has: [Read alternatives]</p> <p>(1) Increased (2) Remained the same (3) Decreased (8) Don't know / No response</p>
<p>OPC3. The coverage or the attention of the media to the problem of corruption during the last year has:[Read alternatives]</p> <p>(1) Increased (2) Remained the same (3) Decreased (8) Don't know / No response</p>
<p>OPC4. Are you aware of any anti-corruption initiatives in the country?</p> <p>(1) Yes (2) No (8) Don't know / No response</p>
<p>OPC5. Have you ever report any cases of corruption?</p> <p>(1) Yes [continue] (2) No [go to OPC7] (8) Don't know / No response</p>
<p>OPC6. Where did you first report it? [do not read the options; Accept only first answer] [If reported to any institution SKIP to OPC9]</p> <p>(1) Courts (2) Police (3) High State Control (4) Media (5) Municipality (6) Prosecutor's Office (7) CAO (8) Ombudsman (9) Anti Corruption Monitoring Unit (ACMU) (88) Don't Know (99) Did Not Report</p>
<p>OPC7. Why didn't you report the act of corruption? [don't read options]</p> <p>(1) It is not worth doing it (2) It is dangerous and I was afraid of revenge (3) Had no evidence (4) It was not serious (5) Because a friend was involved (6) Don't know where to report it (7) Not enough time (8) Don't know / No response (9) Did not see any act of corruption</p>

Figure IV-63 Media Coverage of the Management of Public Funds during the Past Year, by Sample



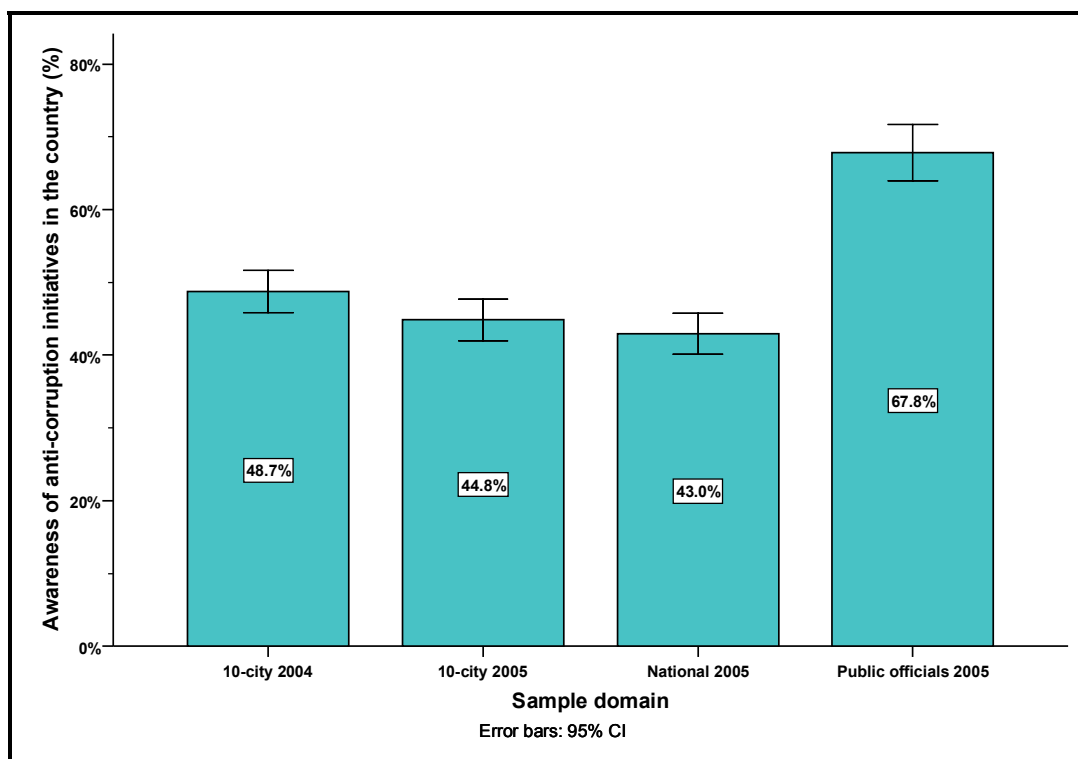
The percentage of respondents in the 2005 TCS who felt that media coverage of the management of public funds in general had increased during the previous year fell by 3.6 points compared to 2004. The national percentage was higher than the urban by 3.2 points (45.5%). It was highest among public officials (46.1%). There was hardly any change in the 2004-2005 period in the percentage of the urban sample that felt that media coverage had decreased; the 2005 national percentage was also almost identical to the urban percentage. Only the public officials' percentage was noticeably smaller – by about 2.5 percentage points.

Figure IV-64 Media Coverage of the Problem of Corruption during the Past Year, by Sample



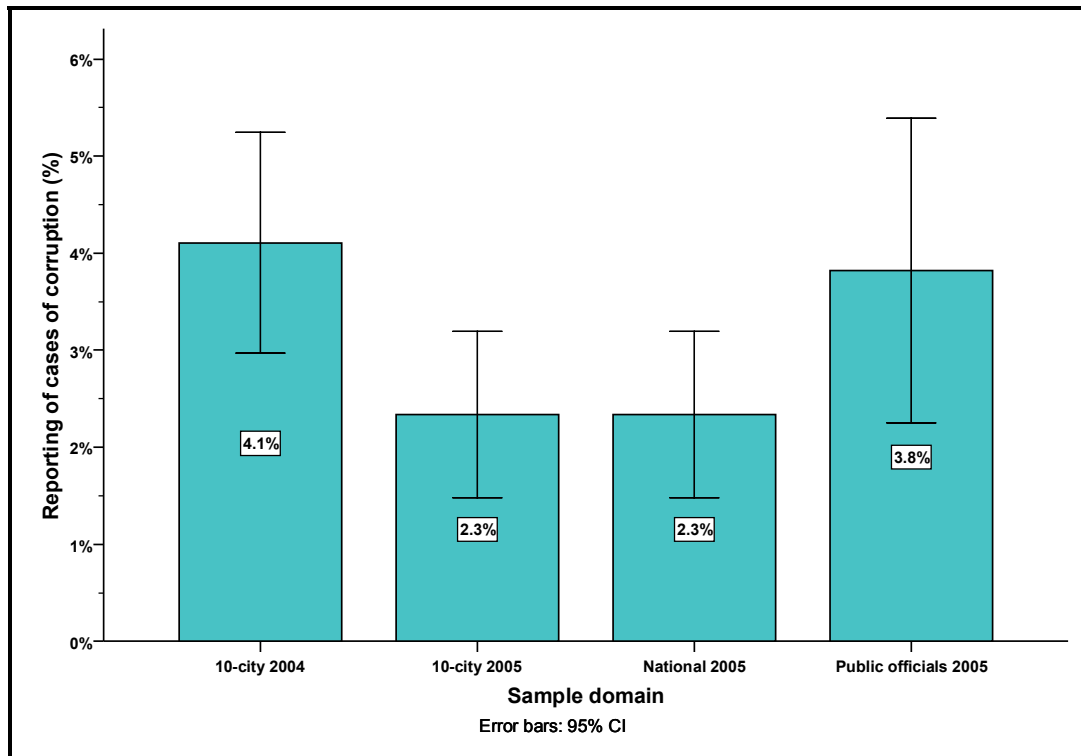
When the question of media coverage is narrowed down to the coverage of corruption from the broader issue of public fund management, we can clearly see that there was a more positive assessment of media coverage than in the case of public funds. Also, in this case there was no change over time in the percentage of respondents in the urban sample who felt that media coverage of the problem of corruption had increased during the previous year: it stayed around 57%. The national percentage was almost 3 percentage points higher (59.8%) in this respect, while the percentage among public officials was slightly lower than the national proportion (58.2%). In 2005, the highest percentage of respondents who felt that media coverage had decreased was in the 10 main cities (6.1%) and it was lowest nationwide (4.1%).

Figure IV-65 Awareness of Anti-Corruption Initiatives in the Country, by Sample



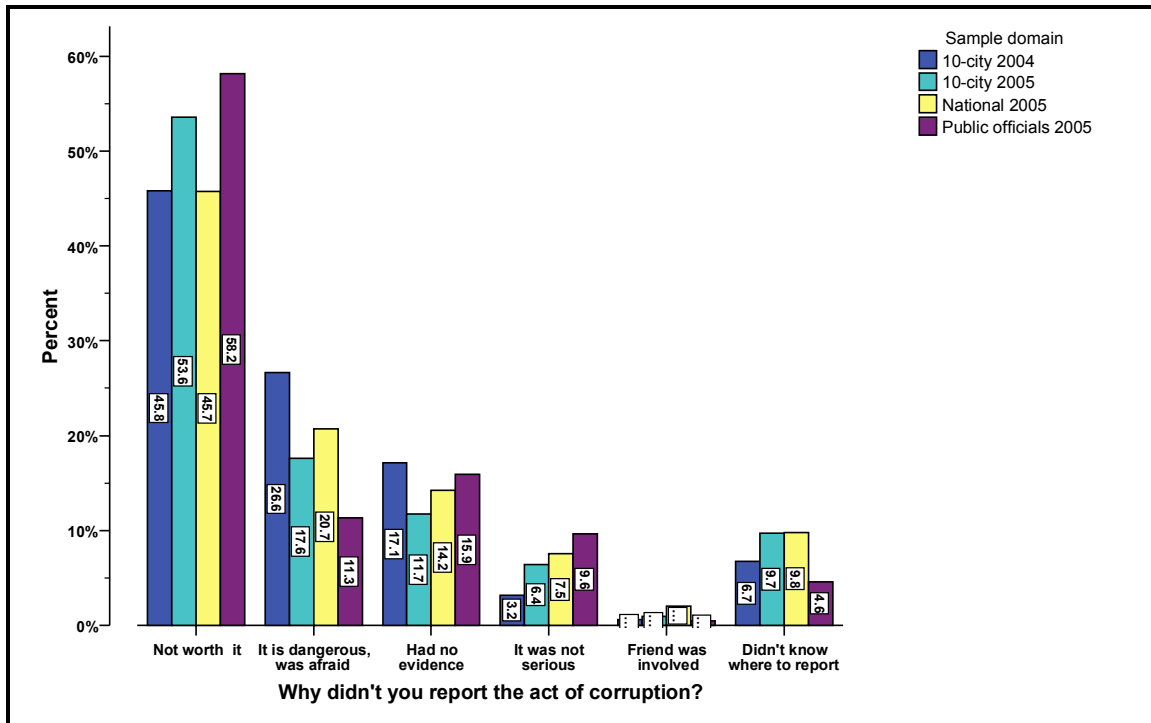
The percentage of respondents in the TCS who were aware of anti-corruption initiatives in the country did not change significantly in the 2004-2005 period. Nor was there any significant difference between the percentage nationwide and that in the urban centers in 2005. But the percentage among public officials was markedly higher – almost 25 points higher than in the nation as a whole.

Figure IV-66 Reporting of Cases of Corruption, by Sample



The percentage of respondents who had reported a case of corruption at any time was, not surprisingly, low across all four samples, given the relatively small proportion of the population that is directly victimized. This also accounts for the large confidence intervals for the estimate in all four samples. The percentage did change significantly in the TCS over the 2004-2005 period, contrary to what the error bars suggest in this case. There was no difference in the extent of reporting in 2005 between the urban areas and the nation as a whole and among public officials.

Figure IV-67 Reasons for Not Reporting the Act of Corruption, by Sample



Overall, it is clear that in all four samples, among those who had witnessed an act of corruption, the most common reason for not reporting it was because it was not considered worth the effort. One important reason for such a response – and a special cause for concern – could be a palpable lack of accountability: many citizens feel that the corrupt party would not be brought to justice. This points to public perceptions of the indifference of the relevant public authorities on this issue, and perhaps also to the sheer pervasiveness of the problem.

It is discouraging, at the same time, to see that the percentage who gave this response in the 10 main cities increased by almost 8 points in the 2004-2005 period, to 53.6%. Perhaps even more discouraging is that this attitude of resignation is highest among public officials (58.2%). In the nation as a whole, the percentage was 8 points lower than in the urban centers.

Equally worrying is that the next most common reason for not reporting was that it was dangerous and the respondent feared retaliation. But there was a 9 point fall in the percentage giving this response in the 2005 TCS (17.6%). The national percentage was higher than the urban (20.7%) but the percentage among public officials was strikingly smaller than the national (11.3%).

The fact that in the 2005 urban (and national) samples a higher percentage (almost 10%) of respondents didn't report corruption compared to in 2004 because they didn't know

where to do so suggests that information needs to be more broadly disseminated on reporting procedures.

The next set of questions focused on citizens' familiarity with and evaluation of various anti-corruption initiatives.

<p>OPC9. How would you evaluate the Albanian government Anti-Corruption Program?</p> <p>(1) Very Good (2) Good (3) Fair (4) Bad (5) Very Bad (8) Don't know / No response (9) Inappropriate</p>
<p>OPC10. Are you aware of any civil society anticorruption initiatives?</p> <p>(1) YES (2) NO (8) Don't know / No response (9) Inappropriate</p>
<p>OPC11. Are you aware of the work of the Albanian Coalition against Corruption (ACAC)?</p> <p>(1) Yes [Continue to next question] (2) No [Skip to OPC15]</p>
<p>OPC12. How do you evaluate the work of the ACAC? [Read alternatives]</p> <p>(1) Very Good (2) Good (3) Fair (4) Bad (5) Very Bad (8) Don't know / No response (9) Inappropriate</p>
<p>OPC13. Have you ever attended or participated in any ACAC activity? [Read alternatives]</p> <p>(1) yes (2) no (8) Don't know / No response (9) Inappropriate</p>
<p>OPC14. Have you heard any debate related to corruption promoted by ACAC?</p> <p>(1) yes (2) no (8) Don't know / No response (9) Inappropriate</p>
<p>OPC15 . Are you aware of the Work of CAO?</p> <p>1) Yes [Continue to next question] (2) No [Skip to C19]</p>
<p>OPC15a Have you benefited from the assistance of the CAO?</p> <p>(1) yes (2) no (8) Don't know / No response</p>
<p>OPC16. Have you heard of other people getting assistance from the CAO?</p> <p>(1) yes (2) no (8) Don't know / No response</p>
<p>OPC17. Have you heard of cases resolved through the assistance of CAO?</p> <p>(1) yes (2) no (8) Don't know / No response</p>
<p>OPC18. Have you ever attended or participated in any CAO activity?</p> <p>(1) yes (2) no (8) Don't know / No response</p>
<p>OPC19. Do you think Civil Society should cooperate with the government to fight corruption?</p> <p>(1) yes (2) no (8) Don't know / No response</p>

Figure IV-68 Evaluation of the Albanian Government's Anti-Corruption Program, by Sample

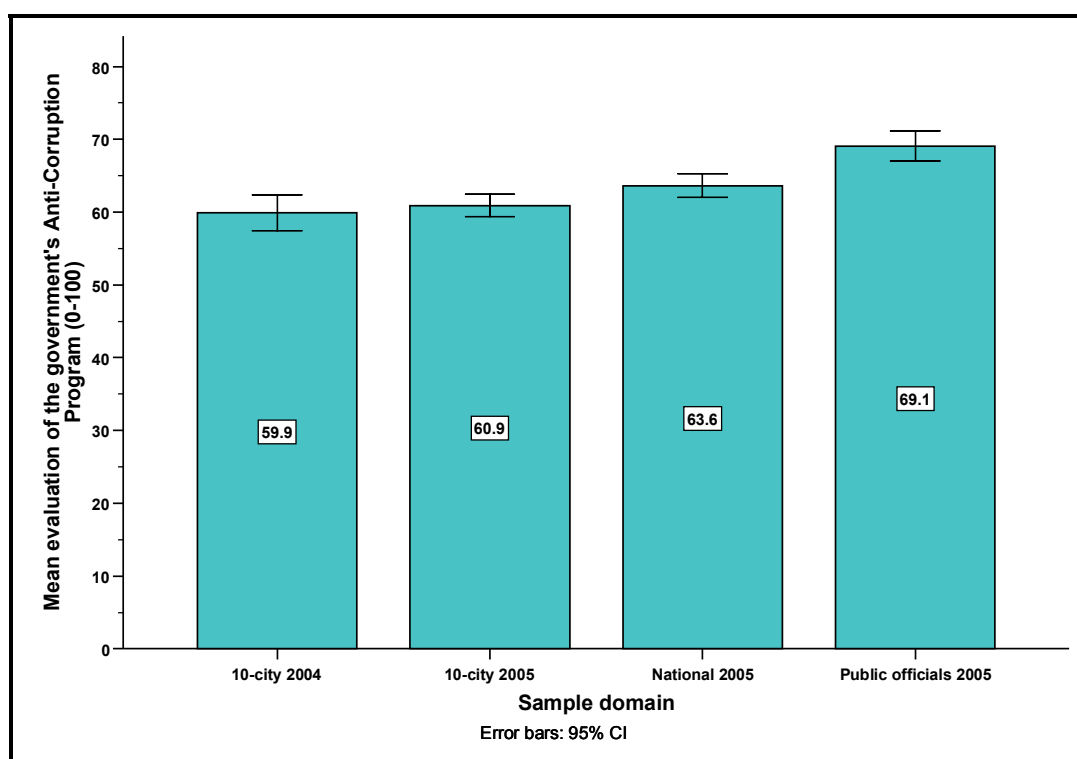
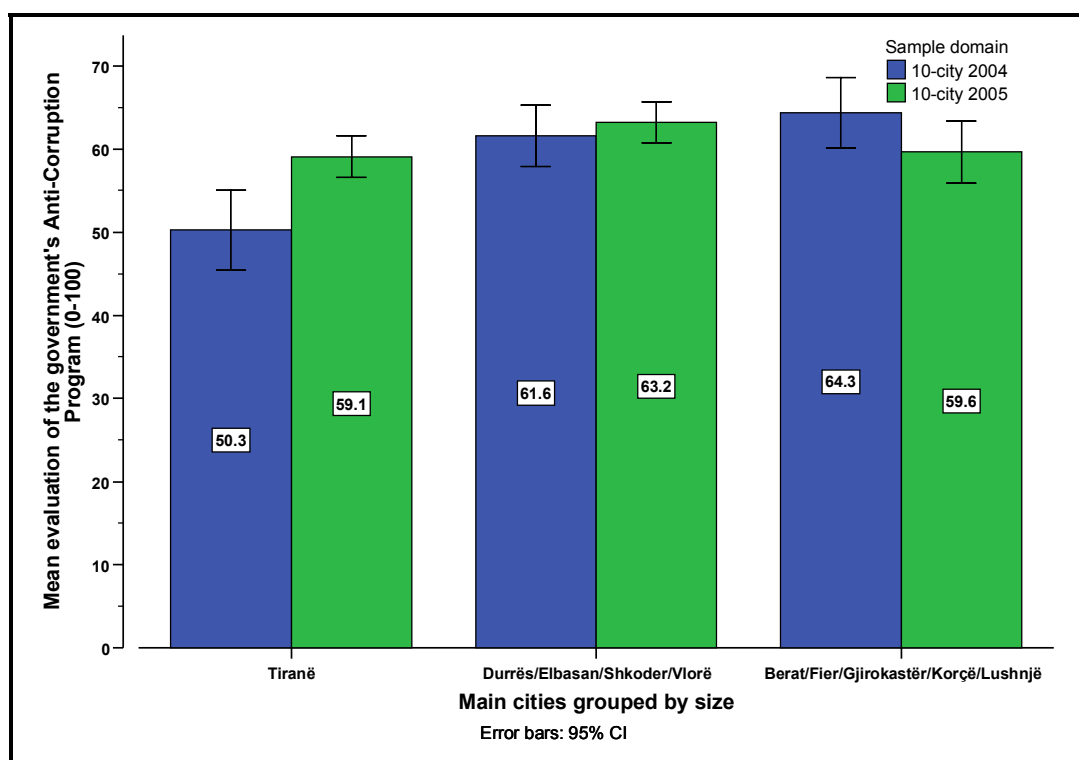


Figure IV-68 above shows mean evaluations of the government of Albania's Anti-Corruption Program on a 0-100 scale.¹¹ There was no change in the overall evaluation (around 60 points) of residents of the 10 main cities in the 2004-2005 period.¹² In 2005, the national mean was higher than the urban mean by 2.7 points (63.6), and the mean for public officials was higher still (69.1).

¹¹ The responses to the question were originally coded from 1 to 5 where 1 meant "Very good" and 5 meant "Very bad." The coding was reversed and the response metric was then converted to 0-100 where 0 meant "Very bad" and 100 meant "Very good" to facilitate comprehension.

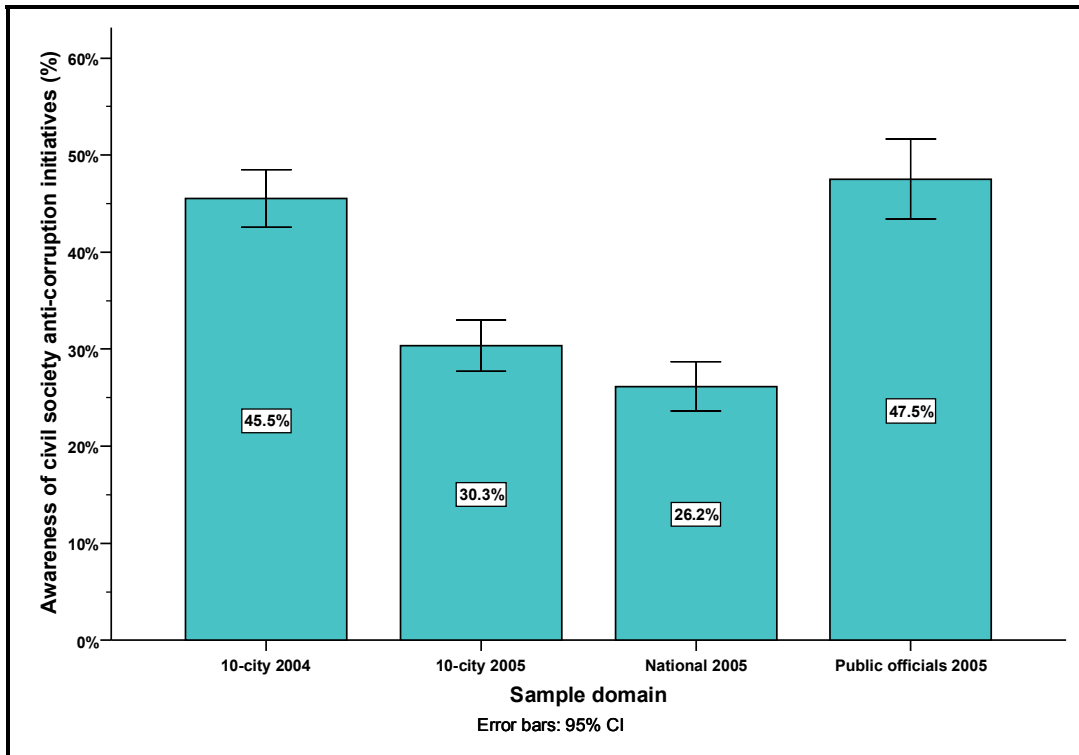
¹² It should be noted that there was a filter question in 2004, which excluded 708 (or 59%) respondents who were unaware of the government's Anti-Corruption Program's from evaluating the program. There was no such question in the 2005 surveys. This may at least part of the reason why the total percentage of responses in the Don't know or Inappropriate categories in 2004 was 63% while in 2005 it was 45 points lower (18%). This also complicates any comparison of responses between the two periods to the extent that there were respondents in 2005 who, though unaware of the government program, may have given a valid response, perhaps for fear of appearing ignorant before the interviewer.

Figure IV-69 Mean Evaluation of the Albanian Government's Anti-Corruption Program, by City Group and Sample



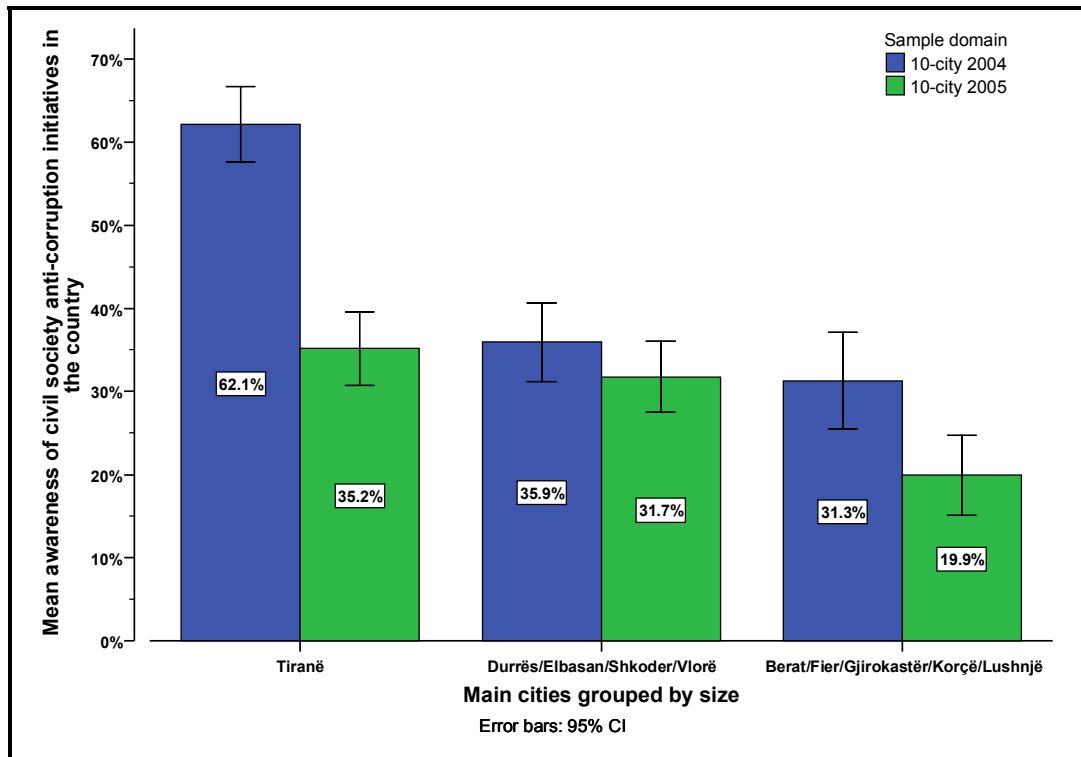
When the evaluations of the government's Anti-Corruption Program in the 2004 and 2005 TCS are compared, we see that the mean rating improved in the capital area, but there was no significant change in the mid-sized and small cities.

Figure IV-70 Awareness of Civil Society Anti-Corruption Initiatives, by Sample



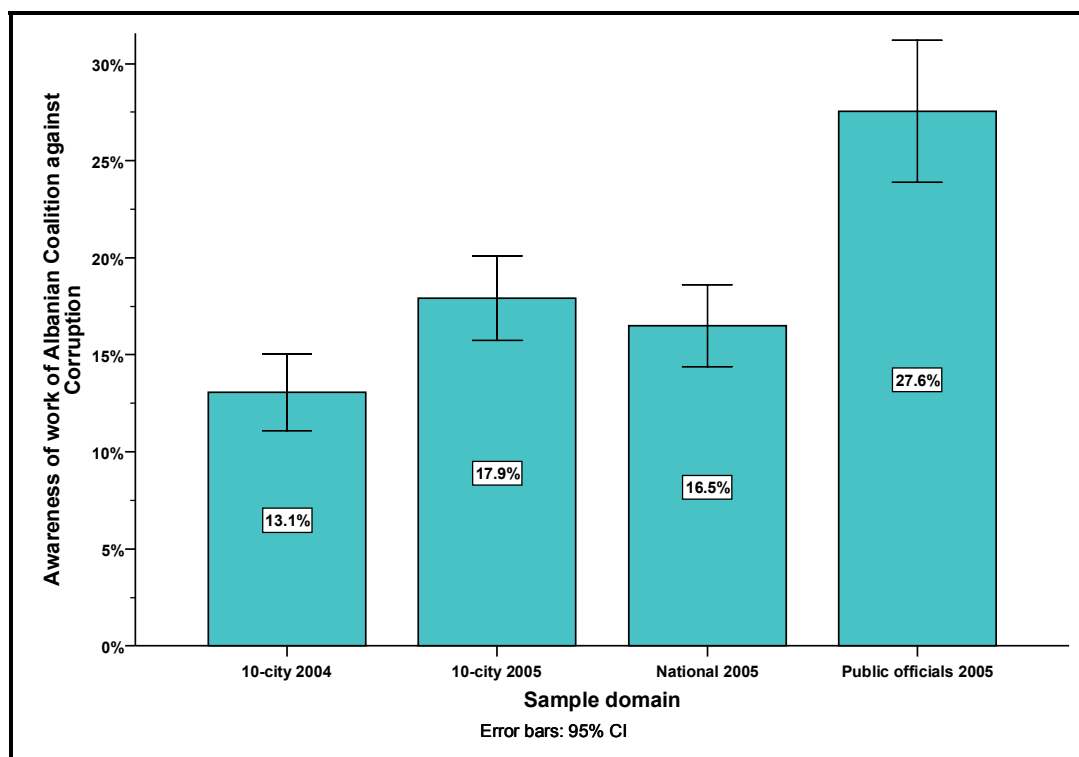
Awareness of civil society anti-corruption initiatives in the urban centers dropped markedly – by 15 percentage points – in 2005 to 30.3%. Nationwide overall it was slightly lower than in the 10 main cities (26.2%). In sharp contrast, 48% of public officials knew of some such initiative.

Figure IV-71 Awareness of Civil Society Anti-Corruption Initiatives in the Country, by City Group and Sample



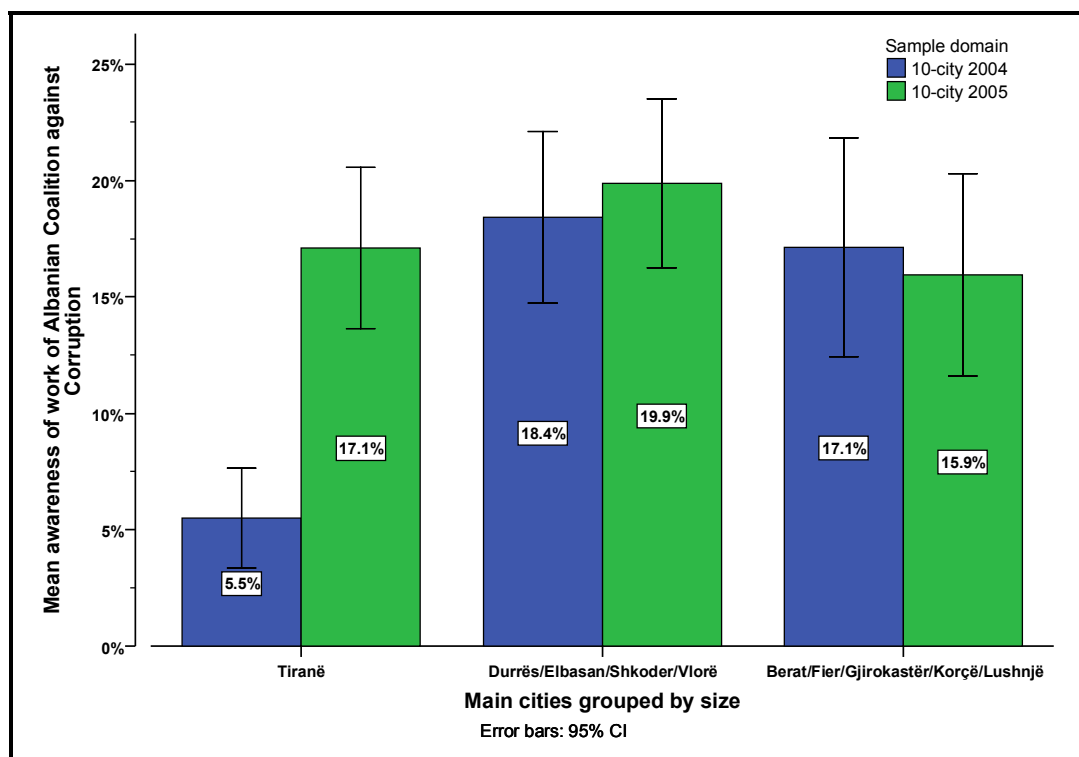
When we disaggregate the TCS responses by city group, we find that it is the capital area and the small cities that account for the 2005 drop in awareness of civil society anti-corruption initiatives, with a difference of 27 and 11 percentage points between 2004 and 2005 in the two categories, respectively. There was no change in the percentage of respondents who knew of any civil society initiatives in the medium-sized cities (around 34%).

Figure IV-72 Aware of the Work of the Albanian Coalition against Corruption (ACAC), by Sample



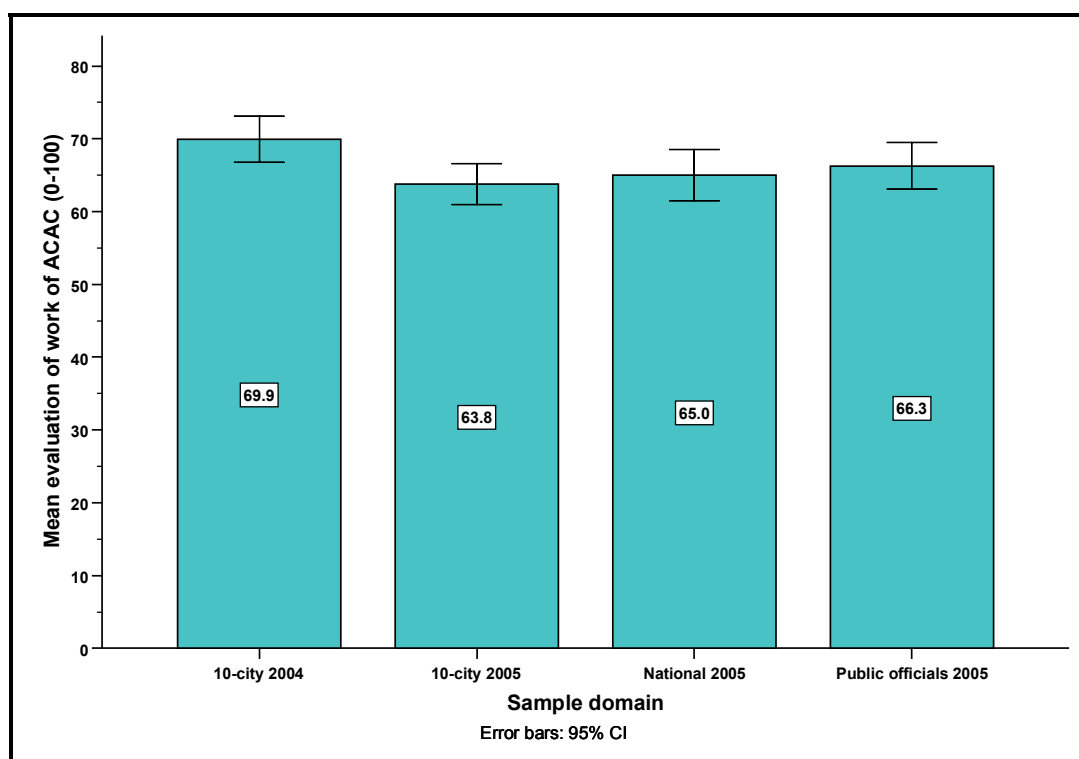
The percentage of citizens who were aware of the work of the Albanian Coalition against Corruption (ACAC) increased in the 10 main cities in the 2004-2005 period by about 5 percentage points, to 18%. There was no significant difference in mean level of awareness between the urban sample and the national sample. In sharp contrast to the low figures for the mass public, more than one in four public officials indicated awareness of the ACAC's work.

Figure IV-73 Awareness of the Work of the ACAC, by City Group and Sample



When we disaggregate the percentage of respondents who are aware of the ACAC's activities by city group, we find that the increase in the mean level of awareness in the 2005 TCS is accounted for entirely by the 11.6 point increase in Tiranë. The differences in the two other city-groups are not significant.

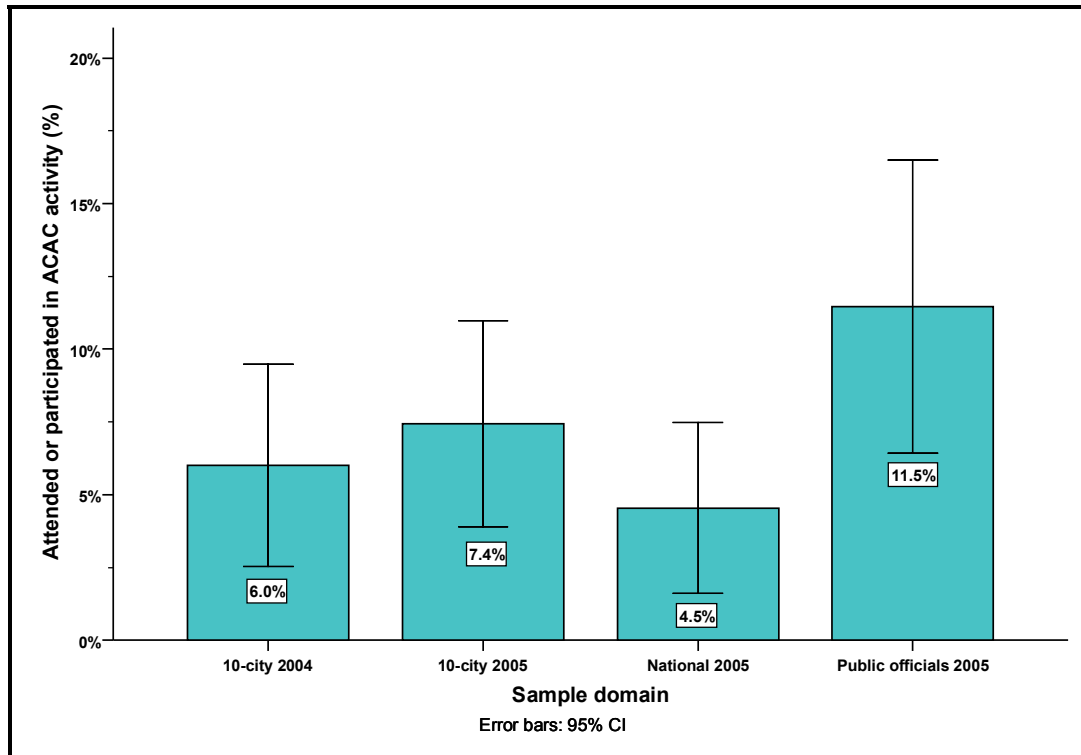
Figure IV-74 Evaluation of the Work of the ACAC, by Sample



The mean evaluation of the ACAC’s work among those who were aware of it worsened in the 2004-2005 period.¹³ From 69.9 in the 2004 TCS it fell to 63.8 in the 2005 TCS. There was no difference between the mean evaluations of the 2005 urban, national and public official’s samples, which were around the 65 point level.

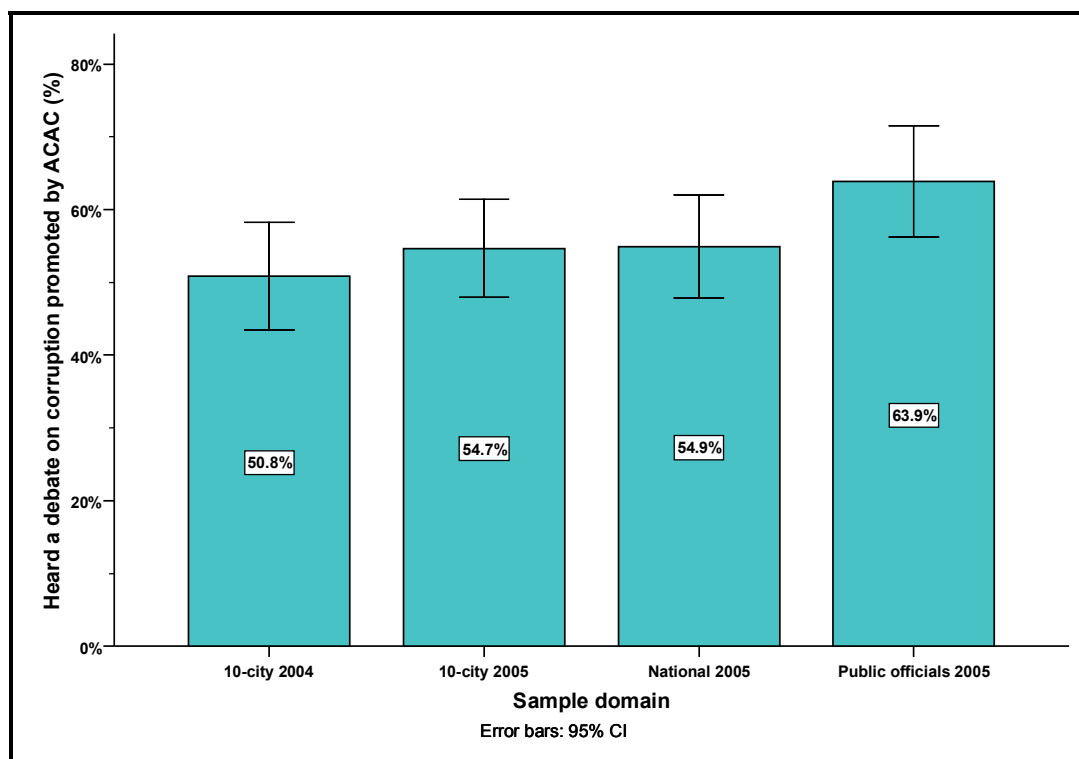
¹³ The responses to the question were originally coded from 1 to 5 where 1 meant “Very good” and 5 meant “Very bad.” The coding was reversed and the response metric was then converted to 0-100 where 0 meant “Very bad” and 100 meant “Very good” to facilitate comprehension.

Figure IV-75 Attendance or Participation in Any ACAC Activity, by Sample



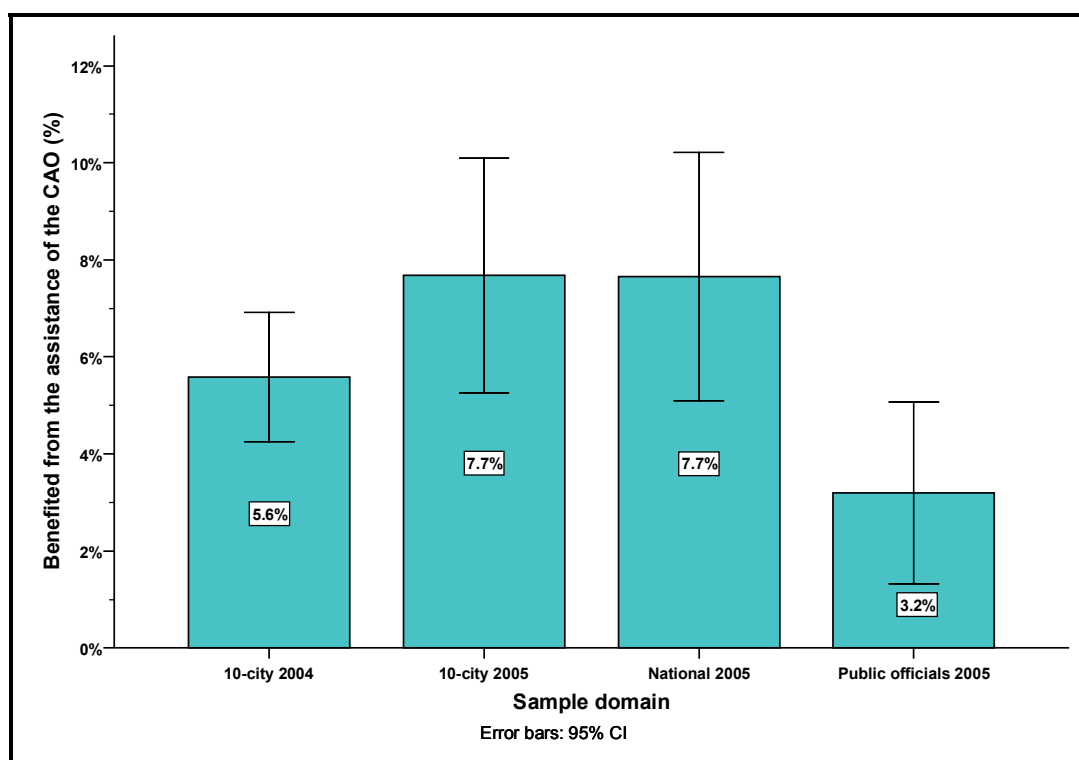
Of those respondents who were aware of the ACAC's work, fewer than 50% in each of the four samples had actually attended or participated in an ACAC activity. The low percentages of participation account for the large confidence intervals, with the result that we cannot say with an acceptable level of confidence that there any differences between the four samples.

Figure IV-76 Hearing of Any Debate on Corruption Promoted by the ACAC, by Sample



Much higher percentages of respondents had heard a debate on corruption promoted by the ACAC – in all samples certainly more than 40%. This is most likely because of wider public access thanks to the broadcasting of such debates. However, once again the large confidence intervals prevent us from drawing any conclusions regarding changes in the 2004-2005 period or between the three 2005 samples.

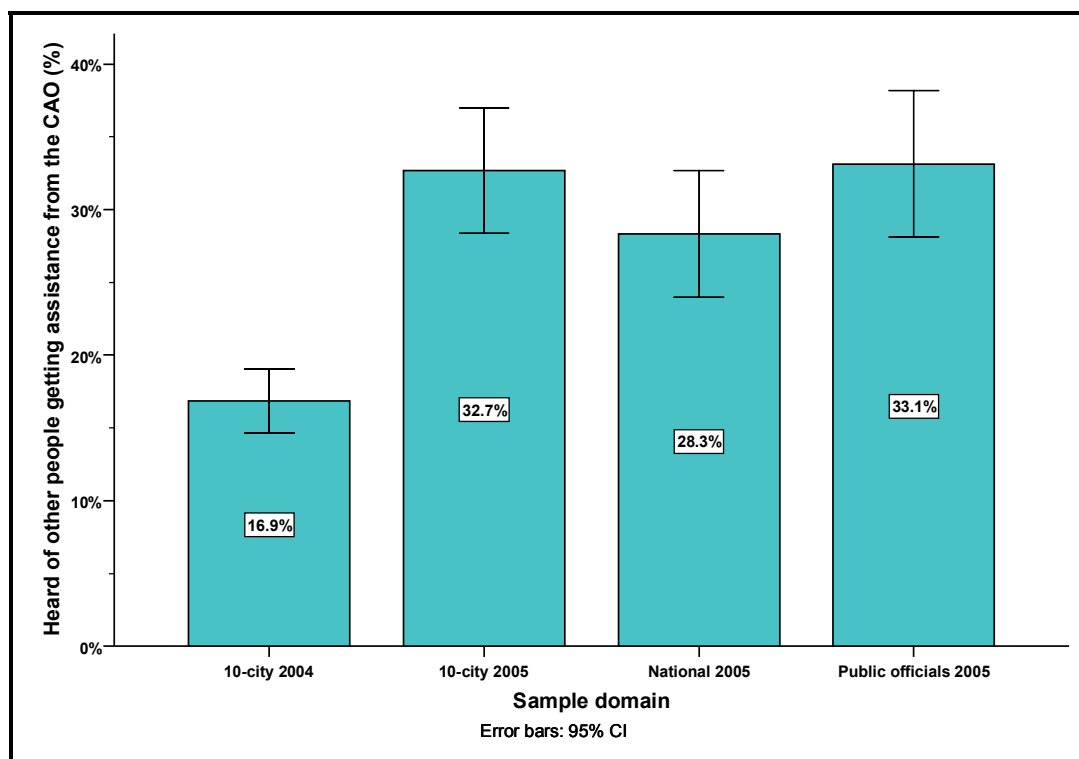
Figure IV-77 Respondents Benefiting from the Assistance of the Citizens' Advocacy Office (CAO), by Sample



Few respondents acknowledged benefiting from the assistance of the CAO.¹⁴ No definite conclusions can be drawn regarding any changes in the 2004-2005 period, or about differences between the 2005 city and national samples owing to the large confidence intervals. However, we can say that the percentage of public officials benefiting from the CAO's aid was much smaller (by about 5 percentage points) than in the nation as a whole (8%).

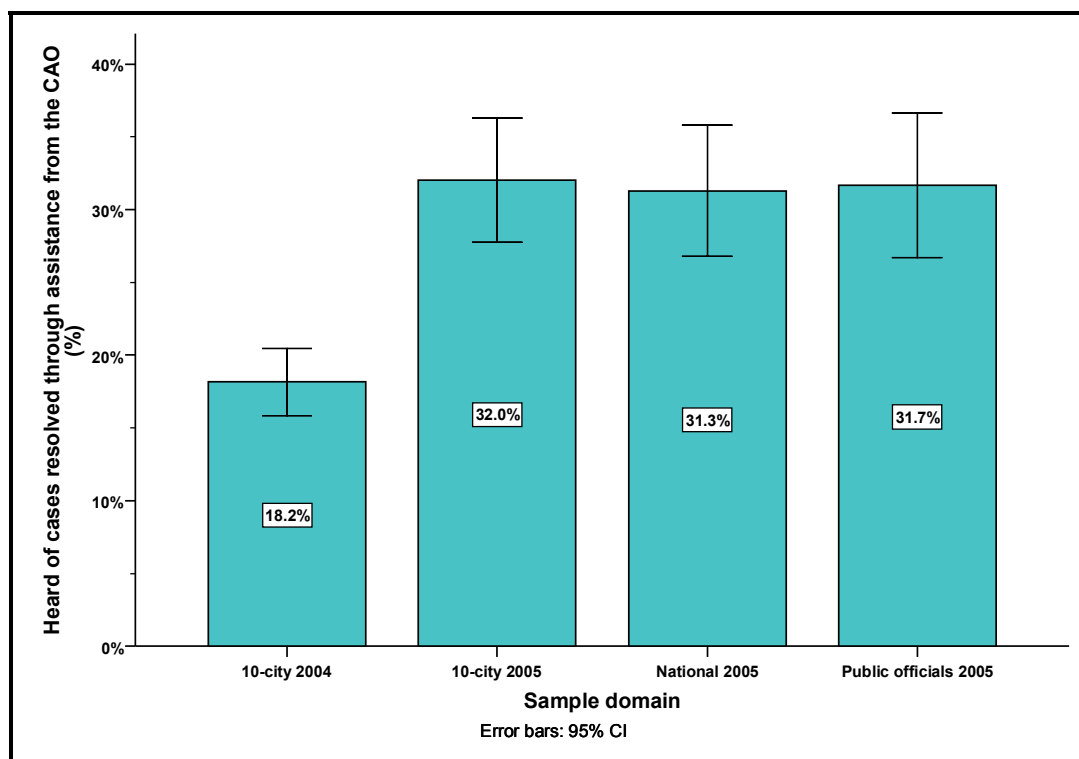
¹⁴ Note that the comparison between the 2004 and 2005 TCS is hindered by the presence of a filter question, "Are you aware of the work of the CAO?" in 2005, which was not asked in 2004.

Figure IV-78 Awareness of Other People Getting Assistance from the CAO, by Sample



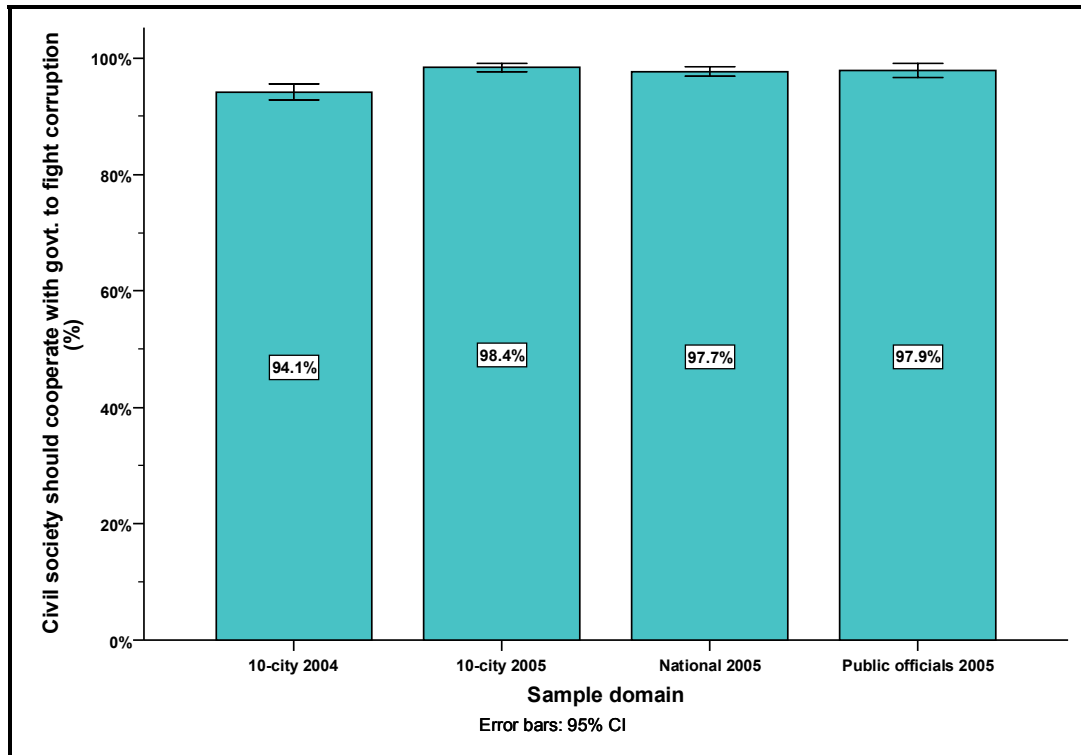
Considerably larger percentages in each sample were aware of other people who had received assistance from the CAO. The percentage in the 2005 TCS (33%) was much higher than in 2004 (by about 16 points). There was no difference between the 2005 urban and national sample, or between the national and public officials sample. The average level of awareness across the 2005 samples was around 30%.

Figure IV-79 Awareness of Cases Resolved through the Assistance of the CAO, by Sample



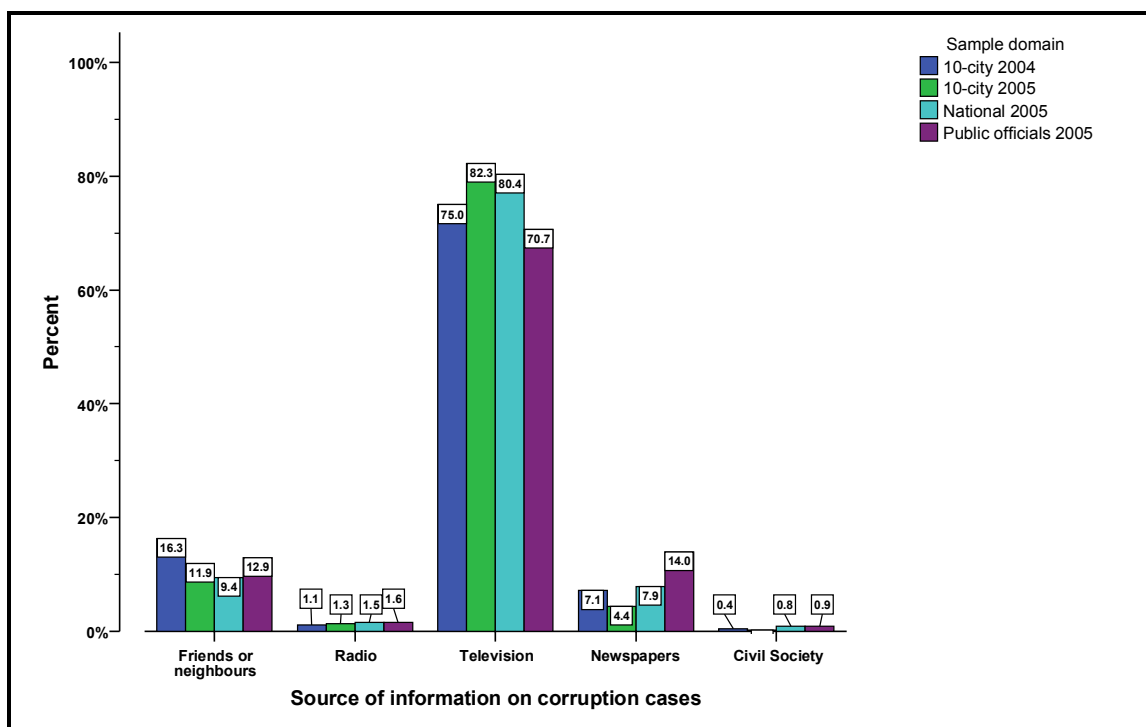
There was also a sharp increase (14 points) in the percentage of respondents who were aware of cases resolved through the CAO's assistance in the 2005 TCS (32%). There was no difference between the 2005 samples, in which the figure was around 31% on average.

Figure IV-80 Civil Society Should Cooperate with the Government to Fight Corruption, by Sample



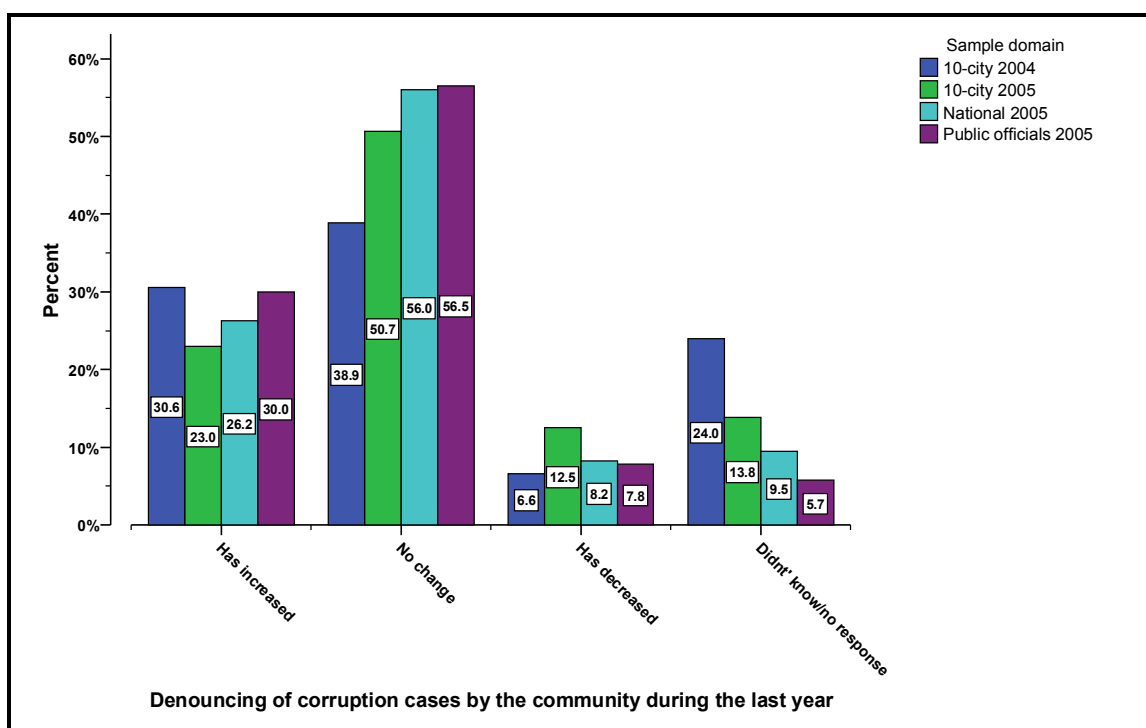
There was a high level of support across all four samples for civil society's cooperation with the government to combat corruption. From 94% in the 2004 TCS, the number of respondents increased to 98% in 2005. There was no difference between the 2005 urban and national samples, or between the national and public officials' samples.

Figure IV-81 Main Sources of Information about Corruption Cases, by Sample



Citizens' responses regarding the main source of information about corruption cases highlight the primacy of television. In all four samples, more than 70% of the respondents cited that source. In the 10 main cities, the percentage increased from 75% in 2004 to 82% in 2005. Television was mentioned by only a slightly smaller proportion of respondents nationwide (80%) and by an even lower percentage among public officials (71%). The second most important source as measured by the number of respondents who cited it first was not other mass media, as one might have assumed, but friends or neighbors. Very small percentages in the four samples mentioned radio or civil society.

Figure IV-82 Changes in the Participation of the Community in Denouncing Cases of Corruption during the Last Year, by Sample



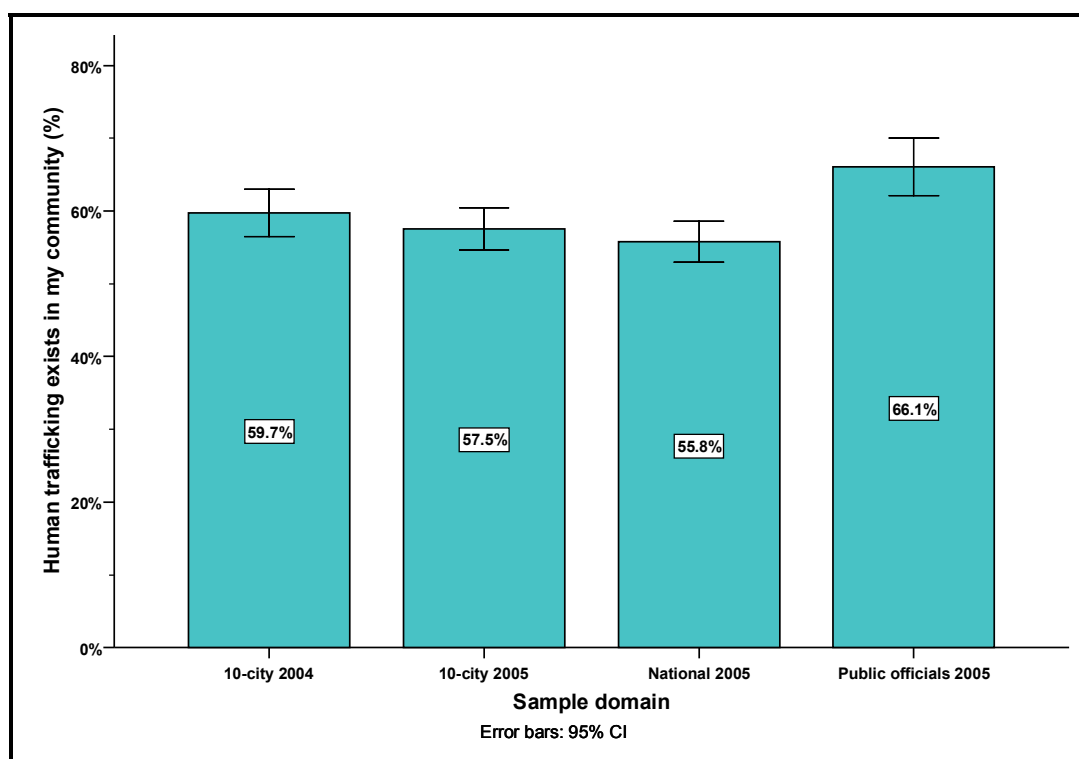
Citizens' perceptions regarding the contribution of the community in reporting cases of corruptions were favorable across the four samples, with large proportions indicating that reporting had increased during the previous year. But in the 2005 TCS, the percentage indicating an increase fell by about 7 points, to 23% while at the same time, the percentage reporting a decrease increased by about 6 points. Overall, the national perception was better, with more people indicating that community participation had increased or stayed the same (82%) compared to the 10 city sample (73%). Among public officials the perception was even more favorable than in the nation (87%).

V. Human Trafficking

In recent years, there has been increased attention to human trafficking problems world-wide. USAID has been especially concerned about this issue. Two questions on human trafficking were included in the four surveys and are analyzed here.

HUTRA2. Human trafficking is the illegal forced or voluntary transportation of individuals from one country to another. Does human trafficking exist in your community? (1) Yes (2) No (8) Don't know/no response	HUTRA2
HUTRA3. Do you personally know of someone who has been a victim of human trafficking? (1) Yes (2) No (8) Don't know/no response	HUTRA3

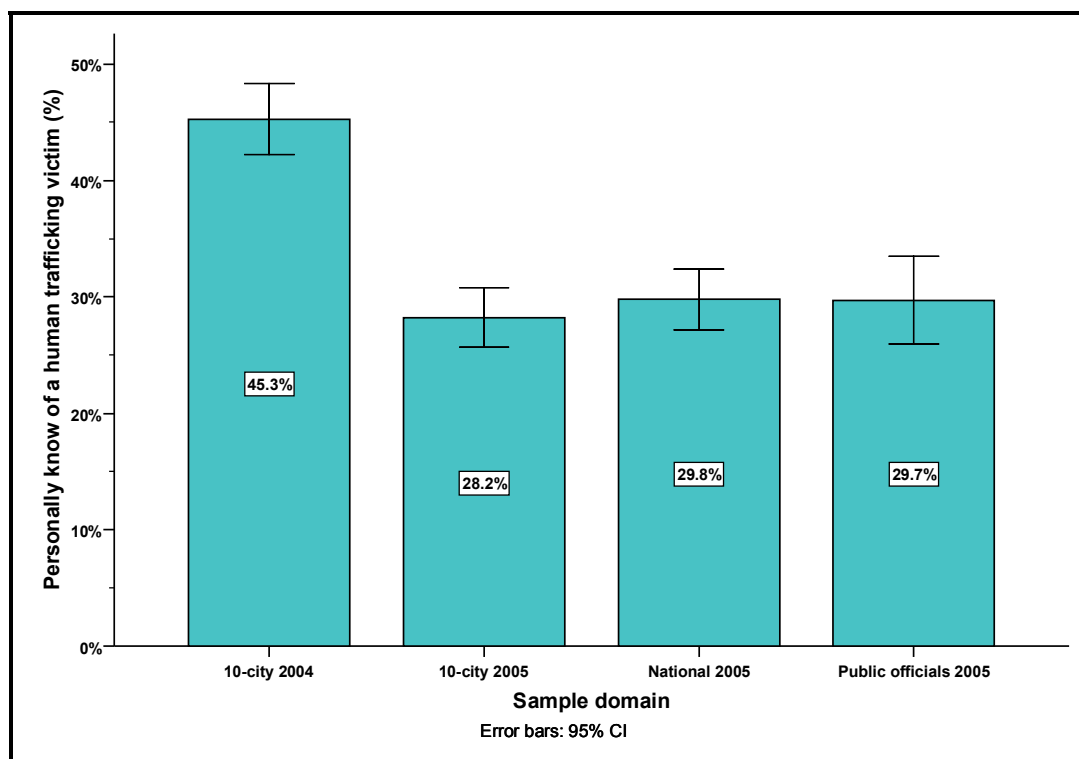
Figure V-1 Human Trafficking in the Community, by Sample



The percentage of respondents who indicated that human trafficking existed in their communities remained unchanged (at around 59%) in the 10 main cities in the 2004-2005 period.¹⁵ There was no difference between the urban and national (56%) averages, but a significantly larger percentage of public officials (66%) indicated such a problem in their communities.

¹⁵ Note that a definition of human trafficking was provided in 2005, unlike the case in 2004. This complicates the cross-temporal comparison and may also explain why a much lower percentage of respondents answered “Don’t know” in 2005.

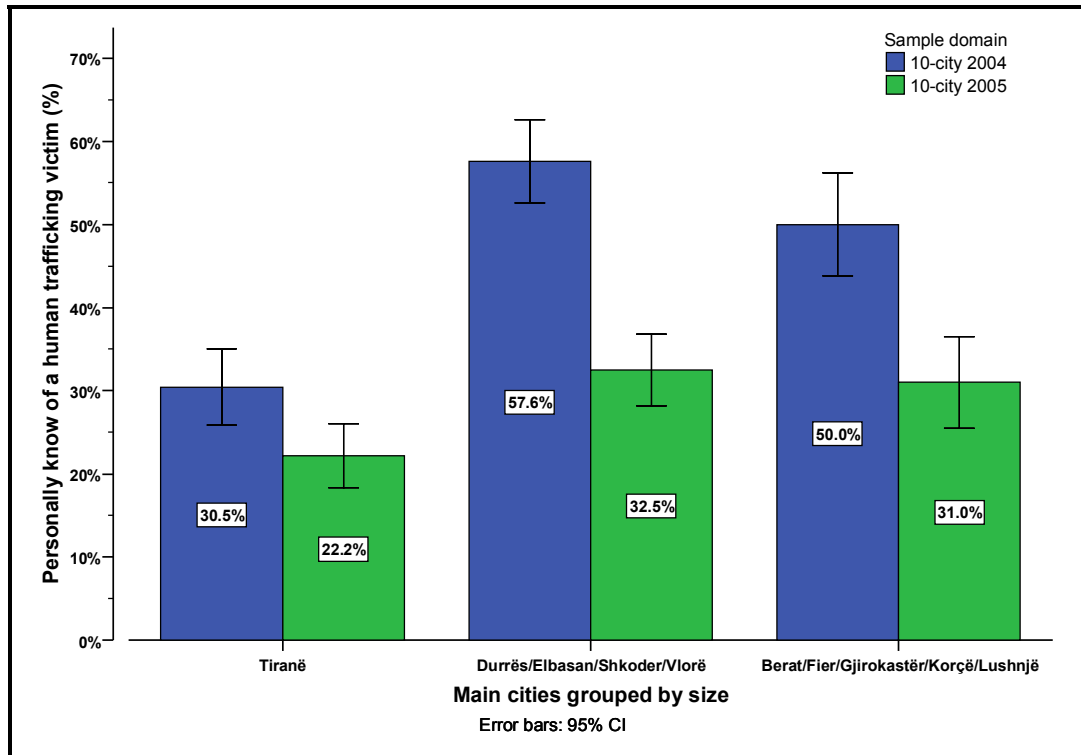
Figure V-2 Personal Knowledge of a Human Trafficking Victim, by Sample



Much smaller percentages of respondents admitted to personally knowing of someone who had been a victim of human trafficking. In the 2005 this was around half of those who had indicated that human trafficking existing in their communities. In 2004 the fall was by a third (from 60% to 45%).¹⁶ The result is that the 2005 TCS registered a steep fall in the percentage of respondents personally knowing a trafficking victim, from 45% in the 2004 TCS to 28%. There was no difference between the 2005 TCS and the national sample, or between the national and public officials' samples.

¹⁶ This difference between the 2004 and 2005 samples may also be owing to the absence of a definition of human trafficking in the 2004 survey question.

Figure V-3 Personal Knowledge of a Human Trafficking Victim, by City Group and Sample



When we disaggregate personal knowledge of a trafficking victim by city group, we see that the difference between the 2004 and 2005 urban samples can be attributed to differences between each of the three categories, with the largest drop (of 25 percentage points) in the medium-sized cities of Durrës, Elbasan, Shkoder and Vlorë; and the next highest fall (of 21 percentage points) in the small cities of Berat, Fier, Gjirokastër, Korçë and Lushnjë. This suggests that there has been a significant reduction in human trafficking over the 2 year period leading up to 2006, and that most of the decrease has occurred in the mid-sized and small cities.

VI. Political Support

For the past four decades, work on the attitudinal foundations of democratic stability has been centered on the concept of political support. Building on the pioneering work of David Easton¹⁷, Norris and her colleagues have proposed a framework that recognizes at the outset that political support is a multi-dimensional concept, comprising five objects or levels of support: “political community,” “regime principles,” “regime performance,” “regime institutions” and “political actors.”¹⁸

Support for the Current Government

One frequently used indicator of political actors is support for the incumbent government. The following survey item measures this aspect:

GOVT1. Would you say the work that the current government is doing is: [Read alternatives]
(1) Very Good (2) Good (3) Fair (4) Poor (5) Very poor (8) Don't know /don't respond

The 1-5 response scale was converted into a 0-100 scale where 0 meant “Very poor” and 100 meant “Very good.” The figure on the following page depicts the mean responses to this question by sample.

¹⁷ Easton, David. 1965. *A Framework for Political Analysis*. Englewood Cliffs, NJ: Prentice-Hall; 1975. “A Reassessment of the Concept of Political Support.” *British Journal of Political Science* 5: 435-57.

¹⁸ Norris, Pippa. 1999b. “Introduction: The Growth of Critical Citizens?” In *Critical Citizens: Global Support for Democratic Government*, ed. Pippa Norris. New York: Oxford University Press.

Figure VI-1 Approval of the Incumbent Government's Performance by Sample

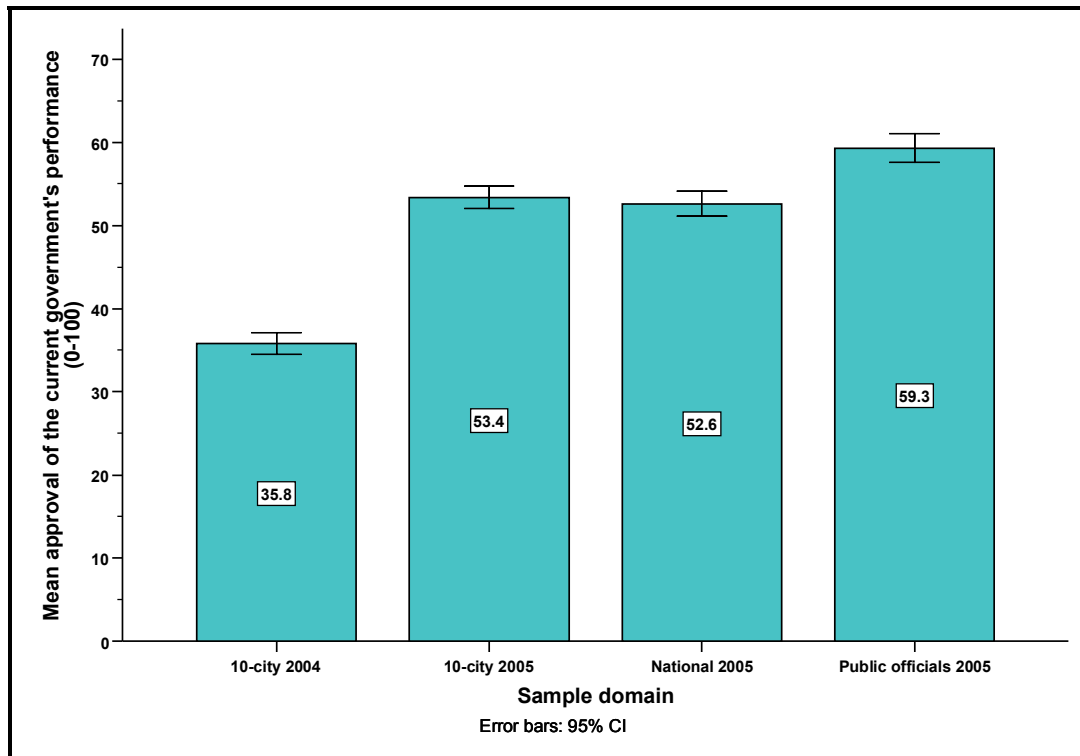
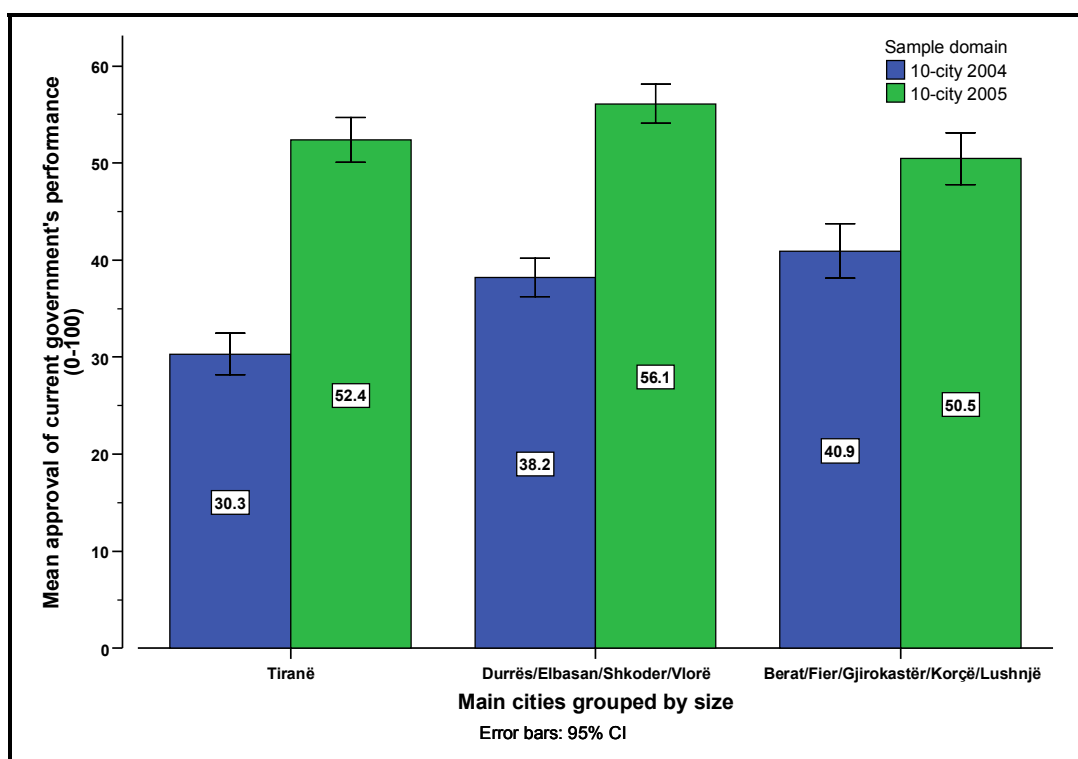


Figure VI-1 depicts the mean evaluation of the incumbent government's work. It is important to keep in mind that the object of the comparison, the incumbent government, changed in the 2004-2005 period, following the July 2005 election and that this fact may partly account for the substantial improvement (by 18 points) in the overall evaluation of the government in the 2005 urban sample (53.4). There was no difference between the overall assessment of the urban and national samples. In contrast, public officials' overall evaluation of the government's work was higher (59.3) than the national mean.

Figure VI-2 Approval of the Performance of the Incumbent Government by Sample and City Group



When we disaggregate the assessment of the government in the 10 main cities, we find that the new government's work was more appreciated in all three categories. In Tiranë the increase was by 22 points; in the medium-sized cities (Durrës, Elbasan, Shkoder and Vlorë) it was by 18 points, and in the small cities (Berat, Fier, Gjirokastrë, Korçë and Lushnjë) it was by 10 points.

Political Community and Regime Institutions

It is argued that, at the most general level, citizens must believe in the existence of, and have support for, the “political community.” A “political community” is a group of persons bound together by a political division of labor, usually within the boundaries of a nation-state, but also in smaller communities, which may be defined by geography or by political cleavages based on ethnic, class, or religious identities (Easton 1965: 77; Norris 1999: 10-11). “Regime institutions” refers to the way in which democratic and authoritarian regimes work in practice and focuses on the benefits they provide. Support for “regime institutions,” also called “system support,” refers to generalized support for the key institutions or constitutional arrangements of the regime.

A series of questions probing the sense of political community (e.g., item SYS25), and the institutional dimensions of political support (e.g., SYS8, SYS9, SYS10, SYS15) was also included in the surveys, together with similarly worded questions measuring confidence in other important institutions and groups such as the media, religious leaders and private enterprises (e.g., SYS22, SYS23, SYS24).¹⁹ The 1-7 scale on which the responses to the questions were originally measured was converted into a 0-100 scale on which 0 meant “Not at all” and 100 meant “A lot.”

Five of the questions in the series (SYS1-SYS5), developed by the Latin American Public Opinion Project, have been used to measure “system support,” or a generalized sense of the legitimacy of the political system. The system support scale constructed from these five items is treated separately from the other items in the battery.

[Hand respondent Card A] Now we will use this card. This card contains a scale of 7 points; each one indicates a point that goes from 1, which means **NOT AT ALL**, to 7, which means **A LOT**. For example, if I asked “up to what point do you like watching TV” if you do not like watching TV at all, then you would choose point 1 but on the contrary, if you really like watching TV a lot then you would choose number 7. If your opinion is somewhere between nothing and a lot then you would choose a number in the middle. Then, up to what point do you like watching TV? Please, read me the number **[Make sure that the interviewee understands correctly]**.

1	2	3	4	5	6	7	8
NOT AT ALL						A LOT	Do not know

Now using card “A” please answer these questions

SYS1. In general, to what extent do you think that Albanian Courts guarantee citizen’s a fair trial?

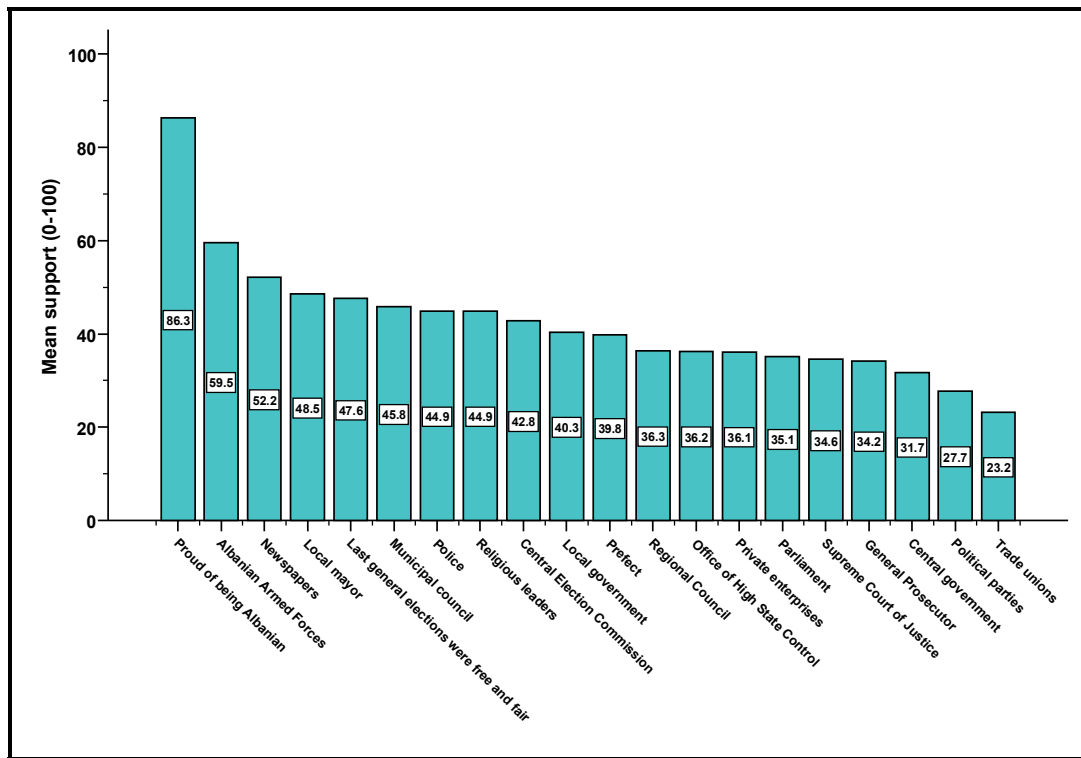
(Explain: If you think that the courts do not guarantee justice at all, choose # 1, if you think they guarantee a lot, choose # 7, or choose a number in between.

¹⁹ There were significant changes in the wording of a few questions from 2004 to 2005, which should be kept in mind when drawing conclusions from the differences in mean scores between the 2004 and 2005 TCS. These differences are as follows: 1. SYS1 in 2004 referred to “political institutions” whereas in 2005 it referred to “state institutions”; 2) SYS10 in 2004 refers to “the Local Government” whereas in 2005 it refers to “your Local Government”; 3) SYS21 in 2004 refers to the last “Local Government Elections” whereas in 2005 it refers to the last “general elections” since the elections being held were different, and 4) SYS22 in 2004 refers to “the media” whereas in 2005 it refers to “the newspapers”.

SYS2. In general, to what extent do you respect the state institutions of Albania?	
SYS3. To what extent do you think citizen's basic rights are protected by the Albanian political system?	
SYS4. To what extent do you feel proud living under the Albanian political system?	
SYS5. To what extent should the Albanian political system be supported?	
SYS6. To what extent do you trust the Central Election Commission?	
SYS7. To what extent do you trust the Albanian Armed Forces?	
SYS8. To what extent do you trust the Parliament?	
SYS9. To what extent do you trust the Central Government?	
SYS10. To what extent do you trust your Local Government?	
SYS11. To what extent do you trust the General Prosecutor's Office?	
SYS12. To what extent do you trust the Police?	
SYS13. To what extent do you trust the Office of the High State Control?	
SYS14. To what extent do you trust religious leaders?	
SYS15. To what extent do you trust political parties?	
SYS16. To what extent do you trust the Supreme Court of Justice?	
SYS17. To what extent do you trust your local Mayor?	
SYS18. To what extent do you trust your municipal council?	
SYS19. To what extent do you trust the Prefect?	
SYS20. To what extent do you trust the Regional Council?	
SYS21. To what extent do you think that the last general elections were free and fair?	
SYS22. To what extent do you trust the newspapers?	
SYS23. To what extent do you trust trade unions?	
SYS24. To what extent do you trust private enterprises?	
SYS25. How proud are you of being an Albanian?	

The figures that follow allow us to compare mean scores on all these indicators in the same sample, and then draw comparisons across the samples.

Figure VI-3 Support for Political Community, Regime Institutions and Other Groups in the 2004 Ten-City Sample

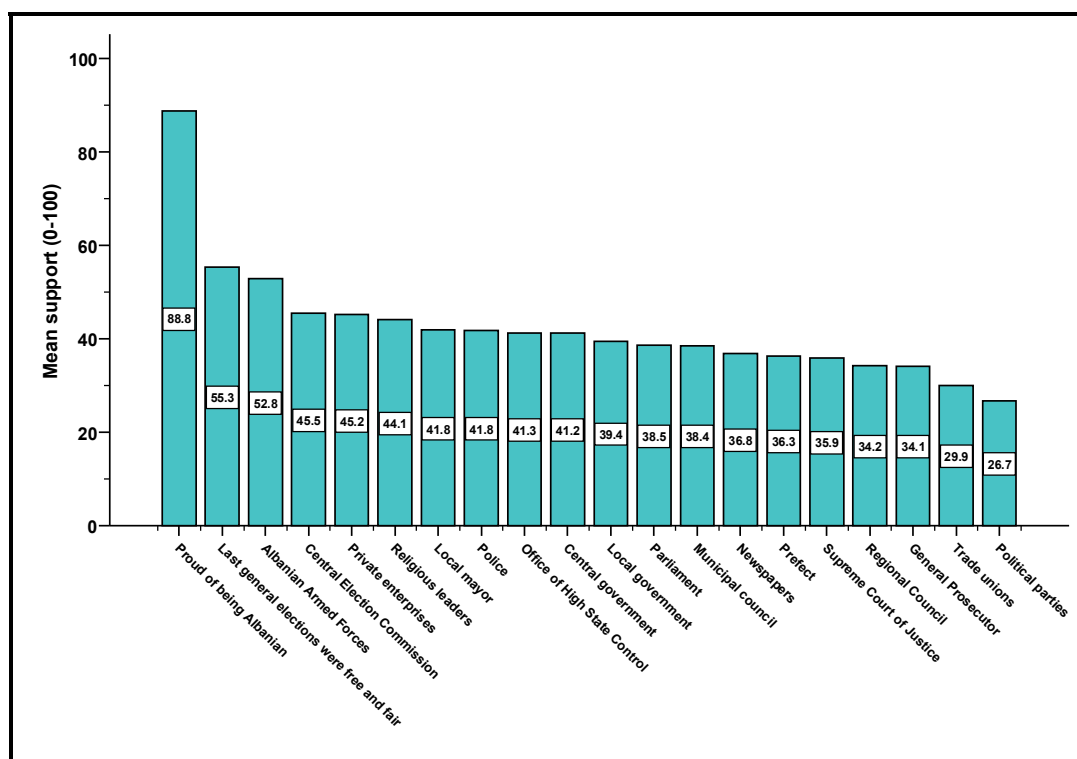


The figure above shows the mean scores from the 2004 TCS of the battery of items listed above except the five system support items, which merit a separate analysis. It shows that the mean score for pride in being Albanian was 86.3, which is very close to “A lot,” and suggests that Albanians sense of political community is very strong. Indeed, this gets the highest mean score.

The regime institution that receives the highest mean confidence score is the Armed Forces (59.5 points). This is slightly above the mid-point of the scale and a full 27 points below support for the political community. The regime institution that receives the next highest support is the office of the local mayor (48.5 points), which is below the mid-point of the scale. All the other institutions, including the parliament, central government, the Supreme Court, and the High State Council, get much lower scores.

The three state institutions with the lowest confidence scores in 2004 were (in descending order) the Supreme Court of Justice (34.6 points) General Prosecutor’s Office (34.2), and the Central Government (31.7).

Figure VI-4 Support for Political Community, Regime Institutions and Other Groups in the 2005 Ten-City Sample



The figure above shows the mean scores from the 2005 TCS for the same institutions and groups as in the preceding figure. It shows that pride in being Albanian increased slightly (by 2.5 points) in 2005 to 88.8. This once again gets the highest mean score.

It is also worth noting that citizens' confidence in the holding of elections moves up three places, to second place in the overall ranking. Further comparisons on this item are hindered by the fact that, as noted earlier, the 2004 question referred to local elections while the 2005 referred to the recently held general election.

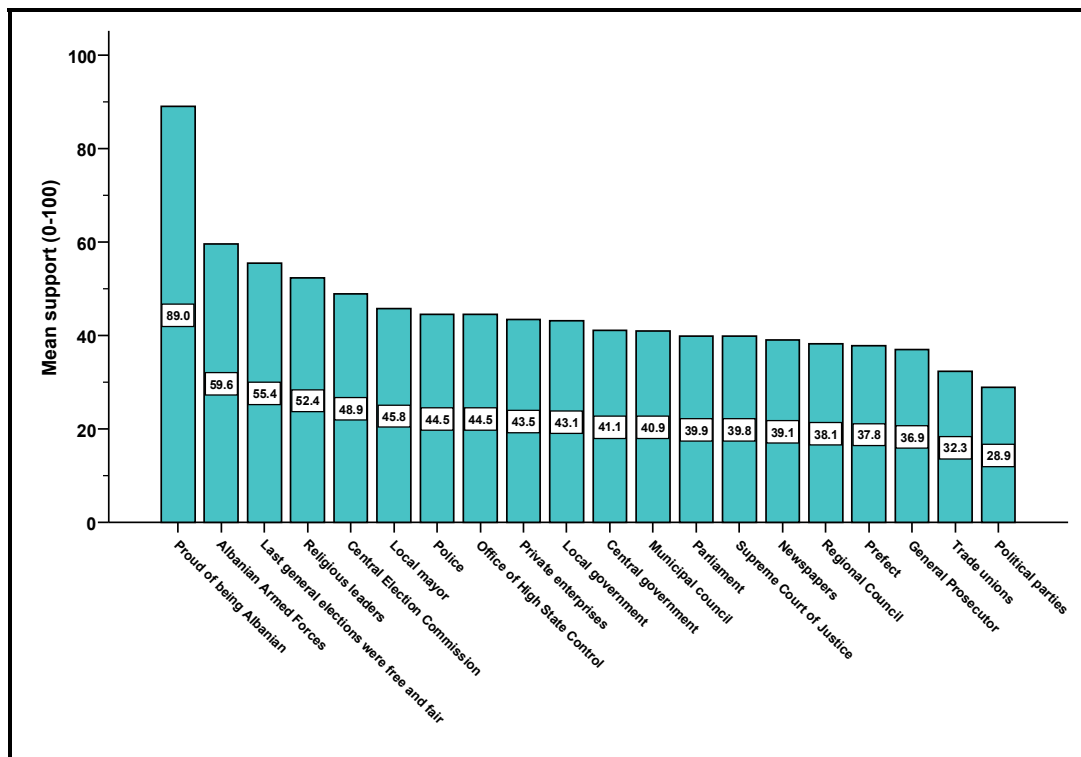
The regime institution that receives the highest mean confidence score is (as in 2004) the Armed Forces but their mean score fell by almost 7 points to 52.8 points. This is barely above the mid-point of the scale and a full 36 points below support for the political community. The regime institution that receives the next highest support is not the office of the local mayor as in 2004 but the Central Election Commission whose mean score rose by 2.7 points (probably because of its key role in the holding of the July 2005 elections), to 45.5 points, which is below the mid-point of the scale. All the other institutions, including the parliament, the Supreme Court, and the High State Council, get lower scores.

Confidence in private enterprises rose impressively (by 9 points) to 45.2, putting them just behind the Armed Forces and the Central Election Commission and ahead of all the other state institutions.

The three state institutions with the lowest confidence scores in 2005 were (in descending order) the Supreme Court of Justice (35.9 points), the Council of the Region (34.2) and the General Prosecutor's Office (34.1). The Central Government, which was among the bottom three state institutions in 2005, improved its standing among the urban public by around 10 points, to 41.2. As noted earlier, this is probably in part owing to the confidence inspired by a newly elected in government following the July 2005 election.

It should also be noted that though confidence in newspapers appears to drop steeply from 52 points to 37 points in the 2004-2005 period, the object of comparison is not the same: it was "newspapers" in 2004 but "the media" in 2005. The 15 point fall may be partly owing to the use of a much broader term in 2005, which includes not only print media but also electronic media.

Figure VI-5 Support for Political Community, Regime Institutions and Other Groups in the 2005 National Sample



While pride in being Albanian is virtually the same in the national sample as in the 2005 TCS, there are noteworthy differences with respect to the other items. There is considerably greater confidence in the Armed Forces in the nation as a whole than in the

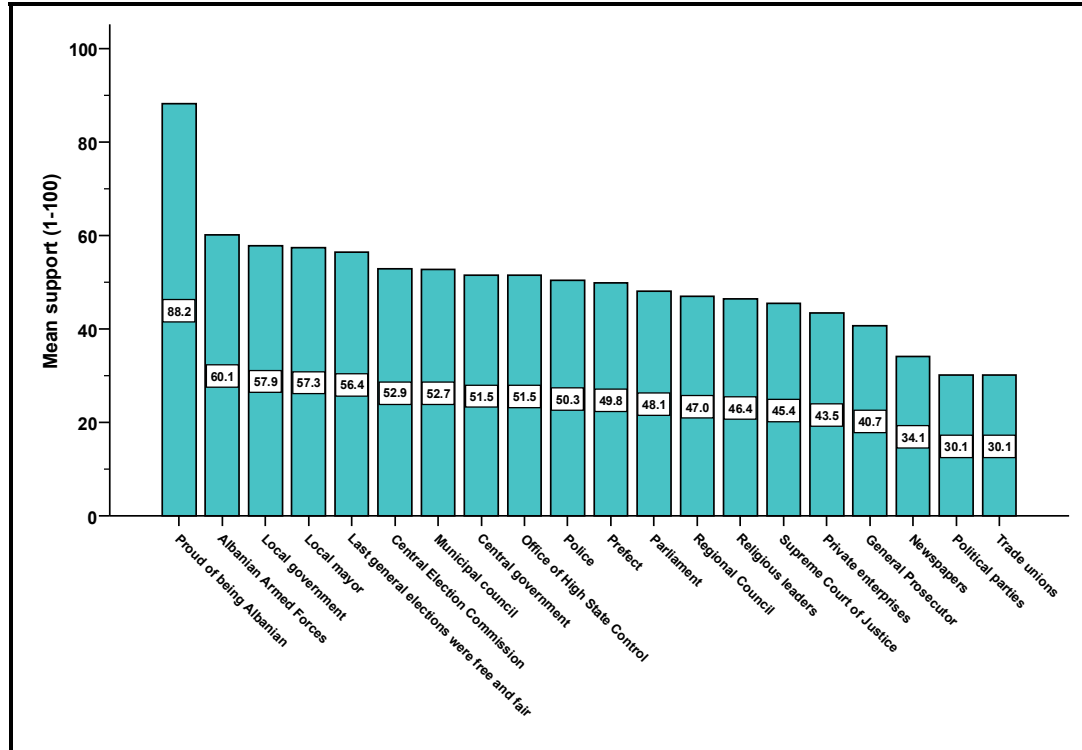
urban areas, which is reflected in the almost 7 point difference in the mean score, which was 59.6 in the national sample.

There is practically no difference between the urban and national samples regarding citizens' confidence in the holding of the last general elections, but there is considerably greater confidence in religious leaders in the nation as whole (a difference of 8 points). This may be because rural areas tend to be characterized by greater adherence to traditional figures of authority, among which religious leaders are prominent.

As in the urban sample, the regime institution that receives the highest mean confidence score is the Armed Forces. The regime institution that receives the next highest support is the Central Election Commission with a mean score of 48.9 points, 3.4 points higher than in the urban sample. Confidence in the local mayor is also higher nationally (45.8 points) than in the main cities (41.8).

Confidence in private enterprises (43.5) is slightly lower nationwide (by 1.7 points). At the national level, the Supreme Court of Justice (39.8 points), the Council of the Region (38.1) and the General Prosecutor's Office (36.9) all do slightly better than in the urban sample. Among the bottom three state institutions nationwide were (in descending order) the Council of the Region, the Prefect, and the General Prosecutor's Office.

Figure VI-6 Support for Political Community, Regime Institutions and Other Groups in the 2005 Public Officials Sample



Pride in being Albanian is very slightly lower in the public officials sample than in the national sample (by 0.8 points), and trust in the Armed Forces is also almost the same. However, it is worth noting that the two institutions that come next are different: mean trust in local government is 57.9 points (a striking 14 points higher) and in the local mayor is 57.3 (1.5 points higher). In contrast, mean trust in religious leaders is 6 points lower, at 46.4 points.

As in the national sample, the regime institution that receives the highest mean confidence score is the Armed Forces but it is followed by the local government and the local mayor. Relatively high trust in the latter two institutions is to be expected since they are closest to public officials themselves. What is more interesting is that they should receive such low scores (around 57 points) despite that fact.

Among public officials the same three state institutions receive the lowest trust are the same as in the nation as a whole but the level of trust reposed in them is substantially higher: mean trust in the Supreme Court of Justice is about 6 points higher, at 45.4 points; the Council of the Region is about 9 points higher, at 47 points, and the General Prosecutor's Office is about 4 points higher, at 40.7 points.

Summary on Political Support

There are two elements common to the evaluation of social and political institutions across the four samples: the Armed Forces retain the highest level of trust while political parties and trade unions have the lowest. Overall, the mean score for the latter is half that for the Armed Forces and well below the midpoint on the 0-100 scale. This together with the low level of trust in key public institutions such as the parliament, the central government, the Supreme Court, the General Prosecutor's Office, the Council of the Region and prefects paints an ominous picture of the development of Albania's democratic institutions.

It is also a matter of concern that citizens' trust in public institutions is so low even among those who serve in them. It is also below the midpoint on the scale for all the institutions except the newly elected central government, the mean score for which is slightly above the 50 mark.

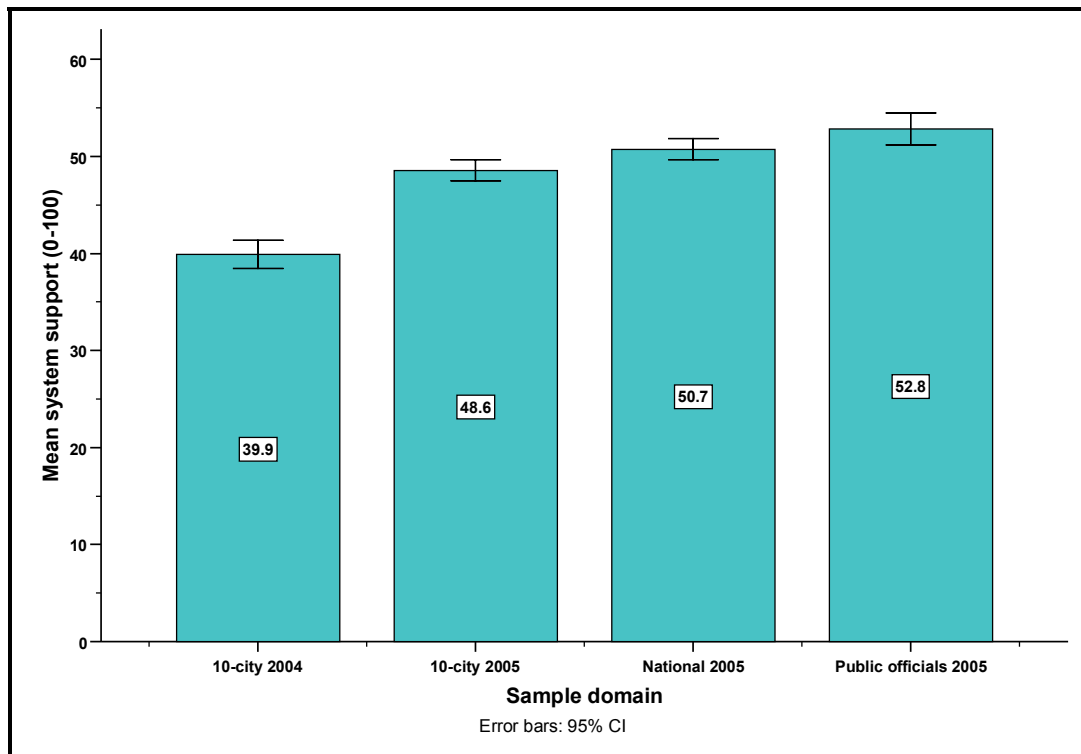
System Support

As mentioned earlier, five of the questions in the preceding series (SYS1-SYS5), developed by the Latin American Public Opinion Project at Vanderbilt University, are used to measure “system support,” or a generalized sense of the legitimacy of the political system. In other words, system support is a composite indicator that measures the extent to which citizens think they should be governed by the existing political system. The responses to the five items making up the scale that are reproduced below, were recorded on a 1-7 scale, where 1 meant “Not at all” and 7 meant “A lot.”²⁰

SYS1. In general, to what extent do you think that Albanian Courts guarantee citizen's a fair trial?	
SYS2. In general, to what extent do you respect the state institutions of Albania?	
SYS3. To what extent do you think citizen's basic rights are protected by the Albanian political system?	
SYS4. To what extent do you feel proud living under the Albanian political system?	
SYS5. To what extent should the Albanian political system be supported?	

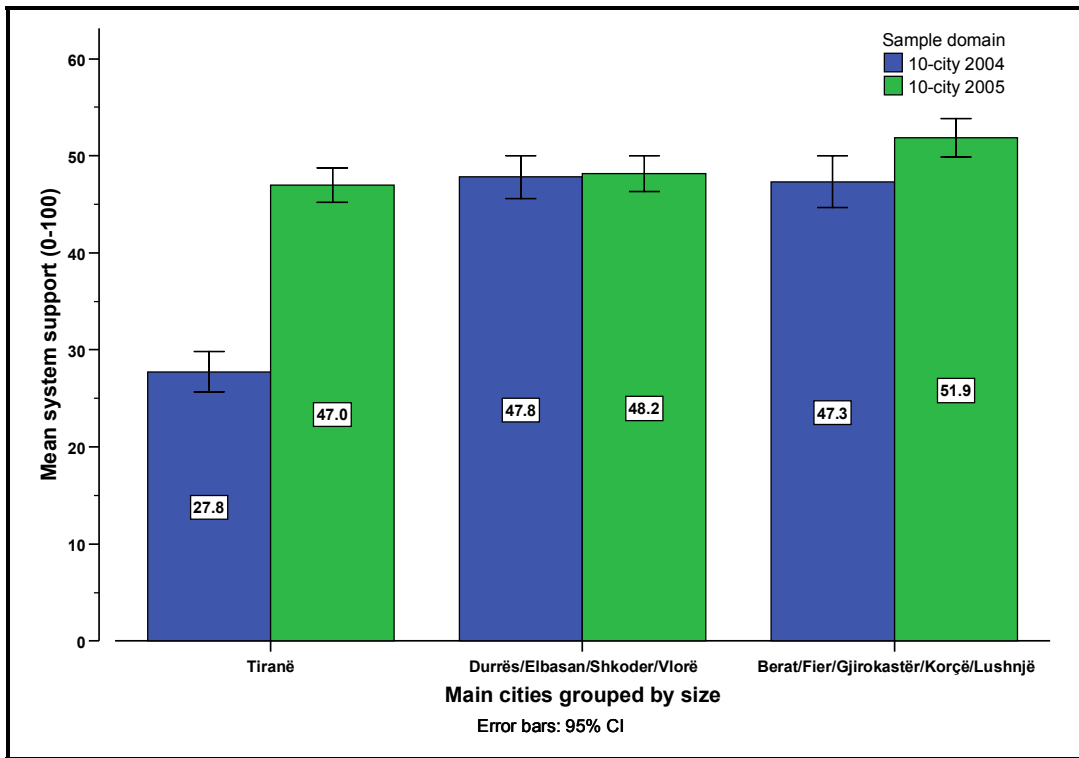
²⁰ The system support scale was created by first converting the response metric for its 5 constituent items into a 0-100 scale where 0 meant “Not at all” and 100 meant “A lot” and then combining these items using a means formula. This means that the item scores of respondents who had answered at least 3 of the 5 questions were averaged; those who had answered fewer than 3 of the 5 questions were excluded from the procedure. A means formula was favored over one which would include respondents only if they had answered all 5 questions because the latter option would have meant the loss of 24% of the respondents in the public officials sample. The reliability of the scale, or the degree to which its 5 component parts “fit” together, as indicated by the value of Cronbach’s alpha is above the conventionally accepted level of 0.7.

Figure VI-7 System Support by Sample



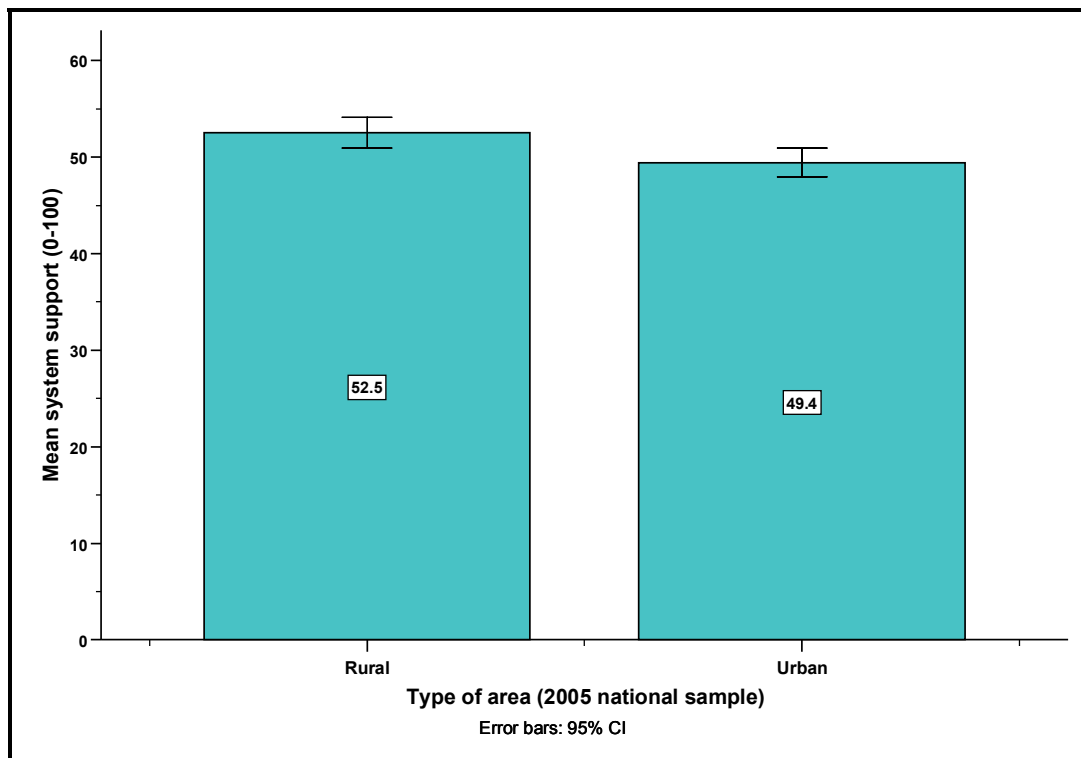
System support increased by 8.7 points, to 48.6 points, in the 2005 TCS. Even so, it was below the mid-point of the scale, suggesting low system legitimacy. Support nationwide was slightly higher (50.7 points) than in the urban centers of the country, and system support in the public officials sample was also significantly higher (by 2 points) than in the national sample.

Figure VI-8 System Support by Sample and City Group



Disaggregating system support in the 2004 and 2005 urban centers by city group, we see that most of the difference between the samples is accounted for by changes in Tiranë, where there was a large increase of 19 points in the two year period. There was also a smaller, 5 point increase in system support in the small cities (Berat, Fier, Gjirokastrë, Korçë and Lushnjë) to 51.9. There was no change in the medium-sized city cluster composed of Durrës, Elbasan, Shkoder and Vlorë.

Figure VI-9 System Support by Rural/Urban Area



When we examine system support in the 2005 national sample disaggregated by rural (communes) and urban area (cities) we find that system support was greater in the former by 3 points.

Figure VI-10 System Support by Number of Ways in which Victimized in Previous Year and Sample

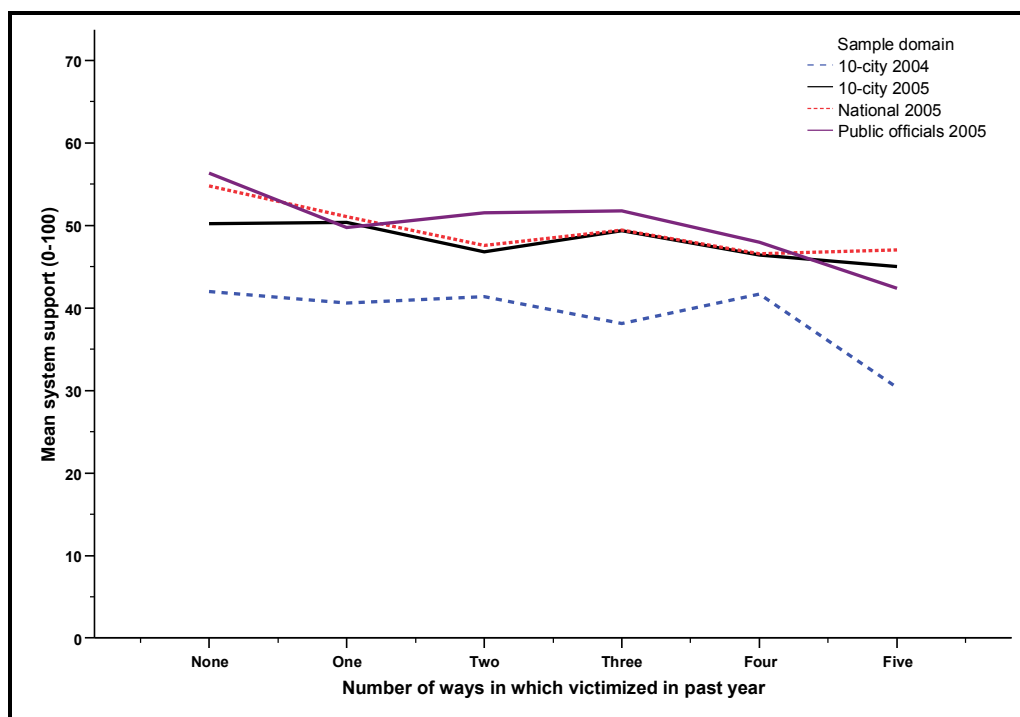


Figure VI-10 shows the relationship between the number of ways in which a respondent fell prey to corruption in the preceding year and system support in each of the four samples.²¹ In all the samples the relationship is negative: system support declines as the number of ways in which corruption victimization increases. In the 10-city 2004 sample, mean system support falls from 42 among those who were not victims of any act of corruption (283 respondents) during the preceding year to 30 among those who were victims of 5 acts of corruption in the same period (69 respondents); in the 10-city 2005 sample, it falls from 50 (among 363 respondents) to 45 (among 55 respondents); in the 2005 national sample, it drops from 55 (among 402 respondents) to 47 (among 50 respondents), and in the 2005 public officials sample it falls from 56 (among 264 respondents) to 42 (among 14 respondents). This negative relationship between corruption victimization and system support holds even after controlling for sex, age, and wealth in each sample.²² In other words, corruption corrodes the legitimacy of the political system.

²¹ The full range on the victimization variable (from 0 ways to 10 ways) is not shown in the figure because in all the samples the number of respondents who 6 or more ways of corruption victimization is very small (e.g., as small as 8 in the case of the public officials sample). This means that the mean system support values for those categories of victimization are highly unreliable (their 95% confidence intervals are extremely large). However, in all four samples a negative relationship holds across the 0-10 range of the variable.

²² In three of the samples, excluding the 2004 10-city sample, the relationship also holds even after evaluation of the government is added to these three control variables.

VII. Additional Topics

This chapter focuses on selected survey items that were not included in all four surveys but nevertheless merit inclusion owing to their importance.

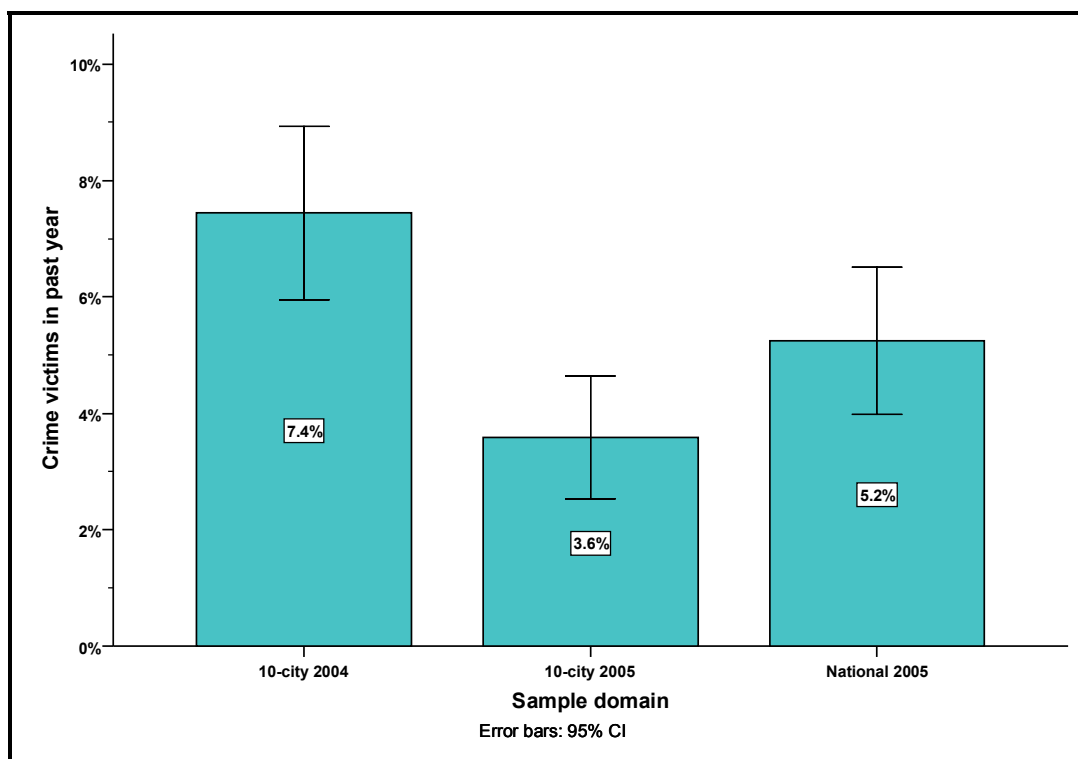
Questions asked in the 2004 and 2005 mass public surveys

Crime Victimization and Administration of Justice

The following questions on crime victimization were asked in the 2004 and 2005 10-city surveys and in the 2005 national sample but not in the public officials' sample.

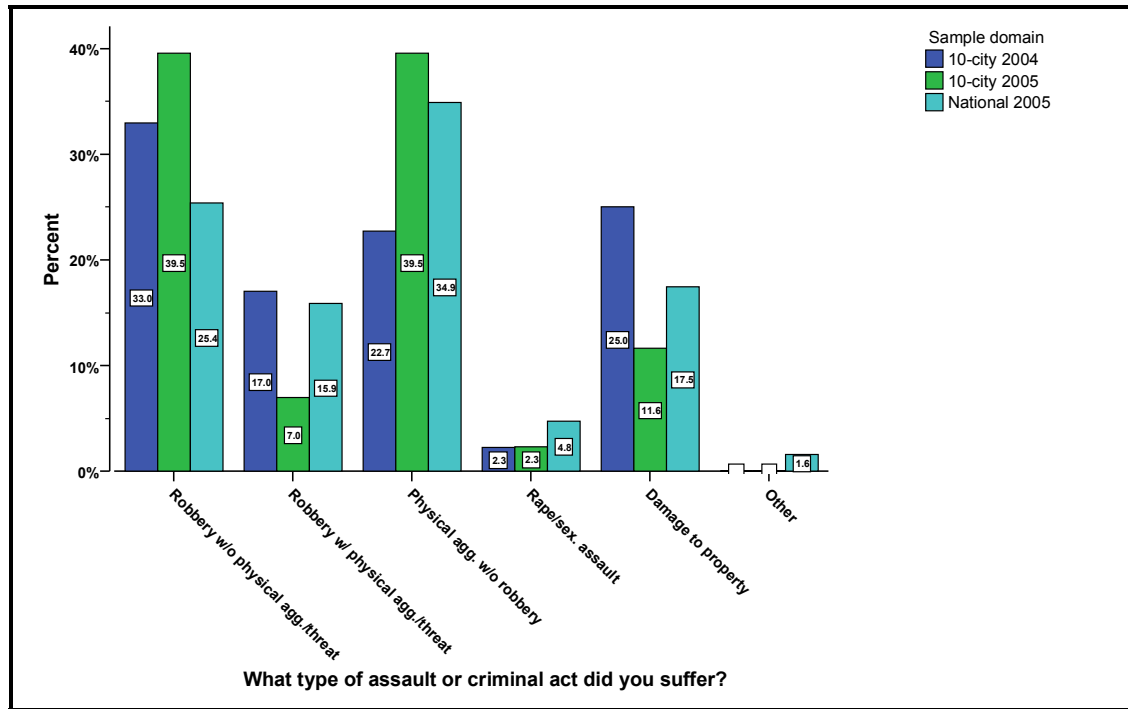
VIC1. Have you ever been a victim of a physical assault or any other type of criminal act in the last year? (1) Yes <i>[continue]</i> (2) No <i>[Continue with AOJ1]</i> (8) Do not know	VIC1
VIC2. What type of assault or criminal act did you suffer? <i>[Read the options] [If there is more than one, note here the most recent one]</i> (1) Robbery without physical aggression or threat (2) Robbery with physical aggression or threat (3) Physical aggression without robbery (4) Rape or sexual assault (5) Kidnapping (6) Damage to property Other (specify) _____ (99) Not applicable (no victim)	VIC2
VIC3. <i>[If you have been a victim]</i> Did you report the act to any institution? (1) Yes <i>[skip to AOJ1]</i> (2) Did not denounce <i>[continue with question VIC5]</i> (8) Do not know/Do not answer (9) Inappropriate	VIC3
VIC5. Why didn't you report the case? <i>[do not read the options]</i> (1) It was not worth it (2) It was dangerous and I was afraid of revenge (3) Had no evidence (4) Was not serious (5) Did not know where to denounce Other: _____ (88) Do not know (99) Not a victim	VIC5

Figure VII-1 Crime Victimization in the Three Mass Public Samples



The percentage of respondents in the 10 main cities who had been victims of a criminal act declined by about half in the 2004-2005 period, from 7.6% to 3.6%. The difference between the 2005 urban and national samples was slight (1.6 percentage points) but also significant. Inter-sample differences with respect to crime victimization are maintained even after controlling for sex, age and wealth.

Figure VII-2 Nature of Crime, Three Mass Public Samples

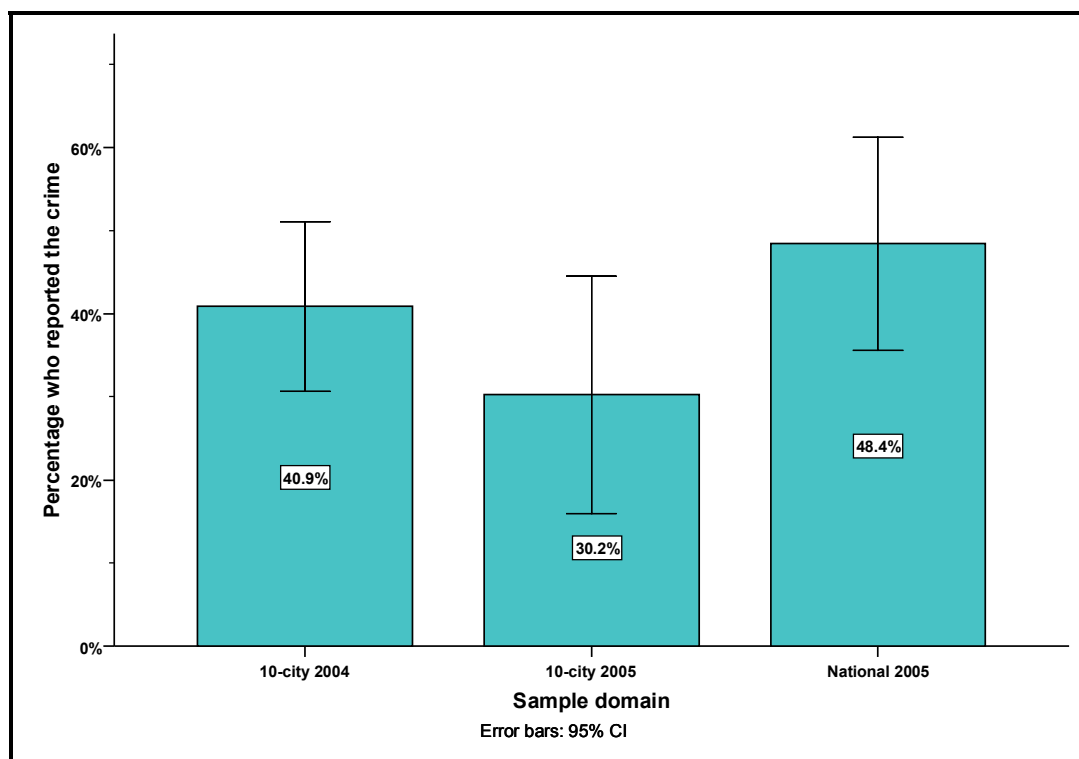


On comparing the responses given in the 2004 and 2005 TCS regarding the type of criminal act, we find that there was a 7 point rise in the percentage of respondents who had been victims of robbery without physical aggression or threat. There was an greater rise (of 17 points) with respect to physical aggression without robbery. Over the same period, there was 10 points fall (from 17% to 7%) in robberies involving physical aggression or threat, and an even greater drop (13 points) in damage to property, from 25% to 12%.

Comparisons between the 2005 TCS and the national sample show that in the nation the incidence robbery without physical aggression or threat was lower by 14 points (at 25%) and the percentage of victims of physical aggression without robbery was also lower by about 5 points (at 35%). But the national percentages were higher with respect to robberies involving physical aggression or threat (by about 9 points) and damage to property (by almost 6 points). The incidence of rape or sexual assault was more than twice as high at the national level, at 4.8%.

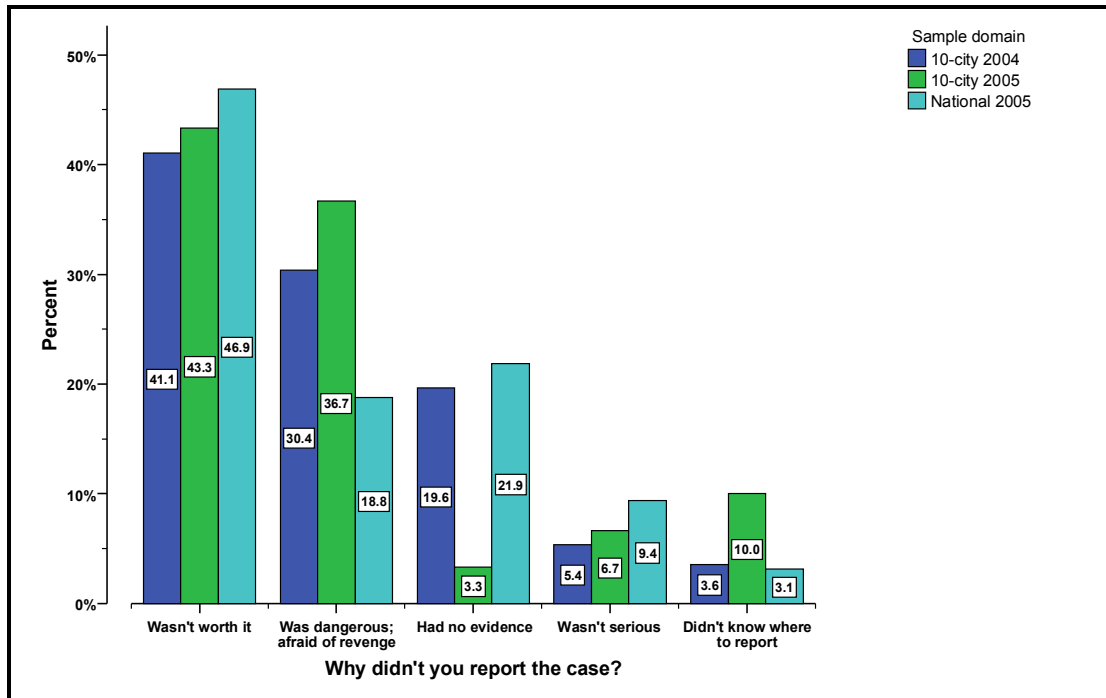
Overall across the three samples, the incidence of rape is the lowest of the five types of criminal acts, while robbery without physical aggression or threat and physical aggression without robbery both have the highest frequency.

Figure VII-3 Percent Reporting Crime in the Three Mass Public Samples



In all three samples less than half of the crime victims reported the crime. Since the number of crime victims in each sample (on the basis of which the percentage who reported the crime is calculated) was very small (well below 100 in two of the samples), the confidence intervals for the mean estimates are very large. This means that we cannot speak with reasonable certainty about the differences between the populations represented by these samples.

Figure VII-4 Reasons Why Crime Not Reported, Mass Public Samples



Across all three samples, by far the most important reason for not reporting the crime – and a cause for concern – was that it was not worth it; on average some 43% of the respondents of those who had not reported the crime cited that reason. The least cited reason was not knowing where to report the crime (around 6% of the respondents).

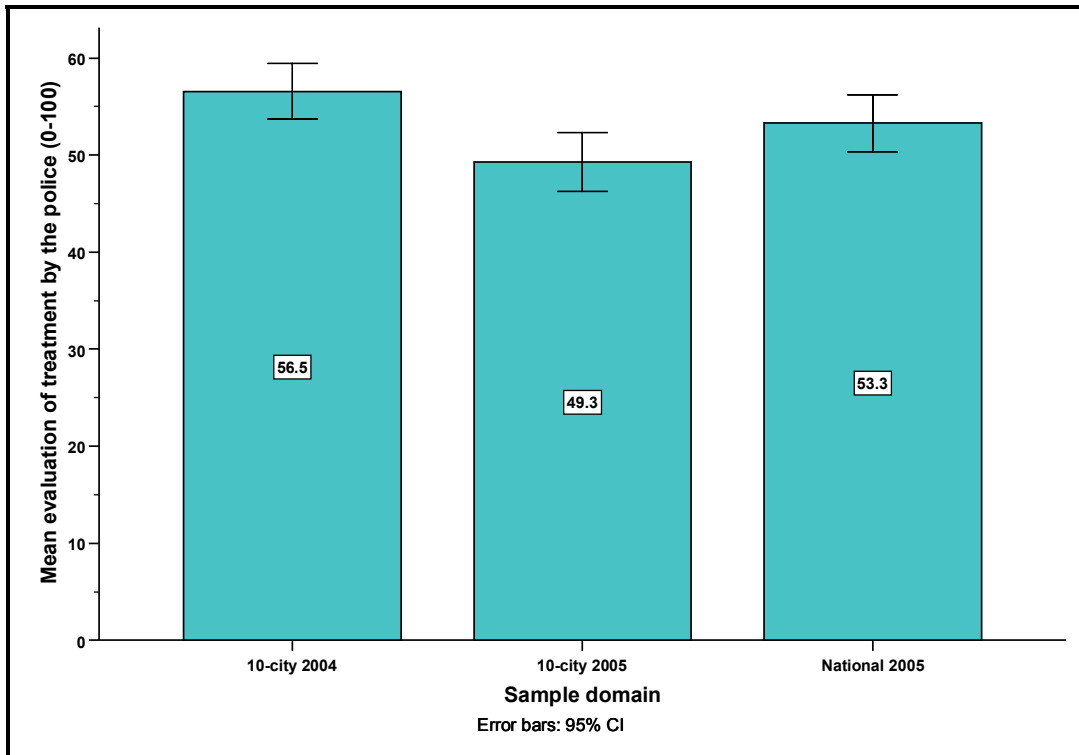
If we compare the 2004 and 2005 TCS, we find increases in the percentage of respondents who said reporting wasn't worth it (2 points), who indicated it was dangerous and that they were afraid of revenge (6 points), who said it wasn't serious (1 point) and who indicated they didn't know where to report (6 points). The only decrease in the period – a steep one – is in the case of those who said they had no evidence (16 points).

Comparing the 2005 TCS and national sample, we see that the national sample has higher frequencies for those who didn't report the crime because it wasn't worth it (by 4 points, at 46.9%); those who didn't because they had no evidence (19 points, at 21.9%), and those who didn't report because it was not a serious incident (3 points, at 9.4%). The national frequency was lower for those who didn't report because they felt it was dangerous (by 18 points, at 18.8%) and for those who didn't know where to report (by 7 points, at 3.1%).

The 2004 and 2005 mass public surveys also included a series of questions on public safety, state agencies engaged in the administration of justice, and the municipality.

AOJ1. How have you been treated by the police when you have dealt with them? [Read options] (1)Very well (2) Well (3) Poorly (4) Very poorly (9) Never dealt with them (8) Do not know/do not answer	AOJ1
AOJ2. When you have to solve an issue at the Courts, in general, how are you treated? [Read options] (1)Very well (2) Well (3) Poorly (4) Very poorly (9) Never dealt with them (8) Do not know/do not answer	AOJ2
AOJ3. When you have had to solve an issue at the Prosecutor's Office, in general, how are you treated? [Read options] (1) Very well (2) Well (3) Poorly (4) Very poorly (9) Never dealt with them (8) Do not know/do not answer	AOJ3
AOJ4. When you have had to solve an issue at the Municipality, in general, how are you treated? [Read options] (1) Very well (2) Well (3) Poorly (4) Very poorly (9) Never dealt with them (8) Do not know/do not answer	AOJ4
AOJ5. To capture criminals, do you think that the authorities should always respect the law or in certain cases they should act outside of the law? (1)Should always respect the law (2) on occasion they may act outside of the law (8) Do not know	AOJ5
AOJ7. Talking about the place or neighborhood where you live and also thinking about the possibility of you being victim of an assault or theft, Do you feel very safe, somewhat safe, somewhat unsafe or very unsafe? (1) Very safe (2) Somewhat safe (3) Somewhat unsafe (4) Very unsafe (8) Do not know	AOJ7
AOJ8. If you were victim of an assault, how much would you trust the Judicial System to punish the criminal? [Read options] (1) A lot (2) Some (3) A little (4) Nothing (8) Do not know/do not answer	AOJ8

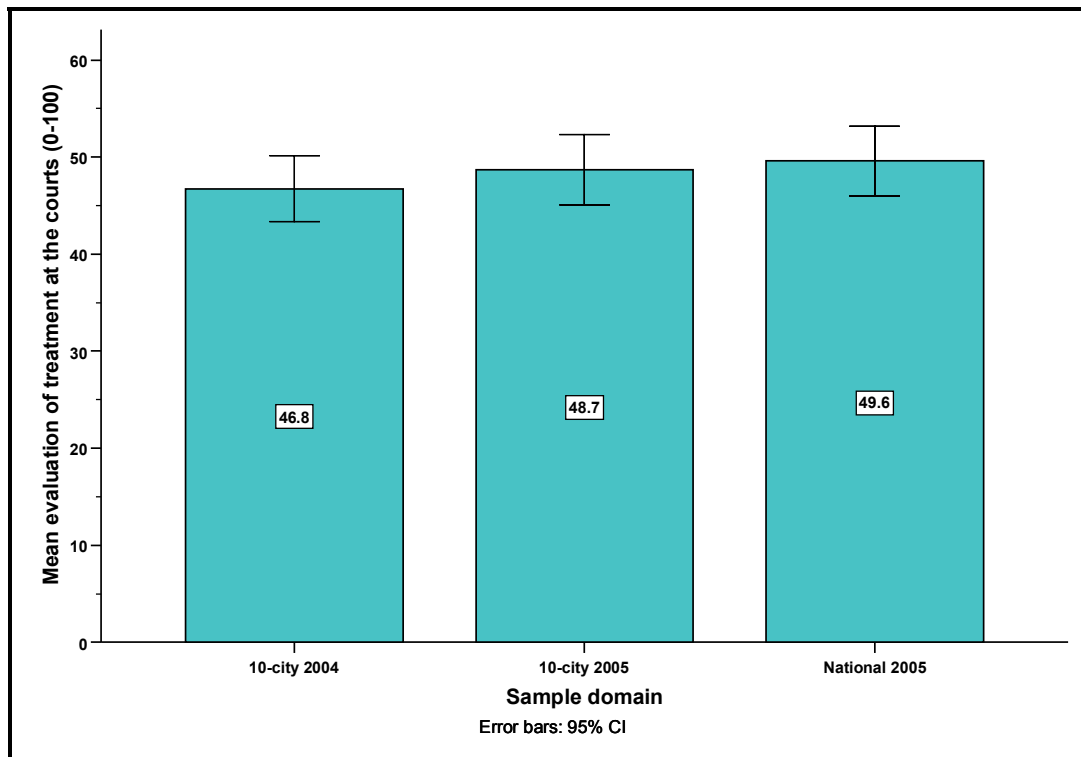
Figure VII-5 Evaluation of Treatment by Police, by Mass Public Samples



Evaluation of treatment at the hands of the police in the 10 main cities deteriorated by 7 points in the 2004-2005 period.²³ However, there was no difference between the 2005 urban and national samples in this respect.

²³ The original 1-4 response scale for the survey question was converted into a 0-100 scale where 0 meant “Very poorly” and 100 meant “Very well.” Thus, the higher the score on the 0-100 scale, the better the evaluation of treatment.

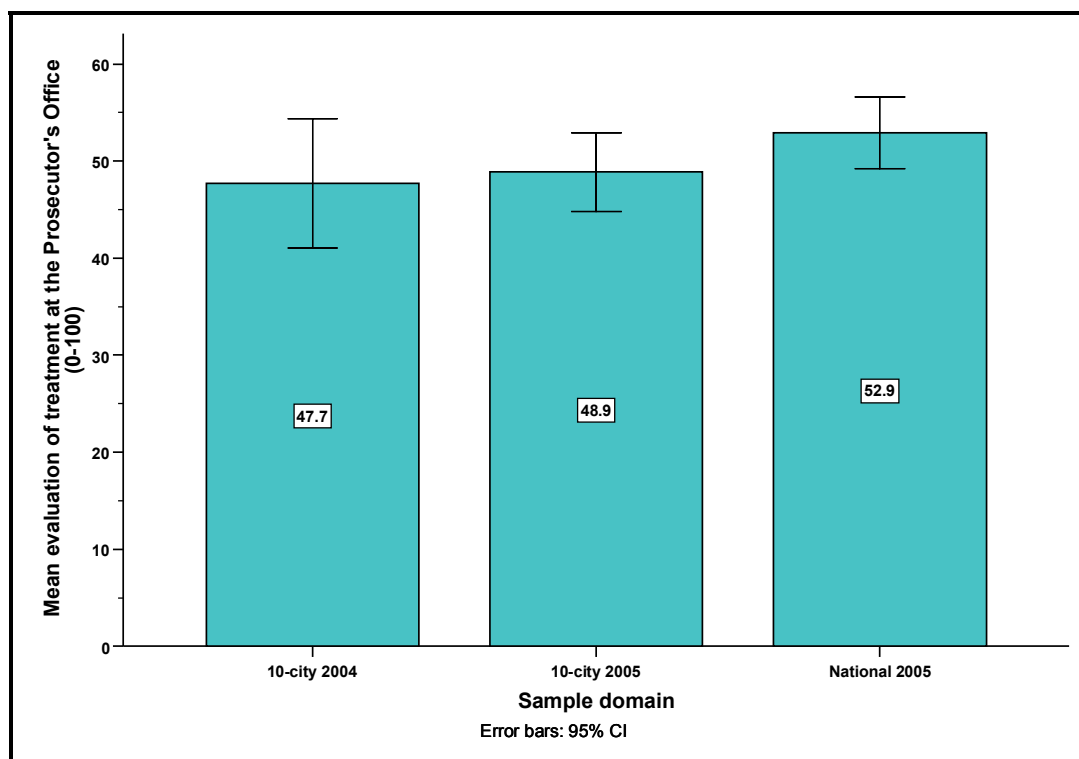
Figure VII-6 Evaluation of Treatment in the Courts by Mass Public Sample



There was no difference between the three samples with respect to treatment at the courts.²⁴ The mean evaluation was around 48 points in all three samples, below the mid-point of the scale, suggesting overall poor treatment.

²⁴ The original 1-4 response scale for the survey question was converted into a 0-100 scale where 0 meant “Very poorly” and 100 meant “Very well.” Thus, the higher the score on the 0-100 scale, the better the evaluation of treatment.

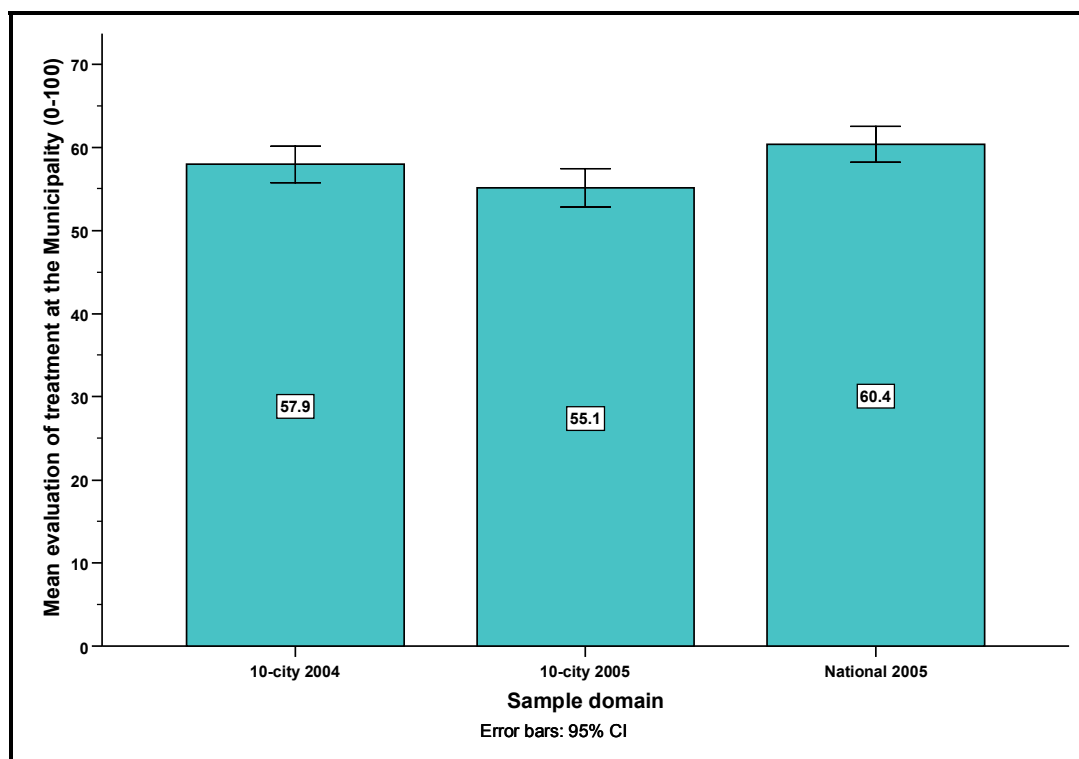
Figure VII-7 Evaluation of Treatment at the Prosecutor's Office, by Mass Public Sample



There was no difference between the three samples with respect to treatment at the Prosecutor's Office.²⁵ The mean evaluation was around 50 points in all three samples, suggesting neither poor nor good treatment.

²⁵ The original 1-4 response scale for the survey question was converted into a 0-100 scale where 0 meant "Very poorly" and 100 meant "Very well." Thus, the higher the score on the 0-100 scale, the better the evaluation of treatment.

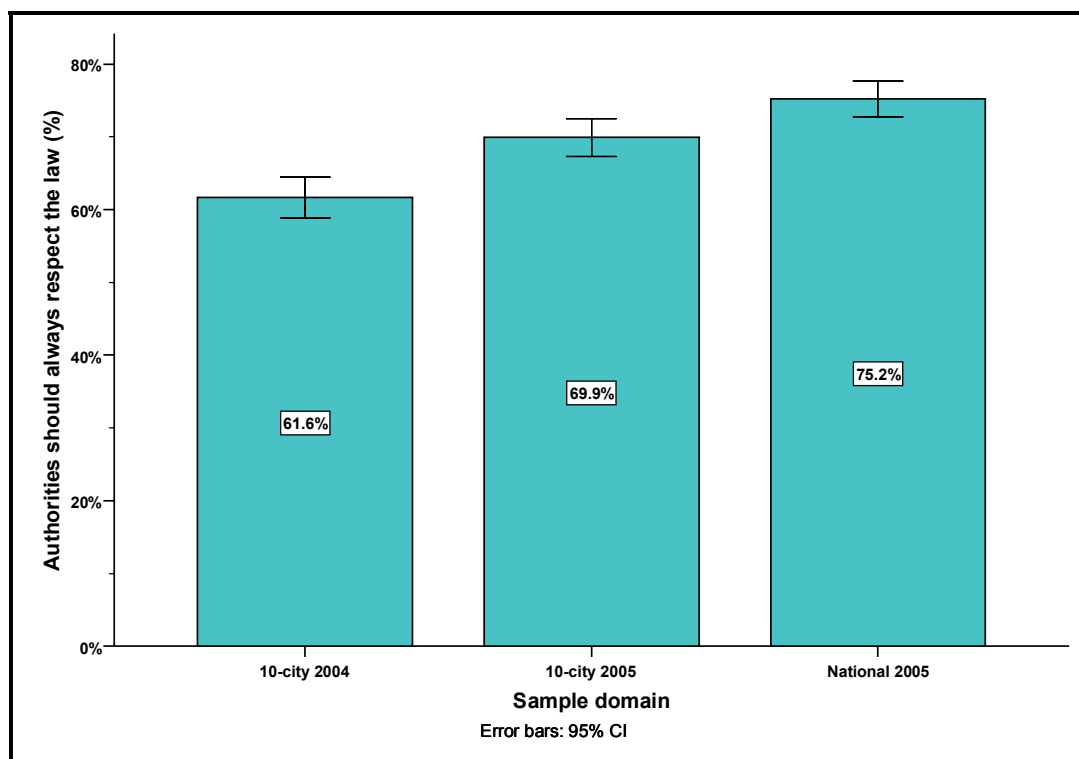
Figure VII-8 Evaluation of Treatment at the Municipality, by Mass Public Sample



There was no change between the 2004 and 2005 TCS with respect to evaluations of treatment at the Municipality, with an average evaluation of around 56 points.²⁶ But the overall evaluation across the nation was around five points higher (at 60.4 points) than that in the urban centers.

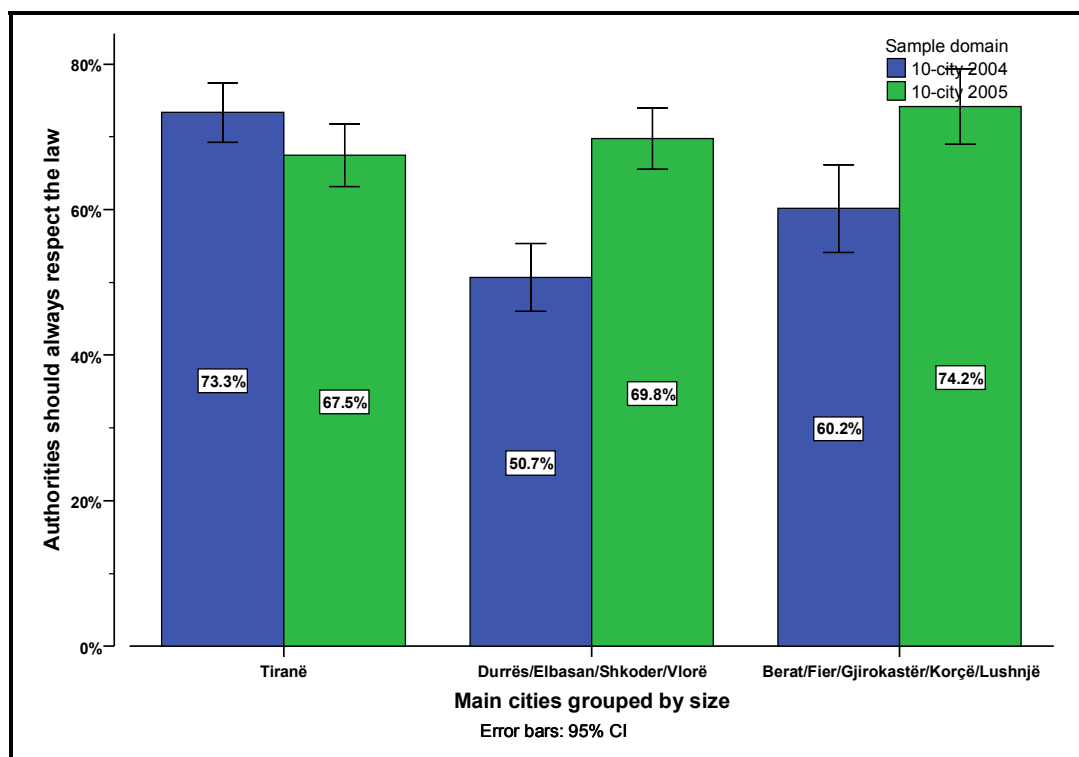
²⁶ The original 1-4 response scale for the survey question was converted into a 0-100 scale where 0 meant “Very poorly” and 100 meant “Very well.” Thus, the higher the score on the 0-100 scale, the better the evaluation of treatment.

Figure VII-9 Should Authorities Always Obey the Law, by Mass Public Sample



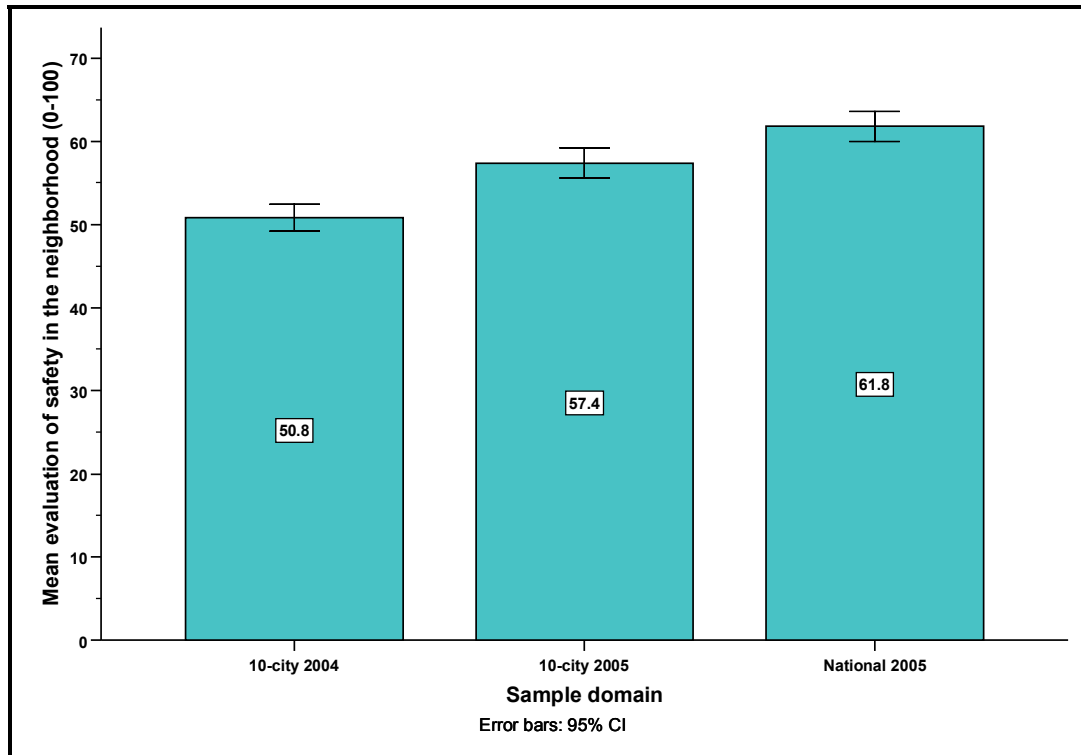
The percentage of respondents who indicated that the authorities should always respect the law in attempting to capture criminals increased in the urban centers of the country in the 2004-2005 period, from 62% to 70%. The proportion was higher by 5 points nationwide (75.2%) compared to in the urban centers in 2005. This still means, however, that at least a fourth of the country's adult population the ends justify the means, i.e., that security agencies may violate the law in order to catch wrong-doers.

Figure VII-10 Authorities Should Always Obey the Law by City, by City-Group and Sample



When we disaggregate these findings by city-group in the urban samples, we see that the change in favor of greater respect for the law in 2005 is accounted for only by attitudinal changes in the cluster of medium-sized and small cities. There was no change in the capital region, with around 70% of the sample on average in favor of more law-abiding authorities.

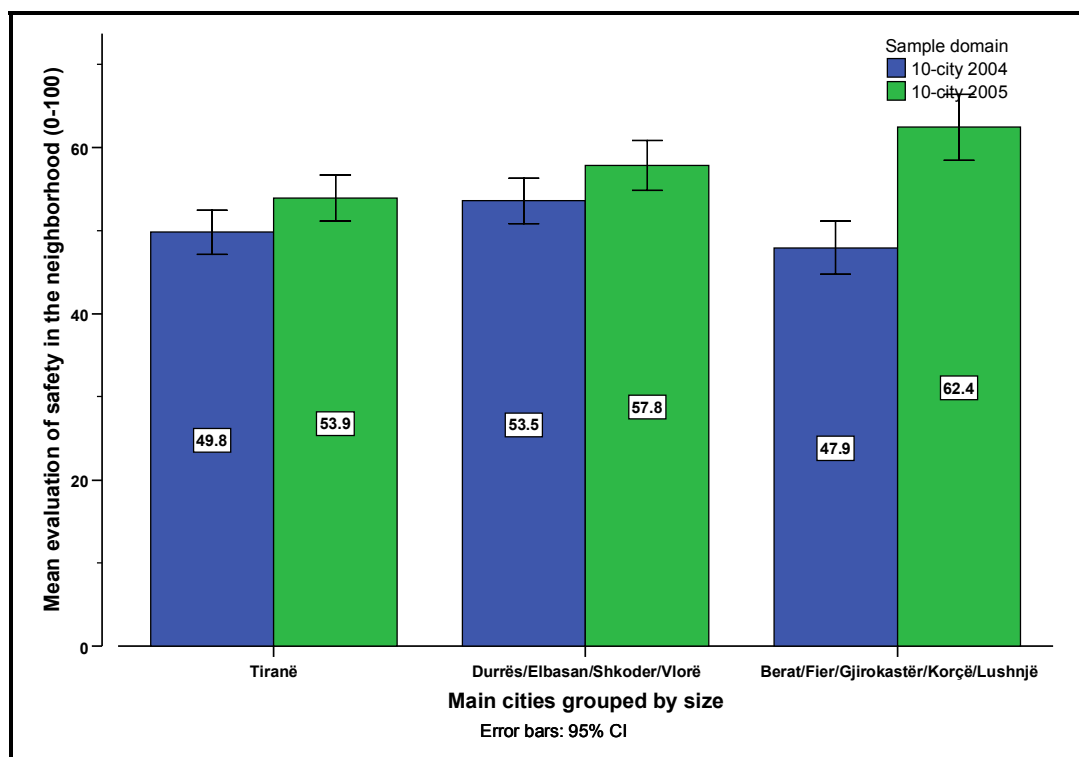
Figure VII-11 Evaluation of Safety in Neighborhood, by Mass Public Samples



Perceptions of safety in the neighborhood improved in the urban centers in the 2004-2005 period: the mean evaluation went from 51 points in the 2004 TCS to 57 points in the 2005 TCS.²⁷ In the nation as a whole neighborhoods were considered safer from assault or theft overall (a mean score of 62 points) than they were in the urban centers of the country.

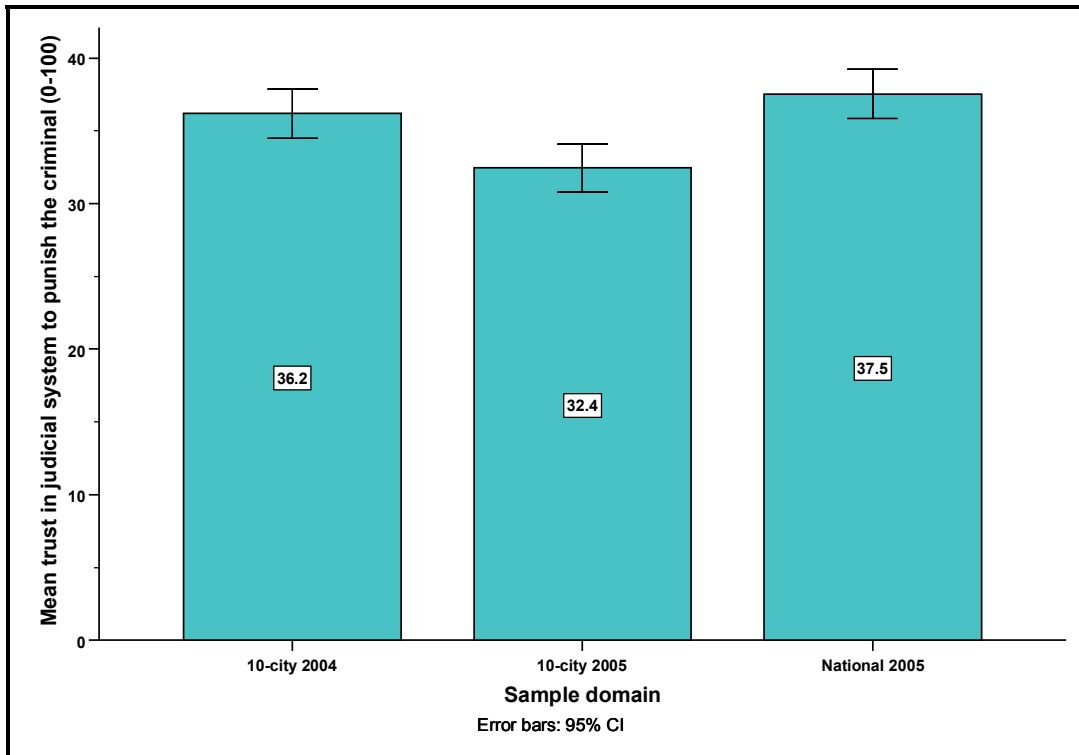
²⁷ The original 1-4 response scale for the survey question was converted into a 0-100 scale where 0 meant “Very unsafe” and 100 meant “Very safe.” Thus, the higher the score on the 0-100 scale, the higher the perception of safety.

Figure VII-12 Evaluation of Safety in the Neighborhood, by City-Group and Sample



When we disaggregate the findings in the urban samples, we see that the change over the two-year period is accounted for by more favorable perceptions of neighborhood safety in the cluster of small cities (where the mean score rose by 15 points). There were no changes in the capital region or in the medium-sized city cluster.

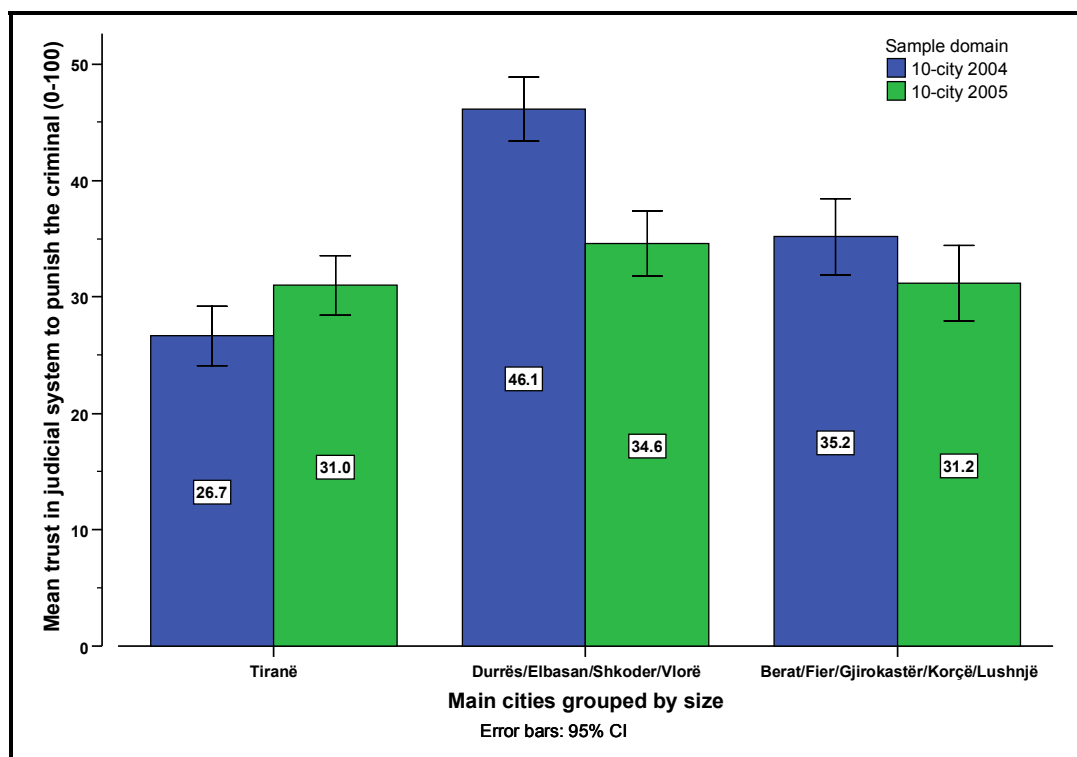
Figure VII-13 Trust that Judicial System will Punish Criminals, by Mass Public Sample



Confidence in the ability of the judicial system to deliver justice to victims of assault dropped by 4 points in the main cities in the 2004-2005 period, from an already low 36 points to 32 points.²⁸ But confidence nationwide in 2005 was higher than in the urban centers, at 38 points. Even so, a mean score of around 35 across the three samples indicates that Albanians have very little faith in their justice system.

²⁸ The original 1-4 response scale for the survey question was converted into a 0-100 scale where 0 meant “Not at all” and 100 meant “A lot.” Thus, the higher the score on the 0-100 scale, the greater the trust in the judicial system.

Figure VII-14 Trust that Judicial System will Punish Criminals, by City Group and Sample



When we disaggregate the urban sample responses by city-group, we find that the decline in confidence in the judicial system in the urban centers of the country was caused only by a steep fall (12 points) in the cluster of mid-sized cities. There was no change in confidence in the capital region or in the group of small cities.

Summary of Crime Victimization and Administration of Justice

The level of crime victimization dropped by half in the main cities in the 2004-2005 period. The incidence of robbery without physical aggression or threat and physical aggression without robbery both rose in the 10 main cities over the same period, while that of robbery without physical aggression or threat and damage to property dropped. Nationwide the incidence of robbery without physical aggression or threat, physical aggression without robbery and damage to property was lower than in the urban centers, while that of rape or sexual assault was twice as high. In all three samples less than half the victims reported the crimes. By far the most important reason for not reporting the crime in all the samples was that it was not worth it. The second most frequently cited reason (but to a lesser extent in the nation as a whole) was that it was dangerous to report the crime.

Evaluation of treatment at the hands of the police worsened by 7 points in the 10 main cities in the 2004-2005 period, to just below the midpoint of the 0-100 scale. Evaluation of treatment by the courts stayed at the same level – below the midpoint of the scale – in all three samples. There was little variation between samples with respect to the evaluation of treatment by the Prosecutor’s Office, which was around 50 points. Evaluations of service at the municipality were slightly higher nationwide (at 60 points) than in the urban centers in 2005. Attitudes in favor of upholding the law even while pursuing criminals rose in the urban centers by 8 points, to 70. They were slightly higher nationwide, at 75 points. This difference is accounted for only by the mid-sized and small cities. People in the main cities felt safer in their neighborhoods compared to two years earlier and the situation was even better nationwide. The change in the urban centers is accounted for solely by the favorable change in the small cities. Confidence in the judicial system’s ability to deliver justice to crime victims, which was already low, dropped further in the urban centers (to 32 points), but nationwide it was slightly better (at 38 points). The drop in confidence in the urban centers was caused by a confidence crisis in the mid-sized cities.

Questions asked only in the 2005 survey of public officials

Three questions in the 2005 public officials' survey tapped modalities of corruption within the respondents' own organizations. The data obtained from these questions is likely to be more reliable since respondents are more familiar with the happenings in their department or organizations than with those in the public sector in general or Albanian society as a whole.

PATRON1. Based on what you know, in the past twelve months have elected officials, their appointees, or political party officials influenced any hiring decisions or promotions in your organization/department?

1. Yes 2. No 8. DK

PROC1. In your department/organization, to what extent are guidelines/policies/regulations of procurement management formalized in writing? Procurement here refers to, for example, procuring textbooks, public goods and services, medicines, agricultural inputs, and office supplies.

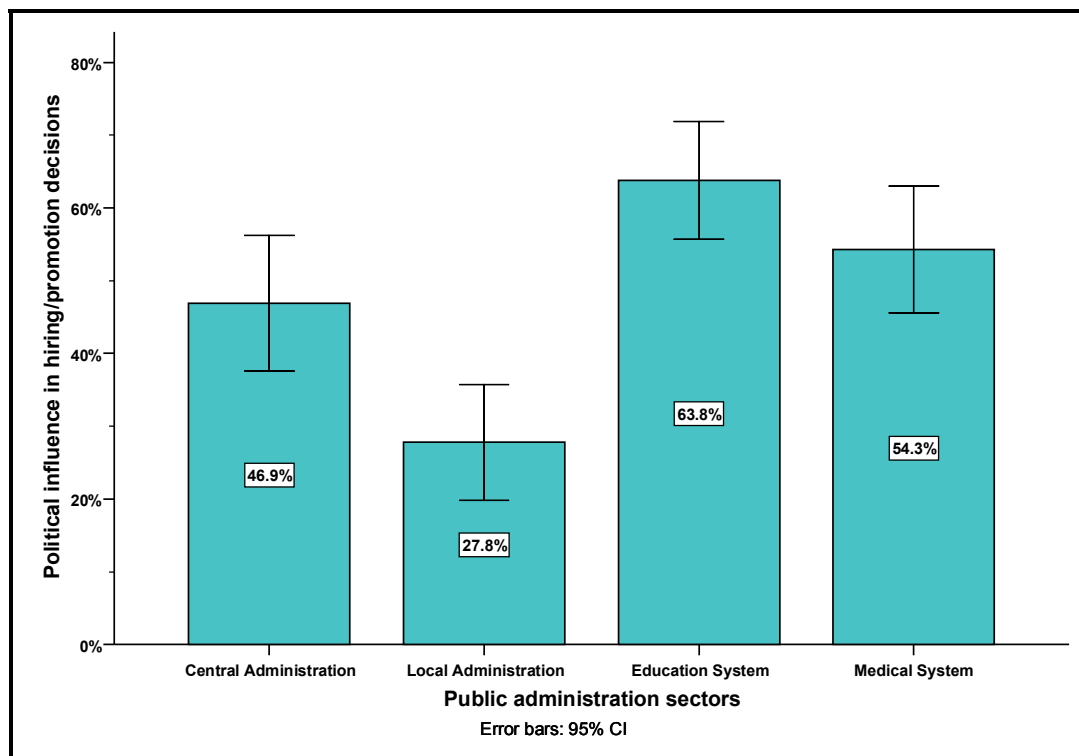
1. Never 2. Up to 25% of the time 3. Up to 50% of the time 4. Up to 75% of the times

5. All of the time 8. DK

PROC3. When gratification is made for a procurement contract of your organization, typically what percentage of the value of the contract has to be paid in order to win the procurement contract?

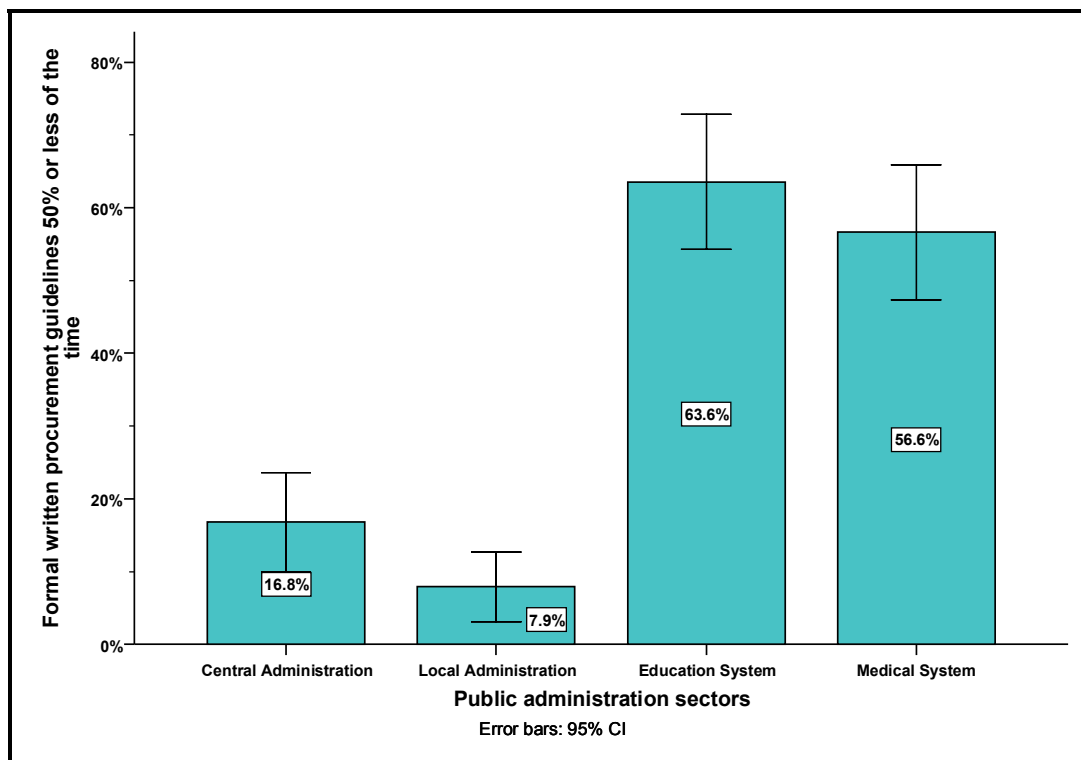
% of the value of contract. 888. DK

Figure VII-15 Political Influence in Hiring/Promotion Decisions, by Public Administration Sector



There are some clear differences between the public administration sectors regarding political influence in hiring or promotion decisions in respondents' organizations in the preceding 12 months. The perception of such activities, which are a manifestation of political corruption, is most widespread in the education sector (64%) and least widespread in local government (28%). Such corruption also appears to be high in the central administration (47%). Owing to the large confidence intervals, we cannot say if its prevalence in the health system is different from that in the education system or in the central administration.

Figure VII-16 Use of Formal Procurement Guidelines, by Public Administration Sector



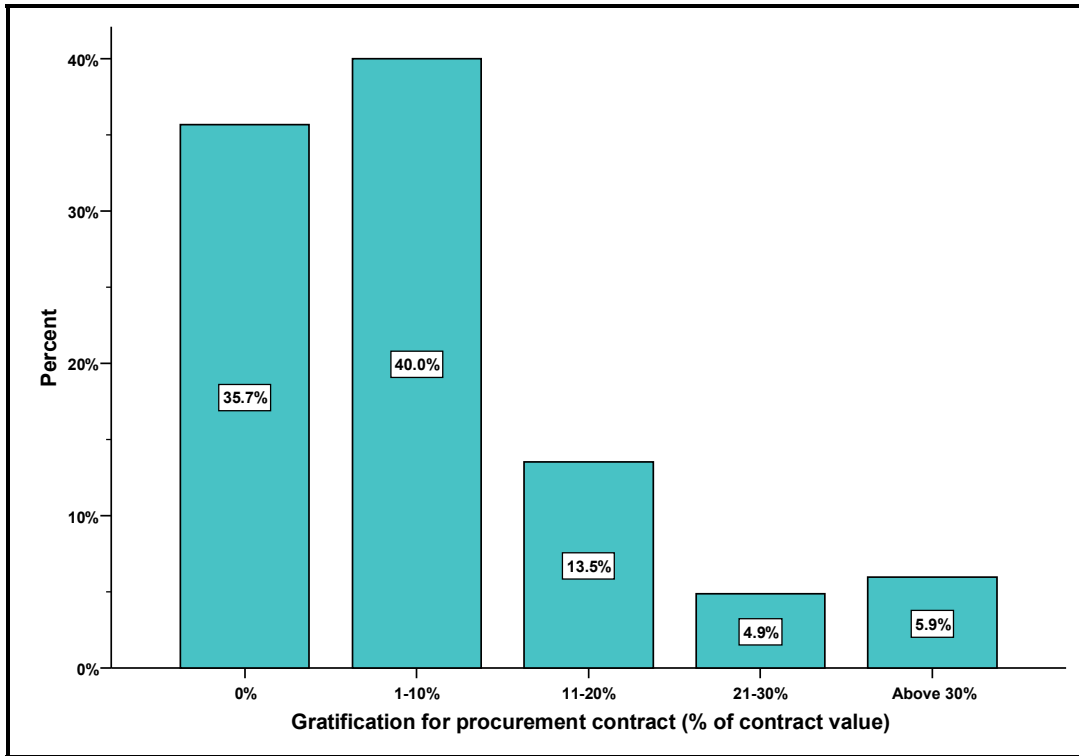
The responses to the item PROC1 were recoded to create two categories measuring the extent of written formalization of procurement guidelines or regulations: a) 50% of the time or less and b) More than 50% of the time (which includes “up to 75% of the time” and “all of the time”).

The figure shows the percentage of respondents in each sector who gave the lower figure. The formalization of procurement guidelines is most backward in the education and medical systems, where on average 60% of the respondents indicated that formal guidelines or regulations existed 50% of the time or were formalized to an even lesser extent. In sharp contrast, such formalization was far more advanced in the local and

central administrations where an average of only 12% of respondents indicated that such guidelines existed 50% of the time or less.

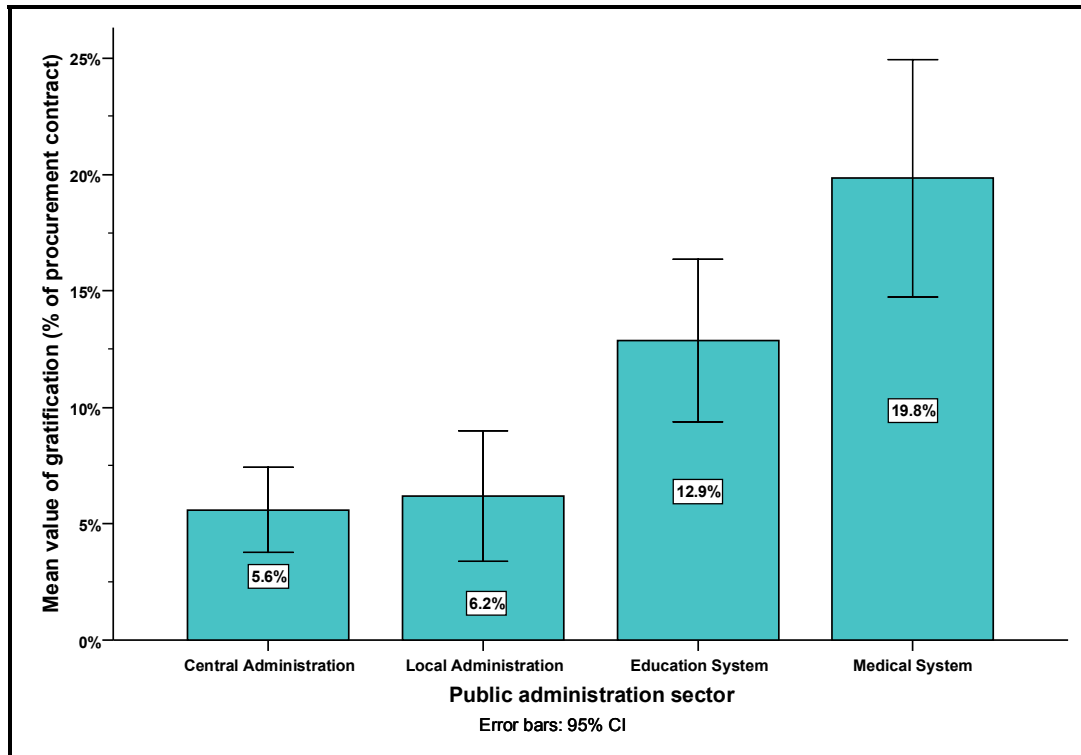
The marked absence of formalization of such procedures allows great room for discretion and thus is highly conducive to corruption.

Figure VII-17 Bribery in Procurement Contracts



Responses to item PROC3 were recoded into discrete categories using appropriate cut-points in the data in order to facilitate presentation and comprehension. A plurality of respondents (40%) indicated that 1-10% of the value of a procurement contract had to be paid as gratification in order to win the contract. Around 36% of the respondents indicated that no bribe had to be paid to win a procurement contract in their organizations. Some 11% indicated gratification amounts worth more than 20% of the contract value.

Figure VII-18 Bribery in Procurement Contracts by Sector



When we break down respondents' estimates of the value of the bribe required to win a procurement contract in their organizations by public administration sector we find that, on average, the highest bribes, expressed as a percentage of the value of contract to be won, are in the medical and education systems (around 16% on average), and that they are much lower in the central and local administrations (around 6% on average). Further distinctions between the mean estimates for each sector cannot be made owing to the very large confidence intervals resulting from the low rate of response to the question (less than a third of the sample).

Another set of questions asked about the use of bribes in different areas, from public services to regulatory processes.

HAND CARD G.

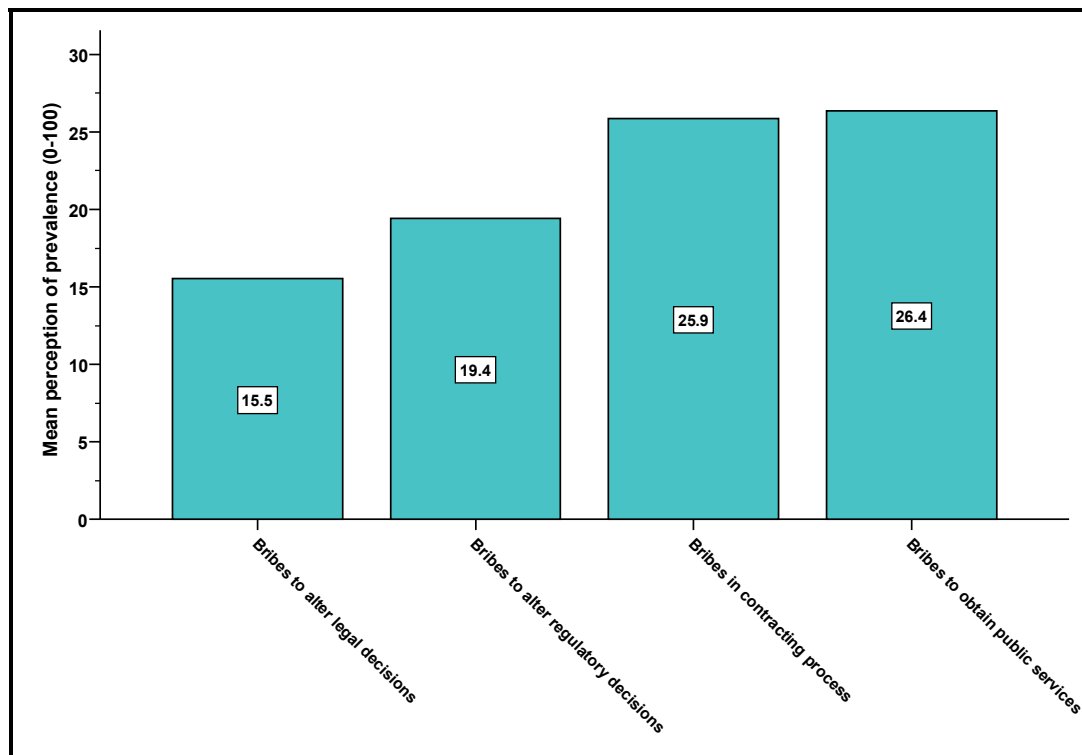
On a scale from 1 to 10, where 1 non-existent and 10 means prevalent, how widely spread are the following practices in the institution in which you work?

1	2	3	4	5	6	7	8	9	10	(Do not know=88)
Non-existent					Prevalent					

XBRI1. Bribes to obtain public services.	XBRI1
XPCJ5. Bribes to alter regulatory decisions.	XPCJ5
XPCJ6. Bribes to alter legal decisions.	XPCJ6
XPCJ7. Bribes in the contracting process.	XPCJ7

The 1-10 response scale for these questions was recoded into a 0-100 response scale where 0 meant “Non-existent” and 100 meant “Prevalent.”

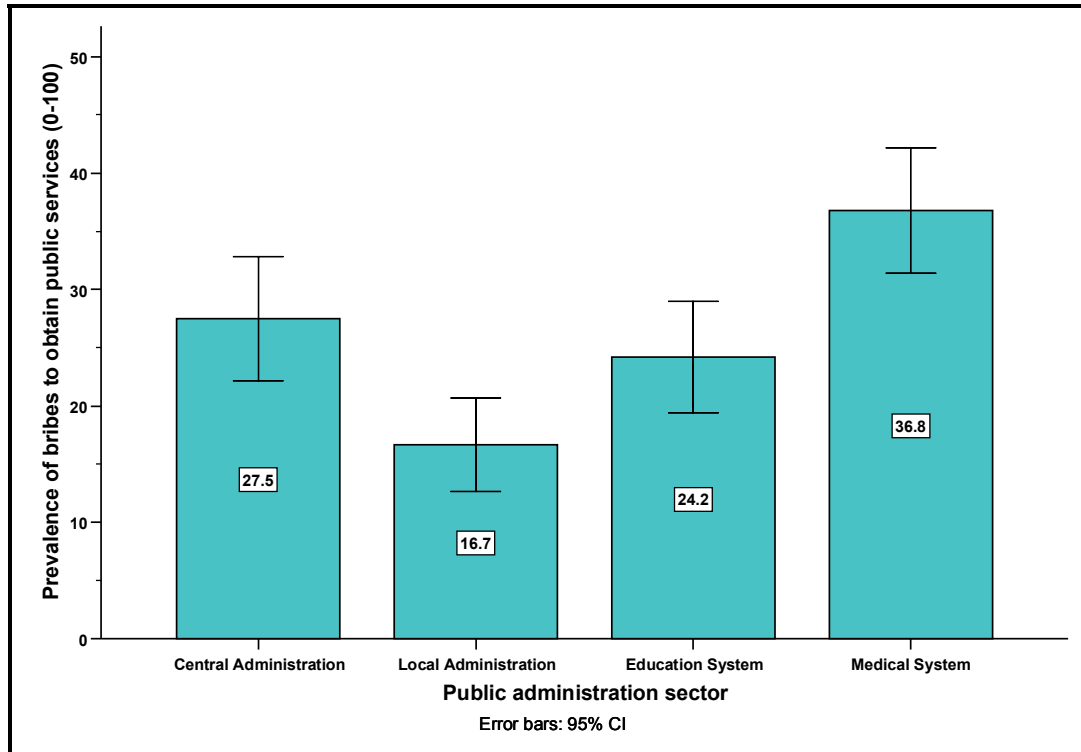
Figure VII-19 Perception of Prevalence of Bribes



The figure shows that, of the four areas, bribery was thought to be least common in the legal area (a score of 15.5, which is very close to “non-existent”), followed by the regulatory area. It was thought to be most common in the area of public services (26.4 points), closely followed by contracts.

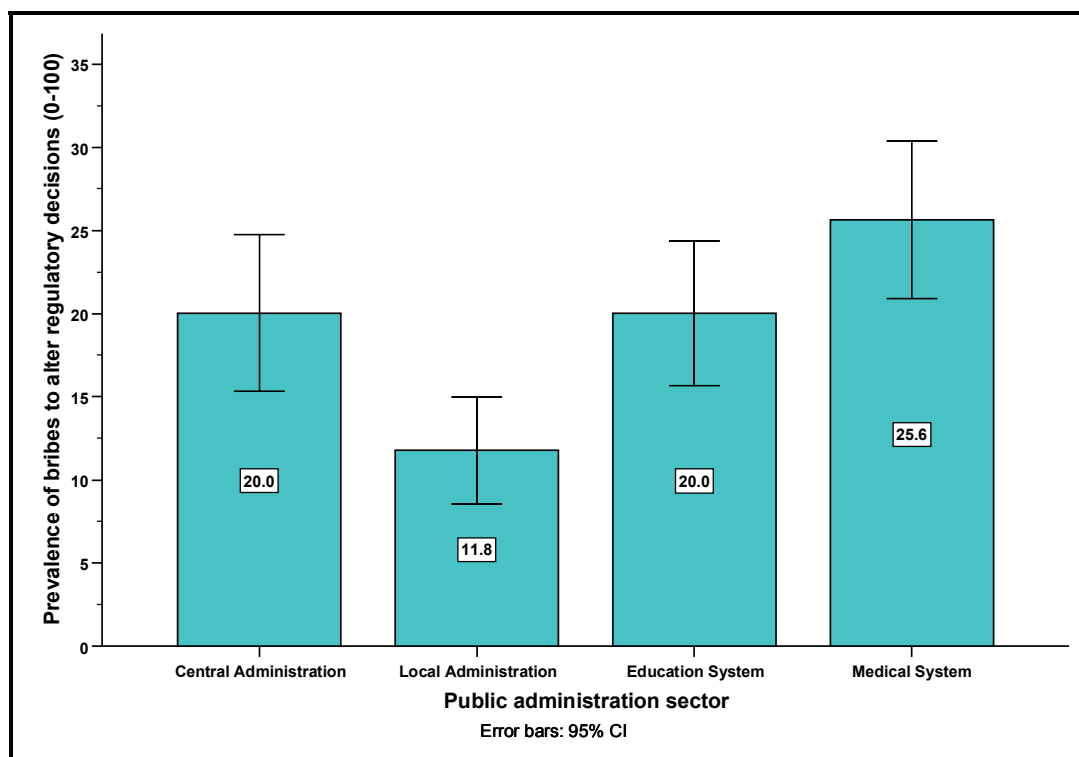
Since the questions ask how widespread bribery in these areas is in the respondent's institution, it may be useful to disaggregate the answers by sector.

Figure VII-20 Prevalence of Bribes by Sector



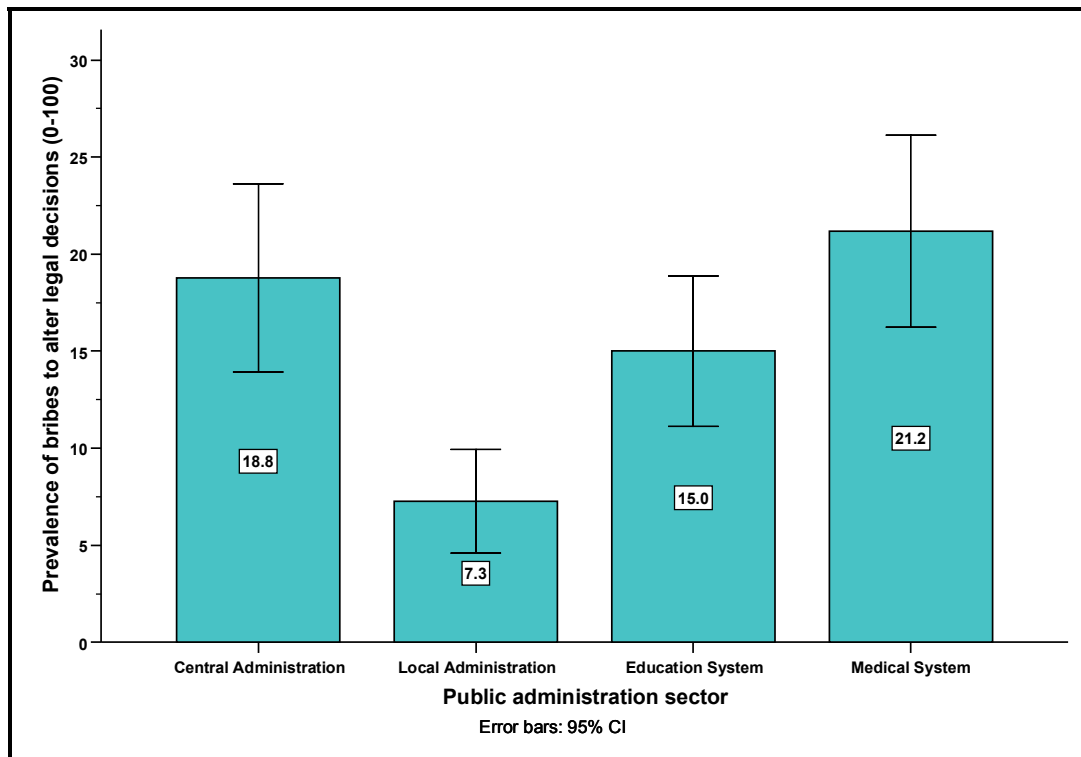
When we disaggregate public officials' responses regarding bribery to obtain public services by public administration sector, we find that it is by far the lowest among the institutions represented in the local administration category (17 points). It is more than twice as high in the institutions of the medical system (37 points), where such bribery is perceived to be the most common among the four areas. Bribery for public services is 13 points lower in the education system.

Figure VII-21 Prevalence of Bribes in Regulatory Decisions by Sector



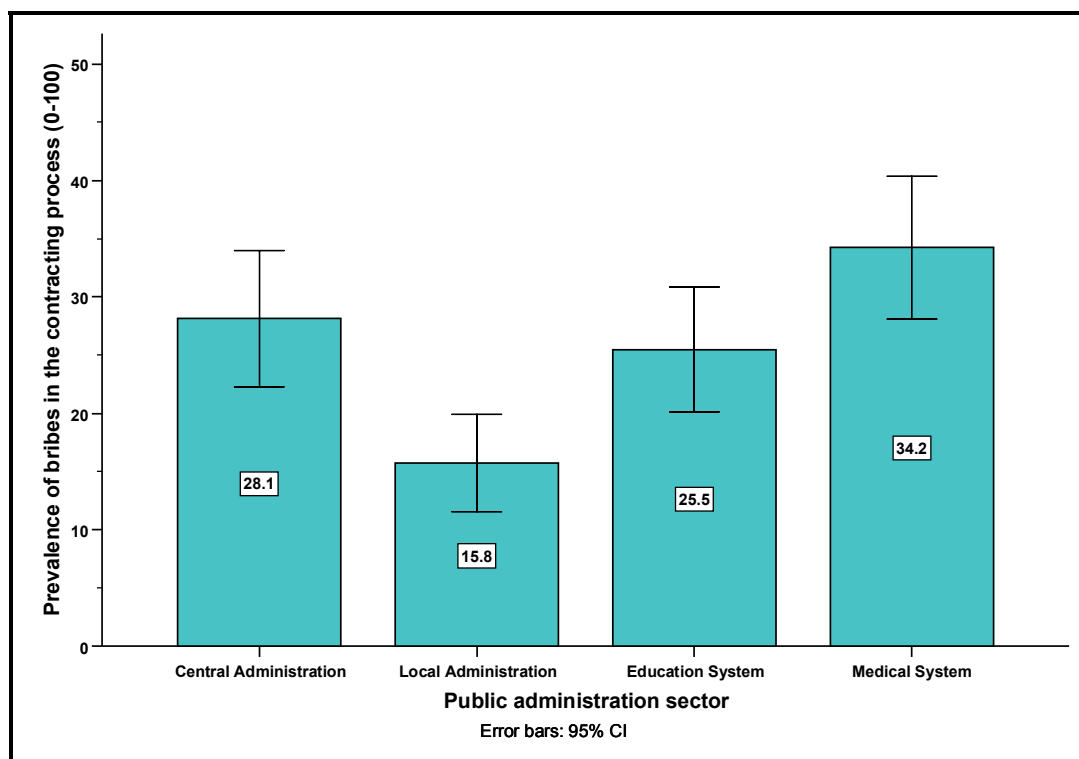
When we disaggregate public officials' responses regarding bribery to alter regulatory decisions by public administration sector, we find that it is again by far the lowest among the institutions represented in the local administration category (12 points). It is more than twice as high in the institutions of the medical system (37 points), where such bribery is perceived to be the most common among the four areas.

Figure VII-22 Prevalence of Bribes to Alter Legal Decisions, by Sector



When we disaggregate public officials' responses regarding bribery to alter legal decisions by public administration sector, we find that it is once again the lowest (virtually insignificant) among the institutions represented in the local administration category (7 points). It is three times as high in the institutions of the medical system (21 points), where such bribery is perceived to be the most common among the four areas.

Figure VII-23 Prevalence of Bribes in Contracting, by Sector



When we disaggregate public officials' responses regarding bribery in the contracting process, we find that it is again by far the lowest among the institutions represented in the local administration category (16 points). It is more than twice as high in the institutions of the medical system (34 points), where such bribery is perceived to be the most common among the four areas.

A series of questions in the 2005 survey asked public officials about their perceptions regarding the giving of bribes to public servants.

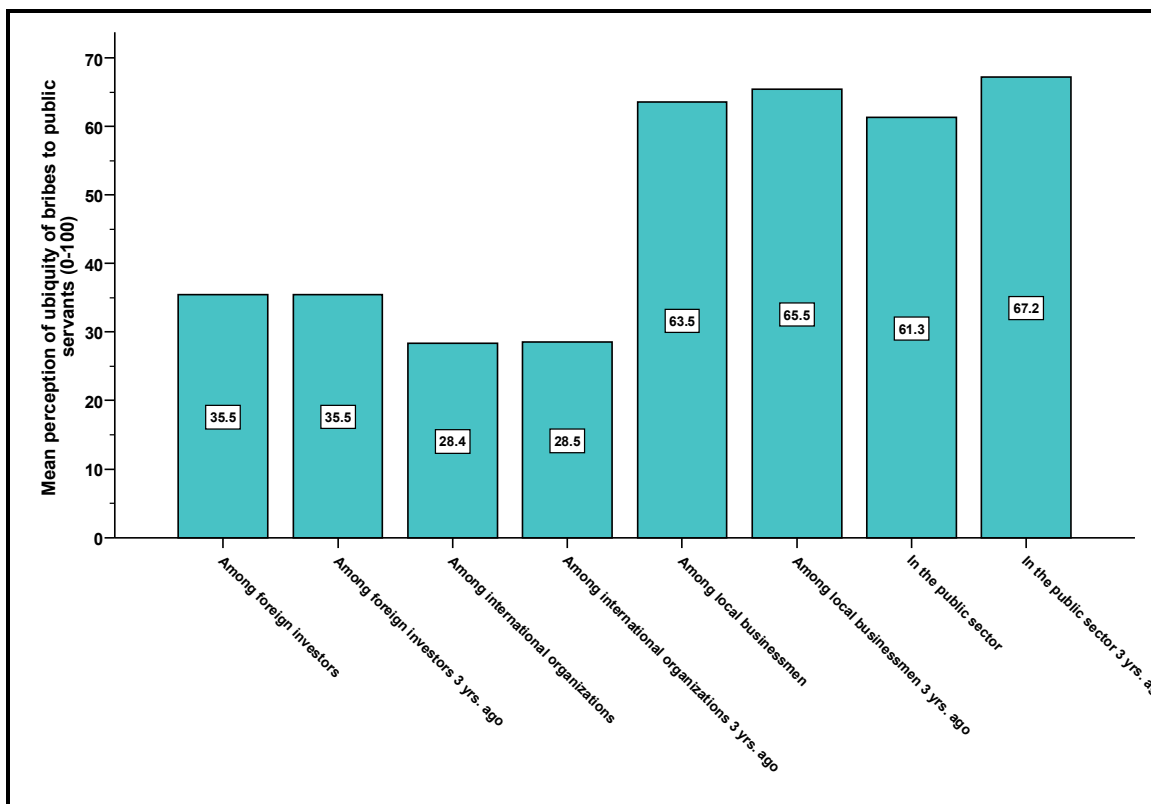
It is a common practice that companies and people from the community pay “bribes” or make payments “under the table” to public servants.

HAND CARD E.

AND THREE YEARS AGO?							
BRIBE1. In your opinion how widespread is this practice among public servants/in the public sector?							
1. Non-existent	2. Negligible	3. Fairly widespread	4. Widespread	5. Completely widespread	8. DK		
BRIBE2. And three years ago?							
1. Non-existent	2. Negligible	3. Fairly widespread	4. Widespread	5. Completely widespread	8. DK		
BRIBE3. In your opinion how widespread is this practice among local businessmen?							
1. Non-existent	2. Negligible	3. Fairly widespread	4. Widespread	5. Completely widespread	8. DK		
BRIBE4. And three years ago?							
1. Non-existent	2. Negligible	3. Fairly widespread	4. Widespread	5. Completely widespread	8. DK		
BRIBE5. In your opinion how widespread is this practice among foreign investors?							
1. Non-existent	2. Negligible	3. Fairly widespread	4. Widespread	5. Completely widespread	8. DK		
BRIBE6. And three years ago?							
1. Non-existent	2. Negligible	3. Fairly widespread	4. Widespread	5. Completely widespread	8. DK		
BRIBE7. In your opinion how widespread is this practice among international organizations?							
1. Non-existent	2. Negligible	3. Fairly widespread	4. Widespread	5. Completely widespread	8. DK		
BRIBE8. And three years ago?							
1. Non-existent	2. Negligible	3. Fairly widespread	4. Widespread	5. Completely widespread	8. DK		

The responses to all these questions were converted to a common 0-100 scale, where 0 meant “Non-existent” and 100 meant “Completely widespread,” and then compared.

Figure VII-24. Perception of Ubiquity of Bribes in Public Sector



The figure shows that, in the perceptions of public officials overall, the practice of making “under the table” payments to public servants is most ubiquitous among local businessmen (64 points), closely followed by the public sector (61 points). The situation has improved slightly among both public servants and local businessmen (by 6 points and 2 points, respectively) compared to three years earlier. Corruption, measured in this way, is much less widespread, both in 2005 as well as in 2002, among foreign investors (36 points) and international organizations (28 points). It verges on the negligible in the last category.

A breakdown of the 2005 perceptions of bribery in the public sector, among local businessmen and foreign investors suggested one main conclusion: bribery is clearly less widespread in local government compared to the central administration, medical system and education system (figure not shown). No significant differences could be found between the latter three sectors of the public administration.

Summary of Corruption among Public Officials

The effect of political influence in the hiring and promotion of officials is felt most keenly in the education systems and least keenly in the local administration. The

formalization of procurement guidelines is most backward in the education and health system and most advanced in the local and central administrations, with a wide gap between the two groups. The highest bribes to procure a contract are also in the medical system (20% of the value of the contract on average) and the lowest are in the central and local administrations (on average 6% of the contract to be won).

Perceptions regarding the prevalence of bribery in different areas increase as one goes from legal decisions to regulatory decisions to contract-related decisions to the securing of public services. But even in the public services area, mean perceptions are not so high (26 points on a 0-100 scale). Bribes to obtain public services appear to be most widespread in the medical system and least widespread in the local administration. Bribes in the other three areas (regulation, legal decision, contracting) are lowest in the local administration but there are no significant differences between the other three public administration sectors. Overall, the local administration is the least corrupt of the four sectors and the medical system the most.

Bribery of public servants is most prevalent in the public sector and among local businessmen (both categories with mean scores above 60 on a 0-100 scale). It is perceived to be far less widespread among foreign investors and international organizations.

VIII. Appendices

Albania: Mass Public, November, 2005

Version # 7R, 11/9/2005 8:54 AM

IDNUM. [assigned in office] _____	IDNUM	
District: _____	DISTRICT	
CITY _____	CITY	
COMMUNE _____	COMMUNE	
CITYCODE. Ten-city code (= 2004 "DISTRIC") _____	CITYCODE	
VCID. Voting Center ID _____ _____ _____ _____	VCID	
Starting Time : _____		

Mr/Ms: a) I am an interviewer from IDRA, an Albanian research firm. We are conducting a public opinion survey about different aspects of the situation in the country. You have been randomly selected to be interviewed and we would kindly ask you to collaborate with us. Your answers are confidential. We are interested in your opinion as you are part of the general public.

Q1. <u>Mark:</u> Sex: (1) Male (2) Female	Q1	
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<p>A1. To begin with, in your opinion what is the most difficult problem the country is facing at the moment? [Do not read the options]</p> <div style="display: flex; flex-wrap: wrap;"> <div style="width: 50%;">(01) Economical Problems</div> <div style="width: 50%;">(02) Inflation, high prices</div> <div style="width: 50%;">(03) Unemployment</div> <div style="width: 50%;">(04) Poverty</div> <div style="width: 50%;">(05) Delinquency, crime, violence</div> <div style="width: 50%;">(06) Popular unrest (strikes, road blocks, revolts ,etc.)</div> <div style="width: 50%;">(07) Family Feuds</div> <div style="width: 50%;">(08) Changes to political stability</div> <div style="width: 50%;">(09) Environmental Problems</div> <div style="width: 50%;">(10) Drug Trafficking</div> <div style="width: 50%;">(11) Corruption</div> <div style="width: 50%;">(12) Traffic of Human Beings</div> <div style="width: 50%;">(13) Bad Governance</div> <div style="width: 50%;">(14) Migration</div> <div style="width: 50%;">(15) Fight against Terrorism</div> <div style="width: 50%;">(16) Emigration</div> <div style="width: 50%;">(18) Public Services</div> </div> <p>(88) Don't know</p> <p>Make a note if there is no code _____</p>	A1	
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Now, changing the subject,...

<i>How often do you? ...</i>	Everyday	Once or Twice per week	Rarely	Never		
A2. Listen to the news on the radio	(1)	(2)	(3)	(4)	A2	
A3. Watch the news on television	(1)	(2)	(3)	(4)	A3	
A4. Read news in the newspapers	(1)	(2)	(3)	(4)	A4	

NEWS1. Which of the following newspapers do you read most frequently? [Accept most frequent if more than one.] (1) Shekulli (2) Panorama (3) Gazeta Shqiptare (4) Koha Jone (5) Tema (6) Korieri (7) Zeri Popullit (10) Metropol (11) Rilindja Demokratike (88) Don't know (99) Do not read newspapers Other _____	NEWS1	
NEWS2. Which of the following T.V. stations do you watch most frequently for news? [Accept most frequent if more than one.] (1) TVA (2) KLAN (3) TVSH (4) Top Channel (5) News 24 (6) TV Norba (7) Vision Plus (8) AlSat (9) Shijak TV (10) KOHA Other _____ (88) Don't know (99) Do not follow the news on TV	NEWS2	
NEWS6. Which one of the following radio stations do you listen to most frequently? (1) Radio Tirana (2) Top Albania Radio Other: _____ (88) Do Not know/Do not answer	NEWS6	

SOCT1. Now, changing the subject, In general how would you rate the economic situation in the country? Do you think it is very good, good, Fair, bad or very bad? (1) Very Good (2) Good (3) Fair (4) Bad (5) Very bad (8) Do not know	SOCT1	
SOCT2. Do you consider the current economic situation of the country to be better, same or worse than a year ago? (1) Better (2) Same (3) Worse (8) Do not know	SOCT2	
SOCT3. Do you think that in the coming year the economic situation of the country will be better, same or worse than what it is now? (1) Better (2) Same (3) Worse (8) Do not know	SOCT3	
SOCT4. In general how would you rate your economic situation? Would you say it is very good, good, fair, bad or very bad? (1) Very good (2) Good (3) Fair (4) Bad (5) Very bad (8) Do not know	SOCT4	
SOCT5. Do you consider your current economic situation to be better, the same or worse than a year ago? (1) Better (2) Same (3) Worse (8) Do not know	SOCT5	
SOCT6. Do you think that your economic situation in the coming year will be better, same or worse than what it is now? (1) Better (2) Same (3) Worse (8) Do not know	SOCT6	

SATIS1. On another subject, in general, to what extent do you feel satisfied with your life? Would you say that you are? [Read alternatives] (1) Very satisfied (2) Little satisfied (3) Little Unsatisfied (4) Very Unsatisfied (8) Do not know	SATIS1	(8) NS
--	---------------	--------

TRUST1. Now, about the people here, Would you say that people from your neighborhood in general are: [Read alternatives] (1) Very trustworthy (2) Somewhat trustworthy (3) Little trustworthy (4) not at all trustworthy (8) Do not know	TRUST1	
TRUST2. Do you think that most of the time people worry only about themselves or do they try to help others? (1) They worry about themselves (2) try to help the others (8) Do not know	TRUST2	
TRUST3. Do you think that most people, if given the opportunity, will try to take advantage of you or do you think that they would not? (1) Yes, they would take advantage (2) No, they would not take advantage (8) Do not know	TRUST3	

[Hand respondent card A]

IDIO1. (Scale from left –to right) Now; just to change the subject. On this page there is a scale from 1 to 10 that goes from left to right. Nowadays when people talk about political tendencies, they talk about left and right in other words, about people that sympathize more with the left or people that sympathize more with the right. According to the meaning that the terms “left” and “right” have for you when expressing your political view, where would you place yourself on this scale?

1	2	3	4	5	6	7	8	9	10	IDO1 (Do not know=88)	
Far Left					Far Right						

Now, changing the subject...

VIC1. Have you ever been a victim of a physical assault or any other type of criminal act in the last year? (1) Yes <i>[continue]</i> (2) No <i>[Continue with AOJ1]</i> (8) Do not know	VIC1	
VIC2. What type of assault or criminal act did you suffer? <i>[Read the options] [If there is more than one, note here the most recent one]</i> (1) Robbery without physical aggression or threat (2) Robbery with physical aggression or threat (3) Physical aggression without robbery (4) Rape or sexual assault (5) Kidnapping (6) Damage to property Other (specify) _____ (99) Not applicable (no victim)	VIC2	
VIC3. <i>[If you have been a victim]</i> Did you report the act to any institution? (1) Yes <i>[skip to AOJ1]</i> (2) Did not denounce <i>[continue with question VIC5]</i> (8) Do not know/Do not answer (9) Inappropriate	VIC3	
VIC5. Why didn't you report the case? [do not read the options] (1) It was not worth it (2) It was dangerous and I was afraid of revenge (3) Had no evidence (4) Was not serious (5) Did not know where to denounce Other: _____ (88) Do not know (99) Not a victim	VIC5	

AOJ1. How have you been treated by the police when you have dealt with them? <i>[Read options]</i> (1)Very well (2) Well (3) Poorly (4) Very poorly (9) Never dealt with them (8) Do not know/do not answer	AOJ1	
AOJ2. When you have to solve an issue at the Courts, in general, how are you treated? <i>[Read options]</i> (1)Very well (2) Well (3) Poorly (4) Very poorly (9) Never dealt with them (8) Do not know/do not answer	AOJ2	
AOJ3. When you have had to solve an issue at the Prosecutor's Office, in general, how are you treated? <i>[Read options]</i> (1) Very well (2) Well (3) Poorly (4) Very poorly (9) Never dealt with them (8) Do not know/do not answer	AOJ3	
AOJ4. When you have had to solve an issue at the Municipality, in general, how are you treated? <i>[Read options]</i> (1) Very well (2) Well (3) Poorly (4) Very poorly (9) Never dealt with them (8) Do not know/do not answer	AOJ4	
AOJ5. To capture criminals, do you think that the authorities should always respect the law or in certain cases they should act outside of the law? (1)Should always respect the law (2) on occasion they may act outside of the law (8) Do not know	AOJ5	

AOJ7. Talking about the place or neighborhood where you live and also thinking about the possibility of you being victim of an assault or theft, Do you feel very safe, somewhat safe, somewhat unsafe or very unsafe? (1) Very safe (2) Somewhat safe (3) Somewhat unsafe (4) Very unsafe (8) Do not know	AOJ7	
AOJ8. If you were victim of an assault, how much would you trust the Judicial System to punish the criminal? <i>[Read options]</i> (1) A lot (2) Some (3) A little (4) Nothing (8) Do not know/do not answer	AOJ8	

[Give Card “B” to the interviewee]

Now we will use a new card. This card contains a scale of 7 points; each one indicates a point that goes from 1 that means **NOT AT ALL** to 7 that means **A LOT**. For example, if I asked “up to what point do you like watching TV” if you do not like watching TV at all, then you would choose point 1 but on the contrary, if you really like watching TV a lot then you would choose number 7. If your opinion is somewhere between nothing and a lot then you would choose a number in the middle. Then, up to what point do you like watching TV? Please, read me the number **[Make sure that the interviewee understands correctly]**.

1	2	3	4	5	6	7	8
NOT AT ALL			A LOT				Do not know

Now using card “B” please answer these questions

SYS1. In general, to what extent do you think that Albanian Courts guarantee citizen’s a fair trial? <i>(Explain: If you think that the courts do not guarantee justice at all, choose # 1, if you think they guarantee a lot, choose # 7, or choose a number in between.</i>	SYS1	
SYS2. In general, to what extent do you respect the state institutions of Albania?	SYS2	
SYS3. To what extent do you think citizen’s basic rights are protected by the Albanian political system?	SYS3	
SYS4. To what extent do you feel proud living under the Albanian political system?	SYS4	
SYS5. To what extent should the Albanian political system be supported?	SYS5	
SYS6. To what extent do you trust the Central Election Commission?	SYS6	
SYS7. To what extent do you trust the Albanian Armed Forces?	SYS7	
SYS8. To what extent do you trust the Parliament?	SYS8	
SYS9. To what extent do you trust the Central Government?	SYS9	
SYS10. To what extent do you trust your Local Government?	SYS10	
SYS11. To what extent do you trust the General Prosecutor’s Office?	SYS11	
SYS12. To what extent do you trust the Police?	SYS12	
SYS13. To what extent do you trust the Office of the High State Control?	SYS13	
SYS14. To what extent do you trust religious leaders?	SYS14	
SYS15. To what extent do you trust political parties?	SYS15	
SYS16. To what extent do you trust the Supreme Court of Justice?	SYS16	
SYS17. To what extent do you trust your local Mayor?	SYS17	
SYS18. To what extent do you trust your municipal council?	SYS18	
SYS19. To what extent do you trust the Prefect?	SYS19	
SYS20. To what extent do you trust the Regional Council?	SYS20	
SYS21. To what extent do you think that the last general elections were free and fair?	SYS21	
SYS22. To what extent do you trust the newspapers?	SYS22	
SYS23. To what extent do you trust trade unions?	SYS23	
SYS24. To what extent do you trust private enterprises?	SYS24	

SYS25. How proud are you of being an Albanian?		SYS25	
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Using the same scale of 7 points [CARD B], please answer the following questions. To what extent do you think the following organizations or individuals help to fight corruption?

COR1. To what extent do you think the Government of Albania helps to fight corruption?		COR1	
COR2. To what extent do you think the Prosecutor's Office helps to fight corruption?		COR2	
COR3. The High State Control?		COR3	
Have you heard of the Anti-Corruption Unit of the Prime Minister's office? If "no" mark 9 and continue with COR5. COR4. The Anti-Corruption Monitoring Unit of the Prime Minister?		COR4	
COR5. Civil Society organizations?		COR5	
COR6. Religious leaders?		COR6	
COR7. The media?		COR7	
COR8. The courts		COR8	
COR9. High Inspectorate for Audit of Assets		COR9	

[Collect card "B"] [Hand respondent card "C"]

Now lets change to another card (give to respondent table 3). This new card has on it a scale of 10 points, which goes from 1 to 10, with 1 indicating you firmly disapprove and 10 indicating you firmly approve. The following questions are designed to know your opinion about different ideas that people living in Albania have.

(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)	(10)	(88)
Firmly disapprove					Firmly approve					Don't know

D1. There are people who never agree with what the government does, not only the incumbent government, but Albanian governments over the years, how firmly do you approve or disapprove that these people should have the right to vote? Please read the number to me.	D1	
D2. How firmly do you approve or disapprove that these people can peacefully protest in order to express their point of view? Please read the number to me.	D2	
D3. How firmly do you approve or disapprove that these people could run for public office?	D3	
D4. How firmly do you approve or disapprove that these people could appear on TV to address the public?	D4	

[Take back card C]

Now we will talk about transparency in various governmental institutions. By transparency we mean permitting citizens and the mass media access to information that would enable them to hold public institutions accountable. Do you think that the following institutions are very transparent, somewhat transparent, or not transparent?

TRAN2. How transparent is your local government? [CHANGED FROM 2004] 1. Very Transparent 2. Somewhat transparent 3. not transparent (8) Do not know/do not answer	TRAN2	
TRAN3. How transparent is the Parliament? 1. Very Transparent 2. Somewhat transparent 3. not transparent (8) Do not know/do not answer	TRAN3	
TRAN4. How transparent is the High State Control? (Auditor General's office) 1. Very Transparent 2. Somewhat transparent 3. not transparent (8) Do not know/do not answer	TRAN4	
TRAN5. The Government? (in Albanian = office of Prime Minister and cabinet) 1. Very Transparent 2. Somewhat transparent 3. not transparent (8) Do not know/do not answer	TRAN5	
TRAN6. The State enterprises? 1. Very Transparent 2. Somewhat transparent 3. not transparent (8) Do not know/do not answer	TRAN6	
TRAN7. The Police? 1. Very Transparent 2. Somewhat transparent 3. not transparent (8) Do not know/do not answer	TRAN7	
TRAN8. The Armed Forces? 1. Very Transparent 2. Somewhat transparent 3. not transparent (8) Do not know/do not answer	TRAN8	
TRAN9. The Office of the General Prosecutor? 1. Very Transparent 2. Somewhat transparent 3. not transparent (8) Do not know/do not answer	TRAN9	
TRAN10. The Courts? 1. Very Transparent 2. Somewhat transparent 3. not transparent (8) Do not know/do not answer	TRAN10	
TRAN11. Ministry of health 1. Very Transparent 2. Somewhat transparent 3. not transparent (8) Do not know/do not answer	TRAN11	
TRAN12. Ministry of Education 1. Very Transparent 2. Somewhat transparent 3. not transparent (8) Do not know/do not answer	TRAN12	
TRAN13. Ministry of Finance 1. Very Transparent 2. Somewhat transparent 3. not transparent (8) Do not know/do not answer	TRAN13	

DEM1. With which of the following phrases do you most agree? (1) Democracy is preferable over any other type of government (2) To people like me, a democratic regime is no different than a non-democratic one (3) Under certain circumstances an authoritarian government is preferable to a democratic one. (8) Do not know/do not answer	DEM1	
DEM2. Do you think that Albania needs a type of Government that uses a strong hand? Or can the problems be resolved by the participation of all? (1) Strong Hand (2) Popular participation (8) Don't know/no response	DEM2	
DEM5. What type of government do you think we have in Albania? Democratic or authoritarian <i>[Mark only one answer]</i> (1) Democratic (2) Authoritarian [translated as "totalitarian"] (3) In between [do not read] (8) Don't know /don't respond	DEM5	

GOVT1. Would you say the performance of the current government is : [Read alternatives] (1) Very Good (2) Good (3) Fair (4) Poor (5) Very poor (8) Don't know /don't respond	GOVT1	
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In daily life, many things occur. I will mention some of them. Please indicate how you consider the behavior of the following people:		
AOC1. For example: A minister accepts a bribe of ten thousand dollars paid by a business enterprise. Do you consider that the minister is: [Read alternatives] (4) Corrupt and must be punished (5) Corrupt but justified (6) Not Corrupt (8) Don't know	AOC1	
AOC2. And what do you think of the business enterprise that paid the bribe to the minister. In your opinion this behavior is: [Read alternatives] (4) Corrupt and must be punished (5) Corrupt but justified (6) Not Corrupt (8) Don't know	AOC2	
AOC3. A mother of several children needs to obtain a birth certificate for one of her children. Not to waste time waiting, she pays the public official 5,000 old leks. Do you think what the mother did was: [Read alternatives] (1) Corrupt and must be punished (2) Corrupt but justified (3) Not Corrupt NS=8	AOC3	
AOC4. And the public official who accepted the bribe was: [Read alternatives] (1) Corrupt and should be punished (2) Corrupt but justified (3) not Corrupt NS=8	AOC4	
AOC5. An elementary school student, hoping to get a better grade, gives a shirt as a gift to a teacher. In your opinion the student is: [Read alternatives] (4) Corrupt and must be punished (5) Corrupt but justified. (6) Not Corrupt Don't know=8	AOC5	
AOC6. The teacher who accepts the gift, in your opinion is: (4) Corrupt and must be punished (5) Corrupt but justified (6) Not Corrupt Don't know=8	AOC6	
AOC7. A public official uses a vehicle of the government that is only for official use, to take	AOC7	

his/her family on vacation to a beach resort. In your opinion this official is : (4) Corrupt and must be punished (5) Corrupt but justified (6) Not Corrupt Don't know=8		
AOC8. Someone sees the government vehicle at the beach resort. The person does not report it. Do you think that this person is: (1) Corrupt and must be punished (2) Corrupt but justified (3) Not Corrupt Don't Know=8	ACO8	
AOC9. During the holidays a flower store owner raises the price of flowers. Do you think that the owner of the store is: (1) Corrupt and must be punished (2) Corrupt but justified (3) not Corrupt Don't know=8	ACO9	
AOC10. An unemployed person is the brother-in-law of an important politician, and he uses his influence to get him a job in the public sector. Do you think the politician is: (1) Corrupt and must be punished (2) Corrupt but justified (3) not Corrupt Don't Know=8	ACO10	

Now we want to talk about your <i>personal</i> experience with things that happen in life.	No	Yes	I don't know	INAP		
EXC1. During the last year, have you been accused by a policeman of a crime that you did not commit?	(0)	(1)	(8)		EXC1	
EXC2. Did any police official ask you to pay a bribe during the last year?	(0)	(1)	(8)		EXC2	
EXC3. During the last year, did you see anyone paying a bribe to a policeman? [In your personal experience]	(0)	(1)	(8)		EXC3	
EXC4. During the last year, did you see anyone paying a bribe to a public official in exchange for any kind of favor?	(0)	(1)	(8)		EXC4	
EXC5. During the last year, did any public official ask <i>you</i> for a bribe?	(0)	(1)	(8)		EXC5	
EXC6. During the last year, to process any kind of document (like a business license), did you have to pay any money higher than prescribed by the law?	(0)	(1)	(8)		EXC6	
EXC7. Are you currently employed? [If No, mark 9 and go to EXC9] At your workplace, did someone ask you for an inappropriate payment during the last year?	(0)	(1)	(8)	(9)	EXC7	
EXC8. In order to obtain your current job, did you have to pay a bribe?	(0)	(1)	(8)		EXC8	

EXC9. During the last year, did you deal with the courts? [If “no” mark 9 and go to EXC10] Did you have to pay any bribe at the courts during the last year?	(0)	(1)	(8)	(9)	EXC9	
EXC10. Did you use the public Health Services during the last year? [If “no” mark 9, Go to EXC12] To be served at the State Health Service during the last year, did you have to pay any money aside of what was indicated in the receipt?	(0)	(1)	(8)	(9)	EXC10	
EXC11. Did you have to pay the doctor or nurse any additional monies beyond those specified in the bill or receipt?	(0)	(1)	(8)		EXC11	
EXC12. Did any of your children go to school during the last year? [If you say “no” mark 9, GO TO EXC13] At the school, did they ask for any payment besides the established fees?	(0)	(1)	(8)	(9)	EXC12	
EXC13. Did someone ask you for a bribe to avoid or reduce the payment of electricity, telephone, or water?	(0)	(1)	(8)		EXC13	

EXC15. Taking into account your experience or what you may have heard, corruption among public officials is: [Read alternatives] 1) Wide-spread (2) Somewhat wide-spread (3) A little wide-spread (4) Not wide-spread (8) Don't know /No response	EXC15	
OPC1. Corruption among public officials during the last year has: [Read alternatives] (1) Increased (2) Remained the same (3) Decreased (8) Don't know / No response?	OPC1	
OPC2. The coverage or the attention of the media to the management of public funds during the last year has: [Read alternatives] (1) increased (2) Remained the same (3) Decreased (8) Don't know / No response	OPC2	
OPC3. The coverage or the attention of the media to the problem of corruption during the last year has:[Read alternatives] (1) increased (2) Remained the same (3) Decreased (8) Don't know / No response	OPC3	
OPC4. Are you aware of any anti-corruption initiatives in the country? (1) yes (2) No (8) Don't know / No response	OPC4	
OPC5. Have you ever report any cases of corruption? (1) Yes [continue] (2) No [go to OPC7] (8) Don't know / No response	OPC5	
OPC6. Where did you first report it? [do not read the options; Accept only first answer] (1) Courts (2) Police (3) High State Control (4) Media (5) Municipality (6) Prosecutor's Office (7) CAO (8) Ombudsman (9) Anti Corruption Monitoring Unit (ACMU) (88) Don't Know (99) Did Not Report	OPC6	
OPC7. Why didn't you report the act of corruption? [don't read options] (1) It is not worth doing it (2) It is dangerous and I was afraid of revenge (3) Had no evidence (4) It was not serious (5) Because a friend was involved (6) Don't know where to report it (7) Not enough time (8) Don't know / No response (9) Did not see any act of corruption	OPC7	
OPC9. How would you evaluate the Albanian government Anti-Corruption Program?	OPC9	

(1) Very Good (2) Good (3) Fair (4) Bad (5) Very Bad (8) Don't know / No response		
OPC10. Are you aware of any civil society anticorruption initiatives? (1) YES (2) NO (8) Don't know / No response	OPC10	
OPC11. Are you aware of the work of the Albanian Coalition against Corruption (ACAC)? (1) Yes [Continue to next question] (2) No [Skip to OPC15a]	OPC11	
OPC12. How do you evaluate the work of the ACAC? [Read alternatives] (1) Very Good (2) Good (3) Fair (4) Bad (5) Very Bad (8) Don't know / No response (9) Inappropriate	OPC12	
OPC13. Have you ever attended or participated in any ACAC activity? [Read alternatives] (1) yes (2) no (8) Don't know / No response (9) Inappropriate	OPC13	
OPC14. Have you heard any debate related to corruption promoted by ACAC? (1) yes (2) no (8) Don't know / No response (9) Inappropriate	OPC14	
OPC15. Are you aware of the Work of CAO? 1) Yes [Continue to next question] (2) No [Skip to C19]		
OPC15A. Have you benefited from the assistance of the CAO? (1) yes (2) no (8) Don't know / No response	OPC15	
OPC16. Have you heard of other people getting assistance from the CAO? (1) yes (2) no (8) Don't know / No response	OPC16	
OPC17. Have you heard of cases resolved through the assistance of CAO? (1) yes (2) no (8) Don't know / No response	OPC17	
OPC18. Have you ever attended or participated in any CAO activity? (1) yes (2) no (8) Don't know / No response	OPC18	
OPC19. Do you think Civil Society should cooperate with the government to fight corruption? (1) yes (2) no (8) Don't know / No response	OPC19	
OPC20a. Have you ever heard of HIDA (High Inspectorate for Declaration of Assets) (1) Yes [Continue to next question] (2) No [Skip to OPC20d] (8) Don't know / No response [Skip to OPC20d]	OPC20a	
OPC20b. Do you think their performance in fulfilling their job has been: 1) very good 2) good 3) Fair 4) Bad 5) Very bad 8) Don't know/no response	OPC20b	
OPC20c. Do you think their functioning has helped the fight against corruption in public administration? (1) Yes (2) No (8) Don't know / No response	OPC20c	
OPC20d. Have you ever heard of National Chamber of Advocates?	OPC20D	

(1) Yes (2) No (8) Don't know / No response		
OPC20e. Have you ever heard of any lawyers that have been sanctioned for bad performance? (1) Yes (2) No (8) Don't know / No response	OPC20E	
OPC20f1. Do you think that a lawyer is corrupt when: 1) He charges too high a fee? 1) Yes 2) No 8) Don't know	OFPC20F	
OPC20f2. The lawyer uses the friendship with the judge to get a favorable decision? 1) Yes 2) No 8) Don't know	OPC20F2	
OPC20F3. The lawyer asks for additional payment to give it to the judge? 1) Yes 2) No 8) Don't know	OPC20F3	
OPC20F4. He delays the court process? 1) Yes 2) No 8) Don't know	OPC20F4	
OPC20G. Which of the following statements do you agree with: [Read all] 1) All lawyers in Albania are qualified for their job 2) Most of them are qualified 3) Few of them are qualified 4) None of them are qualified 8) Don't know/No response	OPC20G	
OPC20H. Have you ever been part of a court process? 1) Yes 2) No (8) Don't know	OPC20H	
OPC20I. Do you personally know somebody who has been asked to pay a bribe by a court employee (Judge, other court employee)? 1) Yes 2) No 8) No response	OPC20I	
OPC20J. Do you know of any judge who has been sanctioned for not fulfilling his job correctly? 1) Yes [Continue with the next question] 2) No [Skip to OPC20L] 8) Don't know/No response	OPC20J	
OPC20K. How did you learn about this? [Accept first response] (1) through TV (2) through radio (3) through newspapers (4) through friends or neighbors (5) Civil Society Organizations (8) Don't know / No response	OPC20K	
OPC20L. Please indicate your level of agreement with the following statement: In my opinion judges are impartial in conducting trial procedures [Read alternatives] 1) Strongly Agree 2) Agree 3) Neutral 4) Disagree 5) Strongly Disagree 8) Don't know/No response	OPC20L	
FI1. Are you aware of the Freedom of Information Law in Albania 1) Yes 2) No 8) Don't know/No response [Skip to OPC26]	FI1	
FI2. Have you ever exercised the right under this law to ask information from public structures? 1) Yes [continue with the next question] 2) No 8) Don't know/No response	FI2	
OPC26. Where do you mainly receive information about corruption cases? [Accept first] (1) Friends or neighbors (2) Radio (3) Television (4) Newspapers (6) Civil Society organizations (8) Don't know / No response	OPC26	
OPC27. The information you have received on corruption from the media during the last year has? [Read options] (1) Increased (2) Remained the same (3) Decreased (8) Don't know / No response	OPC27	

OPC28. Do you think that the participation of the community in the denouncing of corruption cases during the last year has? [Read options] (1) Increased (2) Has been the same (3) Decreased (8) Do not Don't know / No response	OPC28	
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[Use card “D”] Now, I will name various public and private institutions. I am interested to know how Corrupt or honest do you think the representatives of these institutions are. Please, rate each one of them from 1 to 10, 1 being very Honest and 10 very Corrupt..

INSTITUTIONS	Levels of Corruption											
	Very Honest								Very Corrupt		DN	
PC1. The Parliamentarians	(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)	(10)	(88)	PC1
PC2. The Mayors	(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)	(10)	(88)	PC2
PC3. The ministers	(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)	(10)	(88)	PC3
PC4. The Prefects	(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)	(10)	(88)	PC4
PC5. The policemen	(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)	(10)	(88)	PC5
PC6. The university professors	(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)	(10)	(88)	PC6
PC7. The religious leaders	(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)	(10)	(88)	PC7
PC8. The judges	(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)	(10)	(88)	PC8
PC9. The military	(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)	(10)	(88)	PC9
PC10. The leaders of the political parties	(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)	(10)	(88)	PC10
PC11. The leaders of the NGOs	(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)	(10)	(88)	PC11
PC12. The prosecutors	(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)	(10)	(88)	PC12
PC13. Doctors	(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)	(10)	(88)	PC13
PC14. The Media	(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)	(10)	(88)	PC14
PC15. The President of the Republic	(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)	(10)	(88)	PC15
PC16. The Customs Officials	(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)	(10)	(88)	PC16
PC17. The Tax Officials	(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)	(10)	(88)	PC17
PC18. Business people	(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)	(10)	(88)	PC18
PC19. Public school teachers	(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)	(10)	(88)	PC19

[Collect Card D]

HUTRA2. Human trafficking is the illegal, forced or voluntary transportation of individuals from one country to another. Does human trafficking exist in your community? (1) Yes (2) No (8) Don't know/no response	HUTR A2	
HUTRA3. Do you personally know of someone who has been a victim of human trafficking? (1) Yes (2) No (8) Don't know/no response	HUTR A3	

HEALTH1. Have you used medical services (excluding dental) in the last year?	HEALTH1	
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(1) Yes [Continue to HEALTH2] (2) No [Skip to IP1] (8) Don't Know/No response [Skip to ED]		
HEALTH2. What type of facility or health activity were you attending? [More than one answer allowed] (1) Public hospital (2) Private hospital (3) public clinic (4) private clinic (8) Don't know/no response	HEALTH2	
HEALTH3. Did you pay a bribe for any of the services you received? 1) Yes (2) No (8) Don't Know/No response	HEALTH3	

IP1. In the last year, have you bought a non-original copy of a music CD? 1) Yes 2) No 8) Don't know/No response	IP1	
IP2. In the last year, have you rented a non-original copy of a video or DVD? 1) Yes 2) No 8) Don't know/No response	IP2	
IP3. In the last year, have you bought non-original software? 1) Yes 2) No 8) Don't know/No response	IP3	
IP4. Have you ever heard of Albania's intellectual property law? 1) Yes 2) No 8) Don't know/No response	IP4	
CI. Have you ever heard of Albania's conflict of interest law? 1) Yes 2) No 8) Don't know/No response	CI	

ED. Now to finish, I will ask you some questions for statistical purposes. Which is the last year of school that you studied? ____ Year of (elementary , high school, university) = _____ total years [Use the table below for the code]

None	(00)								ED	
Elementary	(01)	(02)	(03)	(04)	(05)	(06)	(07)	(08)		
High School	(09)	(10)	(11)	(12)						
University	(13)	(14)	(15)	(16)	(17)	(18)				
I don't know/No response	(88)									

Q2. What is your age? _____	Q2	
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Q10. In which position does your monthly family income fall in new Leks? <i>[Including money from abroad]</i> [Show income scale Card E] (0) No income (1) Less than 10, 000 (2) Between 10,001-15,000 (3) 15,001-20,000 (4) 20,001-50,000 (5) 50,001-80,000 (6) 80,001-100,000 (7) 100,001-150,000 (8) 150,001-200,000 (9) 200,001-300,000 (10) more than 300,000 (88) NS/NR	Q10
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To end, can you tell me if your house has: *[read all]*

R1. Color Television	(0) No	(1) One	(2) Two	(3) Three or more	R1	
R2. Black and White Television	(0) No	(1) One	(2) Two	(3) Three or more	R2	
R3. Refrigerator	(0) No			(1) yes	R3	
R4. Telephone	(0) No			(1) yes	R4	
R5. Car	(0) No	(1) One	(2) Two	(3) Three or more	R5	
R6. Radio	(0) No	(1) One	(2) Two	(3) Three or more	R6	
R7. Electricity	(0) No			(1) yes	R7	
R8. Indoor plumbing	(0) No			(1) yes	R8	
R9. How many rooms do you have in your house?	_____				R9	

OCUP1. What is your job? (Check code in the list below categories).

Full time employed	1	Student	7		
Part - time employed	2	Farmer			
			8		
Self employed	3	Business owner	9		
Unemployed	4	Other specify	10		
Housewife	5				
Retiree	6				
					OCUP1

Time interview ended ____ : ____ TI. Duration of the interview <i>[minutes see page # 1]</i> _____	TI
--	-----------

Address : _____

These are all the questions. Thank you very much for your assistance

.

CODE OF INTERVIEWER. _____

I swear that the interview was conducted with the indicated person.

.

Signature of the interviewer _____ *Date* ____ / ____ / ____ *Signature of the field supervisor*

Remarks::

_____.

Signature of the data-input operator _____

Signature of the persons who verified the data _____

Card “B”

A lot	7
	6
	5
	4
	3
	2
	1
Not at all	

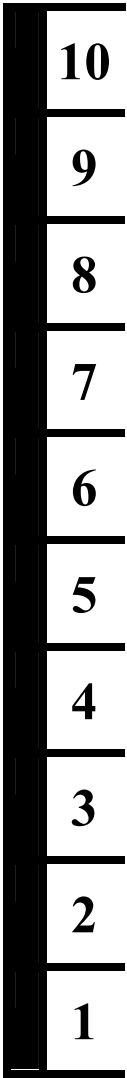
ca

Card “C”

<i>Approve strongly</i>	10
	9
	8
	7
	6
	5
	4
	3
	2
<i>Disapprove strongly</i>	1

Card “D”

Very honest



Very corrupt

Card E

- (00) Nothing
- (01) Less than 10,000
- (02) Between 10,001-15,000
- (03) 15,001-20,000
- (04) 20,001-50,000
- (05) 50,001-80,000
- (06) 80,001-100,000
- (07) 100,001-150,000
- (08) 150,001-200,000
- (09) 200,001-300,000
- (10) more than 300,000

Albania: Public Officials Questionnaire, December 2005

IDNUM	IDNUM
Domain of study 1. Mass public 2. Public Officials 3. Judges	DOMAIN
District: _____	DISTRICT
City	City
Commune	Commune
Name of Institution: _____	INSTITUTION

Starting Time : _____

Mr/Ms: a) I am an interviewer from IDRA, an Albanian research firm. We are interviewing people working in the public administration in Albania about different aspects of the situation in the country, as well as about different issues surrounding the public administration.

We would kindly ask you to collaborate with us. Your answers are confidential and will be aggregated not identifying your responses nor those of any other person. You may refuse to answer any of the questions or stop the survey at any time.

Q1. <u>Mark:</u> Sex: (1) Male (2) Female [Do not ask]	Q1
---	-----------

<p>PO1FB. In which of the following groups belonging to the public administration do you work Where do you work?</p> <ul style="list-style-type: none"> (1) Central Administration (2) Local Administration (3) Education System (4) Medical System 	PO1FB
<p>PO1CS. Do you enjoy the Status of Civil Servant?</p> <p>1. Yes 2. No</p>	PO1CS
<p>PO1. What position do you hold?</p> <ul style="list-style-type: none"> (1) Minister /Mayor/ Head of Commune (2) Vice-Minister/Vice Mayor/Vice- Head of Commune _____ (3) General Secretary (4) Director General (Department) (5) Sub-Director General (Sub-Department Head) (CIVIL SERVANT STATUS) (6) Director (Directorate) (7) Head of Sector (8) Office Head (9) Specialist _____ (10) Director (Institution) (11) Employee of Institution (Specify position _____) (77) Other (specify) _____ 	PO1

PO3. How long have you worked in the public sector? Year (s) _____ Month(s) _____ (Put the total number of months)	PO3
YEARSJOB. How many years have you Worked in the current organization? _____ years	YEARSJOB
PO4. How long have you worked at your current position? Year (s) _____ Month(s) _____ (Put the total number of months)	PO4
POSTYPE. What type of appointment do you currently have? That is, did you receive you job by competing in an exam, were you elected, or were you given the job by someone you know in this agency or in politics generally? 1) Exam 2) Elected 3) Patronage, contacts 4)Contract services 5) Political appointment Other; please specify _____	POSTYPE
SUPNUMBER. How many persons do you supervise, if any? _____ persons	SUPNUMBER
PO5. What was your profession before joining the public sector? (1) Business person/ private sector (2) Always worked in the public sector (3) Agriculture/ farmer (4) NGO/ civil society organization (5) Unemployed (6) University academic (7) Teacher (8) Independent professional (77)Other _____	PO5
YEARSPRIV. If you worked in the private sector before this job, how many years did you work there in total? _____ years 88. DK 99. INAP [no prior private sector job]	YEARSPRIV

Section A

A1. In your opinion what is the most difficult problem the country is facing at the moment? [Do not read the options] (01) Economical Problems (02) Inflation, high prices (03) Unemployment (04) Poverty (05) Delinquency, crime, violence (06) Popular unrest (strikes, road blocks, revolts, etc.) (07) Family Feuds (08) Changes to political stability (09) Environmental Problems (10) Drug Trafficking (11) Corruption (12) Traffic of Human Beings (13) Bad Governance (14) Migration (15) Fight against Terrorism (16) Emigration (18) Public Services (88) Don't know/No Response	A1
Make a note if there is no code _____	

SOCT1. Now, changing the subject, In general how would you rate the economic situation in the country? Do you think it is very good, good, Fair, bad or very bad? (1) Very Good (2) Good (3) Fair (4) Bad (5) Very bad (8) Do not know	SOCT1	
SOCT2. Do you consider the current economic situation of the country to be better, same or worse than a year ago? (1) Better (2) Same (3) Worse (8) Do not know	SOCT2	
SOCT3. Do you think that in the coming year the economic situation of the country will be better, same or worse than what it is now? (1) Better (2) Same (3) Worse (8) Do not know	SOCT3	
SOCT4. In general how would you rate your economic situation? Would you say it is very good, good, fair, bad or very bad? (1) Very good (2) Good (3) Fair (4) Bad (5) Very bad (8) Do not know	SOCT4	
SOCT5. Do you consider your current economic situation to be better, the same or worse than a year ago? (1) Better (2) Same (3) Worse (8) Do not know	SOCT5	
SOCT6. Do you think that your economic situation in the coming year will be better, same or worse than what it is now? (1) Better (2) Same (3) Worse (8) Do not know	SOCT6	

[Hand respondent Card A] Now we will use this card . This card contains a scale of 7 points; each one indicates a point that goes from 1 that means **NOT AT ALL** to 7 that means **A LOT**. For example, if I asked “up to what point do you like watching TV” if you do not like watching TV at all, then you would choose point 1 but on the contrary, if you really like watching TV a lot then you would choose number 7. If your opinion is somewhere between nothing and a lot then you would choose a number in the middle. Then, up to what point do you like watching TV? Please, read me the number **[Make sure that the interviewee understands correctly]**.

1	2	3	4	5	6	7	8
NOT AT ALL			A LOT				Do not know

Now using card “A” please answer these questions

SYS1. In general, to what extent do you think that Albanian Courts guarantee citizen's a fair trial? <i>(Explain: If you think that the courts do not guarantee justice at all, choose # 1, if you think they guarantee a lot, choose # 7, or choose a number in between.</i>		SYS1
SYS2. In general, to what extent do you respect the state institutions of Albania?		SYS2
SYS3. To what extent do you think citizen's basic rights are protected by the Albanian political system?		SYS3
SYS4. To what extent do you feel proud living under the Albanian political system?		SYS4
SYS5. To what extent should the Albanian political system be supported?		SYS5
SYS6. To what extent do you trust the Central Election Commission?		SYS6
SYS7. To what extent do you trust the Albanian Armed Forces?		SYS7
SYS8. To what extent do you trust the Parliament?		SYS8
SYS9. To what extent do you trust the Central Government?		SYS9
SYS10. To what extent do you trust your Local Government?		SYS10

SYS11. To what extent do you trust the General Prosecutor's Office?		SYS11
SYS12 To what extent do you trust the Police?		SYS12
SYS13. To what extent do you trust the Office of the High State Control?		SYS13
SYS14. To what extent do you trust religious leaders?		SYS14
SYS15. To what extent do you trust political parties?		SYS15
SYS16. To what extent do you trust the Supreme Court of Justice?		SYS16
SYS17. To what extent do you trust your local Mayor?		SYS17
SYS18. To what extent do you trust your municipal council?		SYS18
SYS19. To what extent do you trust the Prefect?		SYS19
SYS20. To what extent do you trust the Regional Council?		SYS20
SYS21. To what extent do you think that the last general elections were free and fair?		SYS21
SYS22. To what extent do you trust the newspapers?		SYS22
SYS23. To what extent do you trust trade unions?		SYS23
SYS24. To what extent do you trust private enterprises?		SYS24
SYS25. How proud are you of being an Albanian?		SYS25

Using the same scale of 7 points [CARD A], please answer the following questions. To what extent do you think the following organizations or individuals help to fight corruption?

COR1. To what extent do you think the Government of Albania helps to fight corruption?		COR1
COR2. To what extent do you think the Prosecutor's Office helps to fight corruption?		COR2
COR3. The High State Control?		COR3
Have you heard of the Anti-Corruption Unit of the Prime Minister's office? If "no" mark 9 and continue with COR5. COR4. The Anti-Corruption Monitoring Unit of the Prime Minister?		COR4
COR5. Civil Society organizations?		COR5
COR6. Religious leaders?		COR6
COR7. The media?		COR7
COR8. The courts		COR8
COR9. High Inspectorate for Audit of Assets		COR9

[Collect card "A"]

Hand respondent Card B

Now let's change to another card (give to respondent card B). This new card has on it a scale of 10 points, which goes from 1 to 10, with 1 indicating you firmly disapprove and 10 indicating you firmly

approve. The following questions are designed to know your opinion about different ideas that people living in Albania have.

(01)	(02)	(03)	(04)	(05)	(06)	(07)	(08)	(09)	(10)	(88)
Firmly disapprove									Firmly approve	Don't know

D1. There are people who never agree with what the government does, not only the incumbent government, but Albanian governments over the years, how firmly do you approve or disapprove that these people should have the right to vote? Please read the number to me.	D1
D2. How firmly do you approve or disapprove that these people can peacefully protest in order to express their point of view? Please read the number to me.	D2
D3. How firmly do you approve or disapprove that these people could run for public office?	D3
D4. How firmly do you approve or disapprove that these people could appear on TV to address the public?	D4

[Take back card B]

Now we will talk about transparency in various governmental institutions. By transparency we mean permitting citizens and the mass media access to information that would enable them to hold public institutions accountable. Do you think that the following institutions are very transparent, somewhat transparent, or not transparent?

TRAN2. How transparent is your local government? [CHANGED FROM 2004] 1. Very Transparent 2. Somewhat transparent 3. not transparent (8) Do not know/do not answer	TRAN2
TRAN3. How transparent is the Parliament? 1. Very Transparent 2. Somewhat transparent 3. not transparent (8) Do not know/do not answer	TRAN3
TRAN4. How transparent is the High State Control? (Auditor General's office) 1. Very Transparent 2. Somewhat transparent 3. not transparent (8) Do not know/do not answer	TRAN4
TRAN5. The Government? (in Albanian = office of Prime Minister and cabinet) 1. Very Transparent 2. Somewhat transparent 3. not transparent (8) Do not know/do not answer	TRAN5
TRAN6. The State enterprises? 1. Very Transparent 2. Somewhat transparent 3. not transparent (8) Do not know/do not answer	TRAN6
TRAN7. The Police? 1. Very Transparent 2. Somewhat transparent 3. not transparent (8) Do not know/do not answer	TRAN7
TRAN8. The Armed Forces? 1. Very Transparent 2. Somewhat transparent 3. not transparent (8) Do not know/do not answer	TRAN8
TRAN9. The Office of the General Prosecutor? 1. Very Transparent 2. Somewhat transparent 3. not transparent (8) Do not know/do not answer	TRAN9
TRAN10. The Courts? 1. Very Transparent 2. Somewhat transparent 3. not transparent (8) Do not know/do not answer	TRAN10
TRAN11 (changed from MIN11 to TRAN11). Ministry of health 1. Very Transparent 2. Somewhat transparent 3. not transparent (8) Do not know/do not answer	TRAN11
TRAN12. Ministry of Education 1. Very Transparent 2. Somewhat transparent 3. not transparent (8) Do not know/do not answer	TRAN12
TRAN13. Ministry of Finance 1. Very Transparent 2. Somewhat transparent 3. not transparent (8) Do not know/do not answer	TRAN13

DEM1. With which of the following phrases do you most agree? (4) Democracy is preferable over any other type of government (5) To people like me, a democratic regime is no different than a non-democratic one (6) Under certain circumstances an authoritarian government is preferable to a democratic one. (8) Do not know/do not answer	DEM1
DEM2. Do you think that Albania needs a type of Government that uses a strong hand? Or can the problems be resolved by the participation of all? (1) Strong Hand (2) Popular participation (8) No response	DEM2
DEM5. What type of government do you think we have in Albania? Democratic or authoritarian [Mark only one answer] (1) Democratic (2) Authoritarian (3) In between [do not read] (8) Don't know /don't respond	DEM5

GOVT1. Would you say the work that the current government is doing is: [Read alternatives] (1) Very Good (2) Good (3) Fair (4) Poor (5) Very poor (8) Don't know /don't respond	GOVT1
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In daily life, many things occur. I will mention some of them. Please indicate how you consider the behavior of the following people:

AOC1. For example: A minister accepts a bribe of ten thousand dollars paid by a business enterprise. Do you consider that the minister is: [Read alternatives] (7) Corrupt and must be punished (8) Corrupt but justified (9) Not Corrupt (8) Don't know	AOC1
AOC2. And what do you think of the business enterprise that paid the bribe to the minister. In your opinion this behavior is: [Read alternatives] (7) Corrupt and must be punished (8) Corrupt but justified (9) Not Corrupt (8) Don't know	AOC2
AOC3. A mother of several children needs to obtain a birth certificate for one of her children. Not to waste time waiting, she pays the public official 5,000 old leks. Do you think what the mother did was: [Read alternatives] (1) Corrupt and must be punished (2) Corrupt but justified (3) Not Corrupt NS=8	AOC3
AOC4. And the public official who accepted the bribe was: [Read alternatives] (1) Corrupt and should be punished (2) Corrupt but justified (3) not Corrupt NS=8	AOC4
AOC5. An elementary school student, hoping to get a better grade, gives a shirt as a gift to a teacher. In your opinion the student is: [Read alternatives] (7) Corrupt and must be punished (8) Corrupt but justified. (9) Not Corrupt Don't know=8	AOC5
AOC6. The teacher who accepts the gift, in your opinion is: (7) Corrupt and must be punished (8) Corrupt but justified (9) Not Corrupt Don't know=8	AOC6
AOC7. A public official uses a vehicle of the government that is only for official use, to take his/her family on vacation to a beach resort. In your opinion this official is : (7) Corrupt and must be punished (8) Corrupt but justified (9) Not Corrupt Don't know=8	AOC7

AOC8. Someone sees the government vehicle at the beach resort. The person does not report it. Do you think that this person is: (1) Corrupt and must be punished (2) Corrupt but justified (3) Not Corrupt Don't Know=8	ACO8
AOC9. During the holidays a flower store owner raises the price of flowers. Do you think that the owner of the store is: (1) Corrupt and must be punished (2) Corrupt but justified (3) not Corrupt Don't know=8	ACO9
AOC10. An unemployed person is the brother-in-law of an important politician, and he uses his influence to get him a job in the public sector. Do you think the politician is: (1) Corrupt and must be punished (2) Corrupt but justified (3) not Corrupt Don't Know=8	ACO10

Now we want to talk about your <i>personal</i> experience with things that happen in life.	No	Yes	I don't know	INAP	
EXC1. During the last year, have you been accused by a policeman of a crime that you did not commit?	(0)	(1)	(8)		EXC1
EXC2. Did any police official ask you to pay a bribe during the last year?	(0)	(1)	(8)		EXC2
EXC3. During the last year, did you see anyone paying a bribe to a policeman? [In your personal experience]	(0)	(1)	(8)		EXC3
EXC4. During the last year, did you see anyone paying a bribe to a public official in exchange for any kind of favor?	(0)	(1)	(8)		EXC4
EXC5. During the last year, did any public official ask <i>you</i> for a bribe?	(0)	(1)	(8)		EXC5
EXC6. During the last year, to process any kind of document (like a business license), did you have to pay any money higher than prescribed by the law?	(0)	(1)	(8)		EXC6
EXC7. Are you currently employed? [If No, mark 9 and go to EXC9] At your workplace, did someone ask you for an inappropriate payment during the last year?	(0)	(1)	(8)	(9)	EXC7
EXC8. In order to obtain your current job, did you have to pay a bribe?	(0)	(1)	(8)		EXC8
EXC9. During the last year, did you deal with the courts? [If "no" mark 9 and go to EXC10] Did you have to pay any bribe at the courts during the last year?	(0)	(1)	(8)	(9)	EXC9
EXC10. Did you use the public Health Services during the last year? [If "no" mark 9, Go to EXC12] To be served at the State Health Service during the last year, did you have to pay any money aside of what was indicated in the receipt?	(0)	(1)	(8)	(9)	EXC10
EXC11. Did you have to pay the doctor or nurse any additional monies beyond those specified in the bill or receipt?	(0)	(1)	(8)		EXC11
EXC12. Did any of your children go to school during the last year? [If you say "no" mark 9, GO TO EXC13] At the school, did they ask for any payment besides the established fees?	(0)	(1)	(8)	(9)	EXC12

EXC13. Did someone ask you for a bribe to avoid or reduce the payment of electricity, telephone, or water?	(0)	(1)	(8)		EXC13
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EXC15. Taking into account your experience or what you may have heard, corruption among public officials is: [Read alternatives] 1) Wide-spread (2) Somewhat wide-spread (3) A little wide-spread (4) Not wide-spread (8) Don't know / No response	EXC15
OPC1. Corruption among public officials during the last year has: [Read alternatives] (1) Increased (2) Remained the same (3) Decreased (8) Don't know / No response?	OPC1
OPC2. The coverage or the attention of the media to the management of public funds during the last year has: [Read alternatives] (1) Increased (2) Remained the same (3) Decreased (8) Don't know / No response	OPC2
OPC3. The coverage or the attention of the media to the problem of corruption during the last year has: [Read alternatives] (1) Increased (2) Remained the same (3) Decreased (8) Don't know / No response	OPC3
OPC4. Are you aware of any anti-corruption initiatives in the country? (1) Yes (2) No (8) Don't know / No response	OPC4
OPC5. Have you ever report any cases of corruption? (1) Yes [continue] (2) No [go to OPC7] (8) Don't know / No response	OPC5
OPC6. Where did you first report it? [do not read the options; Accept only first answer] [If reported to any institution SKIP to OPC9] (1) Courts (2) Police (3) High State Control (4) Media (5) Municipality (6) Prosecutor's Office (7) CAO (8) Ombudsman (9) Anti Corruption Monitoring Unit (ACMU) (88) Don't Know (99) Did Not Report	OPC6
OPC7. Why didn't you report the act of corruption? [don't read options] (1) It is not worth doing it (2) It is dangerous and I was afraid of revenge (3) Had no evidence (4) It was not serious (5) Because a friend was involved (6) Don't know where to report it (7) Not enough time (8) Don't know / No response (9) Did not see any act of corruption	OPC7
OPC9. How would you evaluate the Albanian government Anti-Corruption Program? (1) Very Good (2) Good (3) Fair (4) Bad (5) Very Bad (8) Don't know / No response (9) Inappropriate	OPC9
OPC10. Are you aware of any civil society anticorruption initiatives? (1) YES (2) NO (8) Don't know / No response (9) Inappropriate	OPC10
OPC11. Are you aware of the work of the Albanian Coalition against Corruption (ACAC)? (1) Yes [Continue to next question] (2) No [Skip to OPC15]	OPC11
OPC12. How do you evaluate the work of the ACAC? [Read alternatives] (1) Very Good (2) Good (3) Fair (4) Bad (5) Very Bad (8) Don't know / No response (9) Inappropriate	OPC12
OPC13. Have you ever attended or participated in any ACAC activity? [Read alternatives] (1) yes (2) no (8) Don't know / No response (9) Inappropriate	OPC13

OPC14. Have you heard any debate related to corruption promoted by ACAC? (1) yes (2) no (8) Don't know / No response (9) Inappropriate	OPC14
OPC15 . Are you aware of the Work of CAO? 1) Yes [Continue to next question] (2) No [Skip to C19]	OPC15
OPC15a Have you benefited from the assistance of the CAO? (1) yes (2) no (8) Don't know / No response	OPC15a
OPC16. Have you heard of other people getting assistance from the CAO? (1) yes (2) no (8) Don't know / No response	OPC16
OPC17. Have you heard of cases resolved through the assistance of CAO? (1) yes (2) no (8) Don't know / No response	OPC17
OPC18. Have you ever attended or participated in any CAO activity? (1) yes (2) no (8) Don't know / No response	OPC18
OPC19. Do you think Civil Society should cooperate with the government to fight corruption? (1) yes (2) no (8) Don't know / No response	OPC19
OPC20a. Have you ever heard of HIDA (High Inspectorate for Declaration of Assets) (1) Yes [Continue to next question] (2) No [Skip to OPC20d] (ADDED SKIP) (8) Don't know / No response [Skip to OPC20d]	OPC20a
OPC20b. Do you think their performance in fulfilling their job has been: 1) very good 2) good 3) Fair 4) Bad 5) Very bad 8) Don't know/no response	OPC20b
OPC20c. Do you think their functioning has helped the fight against corruption in public administration? (1) Yes (2) No (8) Don't know / No response	OPC20c
OPC20d. Have you ever heard of National Chamber of Advocates? (1) Yes (2) No	OPC20D
OPC20e. Have you ever heard of any lawyers that have been sanctioned for bad performance? (1) Yes (2) No	OPC20E
OPC20f1. Do you think that a lawyer is corrupt when: 1) He charges too high a fee? 1) Yes 2) NO 8) Don't know	OFPC20F1
OPC20F2. The lawyer uses the friendship with the judge to get a favorable decision? 1) Yes 2) No 8) Don't know	OPC20F2
OPC20F3. The lawyer asks for additional payment to give it to the judge? 1) Yes 2) No 8) Don't know	OPC20F3
OPC20F4. He delays the court process? 1) Yes 2) No 8) Don't know	OPC20F4
OPC20G. Which of the following statements do you agree with: [Read all] 5) All lawyers in Albania are qualified for their job 2) Most of them are qualified 3) Few of them are qualified 4) None of them are qualified 8) Don't know/No response	OPC20G
OPC20H. Have you ever been part of a court process?	OPC20H

1) Yes 2) No (8) Don't know	
OPC20I. Do you personally know somebody who has been asked to pay a bribe by a court employee (Judge, other court employee)?	OPC20I
1) Yes 2) No 8) No response	
OPC20J. Do you know of any judge who has been sanctioned for not fulfilling his job correctly?	OPC20J
1) Yes [Continue with the next question] 2) No [Skip to OPC20L] 8) Don't know/No response	
OPC20K. How did you learn about this? [Accept first response]	OPC20K
(1) through TV (2) through radio (3) through newspapers (4) through friends or neighbors (5) Civil Society Organizations (8) Don't know / No response	
OPC20L. Please indicate your level of agreement with the following statement: In my opinion judges are impartial in conducting trial procedures [Read alternatives]	OPC20L
1) Strongly Agree 2) agree 3) Neutral 4) Disagree 5) Strongly Disagree 8) Don't know/No response	

FI1. Are you aware of the Freedom of Information Law in Albania	FI1
1) Yes 2) No [Skip to OPC26] (ADDED) 8) Don't know/No response [Skip to OPC26] (changed)	
FI2. Have you ever exercised the right under this law to ask information from public structures?	FI2
1) Yes [continue with the next question] 2) No 8) Don't know/No response	

OPC26. Where do you mainly receive information about corruption cases? [Accept first]	OPC26
(1) Friends or neighbors (2) Radio (3) Television (4) Newspapers (6) Civil Society organizations (8) Don't know / No response	
OPC27. The information you have received on corruption from the media during the last year has? [Read options]	OPC27
(1) Increased (2) Remained the same (3) Decreased (8) Don't know / No response	
OPC28. Do you think that the participation of the community in the denouncing of corruption cases during the last year has? [Read options]	OPC28
(1) Increased (2) Has been the same (3) Decreased (8) Do not Don't know / No response	

[Use card "C (CHANGED FORM CARD D to CARD C)"] Now, I will name various public and private institutions. I am interested to know how Corrupt or honest do you think the representatives of these institutions are. Please, rate each one of them from 1 to 10, 1 being very Honest and 10 very Corrupt.

INSTITUTIONS	Levels of Corruption											DN	
	Very Honest					Very Corrupt							
PC1. The Parliamentarians	(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)	(10)	(88)	PC1	
PC2. The Mayors	(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)	(10)	(88)	PC2	
PC3. The ministers	(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)	(10)	(88)	PC3	
PC4. The Prefects	(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)	(10)	(88)	PC4	
PC5. The policemen	(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)	(10)	(88)	PC5	
PC6. The university professors	(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)	(10)	(88)	PC6	
PC7. The religious leaders	(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)	(10)	(88)	PC7	

PC8. The judges	(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)	(10)	(88)	PC8
PC9. The military	(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)	(10)	(88)	PC9
PC10. The leaders of the political parties	(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)	(10)	(88)	PC10
PC11. The leaders of the NGOs	(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)	(10)	(88)	PC11
PC12. The prosecutors	(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)	(10)	(88)	PC12
PC13. Doctors	(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)	(10)	(88)	PC13
PC14. The Media	(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)	(10)	(88)	PC14
PC15. The President of the Republic	(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)	(10)	(88)	PC15
PC16. The Customs Officials	(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)	(10)	(88)	PC16
PC17. The Tax Officials	(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)	(10)	(88)	PC17
PC18. Business people	(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)	(10)	(88)	PC18
PC19. Public school teachers	(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)	(10)	(88)	PC19

[Collect Card D]

HUTRA2. Human trafficking is the illegal forced or voluntary transportation of individuals from one country to another. Does human trafficking exist in your community? (1) Yes (2) No (8) Don't know/no response	HUTRA2	
HUTRA3. Do you personally know of someone who has been a victim of human trafficking? (1) Yes (2) No (8) Don't know/no response	HUTRA3	

IP1. In the last year, have you bought a non-original copy of a music CD? 1) Yes 2) No 8) Don't know/No response	IP1	
IP2. In the last year, have you rented a non-original copy of a video or DVD? 1) Yes 2) No 8) Don't know/No response	IP2	
IP3. In the last year, have you bought non-original software? 1) Yes 2) No 8) Don't know/No response	IP3	
IP4. Have you ever heard of Albania's intellectual property law? 1) Yes 2) No 8) Don't know/No response	IP4	

Hand card D. Now using the same scale of 1 to 5, where 1 means never and 5 means always, please evaluate to what extent during the last two years (2004-2005) personnel management decisions (hiring, assignments, changes, promotions, salary increases) were:

	Never	Seldom	Usually	Most of the time	Always	DK
PM6. Made in a transparent manner (know who were assigned, promoted, transferred, or received wage increase and why),	1	2	3	4	5	8
PM7. Position vacancies announced within the institution as well as announced publicly outside the institution (when appropriate)	1	2	3	4	5	8
PM8. Useful for the improvement of institutional	1	2	3	4	5	8

efficiency						
PM9. Subjected to regular audits by the internal unit of control	1	2	3	4	5	8
PM10. Subject to a formal procedure of appeal	1	2	3	4	5	8
PM11. Based on specific criteria defined in writing (as opposed to tacit – not written and informal rules)	1	2	3	4	5	8
PM12. Based on professional experience/merit/performance	1	2	3	4	5	8
PM13. based on level of education	1	2	3	4	5	8
PM14. Based on seniority/age	1	2	3	4	5	8
PM15. Based on family ties or friendship	1	2	3	4	5	8
PM16. Influenced by business ties/associations	1	2	3	4	5	8
PM17. Based on political ties/political affiliation/political pressure	1	2	3	4	5	8
PM18. Based on influential connections within the institution	1	2	3	4	5	8
PM19. Influenced by illegal payments (purchase of positions or promotions)	1	2	3	4	5	8

Take Back Card D

SS1. On a scale from 1 to 5, how satisfactory is your salary? [Read choices] 1. Completely unsatisfactory. 2. Unsatisfactory. 3. Fairly Satisfactory. 4. Satisfactory 5. Completely Satisfactory 8. DK	SS1
SS2. On a scale from 1 to 5, how satisfactory are your other benefits (pension, health etc.)? [Read choices] 1. Completely unsatisfactory. 2. Unsatisfactory. 3. Fairly Satisfactory. 4. Satisfactory 5 Completely satisfactory 8. DK	SS2
SS3. During the last twelve months, was your salary ever paid later than due date? 1 Yes 2. No [Skip to SS4] 8. DK	
SS3A. Approximately how many times did you receive your salary late? ____times. 88. DK 99 INAP (salary not paid late)	
SS3B. When payment of salary was delayed in your organization, what was the average number of weeks of the delay? _____ week(s) 88. DK 99. INAP [Salary not late]	
SS4. What was your net monthly (take-home) salary, for the year 2005? 1. Less than Lek 10,000 2. Lek 10,000 – 19,999 3. Lek 20,000 – 39,999 4. Lek 40,000 – 59,999 5. Lek 60,000 and above 8. DK	

PERFEVAL1. How often is your performance formally evaluated in writing? Never [Skip to PERFEVAL3] 1. Once every three years 2. Once every two years 3. Once every year 4. More than once in a year 5. Other (specify) _____ 8. DK	PERFEVAL1
PERFEVAL2. Was there a written description of the criteria on which your last performance evaluation was based? 1. Yes 2. No 8. DK 9. Inappropriate [No performance evaluation]	PERFEVAL 2
PERFEVAL3. In the past year, has anyone in your organization been the subject of sanctions for poor performance? 1. Yes 2. No 8. DK/NS	PERFEVAL3
PERFEVAL4. In the past year, has anyone in your organization been the subject of sanctions for unprofessional conduct? 1. Yes 2. No 9. DK/NS	PERFEVAL4

PERFEVAL5. How often does your organization reward excellent professional achievement? (59)	PERFEVAL5
1. Never 2.Seldom 3. Frequently 4. Mostly 5. Always 9. DK/NS	

Hand back card D again.

Please evaluate the tendency of the public officials in your institution to change jobs and rotate from the public sector to the private. Please use the scale in Card B, in which 1 means never and 5 means always:

	Never	Seldom	Frequently	Most of the time	Always	DK		
ROTATE1. Directors	1	2	3	4	5	8	ROTATE1	
ROTATE3. Specialist/Professional/Technician	1	2	3	4	5	8	ROTATE3	
ROTATE4. Other (Specify _____)	1	2	3	4	5	8	ROTATE4	

Please evaluate to what extent policies/guidelines and regulations of the administration of the budget in your institution sing the same scale. The budget administration decisions are:

	Never	Seldom	Frequently	Most of the time	Always	DK		
BUDGET1. Formally (written)	1	2	3	4	5	8	BUDGET1	
BUDGET2. Simple, clear, easy to understand	1	2	3	4	5	8	BUDGET2	
BUDGET3. Do not require an excessive number of administrative steps.	1	2	3	4	5	8	BUDGET3	
BUDGET4. Well supervised (managers make sure that the rules are followed)	1	2	3	4	5	8	BUDGET4	
BUDGET5. Strictly applied	1	2	3	4	5	8	BUDGET5	
During the last two years, to what extent would you agree that decisions relating to the budget administration (amounts assigned to the budget, services, programs which they were carried out, groups that received budget allocations) have been:								
BUDGET6. Done transparently (we know who received what and why)	1	2	3	4	5	8	BUDGET6	
BUDGET7. Announced/open to public knowledge through various legal means	1	2	3	4	5	8	BUDGET7	
BUDGET8. Subjected to regular audits by the internal control unit	1	2	3	4	5	8	BUDGET8	
BUDGET9. Subject to regular external audits performed by professionals qualified and experienced in conducting audits	1	2	3	4	5	8	BUDGET9	
BUDGET10. Based on specific criteria defined in writing	1	2	3	4	5	8	BUDGET10	
BUDGET11. Influenced by regional ties	1	2	3	4	5	8	BUDGET11	
BUDGET 12. Based on political pressure	1	2	3	4	5	8	BUDGET12	
BUDGET13. Based on influential connections within the institutions	1	2	3	4	5	8	BUDGET13	
BUDGET14. Influenced by illegal payments	1	2	3	4	5	8	BUDGET14	

BUDGET15. Planned with consideration given to institutional fulfillment	1	2	3	4	5	8	BUDGET15
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TAKE BACK CARD D.

PARTON1. Based on what you know, in the past twelve months have elected officials, their appointees, or political party officials influenced any hiring decisions or promotions in your organization/department? 1. Yes 2. No. 8. DK	PATRON1
PROC1. In your department/organization, to what extent are guidelines/policies/regulations of procurement management formalized in writing? Procurement here refers to, for example, procuring textbooks, public goods and services, medicines, agricultural inputs, and office supplies. (96) 1. Never 2. Up-to 25% of the time 3. Up to 50% of the time 4. Up to 75% of the times 5. All of the time 8. DK	PROC1
PROC3. When gratification is made for a procurement contract of your organization, typically what percentage of the value of the contract has to be paid in order to win the procurement contract? _____% of the value of contract. 888. DK	PROC3.

It is a common practice that companies and people from the community pay “bribes” or make payments “under the table” to public servants.

HAND CARD E.

BRIBE1. In your opinion how widespread is this practice among public servants/in the public sector? 1. Non-existent 2. Negligible 3. Fairly widespread 4. Widespread 5. Completely widespread 8. DK	BRIB E1
BRIBE2. And three years ago? 1. Non-existent 2. Negligible 3. Fairly widespread 4. Widespread 5. Completely widespread 8. DK	BRIBE2
BRIBE3. In your opinion how widespread is this practice among local businessmen? 1. Non-existent 2. Negligible 3. Fairly widespread 4. Widespread 5. Completely widespread 8. DK	BRIBE3
BRIBE4. And three years ago? 1. Non-existent 2. Negligible 3. Fairly widespread 4. Widespread 5. Completely widespread 8. DK	BRIBE4
BRIBE5. In your opinion how widespread is this practice among foreign investors? 1. Non-existent 2. Negligible 3. Fairly widespread 4. Widespread 5. Completely widespread 8. DK	BRIBE5
BRIBE6. And three years ago? 1. Non-existent 2. Negligible 3. Fairly widespread 4. Widespread 5. Completely widespread 8. DK	BRIBE6
BRIBE7. In your opinion how widespread is this practice among international organizations? 1. Non-existent 2. Negligible 3. Fairly widespread 4. Widespread 5. Completely widespread 8. DK	BRIBE7
BRIBE8. And three years ago? 1. Non-existent 2. Negligible 3. Fairly widespread 4. Widespread 5. Completely widespread 8. DK	BRIBE8

TAKE BACK CARD E.

HAND CARD F.

From the corruption cases that you have knowledge of either directly or indirectly, evaluate how frequently these practices occur. Please use a scale from 1 to 10, where 1 means never and 10 means always.

1	2	3	4	5	6	7	8	9	10	1 (Do not know=88)
Never										Always

HAND CARD G.

On a scale from 1 to 10, where 1 non-existent and 10 means prevalent, how widely spread are the following practices in the institution in which you work?

1	2	3	4	5	6	7	8	9	10	(Do not know=88)
Non-existent										Prevalent

XBRI1. Bribes to obtain public services.

XBRI1

XPCJ5. Bribes to alter regulatory decisions.	XPCJ5
XPCJ6. Bribes to alter legal decisions.	XPCJ6
XPCJ7. Bribes in the contracting process.	XPCJ7

TAKE BACK CARD G.

In many of the countries in the world, there are known to be different actors and groups in the private sector that apply pressure on the government through the payment of bribes to further their own interests. Using a scale from 1 to 10, where 1 means no influence and 10 means a great deal of influence, tell me to what extent the following forms of corruption have a significant impact on the business environment of this country:

1	2	3	4	5	6	7	8	9	10	(Do not know=88)
No influence					A great deal of influence					

YBRI1. Bribes to employees of the Central Bank in order to ensure that their personal interests are favoured by bank decisions	YBRI1
YPCJ5. Bribes to elected representatives to ensure that particular laws favour their interests.	YPCJ5
YPCJ6. Bribes to public officials to ensure that presidential or ministerial decisions favour their interests.	YPCJ6
YPCJ7. Bribes to regulatory commission officials or supervising agencies to ensure specific group interest.	YPCJ7
YPCJ8. Bribes directed to the authorities to revert a ruling or decision and benefit particular interests.	YPCJ8

Q2. What is your age? _____	Q2	
Q10. In which position does your monthly family income fall in new Leks? <i>[Including money from abroad]</i> <i>[Show income scale Card I (changed to CARD I from CARD E)]</i> (11) No income (1) Less than 10, 000 (2) Between 10,001-15,000 (3) 15,001-20,000 (4) 20,001-50,000 (5) 50,001-80,000 (6) 80,001-100,000 (7) 100,001-150,000 (8) 150,001-200,000 (9) 200,001-300,000 (10) More than 300,000 (88) NS/NR	Q10	

To end, can you tell me if your house has: *[read all]*

R1. Color Television	(0) No	(1) One	(2) Two	(3) Three or more	R1
R2. Black and White Television	(0) No	(1) One	(2) Two	(3) Three or more	R2
R3. Refrigerator	(0) No			(1) yes	R3
R4. Telephone	(0) No			(1) yes	R4
R5. Car	(0) No	(1) One	(2) Two	(3) Three or more	R5
R6. Radio	(0) No	(1) One	(2) Two	(3) Three or more	R6
R7. Electricity	(0) No			(1) yes	R7
R8. Indoor plumbing	(0) No			(1) yes	R8
R9. How many rooms do you have in your house?	_____				R9

Time interview ended ____ : ____ TI. Duration of the interview <i>[minutes see page # 1)</i> _____	TI
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Address : _____

These are all the questions. Thank you very much for your assistance.

CODE OF INTERVIEWER. _____

I swear that the interview was conducted with the indicated person.

Signature of the interviewer _____ *Date* ____ / ____ / ____ *Signature of the field supervisor* _____

Remarks::

Signature of the data-input operator _____

Signature of the persons who verified the data _____