



# CITIZENS' ATTITUDES TOWARD CIVIL SOCIETY IN IRAQ: A Public Opinion Survey

*Endline Survey Report | September 2015*



*Broadening Participation through Civil Society (BPCS)/Musharaka*

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**Cover page photo:** Kurdistan Economic Development Organization (KEDO), Sulaymaniyah Sawa Center for Community Action, Civil Society Fair, June 2015

## Acronyms

ACSA	Alternative Civil Society Actor
BPCS	Broadening Participation through Civil Society
CoR	Council of Representatives
COSIT	Central Organization for Statistics and Information Technology
CSO	Civil Society Organization
ICNL	International Center for Non Profit Law
IDP	Internally Displaced Person/s
IKR	Iraqi Kurdistan Region
IMEI	International Mobile Station Equipment Identity
IR	Intermediate Result
IR	Iraqi Regions
ISIL	Islamic State in Iraq and the Levant
M&E	Monitoring and Evaluation
NGO	Non Governmental Organization
PAO	Public Aid Organization
PMP	Performance Monitoring Plan
PPS	Population Proportion to Size
SPSS	Special Package for Social Science (database)
USAID	United States Agency for International Development
WFP	World Food Program

# Executive Summary

The civic attitudes and behaviors endline survey aimed to obtain information about citizens' attitudes toward civil society in Iraq and was carried out as part of the three-year USAID-funded Broadening Participation through Civil Society (BPCS) program, implemented by Mercy Corps and its partners, Mercy Hands and Public Aid Organization (and formerly, ACDI/VOCA, Internews and the International Center for Not-for-Profit Law). The survey was conducted in June and July 2015, covering 16 Iraqi provinces and involved 5,606 randomly selected Iraqi citizens. To measure change in perceptions and attitudes, endline survey results are compared to findings from the midline survey conducted between June and August 2014, as well as to baseline results from early 2013 where relevant. Each of the three surveys were carried out at sensitive times: the first was conducted just prior to provincial council elections; the second followed Parliamentary elections, and took place during the prime minister transition and the rise of armed insurgent groups; and the third was completed during Ramadan and protracted conflict, just prior to the announcement of reforms and the start of demonstrations spreading across the south and center of the country at the time of writing this report.

## SUMMARY OF FINDINGS

- **Respondents believe that Iraq continues to head in the wrong direction, but there is some hope for the future**
- **Awareness of civil society remains low, but there is more support for civil society's policy and advocacy work in addition to its more traditional humanitarian roles**
- **General levels of trust and civic participation remain low, but both are increasing**
- **Citizens have more confidence in civil society than in the government (provincial or central)**

***Citizens still believe that Iraq is moving in the wrong direction, but there is an emerging sense of optimism that things will improve in the future.***

The Iraqi citizens surveyed in 2015 **feel that their country continues to move in the wrong direction.** Security remains the primary concern for the population, which is unsurprising given that one in 10 Iraqis is internally displaced. Nearly one quarter of those surveyed were directly impacted by violence of armed terrorist groups. Citizens are also worried about the economic situation at both the macro and micro levels, and they fear it will only worsen in the coming year. It was also noted that the self-reported economic and employment status of respondents was lower this year. Negative perceptions around "the state of democracy" in Iraq remain unchanged from 2014. There are, however, some glimmers of optimism as indicated by increasing confidence in critical Iraqi institutions – particularly the army and police, as well as suggestions that social cohesion and trust among citizens is increasing. Indicators of increased optimism is also seen in the following:-

- Half of those surveyed anticipate an improvement in the security situation in the next year.
- Respondents indicated that they see positive movement in the provision of public services such as electricity, education, and health in some areas since 2014.
- More than two-thirds of respondents stated they were optimistic about the government's ability to make improvements in women's rights, youth rights, and public service delivery.

BPCS is encouraged by the fact that half the population believes that changes will occur and that the situation will improve. While perceptions of the government tend to be unfavorable, there are signs of increased confidence in the media and civil society, indicating perhaps that there is belief in other actors to be able to make a positive difference in people's lives.

*People's awareness of civil society remains low, but there is more support than in the past for advocacy and policy work.*

Survey results reveal **a lack of clarity about who civil society is, what it does, and the role it should play.** Although there is lingering confusion about civil society, the endline survey found an **increase in the number of people who feel that civil society makes a difference in their lives** when compared with midline survey results, with half of the interviewees reporting that civil society makes a difference in their lives. However, when asked, less than a quarter of respondents could give an example of a civil society organization active in their own community or successfully advocating for their needs. Despite this, perceptions of civil society remain positive and confidence in civil society remains strong, with the majority of those surveyed stating that **civil society is more representative of their needs than government.**

The majority of Iraqis still see **humanitarian assistance as the most important activity for civil society.** This is likely linked to the visible, increasing and ongoing need for humanitarian support due to conflict and displacement in large parts of the country, as well as being more in line with a traditional “charity” role linked with civil society. However, there is also an increase in the number of respondents who feel civil society should be actively engaged in advocacy work, shaping legislation and policy, and holding the government accountable through monitoring and other means. This critical shift in public understanding of activities in which they expect civil society to engage is about more than satisfaction with performance; instead, it reflects a nascent **recognition among citizens that civil society can, and should, play a more active role in democratic processes such as planning and legislating, as well as monitoring of the government and its policies.**

This is supported by another positive development in this year's survey in that **the sector is increasingly seen as a trusted broker between citizens and the government.** There is a clear increase since the midline survey in those that feel that civil society has a role to play in building government officials' capacity and in helping the government understand citizens' needs and concerns. Citizens believe that civil society has a greater **ability to influence government officials** at all levels when compared to perceptions about their own ability to do so. Citizens' faith in civil society to understand their needs and represent their interests manifests in **a belief that civil society and government should work closely together.** In fact, endline survey results indicate a desire to see greater collaboration in the future, potentially including allocations of government funding streams to civil society groups, in addition to more than half of the population believing that the private sector and citizens also should help fund civil society.

*Levels of trust and civic engagement remain low, but there are improvements in social cohesion and civic participation since last year.*

Not surprisingly, **nearly everyone trusts their family completely,** and results demonstrate high levels of trust in neighbors and friends as well. Responses show that the **levels of trust remain lower outside the inner circles of family and friends,** and half or more do not trust people that they meet for the first time, people of different nationalities, or people that belong to a different religious sect. On a more encouraging note, the endline survey found an **increase in the number of respondents that trust people from all three of these groups.** In addition, feedback from survey teams suggested that some respondents found this question limiting as they decide whether or not to trust someone based on the individual's behavior and qualities, rather than other characteristics such as religious or ethnic identification.

Most significantly is that, when asked to select the group (religious sect, ethnicity, etc.) with which they most identify, **an overwhelming majority – 84% – of respondents stated that they are ‘Iraqi above all.’** This is a complete reversal from one year ago, when the same percentage either refused or was unable to answer the question. Perhaps consistent with this greater sense of collective identity, almost two thirds of those surveyed believe that **involvement in politics is the civic responsibility of all Iraqis** – also an increase since the midline survey. This is combined with a

general **decrease in fear to participate in different types of civic activities**, such as participating in peaceful demonstrations, voting, expressing themselves freely with family and friends, or meeting with community members to discuss issues of common concern.

Though membership in organizations is minimal, the survey found an **increase in the level of participation in the activities respondents feel are most likely to lead to positive change**. This includes a) acting collectively to make improvements at the community level; b) doing volunteer work; and c) donating to civil society organizations. In fact, even though many report that their own household financial situations have worsened, the percentage of respondents that donate money to civil society organizations remained steady since the midline survey. Rates of volunteerism in Iraq are relatively high (e.g. 27% compared to 25% in the United States<sup>1</sup>). In other words, massive displacement, ongoing violence, and widespread instability have not kept Iraqis from donating, volunteering, or participating in collaborative efforts to make improvements in their communities or country.

***Citizens are more satisfied with, and confident in, civil society than the government across all performance indicators.***

While survey respondents voiced some optimism that the government will make improvements in public services and security, endline survey results paint a less positive picture of citizens' attitudes toward, and perceptions of the government overall. **Fewer than half of the respondents have favorable opinions of provincial governments; even fewer have positive views of the federal government.** The survey also found a drop in the percentage of people that think local government can make improvements in key areas in the near future – something that will need to be considered carefully in planning for Iraq's decentralization process.

Up significantly from last year, **three quarters expressed dissatisfaction with government performance overall**, and an equal number do not feel that Parliament is representative. A vast majority report little confidence in their own ability to influence government decisions, and most respondents continue to perceive the government as unresponsive to their needs. However, as with civil society, results suggest **some confusion on the part of respondents about the role and functions of government at different levels**. For example, there was little difference in people's (negative) perceptions about the performance of provincial and federal government in all areas, including their opportunities to interact with, and be heard by officials. This reflects a potential misunderstanding about their own points of entry for engagement with government officials or about their expectations of what government officials at different levels can or should do.

On the other hand, citizens' views of civil society are much more positive than their attitudes toward government. **More than half of the citizens surveyed continue to believe that civil society organizations are working in the interest of Iraqi citizens and that civil society represents the concerns of Iraqis.** In addition, despite a slight decrease since last year, **a majority have favorable views of civil society's performance overall.**

Respondents **rated civil society favorably for its honesty, competence, and capacity to work for, and listen to Iraqis.** They had especially strong and positive opinions about civil society's willingness to share information with the public and with the media, and for being open and transparent about the work they do. These positive perceptions about civil society contrast strongly with the views respondents have of the Iraqi government across these same measures. In fact, survey respondents assigned **especially low scores to the government for openness and honesty; availability to engage with, and listen to citizens; and ability to work on their behalf.** This may explain why, despite the majority believing that politics is the civic responsibility of all Iraqis, they are choosing to participate more at the local level rather than through the government.

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<sup>1</sup> [Bureau of Labor Statistics](#)

The complete report “*Citizens’ Attitudes Toward Civil Society in Iraq: A Public Opinion Survey*” begins by describing the methodology of the survey and the context in which it was conducted. The report then presents full findings of the endline survey, including comparisons to the midline data (and baseline data), when relevant. For ease of reading, percentages in the narrative have been rounded following standard conventions: 1-4 are rounded down to the nearest full number, and 5-9 are rounded up to the nearest full number. Note that in the narrative, responses do not always total 100% due to “don’t know” and “refused” responses. More detailed figures can be found in the data tables with respondents’ answers in numerical form in Annex F. The entire questionnaire is provided in Annex E for more background on the survey structure and questions.

Conclusions have been drawn from the findings, which includes analysis and, in some cases, speculation of how BPCS may have contributed to the changes observed. Finally, based on conclusions, the report outlines recommendations for Iraqi civil society and the governments of Iraq, as well as for the international community active in Iraq. These recommendations include priority areas to be considered in: 1) decision-making, 2) programming, and 3) funding allocations around strengthening governance, civil society, and civic participation in Iraq – particularly in response to the humanitarian crisis and coming needs as part of the stabilization, return of displaced communities, and recovery processes. The report also references suggestions for further research and analysis around governance and conflict, as well as the role civil society can play in encouraging citizen participation and responsive governance.

Because this is a population-based survey, it is not intended to evaluate BPCS program performance, but rather to provide a sense of how public opinion has shifted over the course of the last three years. While BPCS is ending in December 2015 and will no longer be able to act on the findings as the program did following the midline survey, Mercy Corps and its partners hope that the findings will prove useful to other actors in Iraq committed to strengthening citizen engagement and good governance.

## Introduction

This report presents the findings of the Broadening Participation through Civil Society (BPCS) endline survey conducted between June 18 and July 20, 2015. Covering 16 Iraqi provinces, the survey assessed civic attitudes and behaviors of 5,606 Iraqi citizens. The survey touches on three key points: 1) (perceived) role of civil society in Iraq; 2) citizens’ ability to directly participate in politics; and 3) government responsiveness to citizens’ needs and interests. To measure changes in attitudes and perceptions over time, endline survey results are compared to findings from both the baseline survey (April 2013) and the midline survey (June-September 2014) throughout this report.

### BROADENING PARTICIPATION THROUGH CIVIL SOCIETY

The BPCS program is a three-year USAID-funded program in Iraq, which is currently being implemented by Mercy Corps as the lead organization. The other BPCS consortium partners are Mercy Hands, and Public Aid Organization (PAO). The BPCS program started in September 2012 and is scheduled for completion by December 2015.

The overall goal of BPCS is to ***help Iraq’s democratic systems become more participatory and dynamic as a result of civil society sustainably deepening citizens’ social and political engagement.*** The program pivoted its focus in response to the humanitarian crisis that unfolded following the

capture of Mosul by the so-called Islamic State in Iraq and the Levant (ISIL) in June 2014; however, BPCS remains committed to its five inter-connected Intermediate Results (IRs), as stated below:

- **Democratic engagement of citizens increased.** BPCS engages and mobilizes diverse and marginalized groups to broaden democratic participation at the community, sub-national and national levels. (IR1)
- **Institutional capacity of CSOs/NGOs increased.** The program targets organizations with the greatest potential to contribute to Iraq’s development through effective constituent-focused service delivery and policy impact, engaging organizations at all levels of capacity and scale. (IR2)
- **Impact of civil society on public policy increased.** BPCS facilitates opportunities for civil society to directly influence decision-making that affects the whole society. (IR3)
- **Enabling environment for CSOs improved.** BPCS strengthens mechanisms for collective voice and constructive collaboration with the general public, government actors and the private sector to ensure civil society leadership in Iraq’s consolidation of democracy. (IR4)
- **Special Projects – Civil war victims assisted.** BPCS builds on over nine years of collective experience assisting Iraqi civilians who have suffered losses as a result of coalition Forces-Iraq activities, and terrorism. (IR5)

#### SURVEY RATIONALE

One of the major objectives of the endline survey is to assess the change in values for a number of key custom indicators outlined in the BPCS Performance Monitoring Plan (PMP) summarized in Figure 1 below. Baseline and midline values have provided a foundational measure that can be used to track and compare changes over time and identify emerging patterns.



Figure 1: Performance Monitoring Plan

As the survey is population-wide and there are other programs working toward similar objectives in Iraq, this survey cannot demonstrate attribution of changes to the program, but rather a contribution. Thus, the endline survey has the following specific objectives:

- To measure relevant program indicators as per the PMP and compare with midline and baseline values;
- To validate the changes of program indicator targets described in the BPCS program reports and external evaluations;
- To gather data about the realities on the ground that will inform BPCS until program completion in December 2015; and
- Contribute to the design and delivery of future USAID-funded civil society, governance, stabilization and recovery programming in Iraq.

Furthermore, the endline data, followed by additional qualitative and quantitative data collection and analysis, will help Mercy Corps gain insights into the changing perception of civil society and

government, or better understand the relationships between trust, participation and a sense of political efficacy. Aside from the BPCS program, Mercy Corps plans to use the data to inform implementation of its other development and humanitarian programs in Iraq. The majority of these activities are implemented in partnership with CSOs and incorporate elements of civic participation, community-led advocacy, and citizen voice which can be further strengthened by utilizing the results of the survey in its strategies.

#### AVAILABLE DOCUMENTATION

Results and analysis of the baseline survey conducted in April 2013 are compiled in the baseline survey report, [‘Citizen’s Attitudes Toward Civil Society in Iraq: A Public Opinion Survey,’ published in 2013](#). The 2014 midline survey results and analysis are available [here](#).

As part of Mercy Corps’ global research agenda, additional research was conducted in March 2014 on perceptions of governance and civil society in Iraq. The report, [‘Bridging the Gap – Civil Society and Good Governance in Iraq,’](#) elaborates on conclusions identified from further statistical analysis of baseline survey data, reinforced by in-country focus group discussions with different community members. As donors scale down development assistance in Iraq, this research concludes that withdrawing support for democracy and governance programming is premature. Doing so is likely to weaken the influence of civil society in Iraq and, in turn, hinder the development of more democratic forms of governance from taking root.

## Methodology

The methodology used to conduct the endline survey followed the baseline and midline exercises completed in 2013 and 2014. For the baseline survey, Mercy Corps directly hired and managed over 250 surveyors to collect data. For both the midline and endline surveys, Mercy Corps contracted with a third party, [4points Group](#), to conduct surveys and collect data.

Hired specifically for the endline survey, 4points’ surveyors obtained data from 5,606 respondents nationwide from June 18 through July 20, 2015. Due to fighting between ISIL, the Iraqi military, Peshmerga, and other militias or tribal groups, enumerators were unable to visit certain districts in parts of Salah ad Din, Dahuk, Diyala, Babel, Karbala, and Kirkuk provinces. Instead, these samples were redistributed to alternative, safe areas similar to the original sample within the same province, and where possible, within the same districts. This required adjusting the rural and urban sample in some of these cases, as well as in Maysan and Dhi Qar, where tribal conflicts reduced surveyor access. In addition, 4points did not conduct the survey in Anbar and Ninawa because of the increased activity of ISIL in those provinces. Instead, 4points Group tried to reach people from Anbar and Ninawa by telephone or by conducting face-to-face interviews with displaced people from Anbar and Ninawa living in IDP camps in other parts of Iraq.

#### TARGET POPULATION AND SAMPLING

In order to mirror the midline survey, a sample of 5,232 households was targeted for the endline survey, based on the Statistical Standard Sampling procedure<sup>2</sup>, explained in Figure 2 below. Using a multi-stage cluster sampling method, the household respondents were again drawn from sixteen Iraqi provinces. The estimated samples were then allocated across the provinces using the Population Proportion to Size (PPS) methodology. Most organizations in Iraq use the last official census (1997) to distribute the sample size, which has obvious drawbacks in terms of accurate representation. Therefore, the survey team developed the sampling frame using more contemporary sources: a combination of the 2011 population estimates by the Iraq Central Organization for

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<sup>2</sup> The baseline survey used a sample of 5,000 as determined by this methodology. While this was also the target for the midline survey,

4points exceeded this number, and the higher number was selected for the endline sample.

## Statistical Sample Size Calculation Process

$Z^2 p q N n$  = sample size

$N = \dots \times D$   $N$  = survey population

$E^2 (N-1) + Z^2 p q Z$  = standard distribution of reliability desired (Z-score corresponding to the degree of confidence set at 1.96 corresponding to a confidence level of  $\alpha = 95\%$ )

$p$  = probability of selecting a sampling unit (0.5)

$q$  = probability of not selecting the sampling unit ( $q = 1 - p = 0.5$ )

$e$  = degree of accuracy/margin of error (0.05 precision level)

$D$  = design effect, which quantifies the increase in the standard error of the estimate due to the sampling procedure used

Figure 2: Statistical Sample Size Calculation Process

While determining the sample size, the team sought the percentage of each province in comparison to the country's total population. Once the population proportional breakdown was calculated for each province, the cluster percentages were calculated against each province's sample to determine the number of surveys in each district. Once these calculations were completed and verified to ensure everything computed without rounding errors, the urban and rural percentages were applied to the cluster figures for each district.

In addition, for the endline survey, Mercy Corps intended to capture the views of the original sample, which included Anbar and Ninawa provinces. Due to the security situation, unfortunately this was not possible. To offset this, Mercy Corps survey designers considered individuals who may still be reachable, and identified two distinct groups of conflict affected populations: internally displaced persons (IDPs), and those living in areas that still resided in the original sample but were not directly accessible. IDPs were also specifically targeted to see whether their responses would differ from non-displaced households. To do this, the endline survey employed two new strategies, with mixed results:

- Surveying IDPs living in camps – Based on the approximate number of IDPs at the time of design (approximately 2.7 million in April 2015), 350 IDPs were added to the sample, and distributed to different parts of the country, depending on the location of displaced populations. This involved face-to-face interviews with IDPs from Anbar and Ninawa provinces currently in Kurdistan (196 people), Baghdad (102 people), and Basra (53 people).
- Conducting telephone interviews – Mercy Corps provided 4points with a list of potential phone numbers of residents in Anbar and Ninawa provinces, and an enumerator from the 4points Group office was trained specifically to conduct interviews, using an abbreviated questionnaire. This effort was unsuccessful for a variety of reasons related specifically to the current operating environment in Iraq, including: 1) a high number of people moving to different parts of the country; 2) disruptions in communications in areas of heavy conflict; and 3) a reluctance by people to answer sensitive questions over the telephone. As such, telephone survey results in Ninawa were completely void of any usable data and information, while only three Anbar residents participated in the survey.

Subsequently, the endline survey does not have sufficient data to include Anbar and Ninawa populations; however, the views of some IDPs have been captured for comparison with families not living in IDP camps.

<sup>3</sup> COSIT represents the official Iraqi government statistics office.

In all, 4points Group was able to collect information from more than the targeted 5,232 respondents and additional 350 IDPs, bringing to 5,606 the total number individuals reached. A map of Iraq is attached as Annex A. The final sampling breakdown by province for the endline survey is presented in Annex B, while Annex C shows the districts covered by the endline survey exercise compared to the two previous surveys (baseline and midline).

#### DATA COLLECTION TEAM AND TRAINING

In total, 88 surveyors collected data across 16 provinces in Iraq. Because 4points Group has been conducting surveys in Iraq since 2009, it has a deep pool of candidates with direct survey administration experience from which they can draw. For the endline survey, the research team members were selected based on their work history, past experience with 4points Group as surveyors, and their ability to initiate introductions to certain target groups. In addition, 4points actively recruited female surveyors, as these team members were able to reach a portion of the population inaccessible to all-male survey teams. In total, 43% of the endline surveyors were women.

Each two-person team consisted of senior and junior surveyors, and, in most cases, included a male and female to ensure access. The number of surveyors per province was distributed based on the sample size of the province. Regional coordinators oversaw the field research teams. The 4points Group Monitoring and Evaluation (M&E) team and 4points Group headquarters teams supervised the regional coordinators. Members of 4points Group M&E team and its regional coordinators are experts in administering survey projects of this size and scope, with previous experience in monitoring and evaluation and survey administration, as well as having the technological skills required for designing and implementing an electronic-based survey.

Before the commencement of field activities, two trainings were held for enumerators based on their province of origin: Group 1- Central and South, and Group 2- North. The workshops were supervised by 4points technical and M&E teams, and observed by Mercy Corps. In addition to extensive review of the questionnaire and role-playing exercises, the surveyors were taught how to administer the Kish Grid methodology<sup>4</sup> at the household level. The sessions also focused on observation skills, trouble-shooting and problem solving while in the field, and consistency or uniformity in conducting the survey. Lastly, they were trained in the use of tablets as a survey tool both during interviews and for uploading data afterwards.

Once the team trainings were completed, enumerators were contacted individually to evaluate their level of comfort and expertise in administering the survey and use of the survey instrument and related technology. This included questions about their knowledge of the survey tool, understanding about how to administer the Kish grid, and overall comprehension of, and comfort in using the tablets to administer the questionnaire. For those enumerators that demonstrated a lack of confidence in any of the processes required for conducting the survey successfully, 4points Group staff provided one-on-one coaching before launching the research in the field.

#### DATA COLLECTION METHODS AND TOOLS<sup>5</sup>

Consistent with the baseline and midline surveys, the endline survey was administered through face-to-face home interviews. The survey data was gathered using a 22-page structured questionnaire (see Annex D). The questionnaire was developed by the BPCS program team in close consultation with Mercy Corps' headquarters in the United States, other consortium partners, and USAID. The survey focused on civic knowledge and awareness and general opinions of CSOs in Iraq. There were also questions about Iraqis' experiences either working for, or volunteering with CSOs, the greatest perceived problems facing their country, and perceptions of institutions working to solve these problems.

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<sup>4</sup>Kish Grid methodology allows randomization of target sample populations in two stages: the first is drawing a random sample of dwelling units, and the second is selecting one person within a dwelling unit to interview

<sup>5</sup> For the purposes of this report, all percentages are rounded to the nearest whole number. For specific numbers, please see "Annex" section.

The questionnaire initially was developed in English and then translated into three languages: Arabic, Kurdish Sorani and Kurdish Bahdinani. BPCS technical team members reviewed the translations for accuracy and cultural relevance. The Kurdish Sorani questionnaire was administered in the two provinces of Erbil and Sulaymaniyah, while the Bahdinani questionnaire was used in Dahuk province. The remaining thirteen provinces used the Arabic questionnaire.

The endline questionnaire was based on the original baseline questionnaire used in 2013 and included a few modifications introduced during last year's midline survey. To obtain similar information and provide comparable results for analysis, most of the questions were retained in their original form. Questions about elections and voting were dropped from the endline survey, however, while new questions were introduced to better understand how people conceptualize civil society, gauge perceptions of the formal and informal justice systems, and learn about the impact at the household level of increased conflict and insecurity in Iraq.<sup>6</sup>

As during the baseline and midline exercises, the Kish grid method was used for the selection of participating households, and actual respondent selection within each household. This method allowed surveyors to correctly select the proper location for respondents as well as the correct respondent if there was more than one eligible respondent available at a selected address. This ensured that respondents were more representative of the population, rather than being the person proposed by the household to participate in the survey, which would have reduced randomness and representation. Each questionnaire package included a form on which surveyors could implement the Kish grid exercise. Based on the outcome, the surveyor selected the correct eligible survey respondent to survey.

#### SURVEY IMPLEMENTATION AND DATA CODING

Once the surveyors completed their training, they returned to their respective provinces and commenced face-to-face interviews in survey teams in pre-identified districts. Data collection began on June 18 and lasted for approximately one month. Notwithstanding the security concerns outlined above, 4points Group surveyors collected data from 5,606 respondents (including 350 people in IDP camps) in 16 Iraq provinces, exceeding the 5,232 required for valid endline data.

For the endline survey, electronic tablet technology was introduced, allowing enumerators to input responses into a format that could be directly uploaded to the database. Digital survey data collection ensured that the information input by enumerators was received in its original, unchanged format. The elimination of data entry by hand sped the process of submitting and tracking data submission while, more importantly, removing the greatest threat to consistent data quality: human error. GPS coordinates were also recorded, providing valuable location data for future mapping of responses.

Throughout the field research period, survey teams maintained daily communication with regional supervisors, who were in touch with 4points headquarters staff, including daily reports of surveys completed as well as any problems encountered in the field.

#### QUALITY CONTROL

Quality control was ensured throughout the process in a variety of ways. First, 4points Group's technical team conducted spot checks consisting of raw data review to ensure that survey uploads were consistent and showed no issues with data corruption. In addition, due to the survey coding which required all responses to be mandatory, the issue of incomplete data was eliminated from the

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<sup>6</sup> The following questions were added to the endline survey questionnaire: Q4, Q18, Q38, Q42, Q43, Q44, Q49, d1, D2, D17a, D20, D21, and D22. Mercy Corps also added a few new research questions (Q8A, Q9, Q21, and Q36) focused on perceptions of violence this year. These questions utilized the list experiment methodology, which attempts to measure a sensitive topic in a way that circumvents much of the questionnaire-related and respondent-related measurement errors that may result from using other methods due to privacy concerns or heightened distrust. Findings from these list experiment questions are beyond the scope of this endline report and will be further analyzed by Mercy Corps' Research and Learning team.

tablet-based survey. Second, 4points Group coordinators accompanied surveyors on some of the interviews to monitor and report on the quality of interviews and the surveyors' performance.

The 4points Group team also incorporated a sub-team of quality control experts to initiate follow-up telephone calls with a sub-sample of respondents that had provided their contact information at the end of the initial interview. Seven percent of respondents in each province were contacted and asked questions to verify: 1) participation in the survey, 2) the quality of data collection by 4points Group enumerators, and 3) seek feedback on the performance and professionalism of the enumerators. 4points' findings of all telephone calls were 100% positive.

All surveys were coded to represent province, district and rural or urban settings to allow for data analysis by geographic location. In addition, the survey was coded to pull the tablet's unique IMEI number as metadata for verification purposes. Mercy Corps verified the dataset once more prior to converting it into a SPSS file for detailed analysis using a previously developed template.

In addition to 4points Group's efforts, Mercy Corps conducted its own quality control activities. Mercy Corps' M&E team conducted monitoring visits in most of the provinces covered by the survey. During these visits, Mercy Corps staff had the opportunity to monitor the proper selection of households and respondents using the Kish grid methodology and observe the quality of interviews and data collection. Findings from these monitoring visits were reported back to 4points technical teams and regional coordinators and integrated into 4points data collection and oversight processes.

Additionally, Mercy Corps contacted 2% of the respondents in each province (a total of 111 respondents) by telephone to verify their actual participation in the survey and to ensure the quality of the responses captured in the database. Unfortunately, the results of this exercise were not encouraging:

Table 1: Call Status of Telephone Survey

Call Status	Frequency	Percentage
Busy	1	<1%
No Answer	17	15%
Answered the Phone	56	51%
Out of Service	5	5%
Refused to Answer	1	<1%
Switched off	28	25%
Undefined Number	1	<1%
Wrong Number	2	2%

Of the 56 respondents (51%) of the quality control sample who answered the telephone and agreed to participate in the quality control process, three denied participation in the survey.<sup>7</sup> The remaining 53 people that confirmed participation were each asked to verify responses to two questions from the survey to ensure the quality of data. Of these:

- 15 respondents gave two answers that matched the database (100% match)
- 24 respondents gave one answer that matched the database (50% match)
- 14 respondents did not give any answer that matched the database (0% match).

This slight discrepancy between the results of Mercy Corps' quality control efforts and 4points Group's efforts could be explained by the amount of time passed between respondents being initially surveyed and receiving the follow-up telephone call. It also may be related to a hesitancy to answer follow-up questions over the telephone. In any case, when Mercy Corps' M&E team ran

<sup>7</sup> One respondent in each of the following provinces: Sulaymaniyah, Najaf and Dahuk.

tests on smaller samples to ascertain whether or not the data had been compromised, results held true – assuaging any concerns Mercy Corps may have had about the 4points’ data collection quality.

## LIMITATIONS AND CHALLENGES

In the final report submitted to BPCS, 4points Group highlights the below challenges and the impact these challenges had on data collection and verification.

- **Limited access and security concerns.** As described in detail above, surveyors were not able to collect data from Ninawa or Anbar provinces, as well as a number of districts that were part of the original sample due to insecurity in these areas. In other provinces, surveyors were nervous about visiting certain neighborhoods due to the general rise in insecurity and heightened fears among the population. This limitation could have affected the representativeness of the data; however, this impact should have been reduced by surveying IDPs from Ninawa and Anbar, as well as by compensating for the inaccessible districts in other provinces by replacing them with different districts in the same province with similar population characteristics.
- **Sensitivity of certain questions.** Many people in Iraq continue to fear retribution for voicing negative opinions about the government and its institutions, and no area in Iraq is unaffected by security concerns or the uptick in violence. As such, some pushback on sensitive questions was expected; however, 4points reports that questions concerning politics and affiliation with ethnic or religious groups regularly caused discomfort among respondents. In addition, questions about violence and security were often met with suspicion by respondents, and, in some cases, people refused to answer.<sup>8</sup>
- **Interview methodology.** Related to the above, 4points Group believes the quality of data collected was jeopardized by the interview methodology used. In an insecure environment, a door-to-door data collection model is not conducive to gathering quality data. The level of trust in Iraqi society is low, particularly at this tense time, and Iraqis are wary about giving out personal information to strangers. The survey’s subject matter made the situation even more difficult. Unknown surveyors asking questions about conflict, politics, government and civil society at people’s homes could be disconcerting to both surveyors and respondents.
- **Tablet-based surveys.** The switch from hard copy to tablet-based surveys eliminated many of the data entry challenges encountered in past surveys. It did, however, introduce a number of new challenges. First, the use of tablets further complicated the survey translation process because of the ways in which Kurdish script appears on the tablet if certain processes are not carefully adhered to. Second, given the slow Internet speeds in many parts of Iraq, the length and complexity of the survey created technical challenges while uploading data. To avoid the risk of sending only partial data, survey teams were required to seek out locations with above-average Internet speeds, which can prove challenging in parts of the country. Lastly, some teams had their surveys manually extracted from their tablets by 4points staff due to technical issues or user error, causing a delay in the receipt of all surveys and making it difficult to track, in real time, the number of face-to-face interviews completed at any given time.
- **Conducting the survey during Ramadan.** Teams regularly encountered problems, which arose as a result of conducting the endline survey during the holy month of Ramadan. The waking hours of the Iraqi population vary significantly from the rest of the year, and required 4points to adjust its working day accordingly. This hampered effective communication between technical teams and the surveyors in the field and led to a lag time between surveys being reported and being received. In addition, conducting door-to-door interviews during Ramadan proved more difficult than at other times of the year due to social and religious functions specific to the holy month.

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<sup>8</sup> The list experiment format (for research questions Q8A, Q9, Q21 and Q36) was unfamiliar to most of the survey teams, and the question type requested extensive explanation for both the enumerators and respondents. The questions thematically clashed with the rest of the survey, resulting in confusion and, at times, frustration. More importantly, while the list questions attempted to mention ISIL alongside more innocuous organizations, respondents were still very aware that they were being asked their opinions about ISIL or other violent groups. Public trust levels in Iraq are currently very low, and oddly contextualizing references to ISIL may have appeared to some respondents that enumerators were trying to trick or them or obscure their real reasons for discussing these violent groups.

- **Telephone surveys for residents of Anbar and Ninawa provinces.** Of the almost 1,000 telephone numbers called, only three respondents were identified and successfully surveyed. The enumerator tracked the reasons for each unsuccessful telephone call, including a) that the telephone number was out of service, b) the potential respondent had moved to another part of the country, c) the person answering the telephone was not from Anbar or Ninawa provinces, and d) the potential respondent refused to participate in the survey. Efforts to survey in IDP camps were more successful; however, given their relatively recent displacement due to violence, their perspective on progress in the country may be more negatively biased than for those living in their original home.

In addition, since more than 90% of the interviews were conducted at the respondent's home, only one third of the interviewees was alone with the surveyors during the interview. Another 28% of the respondents had "*family members or others [...] present almost throughout the interview,*" 20% of were joined by family members or others "*for about half the interview,*" and 17% of respondents were accompanied by others "*for a little while*" during their interviews. Though only 9% of the respondents appeared to be influenced by another person present, this prevalent lack of privacy should be taken into consideration when considering the validity of answers to particularly sensitive questions. In addition, 4points Group reports that more than half were "*comfortable*" or "*at ease*" with "*the entire questionnaire*" and another 31% were "*comfortable*" with "*most of it.*" According to 4points Group, only 5% were "*generally uncomfortable*" with the content or how the survey was conducted.

When analyzing survey results, the BPCS team also identified some potential limitations with the survey that may have influenced results. In particular, there remained concern that the survey was too long, too complex, and often nuanced in its questioning style or wording. Some questions may sound quite similar, which may have caused confusion or encouraged people to provide non-committal "average" responses, rather than saying "I don't know," or refusing to answer and thus risk being perceived by surveyors as rude. The length of the survey may also have discouraged people from asking for clarification or repetition. 4points reported that some respondents also expressed frustration at the limited options given for responses, which may not have represented their views. In some cases where the wording of the question may have affected results, this is noted with the findings.

## Context

This chapter aims to provide some context to the endline survey. As with the midline survey, this survey was conducted against a backdrop of insecurity, instability, and turmoil. In addition to impacting the survey implementation, it is likely that this also influenced answers respondents gave to the survey questions, although presumably the effect of this would vary from one province to another. Following a more in-depth description of the operating environment in Iraq, this section describes the general demographics and social characteristics of the 5,606 respondents who participated in the endline survey.

## MIDLINE: IRAQ IN 2014

The midline survey was conducted between June and September 2014, one of the most tumultuous and unstable times in Iraq's recent history. Widespread violence and on-going clashes and between ISIL and government forces escalated in June and July 2014, resulting in the disruption of communication and transportation routes in many parts of the country. By August, when the Inter-Agency Standing Committee declared a Level 3 emergency, 17 million people – more than half the population – were affected by the ongoing violence, and 1.5 million were in need of humanitarian assistance. Despite the resignation of then-Prime Minister Nouri al-Maliki in August 2014 and the related peaceful transition of power, ISIL and its allies took control of large swathes of Iraq's provinces of Anbar, Ninawa, Salah ad Din and Diyala provinces by the end of September. This backdrop of instability and turmoil likely shaped the responses at midline, and changes in the overall context over the last year should be taken into consideration when comparing results between 2014 midline and 2015 endline surveys.

## ENDLINE: IRAQ IN 2015

Similarly, the endline survey was undertaken during a time of heightened insecurity and subsequent displacement caused by insurgents. A year after the anniversary of the fall of Mosul and the beginning of a sustained presence of ISIL in Iraq, summer 2015 saw continued encroachment of ISIL into Anbar, Ninawa, Salah ad Din, Kirkuk and Diyala provinces, as well as ongoing military operations to combat their advances. Parallel to direct military action and a related uptick in violence, displacement continued across Iraq, leaving no province untouched.

With ISIL insurgents controlling major tracts of territory in five Iraqi provinces, foreign military assistance was provided by a number of countries. Coalition forces launched airstrikes against ISIL targets, which continue to this day, while Iraqi Security Forces and Peshmerga forces continued to move in on ISIL locations primarily from the ground. Local militias also are becoming increasingly involved in the conflict, and there is evidence of Shi'ite militias exacting revenge on Sunni civilians in response to ISIL activity. Civil society organizations remain concerned about human rights abuses committed by armed groups and, potentially, government forces.

More than a year after the loss of Mosul and following hundreds of airstrikes, the international community and Iraqis alike realize there is no quick fix to the country's current plight. Moreover, conflict in neighboring Syria, together with the ongoing violence in Iraq means that more displacement is a relative certainty. Iraqis continue to struggle economically, and the continued fall in oil prices continues to have a significant negative impact on the government's purchasing power globally. Subsequent budget cuts have led to increased pressure on citizens, government, and civil society actors. With no end to the conflict in sight, it is apparent that these economic conditions will only continue to worsen, potentially exacerbating tensions between IDPs, refugees, and host communities in areas of transit and return.

## ENDLINE SURVEY DEMOGRAPHICS

From the survey population of 5,606 people, 43% of the respondents were between the ages of 18 and 31. The middle-aged population ranging from 32 to 52 years old constituted 42%, while those 53 years and older was 15%.<sup>9</sup> This is a slightly older population than those surveyed for the midline in 2014,<sup>10</sup> when nearly half of those surveyed were younger than 31. As with the midline survey, women made up 45% of the endline survey respondents, providing a much more balanced gender breakdown than the baseline survey, which was 65% male.

Nearly an eighth of those surveyed (16%) were displaced at the time of the endline survey, with 12% living in their current residence for less than one year, and 9% for between two and four years. While the number of displaced surveyed was disproportionately high compared to the 9% displaced

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<sup>9</sup>National demographics show the following age structure in Iraq (July 2015, est.): 0-14 years 40%, 15-24 years 19%, 25-54 years 34%, 55-64 years 4%, and 65+ years 4%. CIA The World Fact Book Iraq (<https://www.cia.gov/library/publications/the-world-factbook/geos/iz.html>).

<sup>10</sup>In 2014, 47% were between the ages of 18 and 31, 42% were in the middle-aged range (32 to 52 years) and 12% were 53 years and older.

in the country overall, this also is to compensate for the lack of surveying in Salah ad Din and Anbar provinces. On the other end of the spectrum, nearly half responded that they've been in their current residence for their "entire life" (49%). See Figure 3 below.

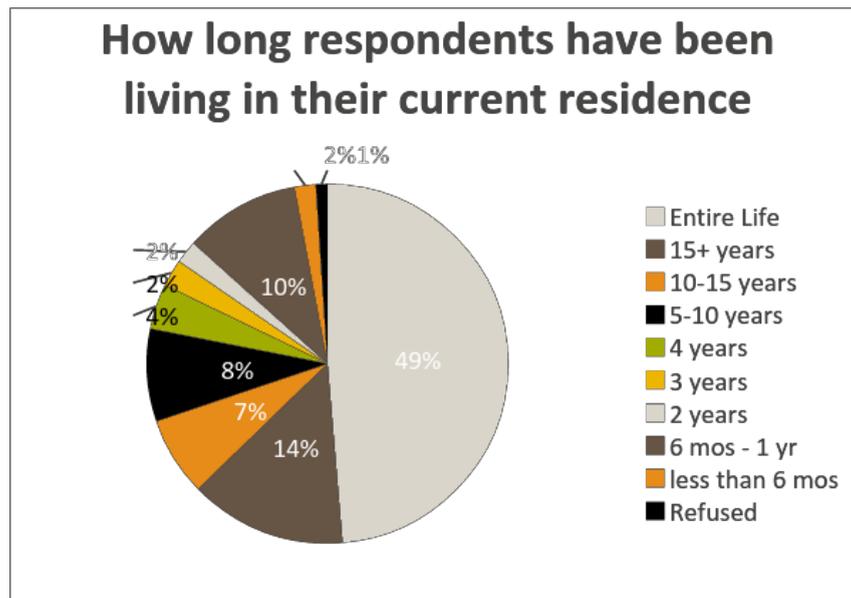


Figure 3: Residence of Respondents

Within the designation of vulnerable populations, female-headed households represented the largest population at 7%, down from 16% at midline survey. This is followed by 3% and 5% for widows and ethnic/religious minorities respectively.<sup>11</sup> Down slightly from 2014, 16% of those asked refused to answer, and 20% of respondents answered "do not know" (compared to 12% in 2014). Interestingly, more than half (51%) indicated that they belonged to an "other" vulnerable group, but did not elaborate on which group.

### Religious affiliation

Although Iraq is a diverse nation with rich tribal and religious lineages,<sup>12</sup> over three-quarters of respondents identified themselves as Arab (76%), with the Kurdish population representing 15%, and Assyrians 4%. Few identified themselves as Turkmen (1%) or "other" (1%).<sup>13</sup> Respondents were also asked which religious group they are affiliated with.<sup>14</sup> Roughly one-third (34%) responded Sunni Muslim and 46% responded Shia Muslim (down from 54% in 2014), while none of the endline survey respondents identified themselves as Christian or "other." Notably, one in five people (21%) either "refused" to answer this question or responded that they "do not know" their religious group – up from only 9% in the midline survey.

### Education levels and literacy

Similar to the demographics for previous surveys, over half of the endline survey respondents (58%) are well educated. Close to a quarter (26%) of respondents completed senior high (secondary) school and roughly a third (32%) had university degrees. Another 19% finished junior high school, 18% completed primary school, and only 5% lack a formal education altogether.<sup>15</sup> In terms of language literacy,<sup>16</sup> 93% of respondents stated they are able to read and speak Arabic, with 7%

<sup>11</sup> At midline, 3% were widows and 2% reported being ethnic/religious minorities.

<sup>12</sup> National demographics show the following breakdown by ethnicity (July 2015, est.): Arab 75-80%, Kurdish 15-20%, and Turkmen, Assyrian and other 5%. CIA The World Fact Book Iraq.

<sup>13</sup> This is a slight shift from the 2014 survey, in which there were more Arabs (815%), Kurds (17%) and Turkmen (2%) but almost no Assyrians (<1%) or "other" (<1%).

<sup>14</sup> National demographics show the following breakdown by religion (2012 est.): Shia Muslims 60%-65%, Sunni Muslims 32%-37%, Christian <1%, and <.1% Hindu, Buddhist, Jewish, folk religion, unaffiliated, or other. CIA The World Fact Book Iraq.

<sup>15</sup> In 2014, 60% had completed secondary school or university, while 17.6% had completed junior high school. Primary educational attainment was lower at 14% and those without formal schooling were 5%.

<sup>16</sup> Literacy rate in Iraq (2015, est.): 80% (male 86%, female 74%). CIA The World Fact Book Iraq.

unable to read or speak the language. Considerably fewer respondents were able to speak (17%) and read (16%) Kurdish, or speak (23%) and read (36%) English. Respondents speak and read Arabic in equal measure; however, more respondents report being able to read English than speak it, and more people speak Kurdish than are able to read it. Lastly, 6% of those surveyed can read and 9% can speak a language “*other*” than Arabic, Kurdish, or English.

### Employment status

Relatively consistent with the midline survey results, most of those questioned (42%) are employed, while 22% are housewives. An additional 11% are students, while 4% of endline survey respondents identify as retired. The most significant change between midline and endline surveys was an increase in the number of unemployed respondents, jumping from 8% in 2014 to 13% in 2015.<sup>17</sup> See Figure 4 below.

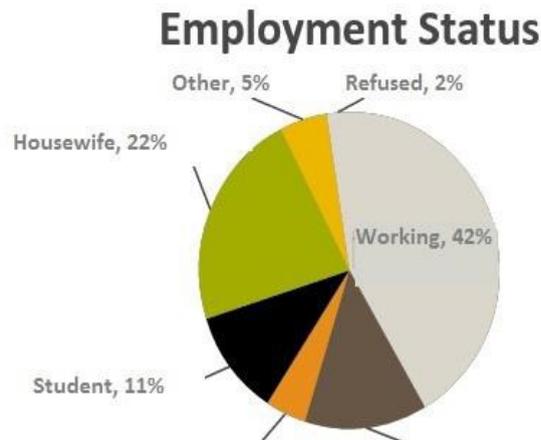


Figure 4: Employment Status

Among the employed population, almost half (47%) work in a “*private business*,” while, consistent with previous years, one-in-five survey respondents work in either a hospital (6%) or a school (16%). Another 4% of respondents work in an electric company, 3% at an oil company, and less than 1% with a civil society organization. Almost one-quarter did not fit into any of these categories and answered “*other*” to the question.

An additional question was added to the endline survey specifically for those in the “*unemployed*” category to understand the reasons that they are not currently working. A significant majority, 72%, responded that, despite their interest and ability, they are not working because of the “*lack of opportunities in my community*.” Only three percent report that they are “*not interested in working*.” Relatively few respondents tied unemployment to lack of skills or education, with 2% and 5% of unemployed residents, respectively, stating that lack “*vocational skills*” or “*formal education*” was the main reason for unemployment. “*Physical impairment*” was reported as a barrier to work for 6% of them. Only 8% of respondents reported potential discriminatory or prejudiced practices as the reason for unemployment. Other reported reasons include:

- “*My age*” –3%
- “*My political affiliation*” – 3%
- “*My tribe/ religious sect/ ethnicity*” – <1%
- “*My gender*” – <1%

### Household finances

When asked to describe their current economic situation, 43% answered that they “*have enough means for survival, but I do not have enough money for extra things*.” This means considerably fewer resources at people’s disposal than at the baseline (51%) and roughly the same as at midline (41%)

<sup>17</sup> Unemployment rate in Iraq (2012, est.): 16%. CIA The World Fact Book Iraq.

surveys. On the other hand, there is a subsequent increase (from 16% to 24%) in the number of respondents who report *that they “have trouble feeding myself and family, and buying even the most essential things for survival.”* An additional 22% can *“afford things like new clothes and eating at restaurants, but not often”* and only 7% (down from 12% last year) are *“able to afford things like new clothes and eating out and also support other members of my family who are unable to do these things.”* These results point to more change in economic status for Iraqis at the two extremes – survival for one’s own family and support to one’s extended network – than in the middle ranges of having enough, or a bit more than enough, to get by.

## Findings

This chapter presents the findings of the nationwide endline survey to assess civic attitudes and behaviors of 5,606 Iraqi citizens on topics such as civic knowledge, awareness, association and general opinion of civil society in Iraq, and how they exercise their associational rights. Where relevant and possible, endline survey results are compared to findings from the baseline and midline surveys conducted in 2013 and 2014, respectively, to observe change. A comprehensive list of endline analysis tables can be found in Annex E.

### NATIONAL INDICATORS

The questions in this section were designed to better understand how Iraqi citizens perceive the overall state of their country. The macro level questions in this section focused on indicators such as economic prosperity, key issues facing the country, and the security of Iraq, while the micro level questions looked at respondents’ perspectives on the financial situation in their own households and the security situation in their own communities.

#### Outlook on the overall state of Iraq

In the most general of terms, respondents were asked *how they “would say things are going overall these days.”* The percentage of people reporting that Iraq is moving in the *“wrong direction”* has held relatively steady over the last three years: 63% in 2015, 63% in 2014, and 62% in 2013. There was a significant increase in the number of respondents that feel Iraq is moving in the *“right direction,”* from 16% at midline to 24% at endline surveys. One in 10 respondents answered that they *“don’t know”* about the general direction of their country. This has decreased since the midline survey (15%), which was conducted against the backdrop of Iraq’s significant political upheaval and turmoil in 2014.

In the endline survey, 43% of respondents report that security is *“much better”* or *“somewhat better”* than a year ago, and nearly half (47%) feel that the situation has gotten *“much worse”* (19%) or *“somewhat worse”* (28%). This reflects a slight decrease in the number of respondents who feel optimistic about the security situation in Iraq: 48% at baseline, 45% at midline, and 43% at endline felt that security had improved over the last year. Similarly, there was a slight increase in the number of respondents who feel as though the security situation in Iraq has deteriorated over the last year, moving from 32% at baseline to 38% at midline surveys, and again from midline to 47% at endline surveys.

An additional question was introduced in the endline survey to get a better sense of perceptions about security at the local, rather than national level. Similar to the question above, respondents were asked whether, and to what extent security in their own community has worsened or improved (or stayed the same). A total of 43% of respondents feel that the situation has improved over 2014, though less than a fifth of those report that the situation is *“much better.”* Conversely, 47% of respondents report that the situation has deteriorated in recent months. Almost half of these, or 19% of total respondents, indicated that the situation was *“much worse”* than a year ago.

Overall, results for security at the community level are the same as for Iraq as a whole:

- Better – 43%
- Worse – 47%
- Stayed the same – 9%

The four provinces with the highest frequency of responses indicating that security is better now than it was a year ago are:

- Karbala – 68%
- Babel – 67%
- Dahuk – 57%
- Baghdad – 55%

The four provinces where the majority of respondents feel that the situation has deteriorated in the last year include:

- Sulaymaniyah – 75%
- Erbil – 69%
- Qadisiya and Maysan – 58% each

### **Status of democracy in Iraq**

Respondents were asked to categorize the current state of democracy in Iraq as “*very good*,” “*somewhat good*,” “*somewhat bad*,” or “*very bad*.” More than one-third (40%) described the situation in a favorable light, though there were significantly more “*somewhat good*” answers than “*very good*” (36% versus 2%). On the other hand, there was a more equal split between “*very bad*” (24%) and “*somewhat bad*” (33%) among the negative opinion (57%). The endline survey results are relatively comparable to the midline, when 37% of respondents had positive views of the state democracy and 53% felt it was unfavorable. However, in the 2013 survey, more than half (54%) described the situation as “*good*” and only 41% as “*bad*.”

Those participating also shared their opinions about the extent to which democracy is suitable for Iraq. They were asked to give a score on a scale from 1 to 10, with one meaning that democracy is absolutely inappropriate for their country and 10 meaning that democracy is completely appropriate.

A little over a quarter (27%) feel that democracy is appropriate for their country, though the bulk of those (and 24% of the total) fell closer to the middle of the range (scores of 6, 7, or 8) than at the top. The vast majority (69%) of respondents reported that democracy is not appropriate for Iraq, with almost half (48%) falling in the middle of the range and 21% assigning a score of either 1 or 2 on the 10-point scale. This is an increase in the number of respondents who believe that democracy is not suitable for Iraq since the midline survey, when 50% fell in the 1-5 range. In both 2014 and 2015, the largest group rated the suitability of democracy in Iraq as a 5 on the 10-point scale (18% and 21%, respectively), while the smallest group of respondents assigned a score of 9 at both the midline and endline surveys (4% and 1% respectively).

Unfortunately, the scope of the survey questions does not make it possible to know how respondents interpret the terms “*democracy*” or “*appropriateness*.” This will be explored further in the Conclusions section of the report.

### **The single biggest problem facing Iraq**

In order to better understand how the population prioritizes the issues facing Iraq, survey participants were read a list of 12 key challenges related to governance, livelihoods, and service delivery. They were then asked for their opinion about which of these is the single biggest problem facing the country today. “*Security*” is viewed as the greatest concern by far, with 43% of those surveyed in the endline survey giving it the highest ranking.

Though 43% of all respondents cited “*security*” as their primary concern, this is an improvement from the midline results, in which 54% felt that it was the number one issue facing Iraq.<sup>18</sup> In fact, this drop reflects the most significant change (in either direction) between 2014 and 2015 survey results for this question.

When further disaggregated by province, “*security*” was cited as the number one problem by the highest percentage in 13 provinces in the endline survey. In six of these, the second ranked problem<sup>19</sup> was staggering, between 47% and 34% behind security depending on province. This confirms that Iraqis’ overwhelmingly number one concern remains instability and violence in their country:

Table 2: Biggest Issue Facing Iraq

Province	#1: Security	#2	#2	Difference
Maysan	62%	Corruption	15%	47%
Qadisiya	56%	Corruption	14%	42%
Kirkuk	54%	Unemployment	15%	39%
Erbil	56%	Corruption	20%	36%
Baghdad	47%	Corruption	12%	35%
Diyala	53%	Water	19%	34%

Non-security related issues were deemed higher priority in three provinces at endline. In Karbala, “*government corruption*” was cited by 44% of respondents, closely followed by “*security*” at 43%. More than a quarter (27%) in Dahuk also felt that “*government corruption*” is Iraq’s greatest problem, while “*wages*” and “*security*” tied for second place with 17% each. In Babel, 50% gave “*water and electricity*” as their number one answer. This is up from only 6% in 2014, when 72% of Babel respondents were more concerned about “*security*” than the other issues in the list.

Consistent with results of both previous surveys, “*government corruption*” remains a concern among Iraqis. At endline, 18% cited this as the number one concern, up from 13% in 2014.<sup>20</sup> “*Water and electricity*” replaced “*unemployment*” in the top three answers in 2015, with 14% of respondents reporting this as the biggest problem facing Iraq. This is a 9% increase since the midline survey, when only 6% felt unemployment was the key issue in the country. In fact, even while concerns about security have diminished a bit since the midline survey in 2014, more Iraqis appear worried about service delivery challenges in the endline survey, listing “*roads*,” “*sewer*,” and “*trash collection*” as key concerns in 2015 versus 2014.

### Violence in Iraq

A few new questions were introduced into the endline survey in an attempt to better gauge citizens’ perceptions of, and opinions about security, conflict, and violence in their country. For one question, respondents were told to think about armed opposition groups that use violence in Iraq and asked “*What do you think armed groups like ISIL are trying to accomplish?*” They were read a list of seven options (plus “*other*”) and asked to indicate which option was closest to their view of the purpose of the armed groups. Note that the question asked what respondents thought ISIL’s objectives were – not whether they agreed with those objectives.

<sup>18</sup> This was a significant increase from the baseline, in which only 29% of respondents listed “*security*” as the primary concern, probably reflecting the instability in the country at the time the midline survey was administered.

<sup>19</sup> “*Corruption*” was the second most popular response in Maysan, Qadisiya, Erbil, and Baghdad. It was “*unemployment*” in Kirkuk and “*water and electricity*” in Diyala.

<sup>20</sup> “*Corruption*” was cited as the primary concern by 23% of baseline respondents.

Almost two thirds (62%) responded that these groups “create chaos,” while another 18% reported that ISIL is trying to “destabilize the elected government.” All responses to this question are summarized in Figure 5, below.

### "What do you think armed groups like Daesh are trying trying to accomplish?"

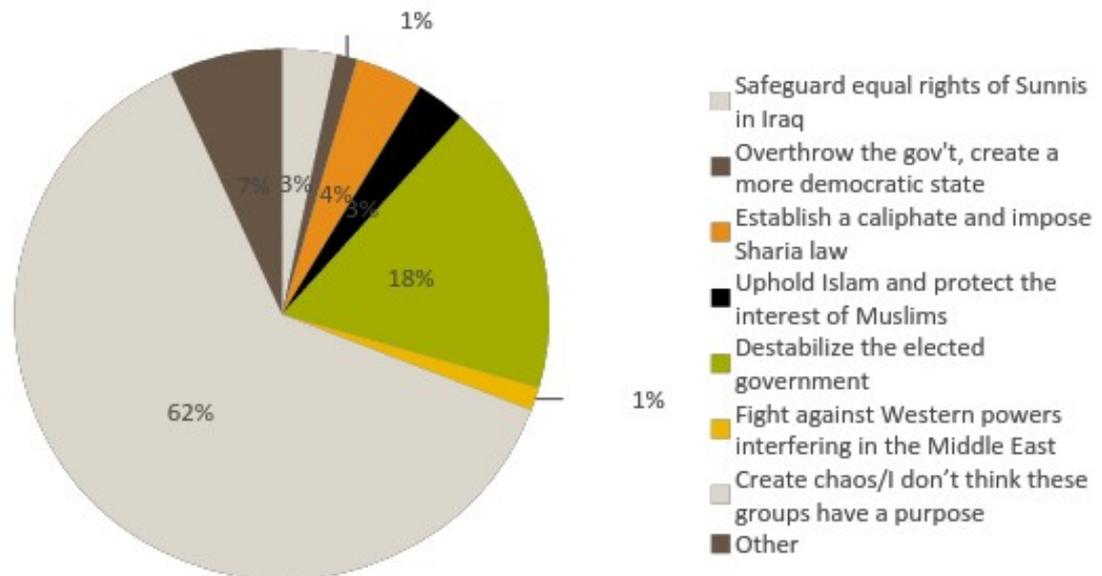


Figure 5: Goals of Armed Groups

Building on this, a new set of questions was added to the endline survey. Those surveyed were asked about whether and in what ways they had been directly and negatively affected by violence caused by ISIL, or in government clashes or coalition airstrikes. As highlighted in the table below, respondents were least affected by coalition strikes, with fewer than one in 10 respondents (8%) reporting any negative impact. On the other hand, more than a quarter (26%) report having been negatively affected by ISIL or other terrorist groups. Business interruptions/closings was the most common impact felt as a result of any of the attacks, and more people forced to leave home because of ISIL-related violence than due to coalition airstrikes or attacks by government forces:

Table 3: Impacts of War and Violence

Types of Impact	ISIL and/ or other terrorist groups	Government forces and/or supporting militia	Coalition airstrike
Not been negatively affected	74%	90%	92%
Work/business was interrupted/closed	15%	4%	3%
Forced to leave my home/migrate	5%	2%	2%
Property was damaged	3%	3%	3%
A family member was injured	4%	<1%	<1%

#### Economic and financial indicators

When asked to describe the current economic situation in their country, only 31% of Iraqis see it in a positive light; of those, an overwhelming majority (29%) described the situation as “somewhat good”

rather than “*very good*” (3%). This is a significant decrease since the baseline survey in 2013, when half viewed the situation as either “*very good*” or “*somewhat good.*” Conversely, exactly two thirds of those asked during the endline survey indicate that the economic situation in Iraq is either “*very bad*” (30%) or “*somewhat bad*” (37%), up from 49% during the baseline and 58% at the midline. Only 2% reported being unsure, compared to 4% during the midline survey.

Moving to the micro level, surveyors asked whether people expected their own financial situation to improve over the course of the next year, and responses were more pessimistic than in previous surveys. Only 34% anticipate that their situation will be “*much better*” (3%) or “*somewhat better*” (31%) a year from now. This reflects a significant decrease in the number of respondents that are optimistic about their financial outlook, including a 12% drop between the baseline (50%) and the midline (38%). Conversely, 41% report that their household’s financial situation will be “*much worse*” or “*somewhat worse,*” <sup>21</sup> up from 17% at baseline and 28% at midline. Lastly, over a quarter (28%) of those surveyed in 2013 expected their financial situation to be about the same as the year before. This decreased to 22% in 2014 before dropping significantly in 2015 to only 16% during the endline survey.

### Progress toward solutions

After identifying Iraqi perceptions on the single biggest problem facing Iraq at the current time, the survey looked to participants to better understand progress toward mitigating or solving some of these challenges. Surveyors read a list of seven key issues related to economic prosperity, service delivery, and governance. For each, people were asked to rate to what degree these issues have gotten better, gotten worse or stayed the same over the past year. <sup>22</sup>

At endline, there were four categories that received more overall negative responses than positive: unemployment, corruption, wages, and services. More respondents answered that things were moving in a positive rather than negative direction in the categories of electricity, health, and education. Notably, nearly one quarter of respondents indicated that there had been “*no change*” in the last year for six of the seven categories (with the exception of education):

Table 4: Changes in Issues facing Iraq

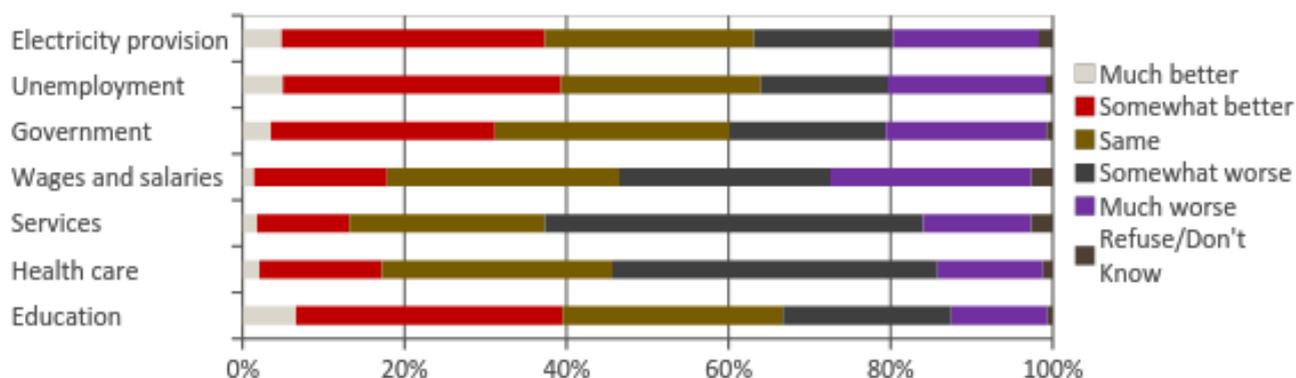
Category	Positive Direction	Negative Direction	No change
Unemployment	17%	53%	29%
Corruption	13%	60%	24%
Wages	18%	59%	29%
Services	31%	39%	29%
Health	39%	35%	25%
Education	37%	35%	26%
Electricity	40%	33%	27%

These findings are further broken down in Table 5 below.

<sup>21</sup> 16% and 24%, respectively

<sup>22</sup> For the purposes of this analysis, negative responses are “*much worse*” or “*somewhat worse.*” Positive responses are “*much better*” or “*somewhat better.*”

Table 5: Changes in Issues Facing Iraq (detailed)



Since the midline survey was conducted in 2014, there was an increase in the percentage of negative responses across all seven categories. The most significant changes occurred in the categories of wages (negative responses increased from 29% in 2014 to 59% in 2015) and provision of services (negative responses increased from 25% in 2014 to 39% in 2015). The smallest increase between midline (50%) and endline (60%) surveys occurred in the category of government corruption, though it received the highest number of negative responses in both surveys.

The percentage of positive responses dropped in 2015 compared to 2014 in most categories. However, none of the changes indicated a shift in perception of more than a few percentage points. The most significant decrease in positive responses related to electricity (50% positive in 2014 compared to 40% in 2015). The percentage of positive answers for education actually increased slightly, from 36% at midline to 37% at endline. Finally, while government corruption received the fewest number of positive responses overall (only 13%), this is a slight increase over midline survey results (12%).

#### TRUST AND SOCIAL CAPITAL

Questions in this section were designed to better understand current levels of trust and social capital in Iraq. They attempt to shed light on how Iraqi citizens perceive people from different religious or ethnic groups, the importance of family and politics in their daily lives, and which sources of information are considered to be credible and most likely to influence public opinion.

#### Importance of family, friends, politics, and religion

Iraqis surveyed were asked about the importance of politics, religion, family, and friends in their lives. As at midline, 99% rated “family” as either “very important” (94%) or “rather important” (5%), and “religion” was ranked as important by 96% of respondents. In comparing midline and endline survey results, there was a slight increase in the percentage of people who view “friends” as important, from 89% to 92%, respectively. The biggest change between 2014 and 2015 results was a drop in those that feel “politics” is important. Equally split between “very important” (30%) and “rather important” (31%), “politics” is valued highly by total of 61% endline survey respondents, compared to 66% in the midline survey.

Respondents also were asked to identify to what degree they agree or disagree to a set of statements about politics. Just over one half agree that they “often discuss politics with close relatives” (57%) or “try to persuade friends/relatives to share my political view” (54%). This reflects a slight increase since the midline survey, when fewer people reported that they discussed political issues with, or attempted to influence the opinion of close friends and relatives (44% and 51% respectively).



BPCS worked to increase social cohesion and trust through activities run out of Sawa Centers for Community Action, bringing diverse groups together to learn from one another.

**Levels of trust among Iraqis** To better understand Iraqis' perspectives on trust, the survey asked whether or not they "trust most people." Approximately three-quarters (72%) of the respondents said that they "must be very careful," while 23% felt that "most people can be trusted." Due to a drop in "do not know" and "refused" categories at endline, the number of both positive and negative answers increased since the midline survey. In the endline survey, however, respondents reported slightly greater gain in the "most people can be trusted" category, which

jumped to 23% in 2015 from 17% in 2014.

Survey participants also were asked about their level of trust (from "completely" to "not at all") of a number of different groups. Consistent with their opinions about the question above, nearly everyone has more trust in their "family" than in other groups: 90% trust family "completely" and 8% trust them "somewhat," for a total of 98%. This is followed by "neighbors" (86%) and people they "know personally" (83%). Responses from both the midline and endline surveys are summarized in Figure 6 below.

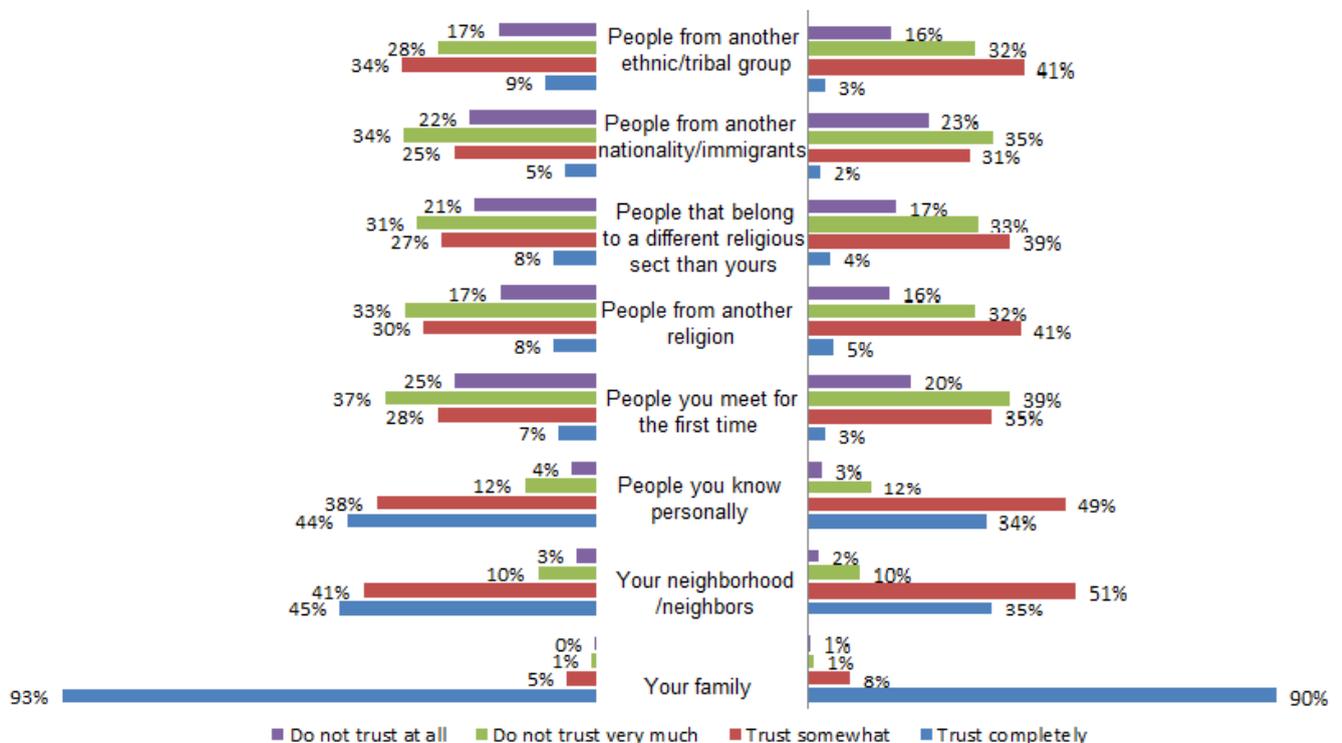


Figure 6: Trust among Iraqis

At endline, the following groups received the highest percentages of negative responses ("do not trust very much" or "do not trust at all"):

- Those whom respondents "meet for the first time" – 59%
- Those from "another nationality/immigrants" – 56%

- Those that “belong to a different religious sect than yours” – 50%

However, even among these categories in which trust levels are relatively low, significant improvements since the midline survey were reported. In fact, overall, the level of trust among Iraqis increased in all categories between 2014 and 2015. The most significant increases were toward people from the following groups:

- Those who “belong to a different religious sect than yours” increased from 34% to 43%
- People that “belong to a different religion” increased from 38% to 46%
- Those “from another nationality” increased from 30% to 34%

It is also important to note that feedback from 4points Group survey teams suggested that some respondents were uncomfortable with the nature of this yes/no question, stating that they decide whether or not to trust someone based on the individual’s behavior and qualities rather than his or her religion or ethnicity.<sup>23</sup>

### Identity and Perceptions of Fair Treatment

Surveyors also asked how people self-identify “above all”: primarily with their religious group, ethnic group, or “as an Iraqi.” As demonstrated in Figure 7 below, the overwhelming majority – 84% – of respondents described themselves as “Iraqis” above all, while 6% stated that “above all, I am a member of my ethnic group” and 4% answered that “above all, I am a member of my religious group.” This is a significant shift from the midline survey, when 86% of respondents were unable to make a choice and only 3% self-identified primarily as Iraqi.

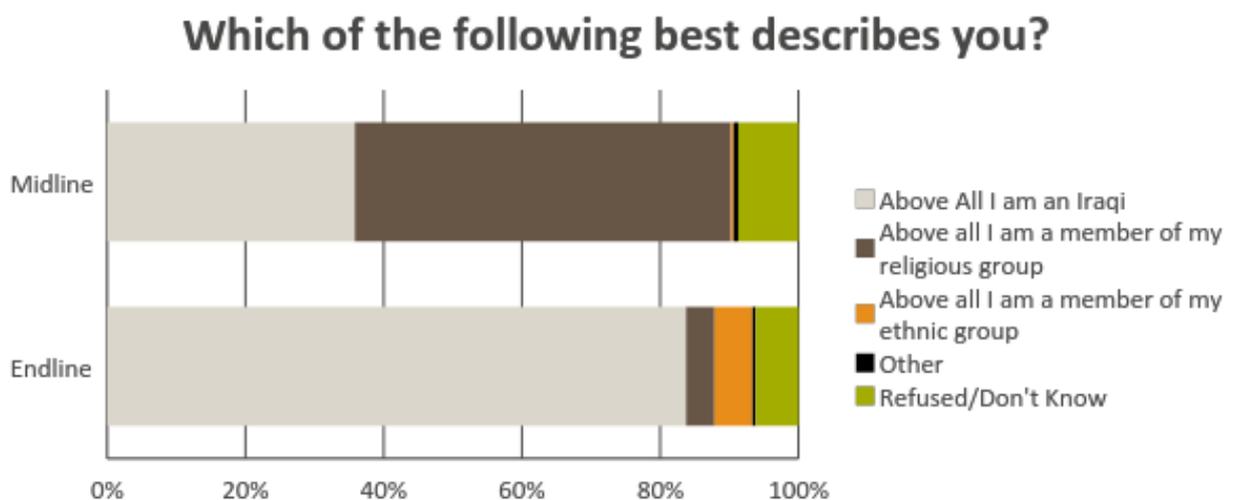


Figure 7: Self-identification of Iraqis

However, despite the fact that fewer people identify themselves primarily along ethnic or religious lines than as Iraqis, more than half of the endline respondents report that the government occasionally treats people from their ethnic or religious group unfairly. Results are included in the table below:

Table 6: Citizen Treatment by Government

How often does the government treat people from your ethnic or religious group unfairly?	
Never	29.0 %
Sometimes	57%
Often	5%

<sup>23</sup> This point will be further elaborated in the Conclusions section of this report.

Refused to answer	7%
Do not know	1.0%

When disaggregated by respondents' religious affiliation, the data show that more Sunnis feel that they are treated unfairly by the government than Shia Muslims. More than 40% of Shia report that unfair treatment "never" happens, while only around one in 10 Sunni Muslims feel the same way. More detail can be found in Figure 8 below.

### How often does the government treat people from your religious group unfairly?

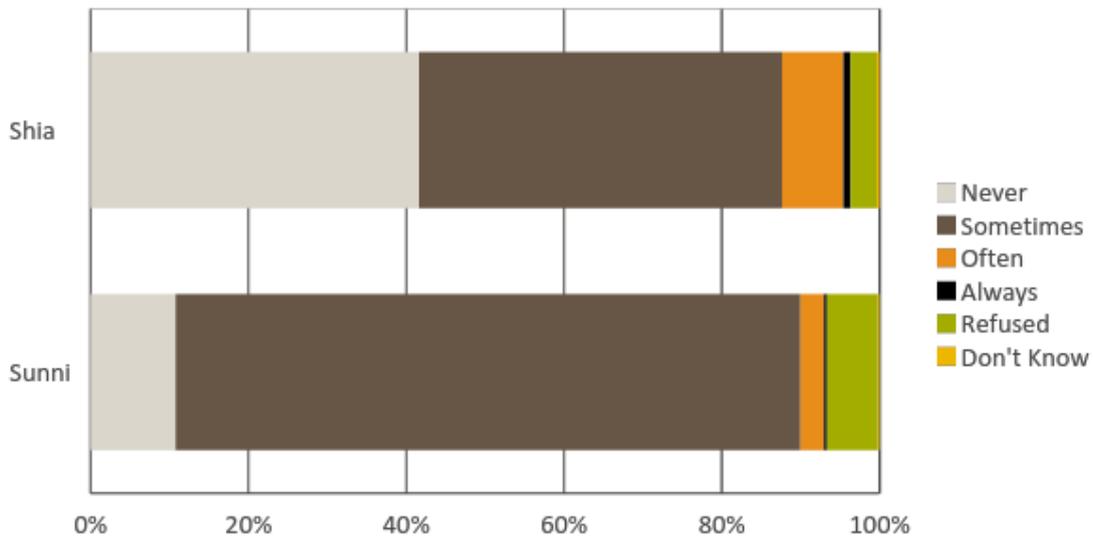


Figure 8: Citizen Perception of Government Treatment

#### Access to information

This most recent survey asked people to share their top three sources of local news and information. Note that unlike previous surveys that included an overall "Internet" category, the endline survey makes a distinction between "Internet social media" and "Internet news websites." This attempt to better understand the ways in which Iraqis get their information was inspired by the large increase in the Internet as a source of information between the baseline and midline; however, it does make comparisons with previous surveys difficult.

As indicated in the table below, for 65% of those questioned, "television" was the first choice to receive news and information, a significant jump from 55% at the midline. "Internet social media" and "Internet news websites" followed as the most frequently cited first choice news sources. As demonstrated in the table below, these were also the same sources, in different proportions, selected as second choice by the majority of respondents. When asked about their third choice news source, almost the same number of respondents selected "rumors" as "Internet social media," though "television" was still the most popular third choice.

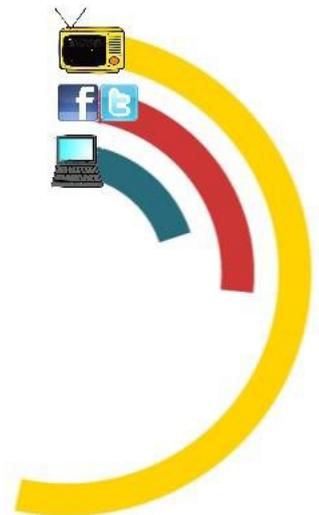


Figure 9: Likelihood of television, social media, and Internet news to be listed in citizens' top three sources of information

Table 7: Citizen News Sources

Sources of Local News and Information					
<b>First Choice</b>	65% - Television	<b>Second Choice</b>	30% - Television	<b>Third Choice</b>	23% - Television
	18% - Social Media		23% - Social Media		18% - Rumors
	7% - Internet News		20% - Internet News		17% - Social Media

Overall, between midline and endline surveys, there was a decrease in the number of respondents selecting “rumors” as a news source, falling slightly from 11% to 9% for second choice and, more significantly, from 28% to 18% for third choice. Additionally, both newspapers (12%) and radio (11%) were cited as popular sources for news at the midline; however neither category ranked in the top three most frequent responses for either first, second, or third choice news sources in the endline survey.

In a follow-up question, people were asked where they most frequently access the Internet. Though both Internet news and social media were cited frequently as primary sources for news and information, respondents were more hesitant than in previous surveys to elaborate on where they actually access Internet. The number of “do not know” responses more than doubled from 2014, jumping from 19% to 45%, while more than three times as many people this year (23%) as last (7%) “refused” to answer the question.

For those that did respond and consistent with the baseline and midline surveys, “home” was the most common point of Internet access in the endline survey. Of the respondents, 45% stated they access Internet at home, up from 41% at midline and 31% at baseline. An additional 23% access the Internet via their “mobile phones” (compared with 20% in 2014 and 10% in 2013). Only 3% access the Internet at “work” and 5% identified “other” means (compared to 5% and 7%, respectively, at midline).

**Information and influence**

To better understand how public opinion in Iraq is shaped, people were read a list of different groups in Iraq and first asked which of the groups “are the most credible sources of information” and then which “are most likely to influence your opinion about political matters.” In line with 2014 results, “religious leaders” were viewed as the most credible sources of information, with 36% of the respondents selecting this group. “The media” followed next, with half as many votes (15%), while “registered civil society organizations” and “government representatives” were tied at roughly 10% each. “Tribal elders” and “activists” were perceived as the least credible sources of information, selected by only 7% and 8% of respondents, respectively. Though the overall percentages are still low, there have been gains in positive perceptions for both “registered civil society organizations,” and “activists” which increased from 6% to 10% for CSOs and 4% to 7% for activists between the midline and endline surveys.

Similar to midline results, “religious leaders” are viewed as the most influential of these groups, in addition to being the most credible sources of information, with 33% of those participating in the survey giving them a first-place ranking in influence. “Government representatives” are the next most likely to influence opinion, with 18% (up from 16% in 2014), followed by “the media” with 14%.<sup>24</sup> Though viewed as credible, “registered civil society organizations” (5%) and “activists” (7%) are the two groups seen as least likely to influence political opinion.

When disaggregated by age, endline survey results show that “religious leaders” are viewed as the most credible sources of information among the older age groups (39-52 and 53+). This remains the most popular choice among all respondents, at 35-37% for all other age groups. Respondents in the middle age groups (25-31 and 32-38) perceive media as a credible source of information more than respondents from other groups. Results, disaggregated by age, are summarized in Figure 10 below.

<sup>24</sup> At midline, these were 16% and 17% respectively.

## Which of the following groups are the most credible sources of information?

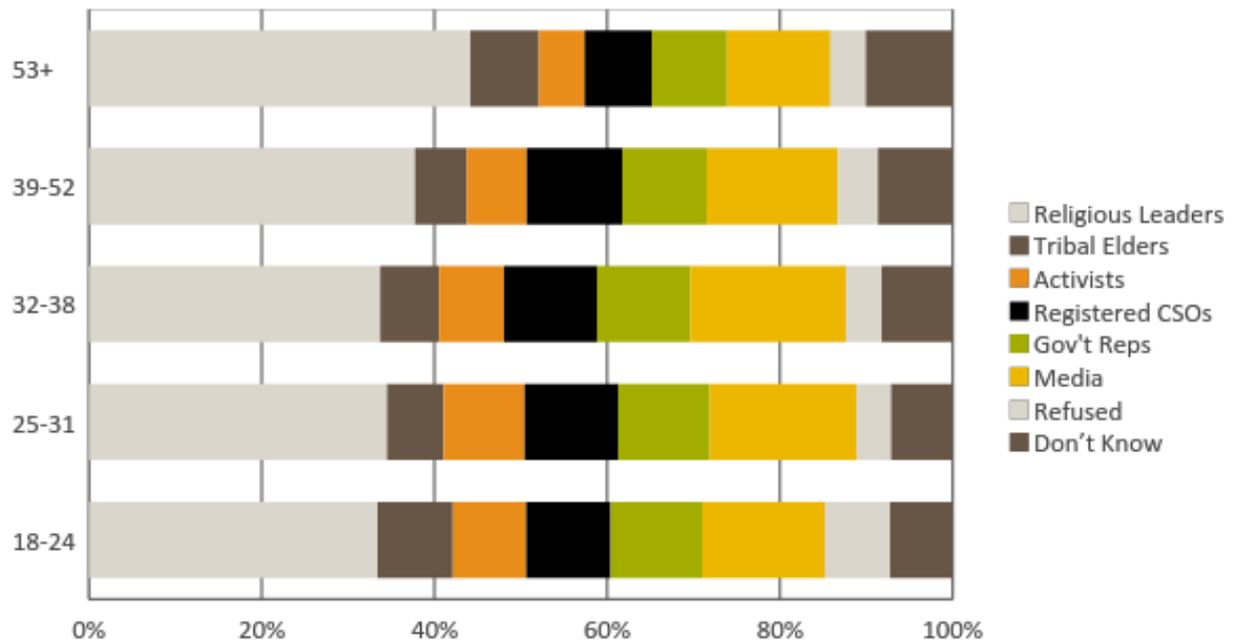


Figure 10: Citizen Perception of Credible Sources of Information

### ROLE OF CIVIL SOCIETY

The purpose of this survey section was to understand citizen's perceptions of civil society regarding a number of topics, including but not limited to: the role of civil society in Iraq, civil society's favorability rating compared to other institutions, and perceived likelihood of civil society's success and impact.

#### Understanding of civil society

A new question was added to the endline survey to get a better sense of Iraqis' understanding of civil society. Those involved in the survey were read a list of 13 different institutions and groups of people in Iraq and asked to identify which fall into their understanding of what civil society is. Answers are summarized in Figure 11 below.

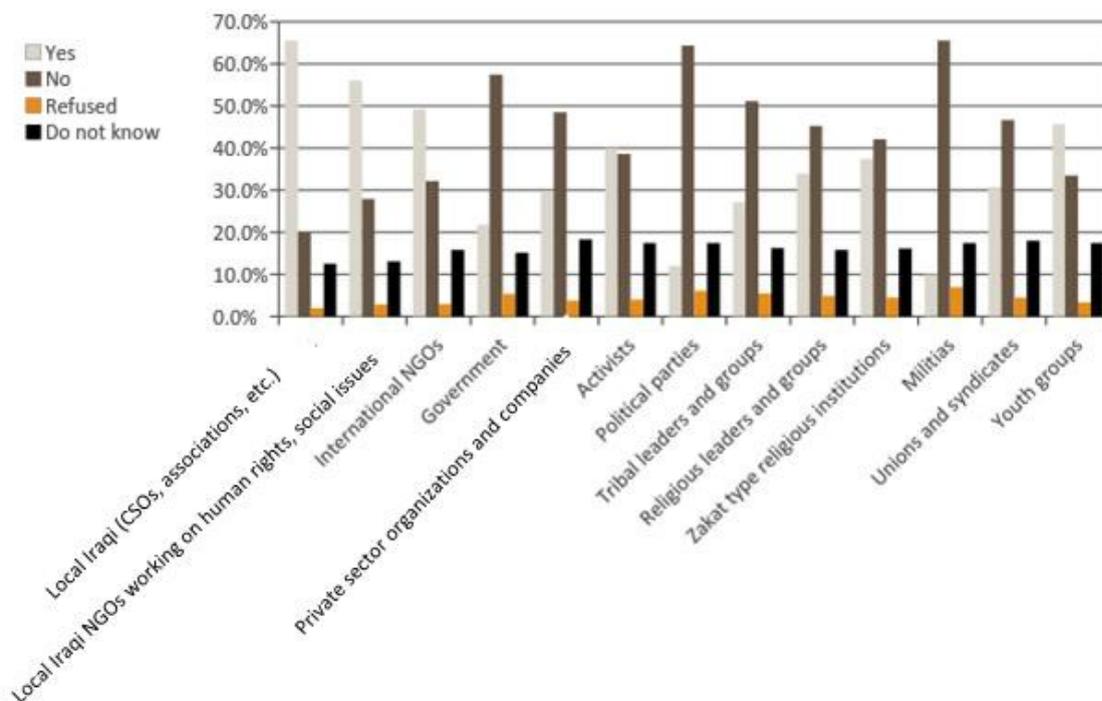


Figure 11: Citizen Understanding of Civil Society

Though there is no data from previous surveys with which to compare, these endline results indicate a lack of clarity among many Iraqis about what constitutes civil society and what role it can or should play in the country. A few of these contradictions are summarized in the table below:

Table 8: Citizen Understanding of Civil Society

65% think that “local associations working on development and basic services” are civil society	<b>BUT</b>	20% don’t think so	<b>AND</b>	13% aren’t sure
56% say that “local Iraqi NGOs working on human rights, social justice, and advocacy issues” are part of the civil society sector		28% don’t agree		13% don’t know
49% believe that “International NGOs” fall into the category of civil society		32% don’t believe so		16% aren’t sure
66% do not think that “militias” are civil society organizations		10% think so		18% don’t know
64% do not think that “political parties” are part of civil society		12% believe they are		18% aren’t sure
58% do not think that “government” is part of civil society		22% think it is		15% don’t know

Again, this question is new in the 2015 endline survey and was not included in the baseline or midline surveys. As a result, it is unclear whether, or to what extent first listing the groups that may (or may not) constitute civil society influenced answers to subsequent questions about the role that civil society could or should play in Iraq, the key activities in which civil society organizations should engage, etc. This makes a comparison of citizen understanding of civil society across surveys impossible. In addition, because no definition of civil society was provided in any of the surveys, interpretation of questions about civil society is subjective and personal; we do not have insights into the understanding or frame of reference for “civil society” used by each respondent during the interview.

### Civil society activities

Building on previous questions about Iraqis’ understanding of civil society, the endline survey attempts to gain a better understanding of opinions about the kind of activities conducted by civil society in Iraq. Participants were read a list of 10 activities (plus an “other” category) and asked whether or not each activity was seen as an effort that civil society could possibly perform.

Consistent with baseline and midline results, “humanitarian assistance” remained the category for which the greatest percentage of respondents (85%) agreed that civil society has a role to play.<sup>25</sup>

There were three other categories in which more than half of those surveyed feel that civil society has a role to play:

- “Paying citizens to do work” – 63%
- “Holding government accountable” – 50%
- “Training or capacity building for Iraqis” – 41%

Overall, responses to this survey question are trending in a positive direction. “Campaigning for politicians” was the only activity on the list that a majority (55%) of respondents felt civil society should not participate in, an increase from 44% at midline. Additionally, nearly half (46%) do not feel that civil society’s role was to “make a profit for its leaders,” compared to 35% a year ago. There was an increase in the percentage of people answering “yes” to civil society’s role in all other categories. A few of the most significant jumps between the midline and endline surveys are highlighted in the table below:



Following the events of June, 2014, BPCS pivoted program activities to respond to the humanitarian crisis, while continuing to support activities that increase collaboration between citizens, government and civil society.

Table 9: Civil Society Activities

Category	Midline	Endline
Advocating for new policies or legislation	36%	44%
Playing a large role in creating new policies	33%	40%
Conducting research to improve policies and legislation	37%	42%
Training and capacity building for government officials	37%	41%
Holding the government accountable	46%	50%
Training and capacity building for Iraqis	53%	63%

However, as in past surveys, there appears to be significant confusion about the role of civil society, with between than 10% and 20% of those surveyed answering that they “don’t know” for all of the activities except “humanitarian assistance.” In addition, in another section of the survey, 71% of respondents agreed with the statement that CSOs/NGOs are “useful only for humanitarian issues like assisting IDPs, refugees, widows and orphans.” This directly contradicts a number of other responses that overwhelmingly point to a broader role for civil society in Iraq. Given the way the question is worded, respondents may not have heard or paid attention to the word *only* in the question, instead expressing support for civil society involvement in humanitarian issues *among other things*.

<sup>25</sup> 79% of respondents at baseline and 81% at midline felt that civil society should be involved in humanitarian assistance.

## Personal awareness of CSOs

The survey then asked respondents whether civil society does or does not make a difference in their life. Half believe that it does, an increase from 47% in 2014 and 39% at baseline in 2013. In fact, since the baseline, there has been a steady shift in perceptions, with responses moving in a positive direction from a 40% / 60% breakdown to a 50% / 50% split between those who do and do not think that civil society makes a difference.

People were then asked whether they are personally aware of any CSOs that are active in their community; if they answered “yes,” they were asked to give examples. Though less than a third (28%) answered in the affirmative, this is a significant increase since the baseline when only 19% of respondents knew of civil society organizations active in their community (BPCS partners were mentioned on a handful of occasions, and international organizations featured prominently). Conversely, the percentage that does not know of any civil society organizations in their community has decreased from 70% in 2013 to 62% in 2015.<sup>26</sup> In addition, close to 10% either “refused” to answer the question or stated that they “don’t know” the answer (down from close to 25% at midline).

Similarly, they were asked whether they knew of civil society organizations that successfully advocate for their or their community’s needs; those answering in the affirmative were then asked for an example. One in five respondents answered “yes” to this question; this is, however, an increase from 15% at the baseline and from 18% at the midline. Notably, almost as many people answered that they “don’t know” (15%) as answered “yes.” On the other hand, 62% in 2015 did not know of any civil society organizations engaging in advocacy in their communities, down from 70% at baseline and up from 50% at midline.

Those that answered “yes” were then asked to “explain the work the organization performed to advocate for you or your community’s needs.” Almost half (44%) were able to give examples, compared to 56% at midline and only 11% at baseline. However, nearly as many respondents (40%) were unable to explain the work of any advocacy agencies, a significant increase since 2013, when only 16% could not give an example. Since the baseline, the most significant change has been in the percentages of “do not know” answers, which has decreased significantly from 68% at baseline to 13% at midline and 15% currently.



Mercy Corps believes that media is an important part of civil society, and is working to increase visibility of Iraqi CSOs and NGOs within their communities through strong media collaboration.

## Associations and civil society organizations in the media

The survey also asked whether or not respondents have heard about any associations or civil society organizations in the media over the last six months. After staying relatively constant between baseline (46%) and midline (48%), the percentage of those answering in the affirmative dropped to 30% at endline. There was a

subsequent increase in “no” answers, jumping from 34% to 57%. Those that had heard of associations or civil society

organizations in recent months were then asked to specify their media source. Consistent with their responses to other survey questions, close to three-quarters gave “television” as their source. In previous surveys, “Internet” was one of the options; for the endline, this was further broken down into “Internet news website” and “Internet social media.” Almost one-quarter of total responses fell

<sup>26</sup> At midline, 50% answered “no” to this question.

into these two categories combined, though the percentage of those selecting “*Internet social media*” (18%) was more than three times the percentage of those that chose “*Internet news website*” (6%).

For this question, the most significant change between the midline and endline survey results was in the number of respondents that “*refused*” to answer the question. More than half (51%) of those surveyed in 2014 elected not to answer; this year, less than one percent “*refused*.” This is likely a reflection of the instability and violence raging a year ago, as well as the apprehension with which respondents approached questions about information given the competing forces and power vacuum in the country at the time.

### **Civil society’s ability to make improvements at the provincial level**

Respondents also were asked about the likelihood that CSOs have the ability to improve conditions in their province in the following nine areas: jobs, water, electricity, security, government corruption, women’s rights, education, pollution, and youth rights. More than half of endline survey respondents said it is likely that civil society can contribute to improvements in “*youth rights*” (56%), “*women’s rights*” (57%), and “*education*” (55%). “*Water*” was the only other category in which positive responses were greater than negative (49%).

Meanwhile, categories that received the greatest number of skeptical responses include “*corruption*” (68%) and “*security*” (62%). Notably, these are the two most prevalent concerns cited when respondents were asked about the biggest problem facing Iraq today.

Overall, people are more pessimistic about civil society’s ability to make improvements in 2015, at endline, than they were a year ago. The percentage of respondents that felt it was “*likely*” civil society could help improve the situation dropped in eight of the nine categories. The most significant decrease was in the “*jobs*” category, which went from 51% in 2014 to 41% in 2015. There was, however, a slight increase (from 31% to 33%) in the number of respondents who answered that it is “*likely*” that civil society can make improvements in “*security*.”

Unfortunately, the structure of the survey does not shed any light on whether these downward trends between midline and endline are due to a decline in confidence in civil society, because of the intractable nature of these large-scale and widespread problems, or because of expectations that it is actually the responsibility of the government to address these issues.

### **Impressions of CSO performance**

With regards to perception of civil society and its work, endline survey respondents ranked 11 categories on a scale of 1 to 7, with 1 being low/ the worst and 7 being high/ the best.<sup>27</sup> These categories include the following qualities:

- Honest and fair with the Iraqi people
- Available if people want to express an opinion or solve a problem
- Actively working to solve problems and meet needs of people and their communities
- Aware of the issues of most concern to people and their communities
- Actually engage and interact with people
- Trying their best to listen to what people have to say
- Competent and professional in their jobs
- Accountable to the public for the quality of their work and the decisions they take
- Open and honest about their work and the decisions they take
- Willing to share information about their work with the media and/or public

There is also a category about civil society “*working in their own self-interest and not the interest of the people*.” This is a notable exception to the ways in which the statements were scored and, therefore, the way in which the data can be interpreted. It is worded negatively, while the others are

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<sup>27</sup> For the purposes of this analysis, the 1-7 scale has been further broken down into three categories: negative perceptions (1-2), somewhat positive perceptions (3-5), and positive perceptions (6-7).

worded as positive statements. Low scores imply agreement with this statement, while high scores reflect disagreement. The decrease in mean scores from midline to endline (4 to 3.8) is a positive trend.

Mean scores from baseline, midline, and endline surveys are compared in Figure 12 below, followed by a more in depth analysis of the respondents' scores:

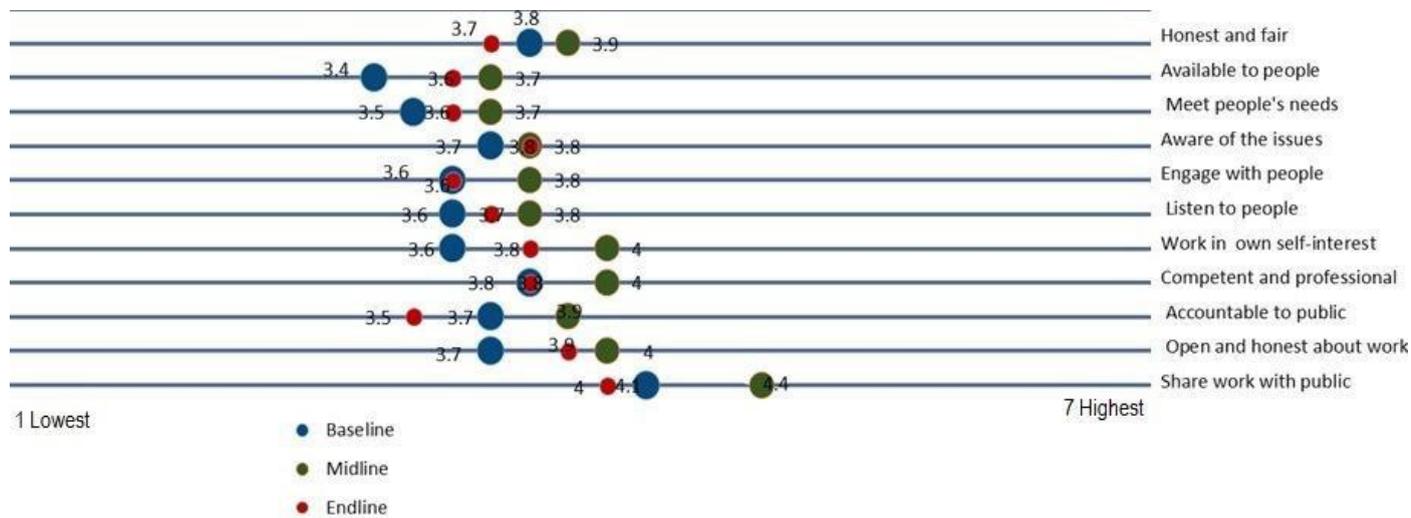


Figure 12: Perception of Civil Society

In most categories, 55% to 60% of respondents have a “*somewhat positive*” outlook, giving scores of three, four, or five. There were two notable exceptions:

- 62% gave a score of 3, 4, or 5 for CSOs “*are honest and fair with the Iraqi people*”
- 50% gave a score of 3, 4, or 5 for CSOs “*are working in their own self-interest and not in the interest of the people*”

There were not any categories that received more “*positive*” (6-7) scores than “*negative*” (1-2) scores, though:

- The spread is quite close for CSOs “*are open and honest about their work and the decisions they take*” – 17% negative versus 14% positive
- There were an equal number of positive and negative scores for CSOs “*are willing to share information about their work with the media and/or public*” – 17%

The remainder of the categories received more “*negative*” than “*positive*” scores, and close to a quarter of respondents gave low scores (1-2) in the following three categories:

- 24% do not think that CSOs “*are available to me if I want to express my opinion or solve a problem*”
- 26% do not feel that CSOs “*are accountable to the public for the quality of their job performance and the decisions that they take*”
- 23% do not feel that civil society actually “*engages with people like me*”

On a more positive note, only 16% of respondents strongly agreed (scores of 6-7) that CSOs “*are working in their own self-interest and not the interest of the people,*” compared with 24% (scores of 1-2) that do not.

Given the frequency with which IDPs interact with civil society organizations while in camps for the displaced in Iraq, the results for this question were further disaggregated to analyze the difference in perceptions among the displaced population. IDPs mean scores were slightly lower than those of the non-displaced population except in all but three categories:

- Aware of the issues of most concern
- Accountable to the public
- Not working in their own self-interest

Given the scale and scope of the IDP crisis in Iraq, it is not entirely surprising that there might be some disillusionment with the aid architecture overall that manifests itself in slightly less positive perceptions of civil society organizations. However, BPCS is encouraged by these positive perceptions of civil society’s responsiveness and accountability even in crisis situations.

### Civil society and the government

To better understand Iraqi perspectives regarding the relationships between civil society and other key sectors, the survey participants ranked six categories on a scale of 1 to 7, with 1 being low/ the worst and 7 being high/ the best.<sup>28</sup> Mean scores are presented in the table below, followed by more detailed explanation of survey results for this question:

Table 10: Civil Society and Government

Categories	Midline 2014	Endline 2015
Government and CSOs work well together	3.8	3.4
Government should work closer with CSOs	4.7	4.4
CSOs should be funded by government.	4.6	4.4
CSOs should be funded by citizens	3.3	3.1
CSOs should be funded by businesses.	4.2	4.0
CSOs represent the concerns of citizens	4.3	4.1

With scores of 3, 4, or 5 on the 7-point scale, 47% to 58% of answers for all six questions fell in the middle range. The greatest percentage of “*somewhat positive*” responses was for the statement “*civil society organizations represent the concerns of citizens*” (58%). Across the board, there were more “*negative*” than “*positive*” perspectives. More than a third (35%) disagree that “*civil society organizations should be funded by citizens*” (35%); most other questions received 14% to 15% “*negative*” responses.

People felt most strongly about the relationship between civil society and government:

- 28% do not feel that “*the government and civil society work well together*” (compared to only 9% that do)
- 26% think that “*the government should work closely with civil society organizations*” and
- 28% believe that “*civil society organizations should be funded by the government*”

This also was the area in which the greatest shifts in opinion took place between midline and endline surveys. The statement that “*the government and civil society work well together*” had the most significant jump in “*negative*” views, from 22% in 2014 to 28% in 2015, as well as the largest drop in “*positive*” views, moving from 15% in 2014 to 9% in 2015. Other results do not differ drastically from midline, though the percentage of “*positive*” views slightly decreased and the number of “*negative*” perspectives increased marginally for five of the six statements. The exception was “*civil society should be funded by the government,*” for which the number of low (1 to 2) scores remained unchanged at 16% and the number of high scores (6 or 7) dropped from 26% midline to 17% at endline.

<sup>28</sup> As above, for the purposes of this analysis, the 1-7 scale has been further broken down into three categories: negative perceptions (1-2), somewhat positive perceptions (3-5), and positive perceptions (6-7).

The survey then asked, “who does a better job of representing people’s needs and interacting with them?” Previous surveys included only two choices: “civil society” or “the government.” For the endline, three more choices were added to the list. While this allows for greater nuance in understanding people’s perspective, it makes comparison with previous surveys difficult. The table below includes baseline, midline, and endline survey results.

Table 11: Citizen Perception of Representation

Categories	2013	2014	2015
Civil Society	32%	33%	21%
Government	68%	68%	36%
Tribal leaders	X	X	8%
Religious leaders	X	X	26%
Activists	X	X	9%

Adding new choices resulted in a more significant drop in those selecting “the government” than in those choosing “civil society” as the most representative of their needs. While respondents slightly more selected “religious leaders” than “civil society,” “the government” remains the first choice in terms of representation.

#### Civil society’s most important activities

To get a better sense of the role civil society plays in Iraq, endline survey questions also explored perspectives about the appropriateness of key activities conducted by civil society. When asked to provide their top three choices of most important activities civil society undertakes, the majority (57%) selected “provision of humanitarian services.” The next most popular answer, “monitoring the government and its policies,” was ranked as first choice by only 11% of respondents. Though the activities selected varied only slightly from those given as first choice, there was much less of a percentage-spread among second and third choice activities, as summarized in the table below:

Table 12: Appropriate Activities for Civil Society

Appropriate Activities for Civil Society					
First Choice	57% - Providing humanitarian services	Second Choice	18% - Training and capacity building for Iraqis	Third Choice	14% - Providing humanitarian services
	11% - Monitoring the government and its policies		17% - Providing humanitarian services		12% - Helping the government understand needs
	8% - Training and capacity building for Iraqis		16% - Helping the government understand needs		11% - Training and capacity building for Iraqis

At midline, “provision of humanitarian services” also was the most popular first choice and “training and capacity building for Iraqis” the most frequently cited second choice activity for civil society. However, with those exceptions, the priorities selected at midline were quite different from those selected at endline, and included two categories that did not make an appearance in highly ranked activities in 2015: “monitoring the elections” was the number two answer for both second (19%) and third (12%) choices, and “educating Iraqis” was the activity most frequently selected for third choice (19%), while in the endline survey, “helping the government understand needs” and “monitoring the government and its policies” came in higher.

Figure 13 below provides a breakdown of first choices responses by province. Humanitarian assistance was the most popular first choice in all provinces, with the highest percentages in Wasit (84%), Qadisiya (73%) and Salah ad Din (68%). Conversely, humanitarian assistance was the first choice activity for only 41% of the respondents from Maysan and Muthanna. Close to a quarter of

respondents in Babel (24%) and Salah ah Din (23%) felt that the most important activity for civil society is monitoring elections, while a similar number in Muthanna prioritized helping the government understand the people’s needs (25%). Monitoring government policies was a clear priority in Karbala (20%) and Maysan (18%), while training and capacity building for Iraqis received 16% of the responses in Najaf and 14% in Baghdad.

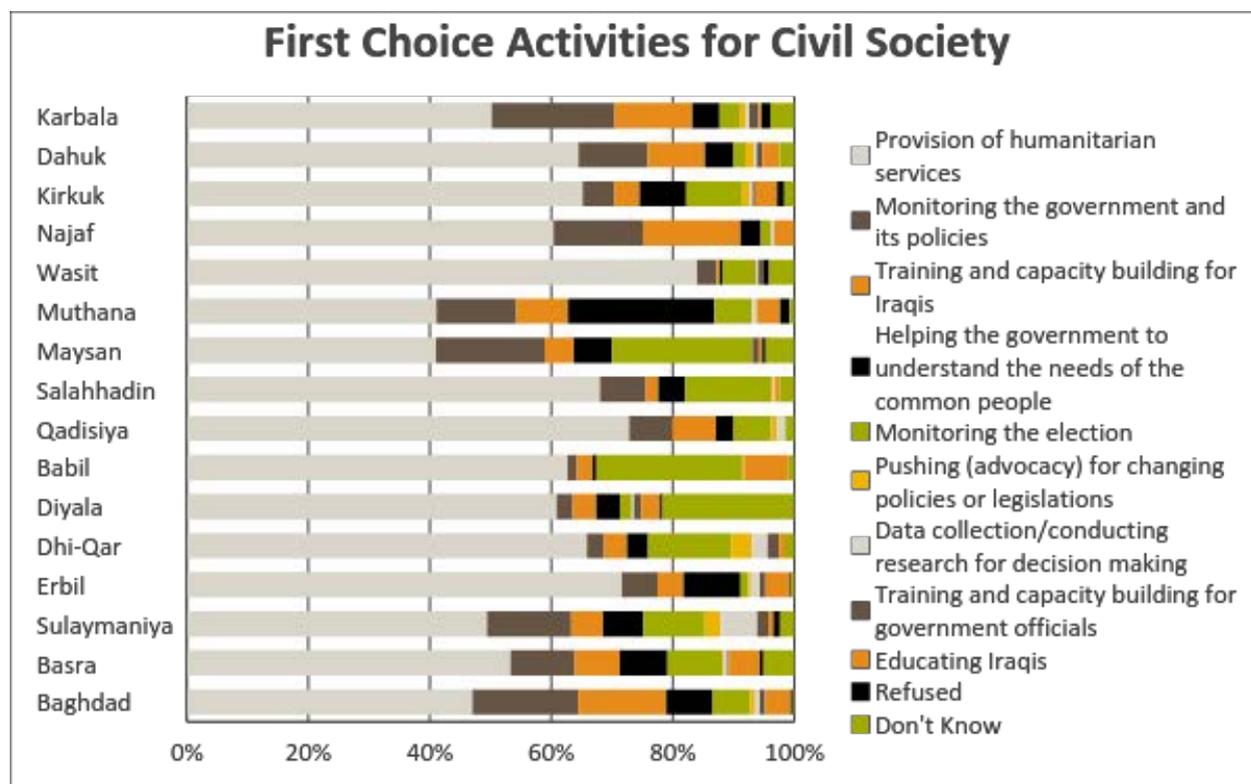


Figure 13: Citizen Priorities for Civil Society Activities

### Issues for civil society to undertake

After ranking the top choices of the most important activities for CSOs, respondents were asked to choose the “two biggest issues that CSOs should work toward solving in your province.” Consistent with other results in the endline survey, “security” received the greatest number of “first choice” responses (30%). This was followed by “water and electricity” (22%), which had almost twice as many votes as the next two categories: “unemployment” and “government corruption” each with 12%. At 18%, “security” and “government corruption” were tied as the most popular “second choice” priority areas, followed by “unemployment” (14%) and “water and electricity” (10%).

Few respondents feel that civil society should engage in provision of services such as trash collection, sewage disposal or paving roads, livelihoods activities such as creating jobs or addressing issues with living standards, or social services such as education or health care. In fact, fewer than 5% of respondents selected these for either their first, second, or third choice priority issues in which civil society should be involved. These results are fairly similar to the midline, in which 41% of respondents also emphasized the need for civil society’s involvement in “security.” Again these findings support the perceived role that CSOs should be playing: representing the needs of everyday citizens within the government and serving as a government accountability mechanism.

Surveyors then asked a follow-up question about the overall likelihood that CSOs can have an impact in addressing these issues. Responses were fairly split, with slightly more people stating that it was “likely” versus “not likely”: (48% compared to 46% respectively). Offset by a decrease in the “do not know” category, there were slightly more pessimistic views in 2015 over 2014, with the percentage of “not likely” responses jumping from 37% to 46%. Figure 14 below breaks down perceptions about whether or not civil society has the ability to address the biggest problems that face Iraq:

## Likelihood that CSOs have the Ability to Solve the Biggest Problems

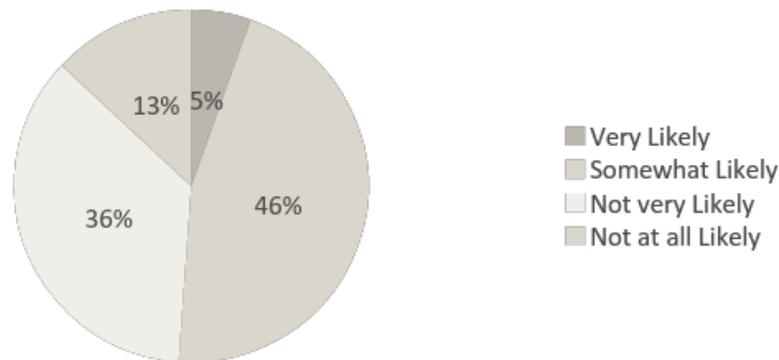


Figure 14: Trust in CSOs to Solve Biggest Problems

### CIVIC ENGAGEMENT

This section in the survey provides insights into citizens' own engagement in their communities. Questions were designed to better understand perceptions about citizens' own involvement in various civic actions or community groups, the type of actions that can drive improvements in service delivery, and the extent of respondents' civic knowledge against key political indicators.

#### Level of civic engagement

Endline survey questions delved into respondents' civic engagement over last six months. For each of eight categories, they were first asked to indicate whether or not they participated in such events and then whether or not they felt this type of action is an effective way to bring about improvements in service delivery. The list of activities includes:

- Writing or calling a government official
- Meeting with a government official
- Participating in civil action with others in your community or country
- Doing voluntary work at the community level
- Donating money or other resources to a non-religious civil society organization
- Participating in a local or national advocacy campaign
- Participating in an activity organized by civil society
- Sharing concerns with a local tribal leader

The activities that appeared most frequently in positive responses include:

- *"Done voluntary work in the community"* – 27%
- *"Donated money or other assistance to a non-religious civil society organization"* – 24%
- *"Participated in any activity with others to improve your community or country"* – 21%

In addition, about one in eight people report having *"written a letter to a government official or called her/him by phone," "met with a government official for help solving a problem or to share an opinion,"* or *"participated in a civil society-organized activity"* (14%, 14%, and 13% respectively) in the last six months. Notwithstanding this encouraging news, there were slight drop-offs in all categories between the midline and endline survey, with biggest drop-offs in letter writing (from 21% to 14%) and participation in advocacy campaigns (from 21% to 16%).

People were then asked their opinions about the most *"effective ways to see improvements in service delivery."* For each of the eight civic actions, participants answered *"yes"* or *"no"* to indicate

whether or not they felt the activity is effective in driving change. The top three positive responses included:



Volunteer opportunities were one of the main mechanisms of citizen engagement used in the BPCS program. This activity shows students and CSO staff planting trees at a local school for Earth Day.

- “Doing voluntary work in your community” – 53%
- “Participating in any activity with others to improve your community or country” – 49%
- “Donating money or other assistance to a non-religious civil society organization” – 47%

There were also three actions that people feel are unlikely to bring about change in service delivery:

- “Sharing concerns with a local tribal leader” – 46%
- “Meeting with a government official for help solving a problem or to share your opinion” – 47%

- “Writing a letter to a government official or calling by phone for help solving a problem” – 50%

These connections between higher levels of civic participation in the activities deemed most likely to drive change will be explored further in the Conclusions section of this report.

### Membership and participation

The survey then asked participants about their membership status in the following groups or organizations: religious groups, syndicates or associations, professional or business association, or community development/ self-help association. For each of these, close to three-quarters answered that they are “not a member” while approximately only 1% of respondents report being “official leaders.” More people report being “active members” (7%) or “inactive members” (8%) of “syndicates or associations” than any other category at endline. Since the midline survey, there was a slight increase in those identifying as “active members” of both “religious groups” (from 3% to 5%) and “professional or business associations” (from 1% to 5%). Meanwhile, the biggest drop between 2014 and 2015 was in “inactive” membership of “syndicates or associations,” moving from 10% to 6%.

Respondents that reported being a member or leader of any of the organizations described above were then asked a follow up question: “did you take this position in the last six months?” Results are summarized in the table below:

Table 13: Membership in a group or organization

Group or association	Yes	No	Refused	Do not know
Religious group	17%	64%	13%	6%
Syndicate or association	23%	68%	6%	3%
Professional or business association	18%	75%	2%	4%
A community development or self-help association/ CSO	24%	73%	2%	2%

This implies that more people are choosing to join CSOs than other types of groups, while results from another endline question indicate a willingness to voluntarily engage in activities organized by civil society without pay. In fact, nearly two-thirds of respondents disagreed with the following statement: *“I will only participate in NGOs if they pay me.”* This is trending in a positive direction: in 2014, 37% said that would only participate in NGOs if they received pay, while in 2015 this falls to 29%.

### **Civic engagement as a responsibility**

Moving from the micro level back to the macro level, respondents were asked to what degree they agree or disagree with a number of statements concerning civic responsibility and actions. First, people were asked whether and to what extent they agreed/ disagreed that *“involvement in politics is the civic responsibility of all Iraqis.”* Nearly two-thirds either *“strongly agree”* (24%) or *“somewhat agree”* (40%) with this statement, which is a significant increase from the 52% in agreement at midline. Conversely, those that do not believe that being involved in politics is a civic responsibility dropped slightly from 34% in 2014 to 29% in 2015.

Next, the survey solicited perspectives on peaceful protests. They were asked to agree or disagree with the following two statements:

- *“Actions like holding peaceful demonstrations are important because the constitution guarantees citizens the right to express their opinions”*
- *“Actions like holding peaceful demonstrations are important because they force the government to consider people’s demands”*

In general, results were strikingly similar for both statements: two-thirds agree with both sentiments, while roughly one quarter do not agree with either. These numbers remained largely changed from the midline. Therefore, though participation in demonstrations instills *“a lot of fear”* in about 10% of respondents, these endline results indicate that they are strong supporters of the right to protest, as well as believers in the impact of peaceful demonstrations.<sup>29</sup>

### **Human rights and political fear**

To more deeply investigate citizen’s civic actions and desire to participate in the democratic process, surveyors read respondents a list of nine civic activities and asked them to identify the degree of fear they had about participating in them. These were ranked as *“no fear,” “some fear”* and *“a lot of fear.”*

There were three categories for which the majority of respondents report *“no fear.”* These activities, perceived to be the safest civic actions, include:

- *“Voting in a national election”* –74%
- *“Meeting with community members to discuss issues of collective concern”* – 58%
- *“Expressing myself freely when I discuss politics with friends and relatives”* – 53%

In general, these answers are relatively unchanged from the midline survey, though there was a slight increase in respondents that feel *“no fear”* when meeting with community members (52%) at baseline. This is consistent with the increase in levels of trust among different groups in Iraqi society.

The activities with the greatest number of respondents noting *“a lot of fear”* were demonstrating, openly supporting one political party over another, or entering a political race. Though these same three categories were also the activities that instilled the most fear in people at the midline, there was a significant positive change in perceptions between 2014 and 2015. Drops in the number of respondents feeling *“a lot of fear”* for these top three categories include:

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<sup>29</sup> More information about civic activities that causes concern among the population can be found in the *“Human rights and political fear”* section of this report.

Table 14: Fear of Civic Participation

Category	"A lot of fear" at midline	"A lot of fear" at endline
Participating in a demonstration	21%	12%
Telling others which political party I support and why	20%	11%
Running for a public office	16%	11%

Given the demonstrations occurring in different parts of the country at the time of writing, results for "*participating in a demonstration*" were disaggregated by province. There were some provinces with higher than average fear of protests:

- Dahuk – 28%
- Diyala – 29%
- Dhi Qar – 29%
- Basra – 23%

On the other hand, strong majorities report feeling "*no fear*" of participating in demonstrations in three other provinces:

- Muthanna – 60%
- Qadisiya – 54%
- Baghdad – 57%

During the survey, people also were asked whether or not, and to what extent they agree with the following statement: "*It is justified for the government to violate human rights in order to maintain security.*" At endline, close to one in five respondents (20%) either "*strongly agree*" or "*agree*"<sup>30</sup> and 22% "*neither agree nor disagree*" that human rights violations are, at times, justifiable. Meanwhile, just over half (51%) do not consider this statement to be true, with almost as many stating that they "*strongly disagree*" (23%) as "*disagree*" (28%). This is a significant increase from the 2014, when only 39% of midline survey respondents did not think that human rights violations are justifiable, even in the name of security. It is also consistent with respondents' remarkably favorable opinions of both the army and police, which will be fleshed out in greater detail in subsequent sections.<sup>31</sup>

### Civic knowledge

The survey tested general civic knowledge by asking key questions about national political figures, the definition of the Council of Representatives, or whether or not civil society organizations need to be registered with the government. At endline, more than nine in 10 people (93%) correctly identified the current Prime Minister of Iraq, and almost three-quarters (74%) were able to accurately define or explain the Council of Representatives. The number of correct answers in each category increased slightly since last year, when 82% could name the Prime Minister and 69% knew about the Council of Representatives. That said, the Prime Minister changed while the midline survey was being conducted, so perhaps a more accurate comparison would be with baseline data. In 2013, 95% accurately answered the question about the Prime Minister, while 80% were knowledgeable about the Council of Representatives.

In addition, at endline 56% know that civil society organizations need to register in Iraq, up from 45% in 2014. Meanwhile, for all three of these questions, the number of people that either "*refused*" to answer or said that they "*don't know*" was higher in 2014 than in 2015, reflecting the background of political turmoil and uncertainty against which the midline survey was conducted.

Surveyors also asked whether people knew how to get in touch with representatives in either their provincial or local councils. More people know how to reach local council members than provincial: 51% versus 34%. Conversely, 45% do not know how to reach their local council representatives, while 60% are unsure how to get in touch with members of their provincial council. Overall, there

<sup>30</sup> 4% and 16% respectively.

<sup>31</sup> See section entitled "*Perceptions of institutions and ability to influence decision making*" below for more information.

was an improvement since the midline, when only 39% that knew how to reach local representatives and 33% could get in touch with provincial council members.

## POLITICAL SELF-EFFICACY

BPCS believes that the existence of a strong civil society is necessary for the presence of democratic governance and should be supported by the government in the interests of deepening democracy and its values. As important as the role of civil society is in representing the needs of the community, citizens' ability to directly participate within the political arena is a very important piece of democracy and civic engagement. The following section of the survey was designed to go beyond simply gauging citizens' ability to access the government and have a political voice, but to also understand which areas of the political landscape they are confident they can truly influence.

### Representation and voice in government decision-making

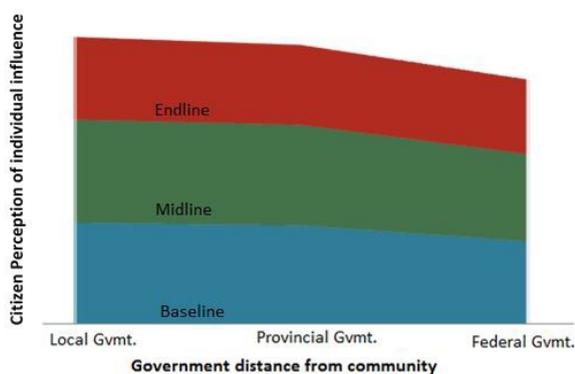
#### Representation in Parliament

To examine perceptions of the government at the national level, people were asked to respond to a statement about whether representatives in the Iraqi Parliament represent the needs and interests of the people. More than three-quarters answered that they either "*strongly disagree*" (47%) or "*somewhat disagree*" (30%) with the statement, while 15% "*agree somewhat*" and only 2% "*strongly agree*." The number of respondents in agreement has decreased steadily since the baseline survey in 2013, from 26% at baseline to 25% at midline (2014) to 17% at endline in 2015.

#### Citizen voice

People also were asked their perspective on whether or not citizens have a voice in government decision making at four different levels: local, provincial, federal, and regional government.<sup>32</sup> For each of the categories people were asked to assign a score from 1 to 7, with 1 reflecting an

extremely low likelihood that citizens can influence decision-making and 7 reflecting a high likelihood of being able to do so.



impact change decreases with the distance from the community directly impacted. Additionally, perceptions of individual influence has decreased from the mid and base and midline surveys

are least confident about their ability to influence change at the "*federal*" level. The "*federal government*" received the greatest percentage of "*not likely*" responses (41%) and the lowest number of "*likely*" responses (5%). This skepticism about the national (federal) government is consistent with the question above in which close to three-quarters of those surveyed did not feel that members of Parliament effectively represent the needs and interests of the people. Mean scores from baseline, midline, and endline surveys are compared with one another in Figure 16 below.

At endline, the majority of the scores at all four levels of government fell in the "*somewhat likely*" category, with 40% to 55% of respondents assigning a 3, 4, or 5. Iraqis appear to have the most confidence in their ability to influence decision making at a "*regional*" level. This category received the lowest percentage of unfavorable 1 to 2 scores (33%), as well as the greatest percentage of positive 6 to 7 scores (9%), although it is unclear how this question was understood, given that only the Kurdistan government is "*regional*." On the other hand, respondents

<sup>32</sup> Technically speaking, the Iraqi Kurdistan Regional government is the only regional government in the country. Respondents may have interpreted this question in a more colloquial sense (such as governments in neighboring provinces).

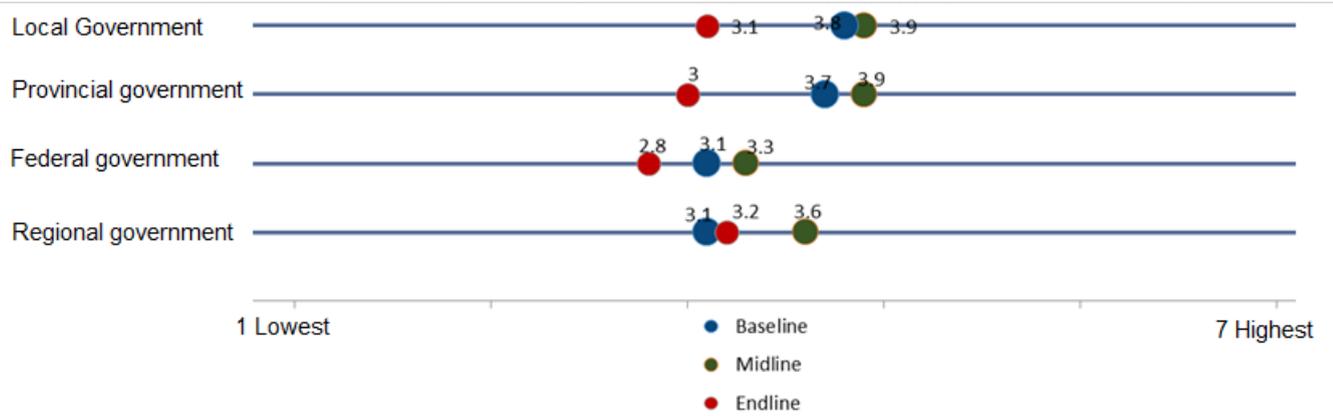


Figure 16: Citizens perception of ability to impact change

There were more “not likely” than “likely” responses in all four categories<sup>33</sup> at endline, and there were increases in the percentages of respondents assigning an unfavorable score (1 or 2) for all four levels of government when comparing midline and endline results. Conversely, the number of favorable, or “likely,” responses decreased across the board since the midline. The most significant change occurred at the level of “local government,” where the percentage of “not likely” scores almost doubled, from 18% in 2014 to 36% in 2015.



BPCS has worked to increase the sense of government responsiveness by facilitating collaborative efforts between citizens, civil, society, and government. Civil society organizations worked with the governor of Muthanna to sign a Memorandum of Understanding supporting the collaboration between civil society and local government in early 2015.

Civil society’s influence A new question was introduced into the endline survey to get a sense of Iraqi’s impressions regarding civil society’s voice in decision-making at the same four levels of government. Answers about civil society were more positive than those focused on citizens’ ability to influence decision-making. In all four categories, the percentages of “not likely” scores are lower for civil society, while the number of “somewhat likely” and “likely” responses is greater in each category than those for individuals.

Consistent with the results above, those surveyed felt most strongly that civil society has a voice in decision making at the “regional” level. This category had the lowest percentage of “not likely” scores (28%) and the highest percentage of “likely” responses (10%) when compared with the other levels of government. In addition, people have the least confidence that civil society can influence change at the “federal” level, which received the greatest percentage of unfavorable scores (34%) and the lowest number of positive responses (5%).

Overall, people are slightly more optimistic about the potential of civil society to influence change at all levels of government than they are about their own ability. These perceptions are compared in Figure 17 below.

<sup>33</sup> For the purposes of this analysis, “likely” includes those that answered either “very likely” or “somewhat likely,” while “not likely” includes both “not all likely” and “not very likely.”

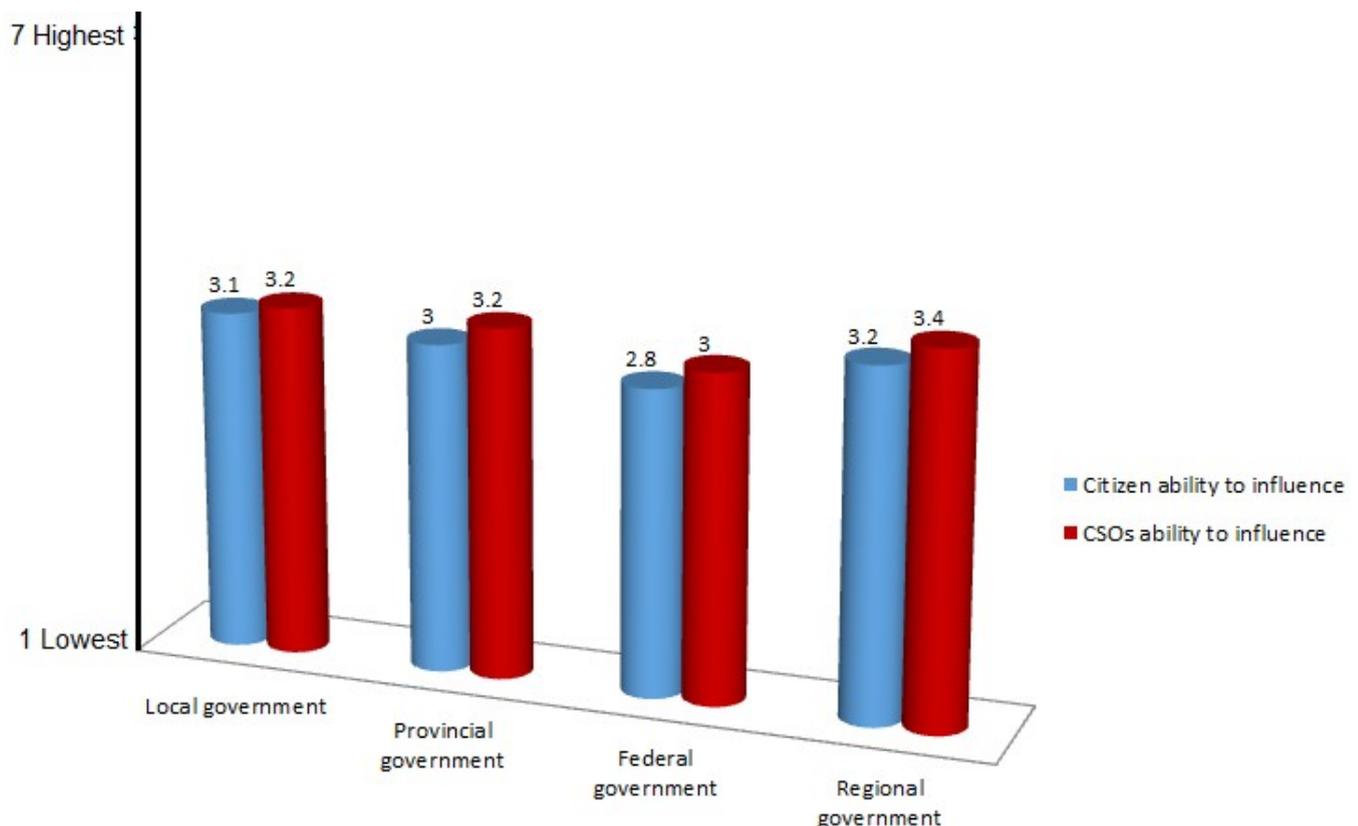


Figure 17: Perceptions of citizen versus CSO ability to impact change

## GOVERNMENT RESPONSIVENESS

Complementary to political self-efficacy is the government’s responsiveness to its citizens’ needs. The government’s role in providing a social safety net is both crucial and expected in Iraq based on historical dependence on the government to meet people’s needs. The government’s ability to respond to the prioritized needs of citizens is as important as citizens’ ability to voice their concerns. This section focuses on people’s perceptions of the government’s responsiveness to their needs at different government levels.

### Ability to influence decision-making

Next, participants were asked, “*how likely is it that you can influence government decisions?*” Slightly more than two-thirds (69%) of those surveyed said it is either “*not at all likely*” (33%) or “*not very likely*” (36%) that they have the ability to influence government decisions. This is a significant increase from the midline survey (57%), but a much less drastic overall change when compared to baseline results, in which 63% felt it unlikely they had influence over government decision-making. There was little change between baseline and midline results among those that felt it “*likely*” they could exert influence (31% and 30% respectively), but this dropped slightly at endline to 24%. Note that this question does not separate out the different levels of government; as indicated in results above, citizens feel they have more voice at the provincial and local levels than they do at the federal level.<sup>34</sup>

### Favorability of Iraqi institutions

The survey also attempted to gauge perspectives on six key institutions in Iraq: federal government, provincial government, civil society, the army, the police, and media. First, surveyors asked respondents whether a particular group was “*favorable*” or “*unfavorable*.” Next, people were asked

<sup>34</sup> More information about this is included in the section on “*Representation and voice in government decision-making*” above.

to specify the degree to which it was positive or negative by choosing “very” or “somewhat” for their given answer.

Respondents gave more positive scores than negative to five out of six institutions mentioned in this survey; the “federal government” was the only category that received more “unfavorable” (45%) than “favorable” responses (39%).<sup>35</sup> In fact, the spread between positive and negative ratings is greater than for many of the other questions in the endline survey, as highlighted in the table below:

Table 15: Favorability of institutions in Iraq

Institution	Favorable	Unfavorable	Spread
Provincial government	48%	44%	4%
Media	72%	21%	51%
Civil society	69%	21%	48%
Army	81%	15%	66%
Police	81%	15%	66%

Except for “provincial” and “federal government,” there have been increases in the number of “favorable” responses in all categories since the midline survey in 2014. Many of these increases have been significant, indicating an increase in citizens’ trust in key institutions in Iraq. Support for “civil society” increased from 61% to 69%, while positive views of the “media” jumped from 55% to 72% between midline and endline. On the other hand, the greatest drop in “favorable” ratings was for the “provincial government,” which decreased from 75% at midline to 48% currently.

Despite survey results indicating that security remains the biggest problem facing Iraq, the most significant increases in positive scores are for “the army” and “the police.” “Favorable” scores for the “army” increased from 63% at midline in 2014 to 81% in 2015 and the “police” received 81% in 2015, up from 68% in 2014. Notably, both “the police” and “the army” received significantly more “very favorable” than “favorable” scores:

- 52% of people had a “very favorable” outlook toward police, while 29% ranked them as “somewhat favorable”
- 55% scored the army as “very favorable,” compared to 25% for “somewhat favorable”

These ratings are summarized in Figure 18 below.

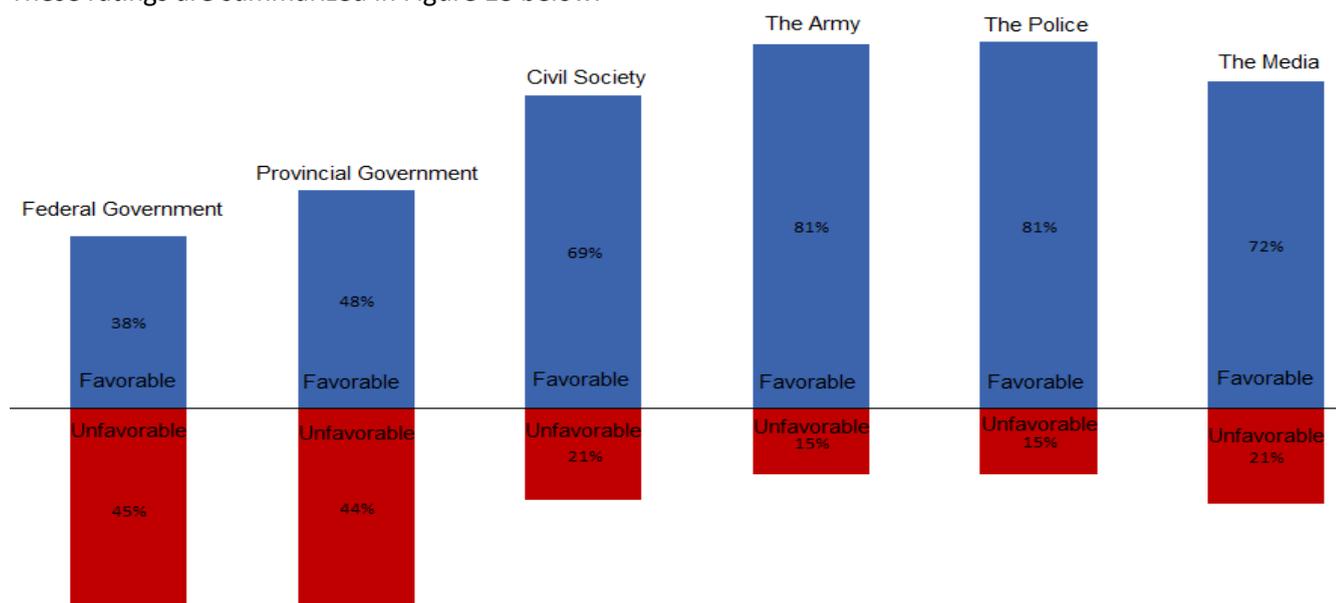


Figure 18: Favorability of Institutions in Iraq

<sup>35</sup> Though, notably, it also had the greatest percentage of “don’t know” answers (13%) compared to other categories.

### Fairness of the courts

In order to provide deeper insight into perceptions of key Iraqi institutions, two new questions were added to the endline survey to better understand people’s views about the fairness, accessibility, and objectivity of the justice systems in their country. For both the formal and informal justice systems, respondents were asked to assign a score between 1 (low) and 7 (high) to each of six statements.

For the first set of statements, participants were asked to focus on the structures and processes of the formal justice system including state courts, judges, police, and prisons. People were then read the same set of statements, but asked to focus on the structures and processes of the informal justice system, such as tribal elders, religious scholars, and community dispute mechanisms. Overall, respondents appeared to have less confidence in the formal versus informal justice system, which received more “negative” scores and fewer “positive” scores in nearly all categories. These differences are summarized in the table below:

Table 16: Perceptions of Formal vs. Informal Justice Systems

Formal System	Informal System	Statements	Formal System	Informal System
Scores of 1-2			Scores of 6-7	
27%	25%	They are fair.	12%	16%
26%	20%	They are accessible.	12%	19%
20%	18%	They have the resources to function.	12%	15%
26%	21%	They serve all persons and communities equally.	11%	17%
24%	21%	They have the ability to implement decisions independently and objectively.	13%	16%
21%	23%	They are politically biased.	17%	15%

#### Formal justice system

For each statement about the formal justice system, the majority (between 52% and 58%) of answers fell into the “somewhat positive” category, meaning respondents assigned a score of 3, 4, or 5. Note that five of the six statements were worded in a positive manner (being fair, being objective), while one statement was phrased in a negative way (being biased). As such, the responses should be interpreted differently; high scores mean a respondent agrees with the statement, while low scores mean that they disagree. In this case, 17% of respondents assigned a 6 or 7 to the statement (they agree that the system is politically biased) and 21% ranked the statement as a 1 or a 2 (they disagree that it is biased).

Overall, there were more “negative” reactions than “positive” for all statements. The greatest number of “negative” responses related to the formal justice system being “fair” (27%) and “serving all persons and communities equally” (26%). “They are objective” and “they are fair” received the greatest percentage of “positive” responses, with 13% and 12% respectively.



BPCS understands the important role that informal justice systems such as tribal leaders serve in Iraq. We work closely with tribal leaders in areas like Basra to ensure that justice is equitable, peaceful, and protects vulnerable community members.

#### Informal justice system

As above, the bulk of responses for the informal justice system were “somewhat positive,” again with between 52% and 58% of the responses falling into the middle category. There were more “negative” than “positive” answers for all statements, although “they are accessible” received almost equal numbers of each (20% “negative” versus 19% “positive”). This also was the statement that received the greatest percentage of high rankings overall, followed by “they serve all persons and communities equally” with 17% falling into the “positive” category.

#### Comparisons

Noting that lower scores are better scores in the “politically biased” category, people have slightly more positive perceptions of the informal system than the formal in all categories. Mean scores in each category for both the formal and informal justice systems are included in the table below:

Table 17: Comparing Perceptions of Formal and Informal Justice Systems

Statements	Formal system	Informal system
They are fair	3.5	3.8
They are accessible	3.6	4.0
They have the resources to function	3.7	3.9
They serve all persons and communities equally	3.5	3.9
They are politically biased	3.9	3.7
They have the ability to implement decisions independently and objectively	3.6	3.9

#### **Government performance**

Those surveyed were also asked to rate their satisfaction with the government in Iraq on a scale of 1 to 10, with 1 reflecting absolute dissatisfaction and 10 being completely satisfied. More than three-quarters (77%) are dissatisfied with the government’s performance, with 31% assigning scores of 1 or 2 and 45% falling nearer the middle with scores of 3, 4, or 5. One in five report being satisfied with the government’s performance (21%), although only 2% overall ranked it as a 9 or 10 on the scale.

In both 2014 and 2015, the largest percentage of respondents ranked performance as a 5 on the 10-point scale, while a score of 10 appeared the least frequently in both the midline and endline survey responses. Overall, the number of positive responses decreased since 2014, from 35% to 21%, while negative responses increased in 2015 from 58% to 77%.

### Provincial Level

Similar to the question about the performance of civil society,<sup>36</sup> people were asked to rank provincial level government officials on a scale of 1 to 7, with 1 being low (disagreeing with the statement) and 7 being high (agreeing with the statement). Similar to a previous question about civil society performance above,<sup>37</sup> respondents consider whether or not provincial level government officials are:

- Honest and fair with the Iraqi people
- Available if people want to express an opinion or solve a problem
- Actively working to solve problems and meet needs of people and their communities
- Are aware of the issues of most concern to people and their communities
- Actually engaging and interacting with people
- Trying their best to listen to what people have to say
- Competent and professional in their jobs
- Accountable to the public for the quality of their work and the decisions they take
- Open and honest about their work and the decisions they take
- Willing to share information about their work with the media and/or public

Again, there is one notable exception to the ways in which the statements were scored and, therefore, the way in which the data can be interpreted. The question about “*working in their own self-interest and not for the Iraqi people*” is worded negatively, while the others are worded as positive statements. As such, low scores imply agreement with this statement, while high scores reflect disagreement. At endline, 35% rated the statement as 6 or 7 reflecting agreement, while 16% gave ranked it as a 1 or 2. As with all of the other statements, the most respondents – 45% – fell in the middle or “*somewhat positive*” category.

The statement about government officials “*actively working to solve problems*” is the only area in which the greatest number of responses (51%) fell into the “*negative*” category. For all of the other statements, the majority of scores fell in the middle, or “*somewhat positive*,” category. The highest of these was for “*willingness to share information about their work*,” with 52% of respondents giving scores of 3, 4, or 5 on the scale. This “*willingness to share*” was also the category that received the greatest number of “*positive*” scores (8%) and the fewest “*negative*” scores (35%) compared to the other statements. The next most favorably ranked statement is being “*aware of the issues of the most concern to people and their communities*,” with 37% of responses falling into the “*negative*” category, 52% in the “*somewhat positive*” category, and 7% in the “*positive*” category.

In 10 of 11 categories, the number of “*negative*” responses increased between the midline and endline surveys, while the percentage of “*positive*” responses decreased.<sup>38</sup> The most significant changes between 2014 and 2015 results include:

- “*Actively working to solve problems*” – increase in “*disagree*” scores from 41% to 51%
- “*Competent and professional in their jobs*” – increase in “*disagree*” from 36% to 44%
- “*Accountable to the public*” – increase in “*disagree*” from 37% to 44%

### National Level

A new, but similar question was added to the endline survey. Using the same methodology and categories, participants were asked to share their perspectives about officials in the national government. As with the provincial government, the statement about officials “*actively working to solve problems*” is the only area in which the greatest number of responses (49%) fell into the

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<sup>36</sup> See section “*Impressions of CSO performance*” for more information.

<sup>37</sup> For more information, see section “*Impressions of CSO performance*” above.

<sup>38</sup> The exception for both is the statement about officials being “*aware of the issues of the most concern to people and their communities*,” which saw a less than 1% increase in “*positive*” responses and a corresponding decrease of less than 1% for “*negative*” scores.

“negative” category. This was also the category with the greatest percentage of “negative” responses overall, closely followed by three others: national government officials are “honest and fair with the Iraqi people” (44%), “available if people want to express an opinion” (43%) and “trying their best to listen” (43%).

Compared to other categories, respondents were most positive about national government officials “trying their best to listen to what people have to say” and being “willing to share information about their work with the media and/or public.” These categories received positive ratings from 9% and 7% of respondents, respectively.

For all 11 statements, scores assigned to national-level officials were strikingly similar to, though a slightly lower than ratings given to provincial officials. In fact, almost all of the scores for national level were 3% to 4% lower than the corresponding provincial scores. The few exceptions include a higher “positive” score for national officials “trying their best to listen” (9% versus 3% at the provincial level) and a greater “negative” score for national officials being “honest and fair with the Iraqi people” (44% versus 42% for provincial officials).

#### Comparisons with perceptions of civil society

Mean scores for civil society, provincial government, and national government are presented in the table below (Table 18). Scores for provincial government are equal to, or slightly higher than for national in most categories (with the exception of the negatively phrased “working in their self-interest” statement). Meanwhile, civil society is perceived in a more positive light than either level of government, especially in terms of honesty, competency, and their ability to actively work for, and listen to Iraqi citizens.

Table 18: Perceptions of Provincial and National Government and Civil Society

Statement	Provincial Gov’t	National Gov’t	Civil Society
Honest and fair with the Iraqi people.	2.8	2.7	3.7
Available to me if I want to express my opinion or solve a problem	2.7	2.7	3.6
Actively working to solve problems and meet needs of people like me and my community	2.5	2.5	3.6
Aware of the issues of most concern to people like me	3.1	3.1	3.8
Actually engage with people like me and interact with us	2.7	2.8	3.6
Try their best to listen to what people like me have to say	2.7	2.7	3.7
Competent and professional in performing their jobs.	2.8	2.8	3.8
Accountable to the public for the quality of their job performance and the decisions that they take.	2.8	2.7	3.5
Open and honest about their work and the decisions that they take	2.8	2.8	3.9
Willing to share information about their work with the media and/or public	3.1	3.1	4.0
Working in their own self-interest, and not the interest of the people	4.5	4.2	3.8

#### **Government ability to address key issues**

Similar to a previous question about civil society’s potential<sup>39</sup> to make improvements in key areas, respondents were asked about the likelihood that government would be able to improve conditions in their province. Results are summarized in Figure 19 below.

<sup>39</sup> For more information, see section about “Civil society’s ability to make improvements at the provincial level.”

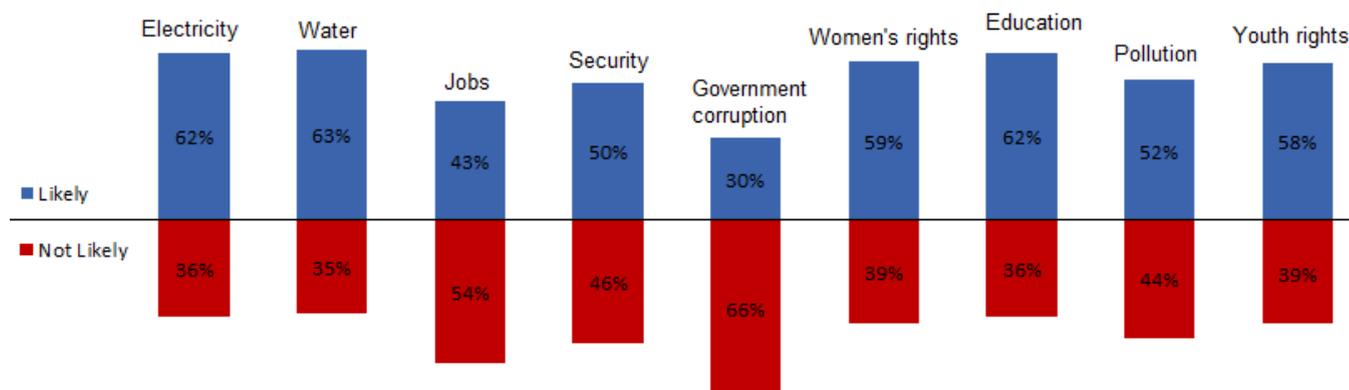


Figure 19: Government Ability to Address Key Issues

Endline survey responses were relatively optimistic, with more than half saying it is “likely”<sup>40</sup> that the government will be able to make improvements in all, but two categories (“jobs” and “corruption”) and a vast majority giving positive responses in the areas of “women’s rights” (59%), “education” (62%), “electricity” (62%), and “water” (63%). In these same four areas, as well as “security,” “youth rights,” and “pollution,” there were more “likely” than “not likely” responses overall. In fact, the difference between those responding positively and those with more skeptical outlooks varied significantly in five of the nine categories, as highlighted in the table below:

Table 19: Likelihood of Improvement for Key Issues

Area of Inquiry	Likely to Improve	Unlikely to Improve	Spread
Youth	58%	39%	19%
Women’s rights	59%	38%	21%
Education	62%	36%	25%
Electricity	62%	36%	26%
Water	63%	36%	28%

This optimism about the government’s ability to make improvements extends even to “security,” which the vast majority considers to be the biggest problem facing Iraq today.<sup>41</sup> Although the spread was not significant, “security” received more positive than negative responses, with 50% saying the situation is “likely” to improve compared to 46% who feel it is “not likely.” In fact, with 12% “security” was the category that received the greatest percentage of extremely positive, or “very likely,” responses. More than 10% also gave “very likely” scores to five other categories – “electricity,” “water,” “women’s rights,” “youth rights,” and “education.”

There were less favorable responses for two of the other key issues that Iraqis are concerned about. Only 43% of those who answered feel it is “likely” that the government will be able to improve the “jobs” situation, compared with 54% who think it “not likely.” The greatest number of negative responses was for “government corruption,” where twice as many surveyed responded that the situation is “not likely” (66%) to improve as “likely” (30%).

Overall, endline survey results indicate a more optimistic outlook in 2015 than year ago, in 2014. With the exceptions of “water” and “electricity,” both of which still received overwhelmingly positive responses (62% and 63%, respectively), the percentage of negative responses decreased in almost all categories in 2015. More importantly, there were increases in positive responses for all three of the greatest problems facing Iraq between the midline and endline surveys. The percentage of “likely” responses in the area of “government corruption” increased slightly, from 26% to 30%, while “jobs” went up from 39% to 43%. Optimism about improvements in “security” increased from 41% to 50% - the most significant increase of all. In addition, these results indicate a more optimistic view of

<sup>40</sup> For the purposes of this analysis, “likely” is a combination of “somewhat and very likely” while “not likely” includes both “not at all likely” and “not very likely”.

<sup>41</sup> See section above entitled “The single biggest problem facing Iraq” for more information.

government's ability to make improvements than of civil society's potential to make changes in the same areas.

## Conclusions

This chapter presents the conclusions drawn regarding the main civic attitudes and behaviors of Iraqi citizens, based on findings of the endline survey results presented in this report. Given its relevance to the current context and BPCS program, the focus is on citizens' view of civil society, their level of civic engagement and knowledge, voice in government decision making, and perceptions about government responsiveness to people's needs. It is recognized that survey results might be affected by the disconcerting security situation in Iraq at the time the endline survey was conducted. It is very likely that the political instability, security risks, uncertainty, and large humanitarian needs influenced respondents' answers to relevant questions. Conclusions are grouped in the following manner:

### Key Conclusions from the 2015 Endline Survey

**Iraq continues to head in the wrong direction – but there is some hope for the future**

**Awareness of civil society remains low – but there is more support for policy and advocacy work**

**Levels of trust and civic participation remain low – but both are increasing**

**Citizens have more confidence in civil society than in the government**

*Citizens still believe that Iraq is moving in the wrong direction, but there is an emerging sense of optimism that things will improve in the future.*

The Iraqi citizens surveyed in 2015 **feel that their country continues to move in the wrong direction**. Security remains a primary concern for the population, and one in 10 Iraqi is internally displaced. Iraqis are concerned about the economic situation at both the macro and micro levels, and they fear it will only worsen in the next year. There are, however, some glimmers of optimism in the survey results this year, such as: increasing confidence in critical Iraqi institutions (such as the army, police, civil society and media), increasing social cohesion and trust among citizens,, and a sense that improvements will be made over the course of the next year in public infrastructure, service delivery, and even security.

While it is indisputable that all Iraqis have been affected by the widespread insecurity, instability, and turmoil that currently plague Iraq, nearly a quarter of those surveyed were *directly* impacted by the widespread violence instigated by ISIL and other armed terrorist groups. In fact, given the disruptions in businesses and livelihoods, massive displacement, and civilian casualties suffered in 2015, it is not surprising that **security is still viewed as the biggest problem facing the country today**.

However, with favorable ratings from more than three quarters of survey respondents, findings also indicate a significant uptick in citizens' positive perceptions of both the police and army. It is unclear, however, whether this reflects an actual increase in Iraqis' confidence in these institutions or related to other influencing factors. These might include, for example, (related, perhaps, to some recent victories by Peshmerga and Iraqi forces) whether respondents were concerned that it would be considered unpatriotic to share a more negative opinion given the public relations efforts currently underway across the country to boost support of troops. It could also be due to sympathy or acknowledgment of the loss of human life that the army has suffered, and continues to risk on the frontlines. Many of these messages come from respected religious leaders, who – according to this survey – are very influential in shaping public opinion.

Even with this positive view of the army and police, **half of those surveyed feel that security has gotten worse in the last year.** This may be surprising given events in the country when the midline survey was conducted in 2014, when Mosul fell to ISIL and was expanding rapidly in various parts of the country. Parliamentary elections were still fresh in everyone's minds. Furthermore, it was unclear whether former Prime Minister al Maliki would peacefully step down, when a new government would be formed, and if/to what extent the international community would provide military assistance.

In 2015, however, events continued to manifest into a protracted crisis, with at least 3.2 million now people displaced<sup>42</sup> in Iraq and large swathes of the country currently under ISIL control. Respondents' current perceptions that security is getting worse may be related to the growing complexity of the crisis, its protracted nature, and the feeling that there is no end in sight. BPCS also hears from its civil society partners that citizens are concerned about human rights abuses taking place, and that they fear it may continue even when ISIL is defeated. There is concern about reprisals, "collective justice," and continued conflict during the returns process, which may also have influenced the respondents' outlook. It is also important to note that the question about whether, and to what extent security was getting better or worse did not give a specific definition of "security;" as such, respondents may have interpreted this question broadly to encompass economic security, food insecurity, instability and vulnerability associated with displacement or community-level disputes.

**Iraqis are concerned about the state of the economy** as well. People are more pessimistic about the macro-level situation than last year, with close to two-thirds of those surveyed reporting that things have gotten "bad" or "very bad." This is unsurprising given a) the dramatic drop in oil prices, on which the government budget depends, and b) the high cost of fighting the war against ISIL, which is diverting resources from both government and citizens. Household financial health also has taken a turn for the worse, with more people – at least among those surveyed – unemployed and struggling to meet their basic needs and feed themselves and their families than a year ago. Nearly half of those surveyed do not expect their financial situation to improve in the near future, an increase from 2014.

In addition, respondents' negative opinions about the state of democracy in Iraq remain unchanged from last year, and the majority does not feel that democracy is appropriate for Iraq. Unfortunately, the scope of survey questions does not provide any further insight into Iraqis' understanding of "democracy" or what political system they feel would be more appropriate for their country. This may be an area to explore in subsequent surveys or follow-up qualitative research. Because the question was phrased as a statement with which they either agreed or disagreed, it is also unclear how respondents interpreted the term "appropriate." Given the instability and violence across the country at the time the survey was conducted, there is a possibility that the negative reaction was due to people not feeling that Iraq is ready for democracy at the moment, rather than it not being a desirable political structure for Iraq in the longer term.

Though many of these concerns about democracy, the economy, and security are repeated throughout the survey findings, **glimmers of hope and hints of optimism have also started to emerge:**

- Half of those surveyed anticipate an improvement in the security situation in the next year.
- Findings indicate some positive movement in the provision of public services such as electricity, education, and health since last year.
- More than two thirds are optimistic about government's ability to make improvements in women's rights, youth rights, and public service delivery.

Interestingly, the government is seen as more likely than civil society to be able to make these improvements in public infrastructure and service delivery. This faith in the government to deliver basic services seems to contradict respondents' widespread dissatisfaction with government

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<sup>42</sup> <http://reliefweb.int/report/iraq/iraq-crisis-situation-report-no-57-12-18-august-2015-enar>

performance overall. This may be explained by Iraq's long history of strong service provision and citizens' corresponding expectations of their government – rather than civil society – to play the leading role in delivering health, education, water, and electricity services.

BPCS is encouraged by the fact that half the population believes these changes will occur and that the situation will improve. Other signs of optimism may be the increased confidence in the media and civil society, indicating perhaps that there is belief in the ability of other actors to make a positive difference in people's lives.

*People's awareness of civil society remains low, but there is more support than in the past for advocacy and policy work.*

Survey results reveal **a lack of clarity about what civil society is, the types of activities in which civil society should engage, and the role it should play.** A new question introduced at endline indicates some underlying misperceptions about what groups constitute the sector. For example, militia groups, the private sector, and government were included in many respondents' understanding of civil society. Results also indicate a lack of understanding about whether or not local and international organizations are part of the sector. This confusion is understandable when taken in the context of the novelty of the concept of civil society in this country and history of organizations that operate as an extension of political parties rather than as independent actors. There was no safe space for civil society in Saddam Hussein's Iraq, and the types of groups and activities associated with civil society did not emerge (visibly) in IKR until 1991 or in other parts of Iraq until 2003. The term "*civil society*" also can be a specific term used by social scientists or development practitioners, rather than commonly understood by the general public, so these results may not be unusual when compared to other countries.

Despite some lingering confusion about the civil society sector, there was an **increase in the number of people that feel civil society makes a difference in their lives** between midline and endline



In Basra, civil society activists and government came together to create a mechanism for communication to create stronger partnerships and better support to citizens as a part of the BPCS program.

surveys. In fact, this shifted from only 40% in 2013 to a 50% / 50% split in 2015. However, despite this favorable endorsement, less than a quarter of respondents report being aware of a civil society organization active in their own community or successfully advocating for their needs.

Notwithstanding the thread of slight contradictions about civil society woven throughout the findings, perceptions remain positive and confidence in civil society remains strong. The bulk of those surveyed feel that **civil society is more representative of their needs than government.** In addition, citizens believe that civil society has a greater **ability to influence government officials** at all levels when compared to perceptions about their

own ability to do so. Citizens' faith in the ability civil society to understand their needs and represent their interests manifests in **a belief that civil society and government should work closely together.** In fact, endline survey results indicate a desire to see greater collaboration in the future, potentially including allocations of government funding streams to civil society groups, in addition to more than half of the population believing that the private sector and citizens should also help fund civil society.

The majority of Iraqis still see **humanitarian assistance as the most important activity for civil society.** This is likely linked to the increasing and ongoing need for humanitarian support due to conflict and displacement in large parts of the country. It is also more in line with a traditional "charity" role commonly linked with civil society. In addition, provision of humanitarian support and

delivery of basic services are tangible, concrete activities that are more visible to citizens than some of the ‘behind the scenes’ civil society endeavors such as advocacy, policy, and monitoring.

BPCS is pleased to see endline results that demonstrate a greater understanding of what civil society is, and can be. In addition to continued involvement in the provision of humanitarian assistance, results reveal **a desire for increased civil society engagement in efforts to help address security, corruption and unemployment**. However, respondents remain skeptical that civil society can make improvements in security or corruption. Instead, they find it more likely that civil society can have an impact on improving public services or in the areas of youth and women’s rights. It is unclear from the survey whether this pessimism is related to a lack of confidence in civil society’s capacity in these areas, the seemingly intractable nature of Iraq’s security and corruption challenges, or citizens’ expectations that the government itself should be responsible for both stability and transparent, accountable, non-corrupt practices.

Even more encouraging is that the endline results indicate a positive trend in people’s understanding of civil society’s role: **the sector is increasingly seen as a trusted broker between citizens and the government**. This marks a departure from the past narrow definition of civil society’s role, with a clear increase since the midline survey in those who feel that civil society has a role to play in building government officials’ capacity and in helping the government understand citizens’ needs and concerns. There also is an increase in the number of respondents who feel civil society should be actively engaged in advocacy work, shaping legislation and policy, and **holding the government accountable** through monitoring and other means, including building capacity. This critical shift in public understanding of activities in which they expect civil society to engage is about more than satisfaction with performance; instead, it reflects a nascent **recognition among citizens that civil society can, and should, play a more active role in democratic processes such as planning, legislating, and monitoring the government and its policies**. These results, while highlighting a lack of awareness around specific advocacy campaigns, indicate that BPCS-supported efforts at advocacy and linking citizens to government were aligned community interests and are important to Iraqi citizens.

*Levels of trust and civic engagement remain low, but there have been improvements in social cohesion and civic participation since last year.*

Not surprisingly, friends and family continue to be viewed as very important by the overwhelming majority of respondents. **Nearly everyone trusts their family completely**, and results demonstrate high levels of trust in neighbors and friends as well. Interestingly, however, only half of the respondents report that they have ‘no fear’ when discussing politics with family and friends. Unfortunately, the survey does not provide any additional insights as to what this might mean; while it could be linked to historical fear of informants, it may also be related to the cultural appropriateness (or inappropriateness) of discussing politics with friends and family, including the simple desire to want to avoid disputes and controversy.

Endline results show that the **levels of trust remain low outside the inner circles of family and friends**. Half or more do not trust people that they meet for the first time, people of different nationalities, or people that belong to a different religious sect. On a more encouraging note, there have been **increases in the numbers of respondents that trust people from all three of these groups**. In addition, feedback from 4points survey teams suggested that some respondents were uncomfortable with the nature of this yes/no question, stating that they decide whether or not to trust someone based on the individual’s behavior and qualities rather than his or her religion or ethnicity. While this reveals a limitation of the survey, BPCS is encouraged by this feedback and the underlying willingness to understand people as individuals rather than automatically judging someone based on perceptions or stereotypes related to ethnicity or religion.

In fact, when asked to select the group (religious sect, ethnicity, etc.) with which they most identify, **an overwhelming majority – 84% – of people responded that they are ‘Iraqi above all.’** This is a complete reversal from one year ago, when the same percentage either refused or was unable to answer the question. One possible explanation for this massive shift in people’s perceptions of self is

that, with the rise of ISIL, they now share a common enemy. As a result, they may be more likely to feel unified with a shared sense of purpose that causes them to identify, first and foremost, as an Iraqi. On the other hand, given the current sensitivities surrounding ethnicity and religious affiliation, some respondents may have felt that there was a ‘right’ answer to this question, potentially telling the surveyor what he or she thought the surveyor wanted to hear.

Consistent with the greater sense of collective identity described above, nearly two thirds of those surveyed believe that **involvement in politics is the civic responsibility of all Iraqis** – an increase since the midline. Two thirds also expressed their **belief in the importance of peaceful demonstrations**, both because the right to demonstrate is guaranteed by the Iraqi Constitution and because they feel that protests can be an effective way to ensure that government hears their concerns. Only one in 10 respondents said they are fearful of participating in a demonstration. In fact, endline survey results show decreased levels of fear in all areas of civic engagement and the **vast majority of survey respondents are not at all afraid to vote, express themselves freely with family and friends, or meet with community members to discuss issues of common concern.**

Though membership in syndicates, associations, religious groups, or self-help organizations is minimal, **levels of public participation are encouraging.** Answers to one survey question suggest that, during the last six months, about one in eight respondents have written, called or met with a government official. Results from a subsequent question demonstrate that these are actually the types of activities deemed least effective in seeking improved service delivery outcomes. In other words, respondents may have consciously elected not to invest time in measures designed to try to influence government officials they perceive as unresponsive.

On the other hand, there have been **increases in the level of participation in the activities respondents feel are most likely to lead to positive change:** collective action to make improvements at the community level, doing volunteer work, and making donations to civil society organizations. In fact, even though their own household financial situations have worsened for many, the percentage of respondents that donate money to civil society organizations has remained steady since the midline survey in 2014.

Interestingly, rates of volunteerism in Iraq are higher than those in the United States – 27% compared to 25%.<sup>43</sup> In other words, massive displacement, ongoing violence, and widespread instability have not kept Iraqis from donating, volunteering, or participating in collective efforts to make improvements in their communities or country. In fact, a very human sense of willingness to help others in need may have been exactly what motivated Iraqis to respond to the immediate needs of the displaced during the early days of the IDP crisis, when they invited people into their homes, took food and water to people sleeping in the streets, and organized donations and distributions of needed goods well before the arrival of the international community. These actions, in turn, may also result in higher levels of trust and a sense of being “Iraqi, above all.”



Civil society organizations are increasingly working to capitalize on the sense of volunteerism among Iraqi youth by providing trainings to help them better mobilize and lead activities to better their communities.

<sup>43</sup> <http://www.bls.gov/news.release/volun.nr0.htm>

***Citizens are more satisfied with and confident in civil society than the government across all performance indicators.***

Although respondents expressed some optimism that the government will be able to make improvements in public services and security, endline results paint a bleak picture of citizens' attitudes toward, and perceptions of the government. **Fewer than half of the respondents have favorable opinions of provincial government; even fewer have positive views of the federal government.** There was also a drop in the percentage of people that think local government can make improvements in key areas in the near future – something that will need to be considered carefully in planning for Iraq's decentralization process.

**Three quarters expressed dissatisfaction with government performance overall**, and an equal number do not feel that Parliament is representative – up significantly from 2014. A vast majority report little confidence in their own ability to influence government decisions, and most respondents continue to perceive the government as unresponsive to their needs.

However, as with civil society, results suggest **some confusion on the part of respondents about the role and functions of government at different levels.** For example, there was little difference in people's (negative) perceptions about the performance of provincial and federal government in all areas, including their opportunities to interact with and be heard by officials. This reflects a potential misunderstanding about their own points of entry for engagement with government officials or about their expectations of what government officials at different levels can or should do.

This confusion correlates with the low levels of civic engagement described above, and points to another potential contradiction: people's dissatisfaction with government is high, yet public participation is low. While this may be related to a sense that they are most able to influence change at the local level, it goes against their strong feelings that involvement in politics is the civic responsibility of all Iraqis: citizens believe that they have both the right and responsibility to participate, but are doing so primarily at the local level.

On the other hand, citizens' views of civil society are much more positive than their attitudes toward government. **More than half of the citizens surveyed continue to believe that civil society organizations are working in the interest of Iraqi citizens and that civil society represents the concerns of Iraqis.** In addition, despite a slight decrease since last year, **a majority have favorable views of civil society's performance overall.**

For the purposes of this public opinion survey, 'performance' was not related to outputs, activities, or the work that civil society organizations do. Instead, questions explored perceptions of how civil society organizations work – the softer, more intangible qualities, values and norms critical in democratic institutions and processes. Respondents **rated civil society favorably for its honesty, competence, and capacity to work for, and listen to Iraqis.** They had especially strong positive opinions about civil society's willingness to share information with the public and with the media, and for being open and transparent about the work they do. These positive perceptions about civil society contrast strongly with the views respondents have of the Iraqi government across these same measures. In fact, respondents assigned **especially low scores to the government for openness and honesty, availability to engage with and listen to citizens, and ability to work on their behalf.**

#### OBSERVING CHANGE

In summary, the below table presents the findings of the endline survey exercise in relation to the seven critical PMP indicators comparing 2015 survey values, with results of the baseline and midline exercises.

Table 20: Indicator results

#	Indicator	Baseline	Midline	Endline	Overall Change
1a	Percentage of people who have a basic level of civic knowledge	66%	57.3%	65.1%	-0.9%
1b	Percentage change in citizens' perception of government responsiveness	16%	20%	14.5%	-1.5%
1.2 a	Percentage of people who have participated in collective action within the past six months	20%	22%	18%	-2%
1.2 b	Percentage of people who have participated in voluntary service during the past six months	23%	21%	22%	-1%
2	Percentage of people with a positive opinion of Iraqi CSOs	44%	45.9.3%	51.4%	7.4%
3	Percentage change in citizens' perception of civil society	28%	33%	28.9%	0.9%
4	Percentage of people who feel they have a voice in local government decision-making	27%	29%	16.5%	-10.5%

## Recommendations

Supporting an open, participatory and equitable system of governance in Iraq is vital to preventing further conflict and instability, and encouraging stabilization, recovery, and return. Survey findings demonstrate that people's faith in civil society's ability to represent their needs, contribute to policy and legislation, and monitor government efforts should not be underestimated. Government and civil society need to work together to address security concerns, restore confidence in public services and infrastructure, and build a system of transparent, accountable governance in Iraq. The international community, the Iraqi government, and civil society stakeholders should continue to work toward this goal, applying insights from existing programs and research.

### Iraqi CSOs

1. Increase collaboration with government at all levels – while remaining independent and politically neutral – and expand role as a trusted broker, or bridge connecting citizens with government. Clearly communicate community needs and concerns to the government, and through open and transparent processes share information and feedback from their decision-making and planning processes to citizens.
2. Continue to raise awareness about the work of civil society, which groups or entities represent this sector, and how people can get involved. Encourage internal dialogue within the sector about the important role civil society can play in shaping policy, influencing public service delivery, and planning and operationalizing decentralization efforts as well as in provision of public services and delivery of humanitarian aid.
3. Though findings demonstrate favorability toward the sector, Iraqi civil society will be under increased pressure to perform: to design and deliver evidence-based programs, to improve program quality, to engage citizens in their work and decision-making, and to increase credibility among citizens and with the government. Individual organizations should continue to invest in strengthening their key competencies and technical skills, specializing and focusing in/on ways that maximize impact. As a sector, efforts to coordinate, collaborate, and build consensus among civil society leaders should be strengthened.
4. Collectively, the Iraqi civil society sector should continue to deliver valuable public services and provide much-needed humanitarian assistance in an equitable, objective, responsive and transparent manner. Simultaneously, the sector should identify opportunities to broaden civil society activities and deepen efforts through investments in strengthening policy analysis, government 'watchdog' functions, and advocacy competencies.

5. Create opportunities for public participation and self-expression in policy making and strengthening delivery of public services. Continue efforts to engage the public and encourage greater civic engagement in participatory processes designed to identify, prioritize, and articulate community concerns to decision makers.
6. Seek diverse and multiple avenues to secure financial sustainability to reduce reliance on any single source, and to ensure independence. This may include partnering with the private sector, seeking community contributions, demonstrating quality and value to international donors, as well as encouraging the government to be a funding partner. Some organizations should also consider social enterprise models and offer services for a fee that will allow the organization to continue functioning.

### **International NGOs**

1. Build on existing BPCS and other initiatives that successfully facilitate dialogue between citizens and the civil society and government institutions that represent them. Increase opportunities for civic education efforts designed to promote understanding of civil society, clarify the role that civil society can play, and the ways in which civil society and government can both collaborate and provide checks and balances on one another.
2. Expand and deepen partnerships with local organizations and support their efforts to move beyond the 'traditional' roles of CSOs (humanitarian assistance, service delivery) and into 'watchdog,' advocacy, and policy roles. Continue to require (and model) high levels of accountability and transparency, ensuring local partners lead by example and are above reproach as this sector is still clearly establishing its reputation in the community. This includes being staffed up enough to provide capacity strengthening assistance, oversight, and mentoring support to partners. Working with local organizations as partners from the design phase, rather than only as implementing actors, will also help strengthen capacity of organizations and improve program quality.
3. Identify ways to incorporate peacebuilding, social cohesion, and conflict management/ reconciliation principles and approaches into programming. Work with local civil society to extend these types of projects beyond communities directly affected by conflict as a way to contribute to improvements in security and stability nationwide.
4. Involve Iraqi civil society in all international efforts related to elections monitoring, participatory budgeting, or public service planning efforts. Identify ways in which civil society's hard skills and soft skills, social capital, and community connections to can be leveraged to support Iraq's decentralization process through cooperation with provincial and local governments.
5. Conduct further research to better appreciate Iraqis' understanding of democracy and democratic processes in order to design more targeted and relevant civic education and local-level conflict mitigation programs. Replicate research focused on citizen perceptions and attitudes in the future to monitor trends and continue to use findings to shape strategies and inform policy.

### **International governments/donors/ UN agencies**

1. Stabilization and recovery efforts need to recognize that citizens see a role for civil society to make a difference in their lives and view civil society as more accessible and transparent than government, particularly at the community level where much of the work will be needed. There is a need to invest in this growing trust, and take a systems-based, holistic approach to governance programming that links 'supply' (government service provision) and 'demand'-side (citizen needs) initiatives.
2. When funding government entities and initiatives, incentivize the government to be more accountable to and transparent with Iraqi citizens (which may include civil society partnerships, selected through a transparent process). Consider performance-based funding mechanisms that encourage 'downward' accountability rather than further distorting accountability 'upward' or 'outward' toward foreign governments.

3. Recognize positive attitudes toward police and army in planning support to these institutions, and leverage the fact that citizens see a role for civil society to play in security by involving them in peacebuilding, conflict mitigation, and reconciliation efforts.
4. Engage civil society in future election monitoring and accountability efforts, and identify ways in which civil society can leverage both their hard and “soft skills,” social capital, and community connections to support Iraq’s decentralization process through cooperation with provincial and local governments.

### **Iraqi government**

1. Work with civil society as a bridge to or trusted broker with communities, and partner with them to strengthen government efforts to be more accountable to and transparent with Iraqi citizens. Provide opportunities for civil society organizations to convey messages about government plans, policies, and constraints to communities, and provide feedback from the citizens regarding their concerns and priorities.
2. Engage civil society in the decentralization process by providing opportunities for them to act as a conduit of information, facilitate participatory processes to solicit input, help manage expectations and ensure that decentralization meets citizens’ needs.
3. Strengthen legislative frameworks that allow for more equitable access to planning and decision-making processes, and finalize and operationalize the NGO Law to protect the enabling environment for civil society, while creating further incentives for citizens and the private sector to provide financial support to civil society. Similarly, private companies with community development obligations can be encouraged to work with respected civil society organizations.
4. Involve civil society in the Iraqi governments’ ongoing efforts to enfranchise more vulnerable citizens, conflict-affected populations, and religious or ethnic minorities. Work with independent and competent civil society groups, experienced in peacebuilding, reconciliation and conflict to promote pluralism and strengthen social cohesion. Clear mechanisms can be established for selecting civil society partners that value ability and community representation, and that do not require political party affiliation.
5. Continue to engage civil society in ongoing efforts to improve efficiency and effectiveness of services. Involve them in the identification and prioritization of citizen concerns, and facilitate opportunities that establish modalities for sustained civic engagement.

## **Next Steps**

### **FURTHER RESEARCH**

While revealing and informative, the endline survey results also trigger many questions, some of which can be addressed through additional analysis of the existing data; others that will require additional research and investigation either by BPCS or others with an interest in the questions raised. Examples of further and future analysis include:

- ***Statistical analysis and further study into the linkages between governance and conflict.*** This will be undertaken through by Mercy Corps to better understand the specific approaches to strengthening CSOs that hold the greatest potential to effectively decrease non-state violence in the country, through their effect on individuals’ perceptions toward their government. This work will partly follow up on the [\*‘Bridging the Gap – Civil Society and Good Governance in Iraq’\*](#) report.
- ***Further qualitative study to test the hypothesis that improved governance can reduce support for extremist groups.*** Mercy Corps headquarters researchers will be coming to Iraq between September and October 2015 to meet with community leaders and civil society organizations to discuss survey findings and test theories about the linkage between governance and support for armed groups, particularly among youth.

### **DISSEMINATION**

While further and future research will depend on both resources and agreement, a first step is to share the findings of this survey with a wide audience of stakeholders and invite feedback, encourage discussion and debate, and seek partnerships to learn more and work together to strengthen the role of civil society in Iraq. The strategy for distribution will likely include:

- Translation of the report into three languages, Arabic, Kurdish Sorani and Kurdish Bahdinani
- Share executive summary and/or the whole report with key BPCS and other international stakeholders
- Share with government officials and conduct follow-up sessions where appropriate
- Organize presentations at Sawa Centers to share and discuss with Iraqi civil society
- Link the report in its entirety to Mercy Corps' website, as well as commonly used sites (e.g. NCCI)
- Text a link to the results to all of the survey respondents that provided a phone number

## Acknowledgements

The annual civic attitudes and behaviors survey undertaken by the Broadening Participation through Civil Society (BPCS) program represents a large and sustained effort by many individuals. Mercy Corps is grateful for the time and contributions of the following people for the successful completion of the survey and report:

- The team and surveyors of the **4points Group**, who undertook the data collection and entry for this survey during one of the most tumultuous and unstable times of Iraq's recent history. Despite the many security and logistical challenges of the survey, compounded by the sensitivity of some of the questions in light of the context, the team pushed on to exceed the required number of surveys required, and demonstrated great commitment to data quality. In particular, the leadership of Alison Wittenberg and technical expertise of Nicholas Makinster – in addition to their patience, responsiveness and attention to detail – are appreciated.
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<sup>44</sup> Workshop participants in Erbil included Lorina McAdam, Dianna James, Ahmed Kadhim, Athir Athab, Sabah Mirza, Dr. Ali Assaf, Zainab Qassim, while Sanaa Ibrahim, Ahmed Naeem, Hadi Atiyah, and Dr. Ghaith Janabi participated from Baghdad via skype.

- Most importantly, the survey would not have been possible without the time and trust of the **5,606 men and women** who invited surveyors into their homes, gave their time generously and shared their opinions and perspectives with us.

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## Annexes

### ANNEX A – MAP OF IRAQ



## ANNEX B – FINAL SAMPLING BREAKDOWN BY PROVINCE

Note that survey sample of Anbar and Ninawa residents in IDP camps is further broken down in the next annex.

SL	Region/Province	Endline	Midline	Baseline
<b>Northern Region</b>		<b>N= 1,018</b>	<b>N=825</b>	<b>N=693</b>
1	Dahuk	211 (incl. 15 IDPs)	199	169
2	Erbil	461 (incl. 181 IDPs)	282	242
3	Sulaymaniyah	346	344	282
<b>Northern Triangle</b>		<b>N= 497</b>	<b>N=761</b>	<b>N=1,144</b>
4	Anbar	0	267	234
5	Ninawa	0	0	491
6	Kirkuk	247	243	208
7	Salah ad Din	250	251	211
<b>Central Region</b>		<b>N=2,773</b>	<b>N=2,380</b>	<b>N=2,082</b>
8	Babel	316	311	272
9	Diyala	258	252	216
10	Karbala	203	202	160
11	Najaf	237	236	193
12	Wasit	219	219	183
13	Baghdad	1,540 (incl. 102 IDPs)	1,160	1,058
<b>Southern Region</b>		<b>N=1,318</b>	<b>N=1,266</b>	<b>N=1,081</b>
14	Basra	473 (incl. 53 IDPs)	429	380
15	Maysan	190	189	148
16	Muthanna	129	128	108
17	Qadisiya	210	211	170
18	Dhi Qar	316	309	275
<b>TOTAL SAMPLE</b>		<b>N=5,606</b>	<b>N=5,232</b>	<b>N=5,000</b>

## ANNEX C – FINAL DISTRICT COVERAGE

SL	Region/Province	Endline	Midline	Baseline
<b>Northern Region</b>				
1	Dahuk	Al Shekhan Aqraa Bardah resh Dahuk Imadeyah	Al Shekhan Aqraa Bardah resh Dahuk Imadeyah	Al Shekhan Aqraa Bardah resh Dahuk Imadeyah

		Summail Zakhoo Qadesh Manjesh	Summail Zakhoo	Summail Zakhoo
2	Erbil	Erbil Dushty Howleer Juman Khabat Kwesinjak Makgmoor Merkeh soor Shaqlawa Soran	Erbil Dushty Howleer Juman Khabat Kwesinjak Makgmoor Merkeh soor Shaqlawa Soran	Erbil Dushty Howleer Juman Khabat Kwesinjak Makgmoor Merkeh soor Shaqlawa Soran
3	Sulaymaniyah	Bashdar Chamchamal Darbandikhan Dukhan Halabja Kalar Kardagh Sulaymaniyah	Bashdar Chamchamal Darbandikhan Dukhan Halabja Kalar Kardagh Sulaymaniyah	Bashdar Chamchamal Darbandikhan Dukhan Halabja Kalar Kardagh Sulaymaniyah
<b>Northern Triangle</b>				
4	Anbar	N/A	Falowja Hit Ramadi	Al Kaime Ana Falowja Haditha Hit Ramadi Rawa Rowtba
5	Ninawa	N/A	N/A	Al Baache Al Hamdania Mosul Al Shaikham Hatra Sinchar Tal Afar Tit Kaef
6	Kirkuk	Al Haouja Dabis Dakuk Kirkuk Sharawa Sykanian Korkajal	Al Haouja Dabis Dakuk Kirkuk	Al Haouja Dabis Dakuk Kirkuk
7	Salah ad Din	Al Digeel Al Door Yathreeb	Al Digeel Al Door Balad	Al Digeel Al Door Al Shirqat

		Dhuluiya	Biaji	Balad
		Balad	Samarra	Biaji
		Biaji	Tikrit	Samarra
		Samarra	Tuz Khurmato	Tikrit
		Tikrit	Yathreeb	Tuz Khurmato
		Tuz Khurmato	Dhuluiya	
		Al Moatsum		

### Central Region

8	Babel	Al Hashmia	Al Hashmia	Al Hashmia
		Al Hilla	Al Hilla	Al Hilla
		Hai Al Mohandiseen	Hai Al Mohandiseen	Al Mahawel
		Al Hay Alskari	Al Hay Alskari	Al Misiab
9	Diyala	Al Khalis	Al Khalis	Al Khalis
		Al Ghazia	Al Mikdadia	Al Mikdadia
		Kanaan	Baquba	Baquba
		Al Mikdadia	Baladruz	Baladruz
		Baquba	Khanaqin	Khanaqin
		Baladruz	Kifry	Kifry
		Khanaqin	Al Ghazia	
		Kifry	Kanaan	
10	Karbala	Ain Al Tamer	Ain Al Tamer	Ain Al Tamer
		Al Hindia	Al Hindia	Al Hindia
		Karbala	Karbala	Karbala
		Al Hassaniya		
		Al Hur		
11	Najaf	Al Koufa	Al Koufa	Al Koufa
		Al Manathra	Al Manathra	Al Manathra
		Al Najaf	Al Najaf	Al Najaf
12	Wasit	Al Azizia	Al Azizia	Al Azizia
		Al Hai	Al Hai	Al Hai
		Al Kut	Al Kut	Al Kut
		Al Noomania	Al Noomania	Al Noomania
		Al Swaira	Al Swaira	Al Swaira
		Badra	Badra	Badra
13	Baghdad	Abu Ghraib	Abu Ghraib	Abu Ghraib
		Adhamia	Adhamia	Adhamia
		Al Kadhumia	Al Kadhumia	Al Kadhumia
		Al Karkh	Al Karkh	Al Karkh
		Al Madaane	Al Madaane	Al Madaane
		Al Sader Al	Al Sader Al	Al Sader Al
		Tarmia	Tarmia	Tarmia
		Mahmoudia	Mahmoudia	Mahmoudia
		Rusafa	Rusafa	Rusafa

### Southern Region

14	Basra	Abu Al Khasib	Abu Al Khasib	Abu Al Khasib
		Basra	Basra	Basra
		Al Fawo	Al Fawo	Al Fawo
		Al Madiana	Al Madiana	Al Madiana

		Al Qurna Al Zubair Shat Al Arab	Al Qurna Al Zubair Shat Al Arab	Al Qurna Al Zubair Shat Al Arab
15	Maysan	Al Ammara Al Kahlaa Al Miamona Al Mijar Al Kabiar Ali Al Gharbi Kalat Salih	Al Ammara Al Kahlaa Al Miamona Al Mijar Al Kabiar Ali Al Gharbi Kalat Salih	Al Ammara Al Kahlaa Al Miamona Al Mijar Al Kabiar Ali Al Gharbi Kalat Salih
16	Muthanna	Al Khithir Al Rwmaitha Al Salman Al Simawa	Al Khithir Al Rwmaitha Al Salman Al Simawa	Al Khithir Al Rwmaitha Al Salman Al Simawa
17	Qadisiya		Aifak Al Diwania Al Hamza Al Shamia	Aifak Al Diwania Al Hamza Al Shamia
18	Dhi Qar	Al Chibaish Al Nassiria Al Rifaai Al Shatra Sowk Al Khuwkh	Al Chibaish Al Nassiria Al Rifaai Al Shatra Sowk Al Khuwkh	Al Chibaish Al Nassiria Al Rifaai Al Shatra Sowk Al Khuwkh

#### ANNEX D- FINAL COVERAGE IN IDP CAMPS

Camp Name	From Anbar	From Salah had Din	From Ninawa	# of Respondents
<b>Baghdad</b>				<b>N= 102</b>
Salmon Dawood Mosque	32			32
Al Amal Al Munshed	21			21
Hadi Al Basheer Mosque	9			9
Yousifiya	40			40
<b>Basra</b>				<b>N= 53</b>
Al Khuzzeza	40	13		53
<b>Dahuk</b>				<b>N= 15</b>
Dawoodiya	5		10	15
<b>Erbil</b>				<b>N= 181</b>
Baharka			29	29
Ashti 2			23	23
Al Shabab			20	20
Harsham1			9	9
Harsham 2			13	13
Harsham 3			21	21

Al Karma 1	6	6
Al Karma 2	11	11
Nashtiman	10	10
Al Amal	26	26
Kanza	5	5
Darwaza Hawler	8	8
<b>All Camps</b>		<b>351</b>

ANNEX E – ENDLINE SURVEY QUESTIONNAIRE



**Broadening Participation through Civil Society (BPCS) Program**

Hello,

My name is \_\_\_\_\_ I am working as an interviewer for the ---, which is a research institution in Iraq. BPCS program is conducting a research program talking with people like you about contemporary political and business issues. Your participation in this study is completely voluntary. We value your opinion and would like to encourage you to answer all the questions in this interview, however, please inform us if there is a question you do not know the answer to. Your answers to the questions are completely confidential and any data will only be reported at the aggregate level, not on an individual level.

First, I will ask you a few questions to determine your eligibility for our study. In order to guarantee the randomization of the sample, please tell me how many residents of your house are 18 years of age and older? And, may I have the age of each person who is 18 years of age or older?

**Interviewer:** Organize the responses on your KISH table by male oldest to youngest and then by female oldest to youngest. To the surveyor: Enter your KISH Grid Sheet ID Number below:

\_\_\_\_\_

E1. Do you agree to participate in this interview?

- Yes 1
- No 2

E2. How old are you? [Do not read answer categories]

- 18 or older Proceed to E2 1
- 17 or younger 2

→ E2A. May I please speak to someone in your household who is 18 years of age or older?

- YES → Reread introduction 1
- NO → Thank respondent and terminate the survey. 2

E3. Do you reside at this address?

- YES Proceed to E3 1
- NO 2

→ E3a. May I please speak to someone who resides at this address?

- YES → Reread introduction 1
- NO → Thank respondent and terminate 2

E4. Are you employed by any of the following: (Check all that apply)

- |   |    |    |
|---|----|----|
| <input type="checkbox"/> Hospital                       | 1  |    |
| <input type="checkbox"/> School                         | 2  |    |
| <input type="checkbox"/> An electricity company         | 4  |    |
| <input type="checkbox"/> Civil society organization     | 5  |    |
| <input type="checkbox"/> An oil company                 | 6  |    |
| <input type="checkbox"/> Elected official               | 7  |    |
| <input type="checkbox"/> Political party office holder  | 8  |    |
| <input type="checkbox"/> Candidate for political office | 9  |    |
| <input type="checkbox"/> Government Militia             | 10 |    |
| <input type="checkbox"/> Other Private Business         | 11 |    |
| <input type="checkbox"/> Hashd                          | 12 |    |
| <input type="checkbox"/> Other _____                    |    | 99 |

Thank respondent for their time and cooperation and depart only if categories between 6 - 9 are selected.

### **NATIONAL INDICATORS**

Q1. How would you describe the current economic situation in Iraq: Is it very good, somewhat good, somewhat bad or very bad?

- |  |    |
|--|----|
| <input type="checkbox"/> Very good     | 1  |
| <input type="checkbox"/> Somewhat good | 2  |
| <input type="checkbox"/> Somewhat bad  | 3  |
| <input type="checkbox"/> Very bad      | 4  |
| <input type="checkbox"/> Refused       | 80 |
| <input type="checkbox"/> Do not know   | 90 |

Q2. Thinking ahead to next year, do you expect your household's financial situation to: Get much better, get somewhat better, get somewhat worse, get much worse or stay the same?

- |  |    |
|--|----|
| <input type="checkbox"/> Much better     | 1  |
| <input type="checkbox"/> Somewhat better | 2  |
| <input type="checkbox"/> Somewhat worse  | 3  |
| <input type="checkbox"/> Much worse      | 4  |
| <input type="checkbox"/> Stay the same   | 5  |
| <input type="checkbox"/> Refused         | 80 |
| <input type="checkbox"/> Do not know     | 90 |

Q3. Now thinking about how things are going, not for you personally, but for Iraq as a whole, how would you say things are going overall these days? Are they going in the right direction or the wrong direction?

- |  |    |
|--|----|
| <input type="checkbox"/> Right direction | 1  |
| <input type="checkbox"/> Wrong direction | 2  |
| <input type="checkbox"/> Refused         | 80 |
| <input type="checkbox"/> Do not know     | 90 |

Q4. Over the last year, would you say that security in your community has: Gotten much better, gotten somewhat better, gotten somewhat worse, gotten much worse or stayed the same?

- |  |    |
|--|----|
| <input type="checkbox"/> Much better     | 1  |
| <input type="checkbox"/> Somewhat better | 2  |
| <input type="checkbox"/> Somewhat worse  | 3  |
| <input type="checkbox"/> Much worse      | 4  |
| <input type="checkbox"/> Stayed the same | 5  |
| <input type="checkbox"/> Refused         | 80 |
| <input type="checkbox"/> Do not know     | 90 |

Q5. Over the last year, would you say that security in Iraq overall has: Gotten much better, gotten somewhat better, gotten somewhat worse, gotten much worse or stayed the same?

- |  |   |
|--|---|
| <input type="checkbox"/> Much better     | 1 |
| <input type="checkbox"/> Somewhat better | 2 |
| <input type="checkbox"/> Somewhat worse  | 3 |
| <input type="checkbox"/> Much worse      | 4 |

- Stayed the same 5
- Refused* 80
- Do not know* 90

Q6. Not personally, but in terms of your Iraq, what is the single biggest problem facing it as a whole?

Water and electricity	1
Paving roads	2
Sewage system	3
Trash collection	4
Security	5
Unemployment	6
Government corruption	7
Wages and salaries	8
Education	9
Health care	10
Living standards	11
Creating jobs	12
<i>Refused</i>	80
<i>Do not know</i>	90

Q7. Now I am going to read a list of issues and for each one please tell me whether you feel that the situation has: Gotten better, gotten worse, or stayed the same over the last year.  
*If (better/worse, ask:) And would you say it is MUCH (better/worse) or only SOMEWHAT better/worse)?*

Issue	Much better	Some what better	Same	Somew hat worse	Much worse	<i>Refused</i>	<i>Do not know</i>
Q7a. Electricity	1	2	3	4	5	80	90
Q7b. Unemployment	1	2	3	4	5	80	90
Q7c. Government corruption	1	2	3	4	5	80	90
Q7d. Wages and salaries	1	2	3	4	5	80	90
Q7e. Services like water, sewage, etc.	1	2	3	4	5	80	90
Q7f. Health care	1	2	3	4	5	80	90
Q7g. Education	1	2	3	4	5	80	90

Q8. Thinking now about members of the Iraqi parliament who represent you and your family, would you say that representatives in the Iraqi parliament are representing the needs and interests of the people? Do you strongly agree, somewhat agree, somewhat disagree, or strongly disagree with this statement?

- Strongly agree 1
- Somewhat agree 2
- Somewhat disagree 3
- Strongly disagree 4
- Refused* 80
- Do not know* 90

Q8a. Now I am going to read to you a list of foods and drinks. After I read the entire list, I'd like you to tell me HOW MANY of these foods and drinks you like. Please do not tell me WHICH ONES you like. Only tell me HOW MANY you like. In answering this question, you do not have to reveal which ones you like.

1. Kebabs
2. Dates
3. Pizza
4. Coca Cola
5. Arak

HOW MANY of these groups or individuals do you broadly support? \_\_\_\_\_

- Zero 1
- One 2
- Two 3
- Three 4
- Four 5
- Five 6
- Refused* 80
- Do not know* 90

Q9. Now I am going to read you a list with the names of different groups and individuals on it. After I read the entire list, I'd like you to tell me HOW MANY of these groups and individuals you broadly support, meaning that you generally have favorable views toward them. Please don't tell me WHICH ONES you broadly support; only tell me HOW MANY groups or individuals you broadly support.

1. Iraq's national football team
2. Associations that promote equal rights for Iraqi women
3. Iraqi Red Crescent
4. Daesh/Hashid (NB: Option 4 depends on automated randomization)

HOW MANY of these groups or individuals do you broadly support? \_\_\_\_\_

- Zero 1
- One 2
- Two 3
- Three 4
- Four 5
- Refused* 80
- Do not know* 90

**ROLE OF CIVIL SOCIETY**

Q10. I'm going to read to you a list of different institutions and groups of people in Iraq. Please select which ones fall under your understanding of what civil society is.

Issue	Yes	No	Refused	Do not know
Q10a. Local Iraqi (CSOs, associations, community groups) working on development and basic services	1	2	80	90
Q10b. Local Iraqi NGOs working on human rights, social justice and advocacy issues	1	2	80	90
Q10c. International NGOs	1	2	80	90
Q10d. Government	1	2	80	90
Q10e. Private Sector organizations and companies	1	2	80	90
Q10f. Activists	1	2	80	90
Q10g. Political parties	1	2	80	90
Q10h. Tribal leaders and groups	1	2	80	90
Q10i. Religious leaders and groups	1	2	80	90
Q10j. Zakat type religious institutions	1	2	80	90
Q10k. Militias	1	2	80	90
Q10l. Unions and syndicates	1	2	80	90
Q10m. Youth groups	1	2	80	90

Q11. I'm going to read to you a list of activities that civil society could possibly perform in Iraq. Please select which activities fall under your understanding of civil society.

Issue	Yes	No	Refused	Do not know
Q11a. Humanitarian assistance	1	2	80	90
Q11b. Paying citizens to do work for the community	1	2	80	90
Q11c. Advocating for new policies or legislation	1	2	80	90
Q11d. Playing a large role in creating new policies	1	2	80	90
Q11e. Holding the government accountable	1	2	80	90
Q11f. Campaigning for politicians	1	2	80	90
Q11g. Conducting research to improve policies and legislation	1	2	80	90
Q11h. Training and capacity building for Iraqis	1	2	80	90
Q11i. Training and capacity building for government officials	1	2	80	90
Q11j. To make a profit for its leaders	1	2	80	90
Q11k. Other	1	2	80	90

Q12. I'm going to read two sentences to you. Please select the one that is closest to your opinion. Civil society did/does make a difference in my life. Civil society did/does not make a difference in my life.

- Civil society makes a difference in my life. 1  
 Civil society does not make a difference in my life. 2

Q13. Are you personally aware of any civil society organizations or groups that are active in your community?

- Yes 1 [If 'yes' then go to Q13a.]  
 No 2  
 Refused 80  
 Do not know 90

Q13a. Can you name a civil society organization (CSO) that is active in your community?

- Yes 1  
 No 2  
 Refused 80  
 Do not know 90

Name of CSO:

Q14. In your opinion, how likely is it that civil society organizations will improve conditions in your province in terms of the following categories? Would you say it is Very likely, Somewhat likely, Not very likely, or Not at all likely.

Issue	Very likely	Somewhat likely	Not very likely	Not at all likely	Refused	Do not know
Q14a. Electricity	1	2	3	4	80	90
Q14b. Water	1	2	3	4	80	90
Q14c. Jobs	1	2	3	4	80	90
Q14d. Security	1	2	3	4	80	90

Q14e. Government corruption	1	2	3	4	80	90
Q14f. Women's rights	1	2	3	4	80	90
Q14g. Education	1	2	3	4	80	90
Q14h. Pollution	1	2	3	4	80	90
Q14i. Youth rights	1	2	3	4	80	90

Q15. Can you think of an example of civil society organizations successfully advocating for you or your community's needs?

- Yes 1 [GO TO Q15a.]  
 No 2  
 Refused 80  
 Do not know 90

Q15a. Can you explain the work the organization performed to advocate for you or your community's needs?

- Yes 1  
 No 2  
 Refused 80  
 Do not know 90

Example:

Q16. I would like to ask you about your impressions on the performance of civil society. On a 1 to 7 scale, 7 being the best and 1 being the worst, how would you rate civil society in the following categories?

Questions	Scale							Refused	Do not know
	1	2	3	4	5	6	7		
Q16a. They are honest and fair with the Iraqi people.	1	2	3	4	5	6	7	80	90
Q16b. They are available to me if I want to express my opinion or solve a problem.	1	2	3	4	5	6	7	80	90
Q16c. Are actively working to solve problems and meet needs of people like me and my community.	1	2	3	4	5	6	7	80	90
Q16d. Are aware of the issues of most concern to people like me.	1	2	3	4	5	6	7	80	90
Q16e. Actually engage with people like me and interact with us.	1	2	3	4	5	6	7	80	90
Q16f. Try their best to listen to what people like me have to say?	1	2	3	4	5	6	7	80	90
Q16g. Are working in their own self-interest, and not the interest of the people.	1	2	3	4	5	6	7	80	90
Q16h. Are competent and professional in performing their jobs.	1	2	3	4	5	6	7	80	90
Q16i. Are accountable to the public for the quality of their job performance and the decisions that they take.	1	2	3	4	5	6	7	80	90
Q16j. Are open and honest about their work and the decisions that they take.	1	2	3	4	5	6	7	80	90
Q16k. Are willing to share information about their work with the media and/or public	1	2	3	4	5	6	7	80	90

Q17. On a 1 to 7 scale, 7 being the highest level of support and 1 being the lowest level of support, how would you rate the following statements?

Questions	Scale							Refused	Do not know
	1	2	3	4	5	6	7		
Q17a. The government and civil society organizations work well together.	1	2	3	4	5	6	7	80	90
Q17b. The government should work closer with civil society organizations.	1	2	3	4	5	6	7	80	90
Q17c. Civil society organizations should be funded by the government.	1	2	3	4	5	6	7	80	90
Q17d. Civil society organizations should be funded by citizens.	1	2	3	4	5	6	7	80	90
Q17e. Civil society organizations should be funded by businesses.	1	2	3	4	5	6	7	80	90
Q17f. Civil society organizations represent the concerns of citizens.	1	2	3	4	5	6	7	80	90

Q18. Who does a better job of representing the people's needs and interacting with them?

- Civil Society 1
- Government 2
- Tribal Leaders 3
- Religious Leaders 4
- Activists 5

Q19. During the last 6 months have you... (Select all that apply)

Questions	Yes	No	Refused	Do not know
Q19a. Written a letter to a government officials or called him or her by phone for help solving a problem or to share your views	1	2	80	90
Q19b. Met with a government official for help solving a problem or to share your opinion	1	2	80	90
Q19c. Participated in any activity with others to improve your community or country	1	2	80	90
Q19d. Done voluntary work in your community	1	2	80	90
Q19e. Donated money or other assistance to a non-religious civil society organization.	1	2	80	90
Q19f. Participated in a local or national advocacy campaign	1	2	80	90
Q19g. Participated in a civil society-organized activity	1	2	80	90
Q19h. Helped others to understand how to peacefully demonstrate for improved government services.	1	2	80	90

Q20. Do you think the following actions are effective ways to get improvement in basic service delivery?

Questions	Yes	No	Refused	Do not know
Q20a. Writing a letter to a government officials or called him or her by phone for help solving a problem or to share your views	1	2	80	90
Q20b. Meeting with a government official for help solving a problem or to share your opinion	1	2	80	90
Q20c. Participating in any activity with others to improve your community or country	1	2	80	90
Q20d. Doing voluntary work in your community	1	2	80	90
Q20e. Donating money or other assistance to a non-religious civil society organization.	1	2	80	90
Q20f. Participating in a local or national advocacy campaign	1	2	80	90
Q20g. Participating in a civil society-organized activity	1	2	80	90
Q20h. Sharing concerns with a local tribal leader	1	2	80	90

Q21. Now I am going to read to you a list of activities that citizens usually take part in. After I read the entire list, I'd like you to tell me HOW MANY of these activities you have participated in at least once during the past three years. Please do not tell me WHICH ONES you participated in. Only tell me HOW MANY of these activities you participated in at least once in the past three years.

1. Signed a petition
2. Attended most Friday's prayers
3. Wrote a letter to a member of the Iraqi parliament
4. Used force or violence for a political cause (NB: Option 4 is offered using automated randomization)

HOW MANY of these activities have you participated at least once in the past three years? \_\_\_\_\_

- |                                      |    |
|--------------------------------------|----|
| <input type="checkbox"/> Zero        | 1  |
| <input type="checkbox"/> One         | 2  |
| <input type="checkbox"/> Two         | 3  |
| <input type="checkbox"/> Three       | 4  |
| <input type="checkbox"/> Four        | 5  |
| <input type="checkbox"/> Refused     | 80 |
| <input type="checkbox"/> Do not know | 90 |

Q22. Now I am going to read out a list of groups that people can join. For each one, please tell me if you are an official leader, active member, inactive member, or not a member?

Issue	Official leader	Active member	Inactive member	Not a member	Refused	Do not know
Q22a. Religious group	1	2	3	4	80	90
Q22b. Syndicate or association	1	2	3	4	80	90
Q22c. Professional or business association	1	2	3	4	80	90
Q22d. A community development or self-help association/CSO	1	2	3	4	80	90

[Ask the next question if respondent answers only 1 or 2 (official leader or active member) above for any questions, otherwise skip to Q24]

Q23. If you answered YES to any of the above questions, did you take this position in the last six months?

Issue	Yes	No	Refused	Do not know
Q18a. Religious group	1	2	80	90
Q18b. Syndicate or association	1	2	80	90
Q18c. Professional or business association	1	2	80	90
Q18d. A community development or self-help association/CSO	1	2	80	90

Q24. Over the last six month, have you heard or learned of associations or civil society organizations in the media?

- |                                      |                |
|--------------------------------------|----------------|
| <input type="checkbox"/> Yes         | 1 [Go to 19a.] |
| <input type="checkbox"/> No          | 2              |
| <input type="checkbox"/> Refused     | 80             |
| <input type="checkbox"/> Do not know | 90             |

Q24a. From what type of media did you hear this information?

Media type	Code
Newspaper	1

Television	2
Radio	4
Internet news websites	5
Internet social media (i.e Facebook, Twitter)	6
Refused	80
Do not know	90

Q25. Can you please answer the following questions?  
(The following questions test civic knowledge. Do not provide answers)

Question	Answers correctly	Does not answer correctly	Refused	Do not know
Q25a. Who is the Prime Minister of Iraq?	1 (Haider Al Ebadi)	2	80	90
Q25b. What is the Council of Representatives?	1 (Parliament)	2	80	90

Q26. Can you please answer the following questions? (Civic Knowledge Questions)

Question	Yes	No	Refused	Do not know
Q26a. Do you know how to get in contact with a representative from your local council?	1	2	80	90
Q26b. Do you know how to get in contact with a representative from your provincial council?	1	2	80	90
Q26c. Do civil society organizations need to be registered with the government?	1	2	80	90

Q27. I am going to read you some questions. Please say whether you strongly agree, agree, disagree, or strongly disagree with them.

Questions	Strongly agree	Agree	Disagree	Strongly disagree	Refused	Do not know
Q27a. Civil society organizations are useful only for humanitarian issues like assisting IDPs refugees, widows, and orphans.	1	2	3	4	80	90
Q27b. I will only participate in NGOs if they pay me	1	2	3	4	80	90
Q27c. I often discuss politics with close relatives	1	2	3	4	80	90
Q27d. I often try to persuade friends/ relatives to share my political view	1	2	3	4	80	90

Q28. Now I will read to you a list of different activities that civil society organizations can do. Select the most important activities based on your opinion:

Sources	Q28a. First Choice	Q28b. Second Choice	Q28c. Third Choice
Provision of humanitarian services	1	1	1
Monitoring the government and its policies	2	2	2
Training and capacity building for Iraqis	3	3	3
Helping the government to understand the needs of the common people	4	4	4
Monitoring the election	5	5	5
Pushing (advocacy) for changing policies or legislations	6	6	6
Data collection/conducting research for decision making	7	7	7
Training and capacity building for government officials	8	8	8
Educating Iraqis	9	9	9
<i>Refused</i>	80	80	80
<i>Do not know</i>	90	90	90

Q29. In your opinion, what are the two biggest issues that civil society organizations *should* work toward solving in your province?

Issues	Q29a. <i>First choice</i>	Q29b. <i>Second choice</i>
Water and electricity	1	1
Paving roads	2	2
Sewage system	3	3
Trash collection	4	4
Security	5	5
Unemployment	6	6
Government corruption	7	7
Wages and salaries	8	8
Education	9	9

Health care	10	10
Living standards	11	11
Creating jobs	12	12
Reconciliation/Conflict mediation	13	13
Meeting needs of IDPs	14	14
<i>Refused</i>	80	80
<i>Do not know</i>	90	90

Q30. In your opinion, what is the likelihood that civil society organizations have the ability to solve the biggest problems in your province?

- Very likely 1
- Somewhat likely 2
- Not very likely 3
- Not at all likely 4
- Refused* 80
- Do not know* 90

### **Political Self-Efficiency**

Q31. Now I will read you nine different activities that you could participate in. Please, tell me, whether you would participate in the following activities with 'no fear', 'some fear' or a 'lot of fear'?

Questions	No fear	Some fear	A lot of fear	<i>Refused</i>	<i>Do not know</i>
Q31a. Meeting with community members to discuss issues of collective concern	1	2	3	80	90
Q31b. Voting in a national election	1	2	3	80	90
Q31c. Participating in a demonstration	1	2	3	80	90
Q31d. Running for a public office	1	2	3	80	90
Q31e. Contacting a government official about concerns or problems	1	2	3	80	90
Q31f. Telling others in the community which political party I support and why	1	2	3	80	90
Q31g. Expressing myself freely when I discuss politics with friends and relatives	1	2	3	80	90
Q31h. Signing a petition	1	2	3	80	90
Q31i. Bringing my concerns to the attention of the media	1	2	3	80	90

Q32. In your personal opinion, how likely is it that you can influence government decisions?

- Very likely 1
- Somewhat likely 2
- Not very likely 3
- Not at all likely 4
- Refused* 80
- Do not know* 90

Q33. Being involved in politics is a civic responsibility for every Iraqi. Do you agree strongly, agree somewhat, disagree somewhat, or disagree strongly with this statement?

- Strongly agree 1
- Somewhat agree 2
- Somewhat disagree 3
- Strongly disagree 4
- Refused* 80
- Do not know* 90

Q34. Do you agree or disagree with the following statement: Actions like holding peaceful demonstrations are important because they force the government to consider peoples' demands.

- |   |    |
|---|----|
| <input type="checkbox"/> Strongly agree     | 1  |
| <input type="checkbox"/> Somewhat agree     | 2  |
| <input type="checkbox"/> Somewhat disagree  | 3  |
| <input type="checkbox"/> Strongly disagree  | 4  |
| <input type="checkbox"/> <i>Refused</i>     | 80 |
| <input type="checkbox"/> <i>Do not know</i> | 90 |

Q35. Do you agree or disagree with the following statement: Actions like holding peaceful demonstrations are acceptable because the constitution guarantees citizens the right to express their opinions.

- |   |    |
|---|----|
| <input type="checkbox"/> Strongly agree     | 1  |
| <input type="checkbox"/> Somewhat agree     | 2  |
| <input type="checkbox"/> Somewhat disagree  | 3  |
| <input type="checkbox"/> Strongly disagree  | 4  |
| <input type="checkbox"/> <i>Refused</i>     | 80 |
| <input type="checkbox"/> <i>Do not know</i> | 90 |

Q36. Now I am going to read to you a list of recent events. After I read the entire list, I'd like you to tell me HOW MANY of events you favor. Please do not tell me WHICH ONES you favor. Only tell me HOW MANY of these events you favor.

1. The spread of cell phone service in Iraq in recent years.
2. The increase in the number of women in parliament.
3. The increase in the number of women who marry between the ages of 14 and 18.
4. The air strikes conducted by the U.S.-led international coalition in Iraq, which have been approved by the government of Iraq./The air strikes conducted by the U.S.-led international coalition in Iraq, which have been approved by the United Nations. (NB: Option 4 depends on automated randomization)

HOW MANY of these events do you favor?

- |   |    |
|---|----|
| <input type="checkbox"/> Zero               | 1  |
| <input type="checkbox"/> One                | 2  |
| <input type="checkbox"/> Two                | 3  |
| <input type="checkbox"/> Three              | 4  |
| <input type="checkbox"/> Four               | 5  |
| <input type="checkbox"/> <i>Refused</i>     | 80 |
| <input type="checkbox"/> <i>Do not know</i> | 90 |

Follow-up Question Option 1. I just have a follow up question. Did the list I just read mention airstrikes conducted by the U.S.-led international coalition?

- |   |    |
|---|----|
| <input type="checkbox"/> Yes                | 1  |
| <input type="checkbox"/> No                 | 2  |
| <input type="checkbox"/> <i>Refused</i>     | 80 |
| <input type="checkbox"/> <i>Do not know</i> | 90 |

*Or (depending on randomization)*

Follow-up Question Option 2. I just have a follow up question. According to the previous question, who approved the airstrikes conducted by the U.S.-led international coalition?

- |  |    |
|--|----|
| <input type="checkbox"/> Government of Iraq                            | 1  |
| <input type="checkbox"/> United Nations                                | 2  |
| <input type="checkbox"/> The Arab League (Saudi Arabia, Qatar, Jordan) | 3  |
| <input type="checkbox"/> <i>Refused</i>                                | 80 |
| <input type="checkbox"/> <i>Do not know</i>                            | 90 |

### **A Voice in Government Decision-Making**

Q37. I would like to ask you about your impressions on the ability of citizens to have a voice in government decision making. On a 1 to 7 scale, 7 being very likely and 1 being the least likely, how would you rank the ability of citizens to influence the policies in the following government entities?

Issue	Scale							Refused	Do not know
	1	2	3	4	5	6	7		
Q37a. Local government	1	2	3	4	5	6	7	80	90
Q37b. Provincial government	1	2	3	4	5	6	7	80	90
Q37c. Federal government	1	2	3	4	5	6	7	80	90
Q37d. Regional government	1	2	3	4	5	6	7	80	90

Q38. I would like to ask you about your impressions on the ability of civil society to have a voice in government decision making. On a 1 to 7 scale, 7 being very likely and 1 being the least likely, how would you rank the ability of citizens to influence the policies in the following government entities?

Issue	Scale							Refused	Do not know
	1	2	3	4	5	6	7		
Q38a. Local government	1	2	3	4	5	6	7	80	90
Q38b. Provincial government	1	2	3	4	5	6	7	80	90
Q38c. Federal government	1	2	3	4	5	6	7	80	90
Q38d. Regional government	1	2	3	4	5	6	7	80	90

### **Government Responsiveness**

Q39. How would you rate each of the following institutions; very favorable, somewhat favorable, somewhat unfavorable or very unfavorable?

Issue	Very Favorable	Somewhat Favorable	Somewhat Unfavorable	Very Unfavorable	Refused	Do not know
Q39a. Federal Government	1	2	3	4	80	90
Q39b. Provincial Government	1	2	3	4	80	90
Q39c. Civil Society	1	2	3	4	80	90
Q39d. The Army	1	2	3	4	80	90
Q39e. The Police	1	2	3	4	80	90
Q39f. The Media	1	2	3	4	80	90

Q40. Suppose that there was a scale from 1-10 to measure the extent of your satisfaction with the government, in which 1 means that you were absolutely unsatisfied with its performance and 10 means that you were very satisfied. To what extent are you satisfied with the government's performance?

Response	1	2	3	4	5	6	7	8	9	10
Refused	80									
Do not know	90									

Q41. I would like to ask you about your impressions on the performance of representatives from provincial government. On a 1 to 7 scale, 7 being the best and 1 being the worst, how would you rank officials in the provincial government in the following categories?

Questions	Scale							Refused	Do not know
Q41a. They are honest and fair with the Iraqi people.	1	2	3	4	5	6	7	80	90
Q41b. They are available to me if I want to express my opinion or solve a problem	1	2	3	4	5	6	7	80	90
Q41c. Are actively working to solve problems and meet needs of people like me and my community	1	2	3	4	5	6	7	80	90

Q41d. Are aware of the issues of most concern to people like me	1	2	3	4	5	6	7	80	90
Q41e. Actually engage with people like me and interact with us	1	2	3	4	5	6	7	80	90
Q41f. Try their best to listen to what people like me have to say	1	2	3	4	5	6	7	80	90
Q41g. Are working in their own self-interest, and not the interest of the people	1	2	3	4	5	6	7	80	90
Q41h. Are competent and professional in performing their jobs.	1	2	3	4	5	6	7	80	90
Q41i. Are accountable to the public for the quality of their job performance and the decisions that they take.	1	2	3	4	5	6	7	80	90
Q41j. Are open and honest about their work and the decisions that they take.	1	2	3	4	5	6	7	80	90
Q41k. Are willing to share information about their work with the media and/or public	1	2	3	4	5	6	7	80	90

Q42. I would like to ask you about your impressions on the performance of representatives from *federal/national* government. On a 1 to 7 scale, 7 being the best and 1 being the worst, how would you rank officials in the provincial government in the following categories?

Questions	Scale							Refused	Do not know
They are honest and fair with the Iraqi people.	1	2	3	4	5	6	7	80	90
They are available to me if I want to express my opinion or solve a problem	1	2	3	4	5	6	7	80	90
Are actively working to solve problems and meet needs of people like me and my community	1	2	3	4	5	6	7	80	90
Are aware of the issues of most concern to people like me	1	2	3	4	5	6	7	80	90
Actually engage with people like me and interact with us	1	2	3	4	5	6	7	80	90
Try their best to listen to what people like me have to say	1	2	3	4	5	6	7	80	90
Are working in their own self-interest, and not the interest of the people	1	2	3	4	5	6	7	80	90
Are competent and professional in performing their jobs.	1	2	3	4	5	6	7	80	90
Are accountable to the public for the quality of their job performance and the decisions that they take.	1	2	3	4	5	6	7	80	90
Are open and honest about their work and the decisions that they take.	1	2	3	4	5	6	7	80	90
Are willing to share information about their work with the media and/or public	1	2	3	4	5	6	7	80	90

Q43. I would like to ask you about your impressions on the fairness and effectiveness of the formal justice system (i.e. courts). On a 1 to 7 scale, 7 being the best and 1 being the worst, how would you rank officials in the provincial government in the following categories?

Questions	Scale							Refused	Do not know
Q43a. They are fair	1	2	3	4	5	6	7	80	90
Q43b. They are accessible	1	2	3	4	5	6	7	80	90
Q43c. They have the resources to function	1	2	3	4	5	6	7	80	90
Q43d. They serve all persons and communities equally	1	2	3	4	5	6	7	80	90
Q43e. They are politically biased	1	2	3	4	5	6	7	80	90
Q43f. They have the ability to implement decisions independently and objectively	1	2	3	4	5	6	7	80	90

Q44. I would like to ask you about your impressions on the fairness and effectiveness of the informal justice system (i.e. tribal elders, religious elders, community dispute resolution mechanisms). On a 1 to 7 scale, 7 being the best and 1 being the worst, how would you rank officials in the provincial government in the following categories?

Questions	Scale							Refused	Do not know
	1	2	3	4	5	6	7		
Q44a. They are fair	1	2	3	4	5	6	7	80	90
Q44b. They are accessible	1	2	3	4	5	6	7	80	90
Q44c. They have the resources to function	1	2	3	4	5	6	7	80	90
Q44d. They serve all persons and communities equally	1	2	3	4	5	6	7	80	90
Q44e. They are politically biased	1	2	3	4	5	6	7	80	90
Q44f. They have the ability to implement decisions independently and objectively	1	2	3	4	5	6	7	80	90

Q45. Suppose there was a scale from 1-10 measuring the extent to which democracy is suitable for your country, with 1 meaning that democracy is absolutely inappropriate for your country and 10 meaning that democracy is completely appropriate for your country. To what extent do you think democracy is appropriate for your country?

Response	1	2	3	4	5	6	7	8	9	10
Refused	80									
Do not know	90									

Q46. How would you describe the current situation of democracy in Iraq: Is it very good, somewhat good, somewhat bad or very bad?

- Very good 1
- Somewhat good 2
- Somewhat bad 3
- Very bad 4
- Refused 80
- Do not know 90

Q47. To what extent do you agree with this statement: "It is justified for the government to violate human rights in order to maintain security."

- Strongly Agree 1
- Agree 2
- Neither Agree Nor Disagree 3
- Disagree 4
- Strongly Disagree 5
- Refused 80
- Do not know 90

Q48. In your opinion, how likely is it that the government will improve conditions in your province the follow areas? Would you say that the improvement is very likely, somewhat likely, not very likely, or not at all likely?

Issue	Very likely	Somewhat likely	Not very likely	Not at all likely	Refused	Do not know
Q48a. Electricity	1	2	3	4	80	90
Q48b. Water	1	2	3	4	80	90
Q48c. Jobs	1	2	3	4	80	90
Q48d. Security	1	2	3	4	80	90
Q48e. Government corruption	1	2	3	4	80	90
Q48f. Women's rights	1	2	3	4	80	90
Q48g. Education	1	2	3	4	80	90
Q48h. Pollution	1	2	3	4	80	90

Q48i. Youth rights	1	2	3	4	80	90
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Q49. Thinking about armed groups like Daesh using violence in Iraq, what do you think these groups are trying to accomplish? Indicate which of these is closest to your view.

- Safeguard equal rights of Sunnis in Iraq 1
- Overthrow the government and create a more democratic state 2
- Establish a caliphate and impose Sharia law 3
- Uphold Islam and protect the interest of Muslims 4
- Destabilize the elected government 5
- Fight against Western powers interfering in the Middle East 6
- Create chaos/I don't think these groups have a purpose 7
- Other\_\_\_\_\_

### DEMOGRAPHICS:

D1. Are you currently displaced from your home and living elsewhere because of the conflict?

- Yes 1
- No 2

D2. How long have you been living in the town or village where you currently live?

- For my entire life 1
- For more than 15 years 2
- For more than 10 years but less than 15 years 3
- For more than 5 years but less than 10 years 4
- For 4 years 5
- For 3 years 6
- For 2 years 7
- For 6 months to 1 year 8
- Less than 6 months 9

D3. How old are you?

- 18-24 1
- 25-31 2
- 32-38 3
- 39-52 4
- 53 + 5
- Refused* 80
- Do not know* 90

D4. What is the highest level of school you completed?

- Never went to school 1
- Primary school 2
- Junior high school 3
- Senior high school 4
- University or academy 5
- Refused* 80
- Do not know* 90

D5. Which languages can you read?

Language	Yes	No	<i>Refused</i>	<i>Do not know</i>
D5a. Arabic	1	2	80	90
D5b. English	1	2	80	90
D5c. Kurdish	1	2	80	90
D5d. Other	1	2	80	90

D6. Which languages can you speak?

Language	Yes	No	<i>Refused</i>	<i>Do not know</i>
D6a. Arabic	1	2	80	90

D6b. English	1	2	80	90
D6c. Kurdish	1	2	80	90
D6d. Other	1	2	80	90

D7. Where are you most likely to get your local news and information?  
(Have interviewee indicate their first, second and third choices)

Sources	D7a. First Choice	D7b. Second Choice	D7c. Third Choice
Newspaper	1	1	1
Radio	2	2	2
Television	3	3	3
Internet news websites	4	4	4
Internet social media (i.e. Facebook, Twitter)	5	5	5
SMS	6	6	6
Rumors at public places	7	7	7
Mosque	8	8	8
Refused	80	80	80
Do not know	90	90	90

D8. For each of the following, indicate how important it is in your life. Would you say it is: Very important  
Rather important, Not very important, Not at all important?

Issue	Very Important	Rather Important	Not very important	Not at all important
D8a. Politics	1	2	3	4
D8b. Religion	1	2	3	4
D8c. Family	1	2	3	4
D8d. Friends	1	2	3	4

D9. Let's turn to your views on your fellow citizens. Generally speaking, would you say that most people can be trusted or that you must be very careful in dealing with people?

- Most people can be trusted 1
- Must be very careful 2
- Refused 80
- Do not know 90

D10. I'd like to ask you how much you trust people from various groups. Could you tell me for each whether you trust people from this group completely, somewhat, not very much or not at all? (Read out and code one answer for each):

Issue	Trust completely	Trust somewhat	Do not trust very much	Do not trust at all	Refused	Do not know
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D10a. Your family	1	2	3	4	80	90
D10b. Your neighborhood/neighbors	1	2	3	4	80	90
D10c. People you know personally	1	2	3	4	80	90
D10d. People you meet for the first time	1	2	3	4	80	90
D10e. People from another religion	1	2	3	4	80	90
D10f. People that belong to a different religious sect than yours	1	2	3	4	80	90
D10g. People from another nationality/immigrants	1	2	3	4	80	90
D10h. People from another ethnic/tribal group	1	2	3	4	80	90

D11. Which of the following groups are the most credible sources of information?

- Religious leaders 1
- Tribal elders 2
- Activists 3
- Registered civil society organizations 4
- Government representatives 5
- The media 6
- Refused* 80
- Do not know* 90

D12. Which of the following groups are most likely to influence your opinion on political matters?

- Religious leaders 1
- Tribal elders 2
- Activists 3
- Registered civil society organizations 4
- Government representatives 5
- The media 6
- Refused* 80
- Do not know* 90

D13. What is your ethnic group?

- Arab* 1
- Kurd* 2
- Turkmen* 3
- Assyrian* 4
- Other* 70
- Refused* 80
- Do not know* 90

*(IF REFUSED, ASK) I understand the your concern about privacy, but I want to assure you that this survey is being completed for research purposes only and that all responses given will remain strictly confidential. In order for me to do the best research possible, would you now please reconsider and tell me your ethnic group?*

D14. How often does the government treat people from your ethnic or religious group unfairly?

- Never 1
- Sometimes 2
- Often 3
- Always 4
- Refused* 80

Do not know 90

D15. What is your religious group?

- Sunni Muslim 1
- Shia Muslim 2
- Christian 3
- Other 70
- Refused 80
- Do not know 90

(IF REFUSED, ASK) I understand the your concern about privacy, but I want to assure you that this survey is being completed for research purposes only and that all responses given will remain strictly confidential. In order for me to do the best research possible, would you now please reconsider and tell me your religious group?

D16. Which of the following best describes you?

- Above all I am an Iraqi 1
- Above all I am a member of my religious group 2
- Above all I am a member of my ethnic group 3
- Other (please state)\_\_\_\_\_ 4
- Refused 80
- Do not know 90

D17. Are you now working, a housewife (if the respondent is women), retired, a student, or looking for work?

- Working 1
- Unemployed 2
- Retired 3
- Student 4
- Housewife 5
- Other 70
- Refused 80

D18. SKIP If Anything BUT unemployed previous question: If you are unemployed, what is the reason?

- Not interested in working 1
- Lack of opportunities in my community 2
- My lack of time 3
- My lack of vocational skills 4
- My lack of formal education 5
- My physical impairment 6
- My tribe/religious sect/ethnicity 7
- My gender 8
- My age 9
- My political affiliation 10
- Political unrest 11
- Geographic barrier 12
- Other 70
- Refused 80

D19. Please tell us which answer best describes your current economic situation:

(Rotate top to bottom / bottom to top)

I have trouble feeding myself and my family, and buying even the most essential things for survival	1
I have enough means for survival, but I do not have enough money for extra things	2
I am able to afford things like new clothes and eating at restaurants but not often	3
I am able to afford things like new clothes and eating out and also support other members of my family who are not able to do these things	4
Refused	80
Do not know	90

D20. In the past year, have you or anyone in your family been negatively affected by an attack caused by the Daesh/ISIS and other terrorist groups? (CHECK ALL THAT APPLY)

- No, I have not been negatively affected 0
- Yes, my work/business was interrupted/closed 1
- Yes, I was forced to leave my home/migrate 2
- Yes, my property was damaged ..... 3
- Yes, a family member was injured ..... 4

D21. In the past year, have you or anyone in your family been negatively affected by an attack caused by Government Forces and/or supporting militia? (CHECK ALL THAT APPLY)

- No, I have not been negatively affected 0
- Yes, my work/business was interrupted/closed 1
- Yes, I was forced to leave my home/migrate 2
- Yes, my property was damaged ..... 3

D22. In the past year, have you or anyone in your family been negatively affected by an attack caused by a coalition airstrike? (CHECK ALL THAT APPLY)

- No, I have not been negatively affected 0
- Yes, my work/business was interrupted/closed 1
- Yes, I was forced to leave my home/migrate 2
- Yes, my property was damaged ..... 3

D23. Do you belong to one of the below vulnerable groups?

- Widows 1
- Female headed households 2
- Ethnic/religious groups 3
- Other 70
- Refused 80
- Do not know 90

D24. Of those places where do you access the Internet most often?

- Home 1
- Work 2
- School 3
- Mobile phone 4
- Other 70
- Refused 80
- Do not know 90

*Thank you for your time! Just so you are aware, a colleague of mine might be stopping by in the next few days to double-check my work and make sure that everything was conducted in a professional manner. Please feel free to answer his/her questions. If you prefer, it might be easier for someone to call you and do this over the phone instead of someone stopping by again. Please give me the best number to reach so we may verify. I promise your number will not be used for any other purpose nor will it be given to anyone.*

Phone Number and Name: \_\_\_\_\_

**POST CODES:**

P1. Gender

- Male 1
- Female 2

P2. Interview Language

- Arabic 1
- English 2
- Kurdish 3

P3. Area Type

- City over 1 million 1
- City of 250,000 - 1 million 2

- City of 50,000 – 250,000* 3
- Urban under 50,000* 4
- Rural* 5

P4. Location of Interview

- At respondent's home* 1
- At another place (outside home)* 2

P5. Respondent's comfort with the survey questionnaire

- Comfortable (at ease) with the entire questionnaire 1
- Comfortable with most of the questions 2
- Comfortable with only some of the questions 3
- Generally uncomfortable with the survey questionnaire 4

P6. Please indicate which, if any, of the questions caused this respondent any uneasiness or decreased cooperation during the interview. (Write down no more than three question numbers, in order of mention).

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P7. Did you notice any markers of conflict in the area in which you were conducting this interview such as bullet holes in walls, shelled buildings, etc. in the village/town?

- Yes* 1
- No* 2

P8. Was there any other person present during the interview? For how long?

- Family members/others were present almost throughout interview* 1
- Family members/other were present for about half the interview* 2
- Family members/others were present for a little while* 3
- Nobody was present/respondent was alone (during entire interview)* 4

P9. Did the respondent appear to be influenced by another person present at the time of the interview?

- Yes* 1
- No* 2

P10. How many minutes did it take you to complete the interview?

P11. Location of Data Collection: Province

- Baghdad 1
- Ninawa 2
- Basra 3
- Sulaymaniyah 4
- Erbil 5
- Dhi Qar 6
- Diyala 7
- Anbar 8
- Babel 9
- Qadisiya 10
- Salah ad Din 11
- Maysan 12
- Muthanna 13
- Wasit 14
- Najaf 15
- Kirkuk 16
- Dahuk 17
- Karbala 18

P12. Location of Data Collection: District \_\_\_\_\_

P13. Location of Data Collection: Name of town/village \_\_\_\_\_

P14. Collect the GPS coordinates of the survey location (*automated*).

## ANNEX F – ANALYSIS TABLES

## BPCS Survey Sample Breakdown

No.	Province	Sample Size		
		<b>2015</b>	<b>2014</b>	<b>2013</b>
<b>Northern Region</b>		<b>N=1018</b>	<b>N= 825</b>	<b>N=693</b>
1	Dahuk	211	199	169
2	Erbil	461	282	242
3	Sulaymaniyah	346	344	282
<b>Northern Triangle</b>		<b>N=497</b>	<b>N=761</b>	<b>N=1144</b>
4	Anbar	0	267	234
5	Ninawa	0	0	491
6	Kirkuk	247	243	208
7	Salah ad Din	250	251	211
<b>Central Region</b>		<b>N=2773</b>	<b>N=2380</b>	<b>N=2082</b>
8	Babel	316	311	272
9	Diyala	258	252	216
10	Karbala	203	202	160
11	Najaf	237	236	193
12	Wasit	219	219	183
13	Baghdad	1540	1160	1058
<b>Southern Region</b>		<b>N=1318</b>	<b>N=1266</b>	<b>N=1081</b>
14	Basra	473	429	380
15	Maysan	190	189	148
16	Muthanna	129	128	108
17	Qadisiya	210	211	170
18	Dhi Qar	316	309	275
<b>Total Sample Size =</b>		<b>5606</b>	<b>5232</b>	<b>5000</b>

Endline Survey Data Analysis Tables

Survey Question Analysis

Q- E4) Occupations of the respondents	2015	2014
1) Hospital	6.1%	6.6%
2) School	15.6%	14.4%
3) Electric company	3.5%	3.4%
4) Civil Society Organization	0.6%	1.1%
5) Oil company	2.8%	3.0%
6) Elected official	0%	0%
7) Political party office holder	0%	0%
8) Candidate for political office	0%	0%
9) other private business	47.3%	X
10) Hashd	1.9%	X
9) Others	22.2%	70.8%

**NATIONAL INDICATOR**

Q1) How would you describe the current economic situation in Iraq?	2015	2014	2013
Very Good	2.8%	4.9%	7.3%
Somewhat good	28.5%	31.7%	42.6%
Somewhat bad	37.0%	32.1%	29.9%
Very bad	29.6%	25.4%	19.0%
Refused	.7%	1.6%	.1%
Don't know	1.5%	4.1%	1.1%

Q2) Thinking ahead to next year, how do you expect your household's financial situation?	2015	2014	2013
Much better	2.8%	5.4%	7.1%
Somewhat better	31.1%	32.1%	42.4%
Somewhat worse	24.2%	16.4%	11.3%
Much worse	16.7%	11.9%	6.1%
Stay the same	16.4%	21.6%	27.9%
Refused	.4%	1.3%	.1%
Don't know	8.5%	10.8%	5.0%

Q3) How would you say things are going overall these days?	2015	2014	2013
Right Direction	23.9%	16.1%	29.2%
Wrong direction	62.6%	62.5%	61.9%
Refused	3.6%	6.6%	1.3%
Don't know	9.9%	14.8%	7.6%

Q5) Over the last year, would you say that security in Iraq	2015	2014	2013
Much better	7.8%	13.3%	12.5%
Somewhat better	35.0%	31.4%	35.9%
Somewhat worse	28.1%	18.2%	19.4%
Much worse	19.2%	19.3%	12.5%
Stayed same	8.9%	13.7%	18.4%
Refused	.3%	0.9%	.2%
Don't know	.6%	3.3%	1.1%

Q6) Not personally, but in terms of Iraq, what is the single biggest problem facing it as a whole?	2015	2014	2013
Water and Electricity	14.3%	5.8%	11.1%
Paving road	2.2%	1.4%	2.8%
Sewage system	2.3%	0.5%	1.2%
Trash collection	2.7%	1.2%	1.0%
Security	43.3%	53.5%	29.3%
Unemployment	9.2%	10.5%	15.0%
Government corruption	18.0%	13.0%	22.9%
Wages and salaries	2.8%	4.4%	2.2%
Education	.9%	1.7%	1.6%
Health care	.5%	1.3%	1.2%
Living Standards	2.3%	3.4%	5.7%
Creating jobs	1.0%	3.0%	5.4%
Refused	.1%	0.2%	0.1%

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Don't know	.3%	0.2%	0.5%
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Q6) Not personally, but in terms of Iraq, what is the single biggest problem facing it as a whole?

**Province wise analysis**

2014 Midline

Province	Water and Electricity	Paving road	Sewage system	Trash collection	Security	Unemployment	Government corruption	Wages and salaries	Education	Health care	Living Standards	Creating jobs	Refused	Don't know
Anbar	1.1%	.0%	0.4%	.0%	75.3%	4.5%	13.9%	0.7%	2.2%	0.4%	0.4%	1.1%	.0%	.0%
Babel	6.1%	2.3%	0.3%	0.6%	71.6%	6.5%	3.9%	2.3%	1.3%	0.6%	1.3%	2.9%	.0%	0.3%
Baghdad	2.5%	0.5%	0.1%	1.1%	64.7%	11.2%	9.6%	4.6%	0.9%	0.9%	2.3%	1.5%	0.1%	0.1%
Basra	4.7%	0.2%	0.9%	2.1%	43.7%	19.1%	10.9%	3.8%	4.5%	2.1%	2.1%	4.3%	0.7%	0.7%
Dahuk	4.5%	3.5%	.0%	0.5%	17.1%	8.0%	25.1%	18.1%	0.5%	4.0%	11.1%	7.5%	.0%	.0%
Dhi Qar	22.3%	1.9%	1.3%	.0%	57.0%	5.5%	5.5%	0.6%	0.6%	.0%	3.2%	1.6%	.0%	0.3%
Diyala	7.1%	2.8%	0.8%	1.2%	60.7%	7.1%	8.3%	1.6%	.0%	2.0%	7.1%	1.2%	.0%	.0%
Erbil	7.1%	1.4%	0.7%	0.7%	35.5%	8.9%	21.3%	13.1%	3.5%	2.1%	2.8%	2.1%	0.4%	0.4%
Karbala	8.9%	4.5%	3.5%	3.5%	49.0%	8.9%	10.4%	2.0%	1.5%	0.5%	3.5%	3.5%	0.5%	.0%
Kirkuk	.0%	.0%	0.4%	1.7%	71.1%	8.3%	7.9%	3.3%	1.2%	2.1%	.0%	4.1%	.0%	.0%
Maysan	2.1%	.0%	.0%	1.1%	49.2%	15.3%	25.4%	2.1%	1.1%	0.5%	1.6%	1.6%	.0%	.0%
Muthanna	4.7%	.0%	.0%	.0%	60.2%	18.8%	3.1%	0.8%	.0%	0.8%	10.9%	0.8%	.0%	.0%
Najaf	13.2%	1.3%	1.3%	4.7%	54.5%	8.5%	10.2%	.0%	.0%	.0%	2.6%	3.0%	0.4%	0.4%
Qadisiya	1.4%	0.5%	.0%	.0%	45.0%	15.6%	10.0%	0.9%	0.9%	0.5%	5.2%	19.9%	.0%	.0%
Salah ad Din	17.2%	2.0%	.0%	1.2%	36.8%	5.2%	20.0%	3.2%	3.6%	2.4%	6.0%	1.6%	0.8%	.0%
Sulaymaniyah	2.9%	2.3%	0.3%	1.2%	14.5%	16.6%	32.8%	12.8%	4.4%	3.2%	5.5%	1.7%	0.6%	1.2%
Wasit	.0%	3.7%	.0%	0.5%	76.3%	6.8%	11.0%	.0%	.0%	.0%	0.9%	0.9%	.0%	.0%

## 2015 Endline

Province	Water and electricity	paving roads	Sewage system	Trash Collection	security	Unemployment	Government corruption	Wages and salaries	Education	Health care	living standards	Creating jobs	Refused	Do not know
Baghdad	10.50%	4.90%	4.30%	3.00%	46.80%	10.50%	12.30%	2.50%	1.10%	0.60%	2.20%	1.00%	0.10%	0.20%
Basra	18.20%	1.70%	6.10%	5.10%	23.30%	11.00%	22.00%	2.10%	0.80%	0.80%	7.00%	1.10%	0.60%	0.20%
Sulaymaniyah	11.00%	1.20%	0.30%	0.30%	27.50%	18.50%	23.10%	12.70%	0.30%	0.30%	2.90%	1.20%	0.30%	0.60%
Erbil	6.70%	0.20%	1.10%	0.70%	55.50%	10.00%	20.00%	1.10%	2.00%	0.20%	2.00%	0.40%	0%	0.20%
Dhi Qar	34.50%	0.30%	0%	0.30%	42.10%	4.70%	16.80%	0%	0.60%	0%	0.60%	0%	0%	0%
Diyala	19.00%	1.60%	0%	0.80%	53.10%	8.10%	8.10%	0.80%	0.40%	0.80%	4.70%	1.90%	0.40%	0.40%
Babel	50.00%	1.90%	0.90%	0.30%	32.30%	3.20%	10.80%	0.60%	0%	0%	0%	0%	0%	0%
Qadisiya	11.90%	0.50%	1.00%	1.40%	56.20%	12.90%	13.80%	0.50%	0%	0%	0.50%	1.00%	0%	0.50%
Salah ad Din	2.80%	0%	0%	0.40%	58.80%	5.20%	28.80%	2.00%	0.40%	0.40%	1.20%	0%	0%	0%
Maysan	6.30%	0%	0.50%	4.20%	62.10%	6.30%	14.70%	1.10%	1.10%	0%	1.10%	1.10%	0%	1.60%
Muthanna	24.80%	0.80%	0.80%	0.80%	34.10%	11.60%	21.70%		1.60%	0%	0.80%	3.10%	0%	0%
Wasit	1.40%	0%	0%	0.90%	60.70%	6.80%	28.80%	0.50%	0%	0%	0.50%	0%	0%	0.50%
Najaf	13.90%	3.80%	5.90%	23.20%	24.90%	2.10%	17.70%	1.30%	1.30%	1.70%	3.00%	0.40%	0%	0.80%
Kirkuk	7.30%	1.60%	2.00%	0.80%	54.30%	15.40%	12.10%	3.60%	1.20%	0.40%	0%	0.80%	0.40%	0%
Dahuk	12.30%	2.40%	0.90%	0.50%	16.60%	5.20%	26.50%	16.60%	1.90%	2.40%	7.60%	6.60%	0%	0.50%
Karbala	5.60%	0.50%	0%	0%	42.90%	5.60%	44.40%	0%	1.00%	0%	0%	0%	0%	0%

2013 Baseline

Q7) How do you feel the situation on issues below over the last year?	Much better	Somewhat better	Same	Some-what worse	Much worse	Refused	Do not know
a. Electricity	14.8%	40.3%	30.5%	9.8%	4.2%	0.1%	0.3%
b. Unemployment	1.4%	11.6%	35.8%	27.5%	22.4%	0.2%	1.1%
c. Government corruption	1.1%	7.4%	25.0%	23.4%	39.4%	0.5%	3.2%
d. Wages and salaries	4.7%	24.9%	46.0%	11.7%	8.3%	0.2%	4.1%
e. Services like water, sewage, etc.	7.5%	29.8%	30.7%	17.8%	13.1%	0.2%	.8%
f. Health care	7.8%	28.9%	34.2%	17.9%	9.9%	0.3%	1.2%
g. Education	9.1%	29.5%	34.2%	15.3%	9.3%	0.2%	2.3%

2014 Midline

Q7) How do you feel the situation on the issues below over the last year?	Percentage						
	Much better	Somewhat better	Same	Some-what worse	Much worse	Refused	Do not know
a) Electricity	13.1%	36.7%	29.6%	12.5%	7.3%	0.2%	0.4%
b) Unemployment	2.6%	15.6%	39.7%	23.0%	17.6%	0.5%	1.0%
c) Government corruption	1.8%	10.5%	33.2%	23.8%	26.1%	1.3%	3.3%
d) Wages and salaries	3.9%	22.6%	39.6%	18.1%	10.4%	1.4%	3.9%
e) Services like water, sewage, etc.	6.0%	29.6%	36.5%	16.4%	8.7%	1.5%	1.4%
f) Health care	7.4%	32.0%	34.4%	15.0%	7.7%	1.5%	2.0%
g) Education	7.9%	28.1%	35.5%	15.3%	9.3%	1.9%	2.0%

2015 Endline

Q7) How do you feel the situation on the issues below over the last year?	Much better	Somewhat better	Same	Some-what worse	Much worse	Refused	Do not know
a) Electricity	6.6%	32.9%	27.2%	20.8%	11.9%	0.2%	0.4%
b) Unemployment	2.1%	15.2%	28.5%	40.1%	13.0%	0.3%	0.9%
c) Government corruption	1.8%	11.4%	24.2%	46.7%	13.3%	0.7%	1.9%
d) Wages and salaries	1.5%	16.4%	28.7%	26.0%	24.8%	0.3%	2.3%
e) Services like water, sewage, etc.	3.5%	27.7%	28.9%	19.3%	19.8%	0.3%	0.5%
f) Health care	5.0%	34.3%	24.6%	15.7%	19.5%	0.3%	0.6%
g) Education	4.8%	32.5%	25.8%	17.1%	18.1%	0.4%	1.3%

Q8) Would you say that representatives in the Iraqi parliament are representing the needs and interests of the people?	2015	2014	2013
Strongly agree	2.3%	3.4%	3.7%
Somewhat agree	15.0%	21.1%	22.5%
Somewhat disagree	29.5%	26.2%	30.0%
Strongly disagree	46.7%	40.4%	38.5%
Refused	2.6%	0%	.1%
Do not know	4.0%	3.1%	.9%

#### **ROLE OF CIVIL SOCIETY**

##### 2013 Baseline

Q11) Below list of activities that civil society could possibly perform in Iraq. Please select which activities fall under your understanding of civil society.	Yes	No	Refused	Do not know
a) Humanitarian assistance	79.2%	14.4%	.8%	5.6%
b) Paying citizens to do work for the community	47.5%	38.9%	1.4%	12.2%
c) Advocating for new policies or legislation	33.4%	44.3%	2.3%	20.1%
d) Playing a large role in creating new policies	32.9%	44.4%	2.8%	19.9%
e) Holding the government accountable	54.7%	28.8%	2.3%	14.3%
f) Campaigning for politicians	21.9%	56.8%	3.0%	18.3%
g) Conducting research to improve policies and legislation	47.2%	31.4%	2.8%	18.6%
h) Training and capacity building for Iraqis	62.9%	22.6%	1.6%	13.0%
i) Training and capacity building for government officials	35.5%	43.7%	2.7%	18.1%
j) To make a profit for its leaders	30.8%	45.5%	3.3%	20.4%

##### 2014 Midline

Q11) Below list of activities that civil society could possibly perform in Iraq. Please select which activities fall under your understanding of civil society.	Percentage			
	Yes	No	Refused	Do not know
a) Humanitarian assistance	80.7%	13.0%	1.4%	4.9%
b) Paying citizens to do work for the community	48.9%	34.1%	4.1%	12.9%
c) Advocating for new policies or legislation	35.8%	38.1%	6.0%	20.1%

d) Playing a large role in creating new policies	32.5%	37.2%	8.0%	22.3%
e) Holding the government accountable	45.7%	28.4%	8.1%	17.8%
f) Campaigning for politicians	26.4%	43.9%	8.3%	21.5%
g) Conducting research to improve policies and legislation	37.4%	31.7%	7.6%	23.3%
h) Training and capacity building for Iraqis	52.75%	24.7%	6.4%	16.1%
i) Training and capacity building for government officials	36.7%	33.9%	7.5%	22.0%
j) To make a profit for its leaders	30.6%	35.1%	8.3%	25.9%

#### 2015 Endline

Q11) Below list of activities that civil society could possibly perform in Iraq. Please select which activities fall under your understanding of civil society.	Percentage			
	Yes	No	Refused	Do not know
a) Humanitarian assistance	85.4%	7.4%	1%	6.2%
b) Paying citizens to do work for the community	63.1%	23.2%	1.8%	12%
c) Advocating for new policies or legislation	44%	37.3%	3.3%	15.4%
d) Playing a large role in creating new policies	40.2%	39.6%	3.3%	16.9%
e) Holding the government accountable	50%	31.2%	3%	15.8%
f) Campaigning for politicians	22.3%	54.6%	4%	19.1%
g) Conducting research to improve policies and legislation	41.8%	37%	3.3%	17.9%
h) Training and capacity building for Iraqis	62.8%	20.9%	2.4%	13.9%
i) Training and capacity building for government officials	41.4%	37.7%	3.2%	17.7%
j) To make a profit for its leaders	27.6%	46.4%	4.7%	21.3%
k) Other	27.4%	39.8%	3.8%	29%

Q12) Select one from below:	2015	2014	2013
Civil society makes a difference in my life	49.9%	46.8%	39.2%
Civil society does not make a difference in my life	50.1%	53.1%	60.8%

Q13) Are you personally aware of any civil society organizations that are active in your community?	2015	2014	2013

Yes	27.7%	25.2%	19.1%
No	62.3%	50.1%	70.3%
Refused	1.6%	4.0%	0.7%
Do not know	8.4%	20.6%	9.9%

#### 2013 Baseline

Q14) How likely is it that civil society organizations will improve conditions in your province in terms of:	Very likely	Somewhat likely	Not very likely	Not at all likely	Refused	Do not know
a) Electricity	7.9%	35.2%	35.6%	17.5%	0.3%	3.5%
b) Water	7.8%	37.3%	34.6%	16.6%	0.3%	3.5%
c) Jobs	10.7%	39.4%	29.2%	16.3%	0.3%	4.1%
d) Security	6.4%	19.4%	32.3%	37.4%	0.3%	4.2%
e) Government corruption	6.4%	21.9%	28.1%	37.7%	0.7%	5.3%
f) Women's rights	24.9%	45.8%	15.2%	9.1%	0.5%	4.5%
g) Education	17.1%	44.6%	22.9%	10.3%	0.4%	4.5%
h) Pollution	14.4%	32.1%	28.5%	18.5%	0.4%	6.0%
i) Youth rights	20.4%	42.2%	18.1%	13.3%	0.5%	5.4%

#### 2014 Midline

Q14) How likely is it that civil society organizations will improve conditions in your province in terms of:	Very likely	Somewhat likely	Not very likely	Not at all likely	Refused	Do not know
a) Electricity	15.2%	38.0%	24.9%	18.0%	0.5%	3.5%
b) Water	13.6%	39.6%	27.1%	15.7%	0.7%	3.3%
c) Jobs	14.1%	37.3%	28.2%	16.4%	0.8%	3.3%
d) Security	8.2%	23.0%	30.7%	32.5%	1.6%	4.1%
e) Government corruption	6.3%	23.7%	28.2%	34.15	2.4%	5.3%
f) Women's rights	19.9%	40.9%	19.8%	12.7%	2.2%	4.5%
g) Education	18.1%	40.7%	22.0%	13.0%	1.8%	4.2%
h) Pollution	15.2%	37.6%	23.7%	15.1%	2.5%	5.8%
i) Youth rights	18.6%	38.7%	21.5%	13.7%	2.4%	5.1%

#### 2015 Endline

Q14) How likely is it that civil society organizations will improve conditions in your province in terms of:	Very likely	Somewhat likely	Not very likely	Not at all likely	Refused	Do not know
a) Electricity	6.9%	40.8%	34.7%	13.3%	.3%	4.0%
b) Water	6.1%	42.5%	34.4%	13.1%	.2%	3.7%
c) Jobs	6.5%	34.3%	34.1%	20.3%	.4%	4.4%
d) Security	4.2%	28.6%	34.1%	27.5%	.5%	5.0%

e) Government corruption	3.7%	22.4%	33.0%	35.1%	.8%	5.1%
f) Women's rights	11.3%	45.5%	26.0%	12.8%	.4%	4.0%
g) Education	9.5%	45.9%	28.1%	12.2%	.5%	3.7%
h) Pollution	8.0%	37.9%	32.0%	16.4%	.5%	5.1%
i) Youth rights	12.3%	43.8%	26.9%	12.5%	.5%	4.0%

Q15) Can you think of an example of civil society organizations successfully advocating for you or your community's needs?	2015	2014	2013
Yes	19.6%	18.0%	14.8%
No	62.3%	50.4%	69.5%
Refused	2.9%	5.0%	1.0%
Do not know	15.2%	26.5%	14.7%

Q15a) Can you explain the work the organization performed to advocate for you or your community's needs?	2015	2014	2013
Yes	43.6%	56.4%	11.3%
No	40%	15.6%	17.3%
Refused	1.3%	14.9%	3.7%
Do not know	15.1%	13.2%	67.7%

2013 Baseline

Q16) How would you rate civil society in the following categories? (7 being the best and 1 being the worst)	Scale							Re-fused	Do not know
	1	2	3	4	5	6	7		
a) They are honest and fair with the Iraqi people.	10.3%	9.4%	22.1%	19.8%	14.6%	7.6%	6.9%	0.6%	8.7%
b) They are available to me if I want to express my opinion or solve a problem.	13.1%	15.9%	21.4%	18.4%	11.7%	6.1%	4.2%	0.7%	8.5%
c) Are actively working to solve problems and meet needs of people like me and my community.	12.0%	13.8%	22.1%	18.4%	13.6%	7.3%	4.2%	0.5%	8.2%
d) Are aware of the issues of most concern to people like me.	11.0%	12.3%	19.6%	18.8%	14.1%	8.3%	5.5%	0.7%	9.7%
e) Actually engage with people like me and interact with us.	12.2%	13.4%	20.2%	17.8%	14.0%	7.9%	6.1%	0.6%	7.8%
f) Try their best to listen to what people like me have to say?	12.0%	11.8%	20.1%	18.6%	14.0%	8.3%	5.6%	0.7%	8.9%

g) Are working in their own self-interest, and not the interest of the people.	14.2%	14.3%	17.4%	15.1%	11.0%	8.5%	9.2%	0.9%	9.4%
h) Are competent and professional in performing their jobs.	8.6%	10.6%	20.7%	19.8%	15.0%	8.1%	5.7%	0.7%	10.8%
i) Are accountable to the public for the quality of their job performance and the decisions that they take.	10.1%	10.9%	20.4%	18.4%	13.6%	8.1%	5.3%	1.2%	12.2%
j) Are open and honest about their work and the decisions that they take.	10.0%	12.0%	18.1%	19.3%	14.3%	8.5%	5.5%	0.9%	11.3%
k) Are willing to share information about their work with the media and/or public	8.6%	8.6%	16.2%	16.3%	14.1%	10.7%	11.4%	1.0%	13.0%

2014 Midline

Q16) How would you rate civil society in the following categories?	Scale							Refused	Do not know
	1	2	3	4	5	6	7		
a) They are honest and fair with the Iraqi people.	10.8%	9.2%	15.9%	21.1%	18.5%	8.8%	6.1%	0.9%	8.7%
b) They are available to me if I want to express my opinion or solve a problem.	13.2%	12.8%	14.3%	20.7%	17.0%	8.8%	4.5%	1.2%	7.3%
c) Are actively working to solve problems and meet needs of people like me and my community.	11.5%	13.3%	15.4%	21.4%	15.9%	8.7%	5.7%	1.0%	7.1%
d) Are aware of the issues of most concern to people like me.	10.3%	12.2%	16.2%	19.9%	16.9%	9.1%	6.3%	1.2%	7.9%
e) Actually engage with people like me and interact with us.	12.2%	11.8%	15.9%	19.7%	16.6%	9.3%	6.6%	1.3%	6.6%
f) Try their best to listen to what people like me have to say?	11.3%	11.3%	15.6%	20.6%	16.6%	9.3%	6.0%	1.7%	7.6%
g) Are working in their own self-interest, and not the interest of the people.	9.3%	11.1%	13.7%	17.4%	14.4%	9.8%	10.1%	2.1%	12.2%
h) Are competent and professional in performing their jobs.	7.9%	10.2%	13.8%	22.7%	19.1%	8.7%	5.8%	2.0%	9.9%
i) Are accountable to the public for the quality of their job performance and the decisions that they take.	8.4%	10.8%	15.3%	19.6%	17.8%	9.7%	5.7%	1.8%	10.7%
j) Are open and honest about their work and the decisions that they take.	8.6%	9.6%	14.4%	20.4%	17.8%	9.7%	6.2%	2.0%	11.3%
k) Are willing to share information about their work with the media and/or public	6.5%	6.7%	12.4%	17.9%	19%	11.5%	11.1%	2.0%	12.9%

2015 Endline

Q16) How would you rate civil	Refused	Do not

society in the following categories?	<i>(Score: 7 being the best and 1 being the worst)</i>								know
	1	2	3	4	5	6	7		
a) They are honest and fair with the Iraqi people.	9.4%	9.4%	18.9%	24.6%	18.7%	6.4%	3.0%	.7%	8.7
b) They are available to me if I want to express my opinion or solve a problem.	10.8%	13.4%	19.5%	21.7%	16.1%	6.8%	2.7%	.6%	8.3
c) Are actively working to solve problems and meet needs of people like me and my community.	9.7%	12.5%	19.9%	21.9%	16.1%	7.8%	2.9%	.7%	8.3%
d) Are aware of the issues of most concern to people like me.	8.7%	11.8%	18.3%	21.5%	17.3%	8.9%	4.5%	.6%	8.5%
e) Actually engage with people like me and interact with us.	10.4%	12.7%	20.0%	20.3%	16.2%	8.1%	3.3%	.5%	8.6%
f) Try their best to listen to what people like me have to say?	10.3%	12.6%	19.1%	20.3%	15.9%	9.1%	3.4%	.7%	8.5%
g) Are working in their own self-interest, and not the interest of the people.	9.5%	14.0%	18.2%	18.7%	13.1%	7.0%	8.8%	.6%	10.2%
h) Are competent and professional in performing their jobs.	8.6%	10.9%	18.5%	22.1%	17.2%	9.1%	3.8%	.6%	9.3%
i) Are accountable to the public for the quality of their job performance and the decisions that they take.	11.1%	14.6%	20.0%	20.9%	14.8%	6.4%	2.4%	.7%	9.0%
j) Are open and honest about their work and the decisions that they take.	7.7%	9.7%	17.2%	22.0%	19.2%	10.0%	3.9%	.7%	9.4%
k) Are willing to share information about their work with the media and/or public	7.8%	9.4%	17.0%	20.8%	18.6%	11.1%	5.5%	.6%	9.3%

2013 Baseline

Q17) How would you rate the following statements? <i>(7 being the highest level and 1 being the lowest level)</i>	Scale							Refused	Do not know
	1	2	3	4	5	6	7		
a) The government and civil society organizations work well together.	16.4%	13.4%	18.5%	13.5%	9.4%	7.0%	11.0%	0.5%	10.2%

b) The government should work closer with civil society organizations.	5.8%	5.8%	10.5%	14.7%	15.7%	15.1%	26.1%	0.6%	5.7%
c) Civil society organizations should be funded by the government.	10.2%	6.8%	11.4%	11.6%	11.3%	13.2%	26.7%	0.6%	8.2%
d) Civil society organizations should be funded by citizens.	34.1%	14.9%	13.6%	9.6%	6.4%	4.8%	7.3%	0.7%	8.6%
e) Civil society organizations should be funded by businesses.	11.0%	8.5%	17.1%	15.6%	12.1%	10.9%	13.0%	1.4%	10.5%
f) Civil society organizations represent the concerns of citizens.	9.6%	9.5%	14.7%	14.8%	13.0%	12.3%	16.1%	1.0%	9.0%

2014 Midline

Q17) How would you rate the following statements?	Percentage (Score: 7 being the best and 1 being the worst)							Refused	Do not know
	1	2	3	4	5	6	7		
g) The government and civil society organizations work well together.	12.2%	9.6%	16.8%	21.1%	13.7%	6.2%	8.8%	1.0%	10.7%
h) The government should work closer with civil society organizations.	4.3%	7.6%	10.3%	19.2%	17.6%	12.1%	20.0%	1.1%	7.7%
i) Civil society organizations should be funded by the government.	5.1%	8.8%	12.4%	15.6%	14.0%	11.0%	22.4%	1.8%	8.9%
j) Civil society organizations should be funded by citizens.	20.5%	13.3%	15.3%	15.3%	12.5%	5.7%	6.6%	2.6%	8.2%
k) Civil society organizations should be funded by businesses.	8.0%	7.6%	12.4%	19.2%	14.9%	12.4%	13.7%	2.2%	9.8%
l) Civil society organizations represent the concerns of citizens.	6.1%	7.7%	13.8%	20.1%	17.6%	10.1%	13.4%	2.0%	9.3%

2015 Endline

Q17) How would you rate the following statements?	Percentage	Refused	Do not know

	<i>(Score: 7 being the best and 1 being the worst)</i>								
	1	2	3	4	5	6	7		
a) The government and civil society organizations work well together.	13.9%	14.4%	18.3%	19.9%	14.1%	6.4%	2.2%	0.8%	10.0%
b) The government should work closer with civil society organizations.	5.9%	7.9%	14.2%	18.6%	19.6%	14.1%	12.1%	0.6%	7.0%
c) Civil society organizations should be funded by the government.	7.8%	7.1%	13.7%	18.1%	17.1%	14.2%	13.6%	0.7%	7.7%
d) Civil society organizations should be funded by citizens.	21.2%	14.1%	18.4%	17.1%	11.5%	4.7%	2.9%	2.1%	8.0%
e) Civil society organizations should be funded by businesses.	6.2%	9.4%	19.1%	21.4%	15.6%	9.8%	7.3%	1.5%	9.7%
f) Civil society organizations represent the concerns of citizens.	6.7%	8.7%	18.0%	22.2%	17.8%	11.4%	6.9%	0.5%	7.7%

Q18) Who does a better job of representing the people's needs and interacting with them: Civil society or government?	2015	2014	2013
Civil Society	21.2%	32.5%	32%
Government	35.8%	67.5%	68%
Tribal leaders	8.4%	X	X
Religious leaders	25.7%	X	X
Activists	8.8%	X	X

*(PMP Indicator 1.2: c+f, PMP Indicator 1.3: d+e+h)*

2013 Baseline

Q19) During the last 6 months have you done the following?	Yes	No	Refused	Do not know
a) Written a letter to a government officials or called him by phone for help solving a problem or to share your views	14.1%	83.9%	0.8%	1.2%

b) Met with a government official for help solving a problem or to share your opinion	13.8%	83.2%	1.1%	1.9%
c) Participated in any activity with others to improve your community or country	23.6%	72.3%	0.9%	3.2%
d) Done voluntary work in your community	31.4%	64.9%	0.9%	2.8%
e) Donated money or other assistance to a non-religious civil society organization.	16.2%	78.7%	1.8%	3.3%
f) Participated in a local or national advocacy campaign	18.5%	75.8%	2.0%	3.7%
g) Participated in a civil society-organized activity	16.6%	78.6%	1.5%	3.4%
h) Helped others to understand how to peacefully demonstrate for improved government services.	22.6%	71.1%	2.4%	3.9%

#### 2014 Midline

Q19) During the last 6 months have you done the following?	Yes	No	Refused	Do not know
a) Written a letter to a government officials or called him by phone for help solving a problem or to share your views	20.8%	75.0%	2.4%	1.8%
b) Met with a government official for help solving a problem or to share your opinion	17.5%	75.3%	4.2%	3.1%
c) Participated in any activity with others to improve your community or country	23.2%	66.9%	5.9%	4.0%
d) Done voluntary work in your community	30.8%	58.1%	5.8%	5.2%
e) Donated money or other assistance to a non-religious civil society organization.	16.6%	70.1%	7.0%	6.3%
f) Participated in a local or national advocacy campaign	20.6%	66.7%	6.7%	5.9%
g) Participated in a civil society-organized activity	17.3%	70.8%	6.1%	5.8%
h) Helped others to understand how to peacefully demonstrate for improved government services.	16.5%	68.6%	7.5%	7.4%

#### 2015 Endline

19) During the last 6 months have you done the following?	Yes	No	Refused	Do not know
a) Written a letter to a government officials or called him by phone for help solving a problem or to share your views	13.7%	82.1%	1.6%	2.6%
b) Met with a government official for help solving a problem or to share your opinion	13.7%	81.5%	2.3%	2.5%
c) Participated in any activity with others to improve your community or country	20.5%	74.5%	1.8%	3.2%
d) Done voluntary work in your community	26.8%	67.6%	2.2%	3.4%
e) Donated money or other assistance to a non-religious civil society organization.	23.7%	70.4%	2.3%	3.6%
f) Participated in a local or national advocacy campaign	15.5%	77.9%	2.8%	3.7%
g) Participated in a civil society-organized activity	13.1%	81.0%	2.3%	3.6%

h) Helped others to understand how to peacefully demonstrate for improved government services.	15.0%	78.0%	2.7%	4.3%
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2013 Baseline

Q22) Are you a member of any groups mentioned below?	Official leader	Active member	Inactive member	Not a member	Refused	Do not know
a) Religious group	1.0%	2.7%	5.2%	85.8%	1.9%	3.4%
b) Syndicate or association	0.7%	4.5%	8.5%	81.2%	1.4%	3.7%
c) Professional or business association	0.5%	1.6%	3.8%	88.3%	1.8%	4.0%
d) A community development or self-help association/CSO	1.0%	2.9%	3.4%	86.5%	1.7%	4.4%

2014 Midline

Q22) Are you a member of any groups mentioned below?	Official leader	Active member	Inactive member	Not a member	Refused	Do not know
a) Religious group	0.7%	3.1%	8.6%	82.2%	3.6%	1.9%
b) Syndicate or association	0.6%	4.0%	9.6%	79.2%	4.0%	2.6%
c) Professional or business association	0.3%	1.2%	4.1%	85.6%	5.1%	3.7%
d) A community development or self-help association/CSO	0.7%	2.5%	4.5%	81.7%	5.9%	4.6%

Endline 2015

Q22) Are you a member of any groups mentioned below?	Official leader	Active member	Inactive member	Not a member	Refused	Do not know
a) Religious group	.7%	5.4%	6.4%	75.2%	5.0%	7.2%
b) Syndicate or association	.5%	7.3%	8.3%	73.2%	3.9%	6.8%
c) Professional or business association	.5%	5.4%	5.8%	77.5%	3.5%	7.2%
d) A community development or self-help association/CSO	.6%	6.2%	5.2%	77.6%	3.3%	7.0%

2014 Midline

Q23) If you are a member of a group; did you take this position in the last six months?	Yes	No	Refused	Do not know
a) Religious group	2.2%	1.5%	0.1%	0%
b) Syndicate or association	2.5%	1.9%	0.1%	0%
c) Professional or business association	0.6%	0.9%	0%	0%
d) A community development or self-help association/CSO	1.8%	1.4%	0.1%	0%

2015 Endline

Q23) If you are a member of a group; did you take this position in the last six months?	Yes	No	Refused	Do not know
a) Religious group	2.2%	1.5%	0.1%	0%
b) Syndicate or association	2.5%	1.9%	0.1%	0%
c) Professional or business association	0.6%	0.9%	0%	0%
d) A community development or self-help association/CSO	1.8%	1.4%	0.1%	0%

Q24) Have you heard or learned of associations or civil society organizations in the media over the last six month?	2015	2014	2013
Yes	30.3%	47.6%	45.5%
No	56.8%	33.6%	47.8%
Refused	2.8%	3.4%	0.5%
Do not know	10%	15.5%	6.2%

#### 2013 Baseline

24a) From what type of media did you hear about the associations or civil society organizations?

	Type	Refused	Do not know
Newspaper	5.3%		
Television	37.6%	2.5%	49.3%
Radio	1.7%		
Internet	3.4%		

#### 2014 Midline

24a) From what type of media did you hear about the associations or civil society organizations?	Percentage	Refused	Do not know
Newspaper	2.2%	51.1%	2.5%
Television	27.6%		
Radio	2.4%		
Internet	13.5%		

#### 2015 Endline

24a) From what type of media did you hear about the associations or civil society organizations?

	Type	Refused	Do not know
Newspaper	1.3%	0.1%	0.4%

Television	72.9%
Radio	2%
Internet news website	5.8%
Internet social media (i.e Facebook, Twitter)	17.6%

#### 2013 Baseline

Q25) Answer the questions below:	Answered correctly	Did not answer correctly	Refused	Do not know
a. Who is the Prime Minister of Iraq?	94.6%	3.1%	0.3%	1.9%
b. What is the Council of Representatives?	79.9%	13.2%	0.7%	6.3%

#### 2014 Midline

Q25) Answer the questions below:	Answered correctly	Did not answer correctly	Refused	Do not know
a. Who is the Prime Minister of Iraq?	82.2%	7.6%	4.6%	5.7%
b. What is the Council of Representatives?	69.3%	14.7%	5.7%	10.4%

#### 2015 Endline

Q25) Answer the questions below:	Answered correctly	Did not answer correctly	Refused	Do not know
a. Who is the Prime Minister of Iraq?	92.5%	5.0%	0.7%	1.8%
b. What is the Council of Representatives?	73.9%	18.5%	1.6%	6.0%

#### 2013 Baseline

Q26) Answer the questions below:	Yes	No	Refused	Do not know
a) Do you know how to get in contact with a representative from your local council?	45.3%	50.2%	0.6%	3.9%
b) Do you know how to get in contact with a representative from your provincial council?	31.3%	62.6%	1.1%	5.0%
c) Do civil society organizations need to be registered with the government?	57.7%	27.0%	1.0%	14.3%

#### 2014 Midline

Q26) Answer the questions below:	Yes	No	Refused	Do not know
a) Do you know how to get in contact with a representative from your local council?	38.9%	50.4%	3.7%	7.0%
b) Do you know how to get in contact with a representative from your provincial council?	32.8%	53.1%	5.9%	8.2%
c) Do civil society organizations need to be registered with the government?	45.0%	29.0%	8.1%	17.9%

#### 2015 Endline

Q26) Answer the questions below:	Yes	No	Refused	Do not know
a) Do you know how to get in contact with a representative from your local council?	50.6%	44.8%	1.1%	3.5%
b) Do you know how to get in contact with a representative from your provincial council?	34.1%	59.7%	1.2%	5.0%
c) Do civil society organizations need to be registered with the government?	56.4%	31.5%	0.9%	11.2%

#### 2013 Baseline

Q27) What are your opinion on the following statement?	Strongly agree	Agree	Disagree	Strongly disagree	Refused	Do not know
a) The organizations of civil society are useful only for humanitarian issues like assisting IDPs refugees, widows, and orphans.	34.8%	44.4%	11.7%	2.8%	0.4%	5.8%
b) I will only participate in NGOs if they pay me	17.0%	24.9%	25.9%	24.1%	1.7%	6.4%
c) I often discuss politics with close relatives	26.3%	32.7%	18.7%	14.1%	2.7%	5.6%
d) I often try to persuade friends/ relatives to share my political view	20.8%	29.3%	21.8%	18.5%	3.2%	6.4%

#### 2014 Midline

Q27) What are your opinion on the following statement?	Strongly agree	Agree	Disagree	Strongly disagree	Refused	Do not know
a) The organizations of civil society are useful only for humanitarian issues like assisting IDPs refugees, widows, and orphans.	34.0%	37.1%	16.6%	5.9%	1.2%	5.2%
b) I will only participate in NGOs if they pay me	14.3%	22.7%	25.3%	24.5%	4.2%	9.1%
c) I often discuss politics with close relatives	19.7%	31.3%	20.1%	14.6%	6.0%	8.5%
d) I often try to persuade friends/ relatives to share my political view	16.6%	27.3%	23.2%	17.0%	6.3%	9.7%

#### 2015 Endline

Q27) What are your opinion on the following statement?	Strongly agree	Agree	Disagree	Strongly disagree	Refused	Do not know
a) The organizations of civil society are useful only for humanitarian issues like assisting IDPs refugees, widows, and orphans.	29.6%	41.3%	15.7%	7.6%	0.7%	5.1%
b) I will only participate in NGOs if they pay me	6.7%	22.2%	34.6%	23.8%	2.9%	9.8%
c) I often discuss politics with close relatives	15.9%	40.6%	22.9%	11.5%	5.4%	3.8%
d) I often try to persuade friends/ relatives to share my political view	14.7%	39.5%	24.0%	11.6%	6.0%	4.0%

#### 2013 Baseline

Q28) What are the most important activities based on your opinion below?	a. First Choice	b. Second Choice	c. Third Choice
Provision of humanitarian services	58.5%	8.7%	6.4%
Monitoring the government and its policies	9.5%	12.4%	5.5%
Training and capacity building for Iraqis	6.7%	15.8%	7.7%
Helping the government to understand the needs of the common people	7.5%	17.4%	9.2%
Monitoring the election	5.5%	14.9%	11.3%
Pushing (advocacy) for changing policies or legislations	1.1%	3.9%	5.0%
Data collection/conducting research for decision making	0.8%	2.6%	5.4%
Training and capacity building for government officials	1.4%	3.0%	7.8%
Educating Iraqis	4.3%	7.1%	22.2%
<i>Refused</i>	0.8%	3.3%	3.9%
<i>Do not know</i>	3.9%	10.8%	15.3%

#### 2014 Midline

Q28) What are the most important activities based on your opinion below?	a. First Choice	b. Second Choice	c. Third Choice
Provision of humanitarian services	60.4%	4.9%	3.8%
Monitoring the government and its policies	12.3%	14.2%	4.0%
Training and capacity building for Iraqis	8.6%	20.8%	7.7%
Helping the government to understand the needs of the common people	6.6%	16.9%	9.7%
Monitoring the election	5.1%	18.9%	12.1%
Pushing (advocacy) for changing policies or legislations	1.0%	6.9%	10.3%
Data collection/conducting research for decision making	0.6%	2.9%	9.2%
Training and capacity building for government officials	0.8%	2.3%	11.9%
Educating Iraqis	2.4%	5.5%	19.2%
<i>Refused</i>	0.4%	1.8%	2.4%
<i>Do not know</i>	1.7%	4.9%	9.9%

#### 2015 Endline

Q28) What are the most important activities based on your opinion below?	a. First Choice	b. Second Choice	c. Third Choice
Provision of humanitarian services	57.4%	17.2%	13.6%
Monitoring the government and its policies	11.1%	11.8%	5.2%
Training and capacity building for Iraqis	8.2%	17.6%	11.0%
Helping the government to understand the needs of the common people	6.2%	16.4%	12.1%
Monitoring the election	8.1%	15.0%	10.7%
Pushing (advocacy) for changing policies or legislations	0.8%	3.4%	3.4%
Data collection/conducting research for decision making	1.1%	2.6%	6.1%
Training and capacity building for government officials	0.4%	0.7%	0.7%
Educating Iraqis	2.6%	3.5%	5.7%
<i>Refused</i>	57.4%	17.2%	13.6%
<i>Do not know</i>	11.1%	11.8%	5.2%

Q29) What are the two biggest issues that civil society organizations <i>should</i> work toward solving in your province in your opinion?	2015 First Choice	2015 second Choice	2014 First choice	2014 Second choice	2013 First choice	2013 Second choice
Water and electricity	22.3%	10.0%	16.3%	6.7%	17.1%	6.0%
Paving roads	2.1%	2.1%	4.3%	2.3%	3.3%	3.1%
Sewage system	1.4%	2.4%	2.4%	1.8%	1.7%	1.8%
Trash collection	3.4%	3.0%	3.4%	2.3%	2.1%	1.8%
Security	30.3%	17.9%	40.3%	11.0%	18.9%	8.4%
Unemployment	11.7%	13.9%	11.6%	15.8%	18.9%	16.2%
Government corruption	11.7%	17.9%	9.3%	15.6%	15.8%	14.4%
Wages and salaries	2.6%	5.2%	2.2%	8.4%	2.0%	4.6%
Education	1.5%	3.8%	2.3%	6.1%	2.9%	5.0%
Health care	1.8%	4.0%	1.8%	5.8%	2.1%	5.3%
Living standards	2.3%	5.5%	2.5%	10.3%	5.8%	13.6%

Creating jobs	1.8%	4.4%	2.5%	12.2%	6.6%	15.4%
Reconciliation/Conflict mediation	.8%	1.9%				
Meeting needs of IDPs	4.3%	5.9%				
<i>Refused</i>	.3%	.4%	0.3%	0.5%	0.5%	0.6%
<i>Do not know</i>	1.6%	1.7%	0.6%	1.1%	2.2%	3.9%

Q30) What is the likelihood that civil society organizations have the ability to solve the biggest problems in your province in your opinion?	2015 Endline	2014	2013
Very likely	5.1%	7.2%	9.0%
Somewhat likely	42.7%	42.5%	43.3%
Not very likely	33.4%	23.9%	27.8%
Not at all likely	12.2%	12.8%	10.2%
<i>Refused</i>	1.2%	2.8%	1.4%
<i>Do not know</i>	5.5%	10.8%	8.2%

### **POLITICAL SELF-EFFICACY**

#### 2013 Baseline

Q31) How do you feel participating in the following activities?	No fear	Some fear	A lot of fear	Refused	Do not know
a) Meeting with community members to discuss issues of collective concern	52.2%	28.0%	9.9%	2.9%	7.0%
b) Voting in a national election	72.6%	17.5%	5.7%	1.6%	2.7%
c) Participating in a demonstration	32.7%	30.7%	23.7%	5.9%	7.0%
d) Running for a public office	31.5%	29.0%	19.2%	5.4%	15.0%
e) Contacting a government official about concerns or problems	38.5%	30.7%	17.1%	4.1%	9.7%
f) Telling others in the community which political party I support and why	29.5%	27.9%	22.4%	7.6%	12.6%
g) Expressing myself freely when I discuss politics with friends and relatives	54.8%	23.7%	11.0%	3.5%	7.0%
h) Signing a petition	29.3%	27.8%	17.2%	5.3%	20.5%
i) Bringing my concerns to the attention of the media	40.3%	29.1%	16.7%	3.8%	10.0%

#### 2014 Midline

Q31) How do you feel participating in the following activities?	No fear	Some fear	A lot of fear	Refused	Do not know

a) Meeting with community members to discuss issues of collective concern	55.9%	18.0%	10.3%	3.6%	12.2%
b) Voting in a national election	71.0%	14.1%	8.0%	2.5%	4.3%
c) Participating in a demonstration	32.9%	28.3%	20.6%	6.1%	12.0%
d) Running for a public office	32.6%	24.0%	16.2%	7.1%	20.1%
e) Contacting a government official about concerns or problems	37.5%	22.4%	16.5%	7.7%	15.9%
f) Telling others in the community which political party I support and why	27.0%	22.9%	19.7%	11.3%	19.2%
g) Expressing myself freely when I discuss politics with friends and relatives	44.1%	23.3%	12.5%	7.9%	12.1%
h) Signing a petition	30.6%	21.3%	15.5%	10.3%	22.3%
i) Bringing my concerns to the attention of the media	33.9%	23.1%	16.5%	8.2%	18.3%

2015 Endline

Q31) How do you feel participating in the following activities?	No fear	Some fear	A lot of fear	Refused	Do not know
a) Meeting with community members to discuss issues of collective concern	58.3%	18.2%	6.9%	6.7%	9.9%
b) Voting in a national election	74.1%	13.8%	3.7%	4.3%	4.1%
c) Participating in a demonstration	41.1%	25.0%	12.2%	11.8%	10.0%
d) Running for a public office	35.1%	26.8%	10.5%	12.8%	14.7%
e) Contacting a government official about concerns or problems	47.5%	23.8%	9.4%	8.4%	10.9%
f) Telling others in the community which political party I support and why	37.7%	27.4%	10.8%	12.1%	12.0%
g) Expressing myself freely when I discuss politics with friends and relatives	53.0%	21.5%	8.2%	7.8%	9.4%
h) Signing a petition	39.6%	25.5%	9.5%	9.6%	15.9%
i) Bringing my concerns to the attention of the media	46.6%	23.8%	9.7%	8.1%	11.8%

Q32) How likely is it that you can influence government decisions?	2015	2014	2013
Very likely	2.2%	4.1%	6.5%
Somewhat likely	21.6%	26.0%	24.4%

Not very likely	32.5%	22.9%	25.9%
Not at all likely	35.9%	34.3%	36.8%
Refused	2.2%	3.8%	1.6%
Do not know	5.5%	8.9%	4.8%

Q33) Do you agree on below statements being involved in politics is a civic responsibility for every Iraqi?	2015	2014	2013
Strongly agree	23.5%	18.5%	20.5%
Somewhat agree	40.3%	33.0%	36.8%
Somewhat disagree	20.2%	20.9%	22.0%
Strongly disagree	9.2%	13.2%	11.8%
Refused	2.7%	3.2%	1.8%
Do not know	4.0%	11.2%	7.1%

Q34) Do you agree or disagree of this statement: Actions like holding peaceful demonstrations are important because they force the government to consider peoples' demands.	2015	2014	2013
Strongly agree	28.1%	28.6%	42.5%
Somewhat agree	38.4%	38.6%	35.7%
Somewhat disagree	16.5%	14.3%	11.1%
Strongly disagree	8.5%	6.9%	4.5%
Refused	4.5%	3.3%	2.0%
Do not know	4.1%	8.2%	4.2%

Q34) Do you agree or disagree of this statement: Actions like holding peaceful demonstrations are acceptable because the constitution guarantees citizens the right to express their opinions.	2015	2014	2013
Strongly agree	30.1%	33.8%	51.5%
Somewhat agree	37.4%	35.1%	32.0%
Somewhat disagree	16.1%	12.0%	7.4%
Strongly disagree	7.6%	5.8%	2.7%
Refused	4.3%	3.9%	0%
Do not know	4.5%	9.5%	0%

2015 Endline

Q37 I would like to ask you about your impressions on the ability of citizens to have a voice in government decision making.	Percentage (Score: 7 being the best and 1 being the worst)							Refused	Do not know
	1	2	3	4	5	6	7		
a) Local government	21.9%	14.1%	20.8%	20.8%	12.4%	4.1%	1.6%	1.2%	3.0%
b) Provincial government	20.8%	16.8%	22.5%	19.4%	10.0%	3.7%	2.9%	0.9%	2.9%
c) Federal government	23.0%	17.7%	19.9%	18.0%	7.9%	2.8%	1.7%	1.7%	7.3%
d) Regional government	19.0%	13.7%	17.4%	16.1%	9.3%	5.7%	3.7%	3.1%	11.9%

2015 Endline

Q38. I would like to ask you about your impressions on the ability of civil society to have a voice in government decision making.	Scale							Refused	Do not know
	1	2	3	4	5	6	7		
a) Local government	16.1%	15.8%	22.7%	21.0%	11.9%	4.8%	1.6%	1.1%	4.9%
b) Provincial government	15.9%	15.0%	22.8%	21.9%	11.5%	4.4%	2.8%	0.9%	4.8%
c) Federal government	17.5%	16.8%	21.8%	19.8%	8.8%	3.2%	1.6%	1.5%	9.0%
d) Regional government	15.5%	12.4%	18.1%	17.5%	10.6%	6.2%	4.2%	2.9%	12.6%

2015 Endline

Q39) How would you rate each of the following institutions?	Scale	Refused	Do not know
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	1 <i>Very favorable</i>	2 <i>Somewhat favorable</i>	3 <i>Somewhat unfavorable</i>	4 <i>Very unfavorable</i>		
a) Federal Government	6.1%	32.0%	26.4%	18.5%	4.57%	12.47%
b) Provincial Government	8.2%	39.9%	27.1%	16.9%	2.46%	5.39%
c) Civil Society	23.9%	45.3%	14.8%	5.7%	1.44%	8.83%
d) The Army	55.4%	25.2%	8.2%	6.6%	1.50%	3.07%
e) The Police	52.2%	28.7%	8.7%	5.9%	1.48%	3.05%
f) The Media	33.8%	38.5%	13.6%	7.7%	1.41%	4.96%

2015 Endline

Q40) To what extent are you satisfied with the government's performance?	Percentage							Refused	Do not know
	1	2	3	4	5	6	7		
	21.8%	9.6%	14.1%	15.2%	16.0%	10.3%	6.8%	1.2%	1.0%

2015 Endline

Q41) how would you rank officials in the provincial government in the following categories?	Scale							Refused	Do not know
	1	2	3	4	5	6	7		
Q41a. They are honest and fair with the Iraqi people.	23.9%	18.0%	22.2%	19.5%	8.8%	2.8%	0.9%	1.6%	2.3%
Q41b. They are available to me if I want to express my opinion or solve a problem	24.3%	20.1%	23.5%	18.0%	8.0%	2.0%	0.5%	1.2%	2.3%
Q41c. Are actively working to solve problems and meet needs of people like me and my community	28.1%	23.3%	21.4%	15.9%	5.8%	1.4%	0.5%	1.2%	2.3%
Q41d. Are aware of the issues of most concern to people like me	20.4%	16.6%	21.5%	19.5%	11.0%	4.9%	2.4%	1.0%	2.8%
Q41e. Actually engage with people like me and interact with us	24.5%	19.6%	23.7%	17.5%	7.5%	2.6%	0.7%	1.2%	2.7%

Q41f. Try their best to listen to what people like me have to say	25.1%	20.5%	22.6%	17.1%	7.5%	2.6%	0.7%	1.0%	2.8%
Q41g. Are working in their own self-interest, and not the interest of the people	6.5%	9.7%	16.2%	15.9%	12.7%	13.4%	21.3%	1.2%	3.1%
Q41h. Are competent and professional in performing their jobs.	23.8%	19.8%	22.9%	18.1%	7.6%	2.6%	0.9%	1.2%	3.2%
Q41i. Are accountable to the public for the quality of their job performance and the decisions that they take.	22.7%	20.9%	23.4%	17.9%	7.7%	2.4%	0.6%	1.2%	3.3%
Q41j. Are open and honest about their work and the decisions that they take.	22.4%	19.8%	23.7%	18.7%	7.8%	2.4%	0.6%	1.2%	3.4%
Q41k. Are willing to share information about their work with the media and/or public	17.9%	17.5%	22.5%	19.3%	10.3%	4.8%	3.3%	1.1%	3.4%

2015 Endline

Q42 how would you rank officials in the provincial government in the following categories?	Scale							Refused	Do not know
	1	2	3	4	5	6	7		
Q42a. They are honest and fair with the Iraqi people.	24.7%	18.8%	22.7%	16.5%	6.8%	1.9%	0.8%	1.4%	6.2%
Q42b. They are available to me if I want to express my opinion or solve a problem	23.6%	19.8%	21.9%	17.3%	7.1%	1.9%	0.6%	1.4%	6.3%
Q42c. Are actively working to solve problems and meet needs of people like me and my community	26.0%	23.3%	21.4%	14.3%	5.5%	1.2%	0.5%	1.5%	6.3%
Q42d. Are aware of the issues of most concern to people like me	19.2%	16.4%	20.1%	19.9%	10.1%	4.1%	2.3%	1.5%	6.3%
Q42e. Actually engage with people like me and interact with us	23.6%	17.6%	22.2%	17.7%	7.5%	2.5%	0.6%	1.4%	6.7%
Q42f. Try their best to listen to what people like me have to say	24.0%	19.3%	22.0%	17.1%	7.0%	2.1%	0.5%	1.4%	6.7%
Q42g. Are working in their own self-interest, and not the interest of the people	9.3%	11.6%	16.5%	15.5%	11.7%	11.4%	16.0%	1.3%	6.5%

Q42h. Are competent and professional in performing their jobs.	22.6%	19.2%	22.4%	17.7%	7.1%	2.2%	0.8%	1.3%	6.8%
Q42i. Are accountable to the public for the quality of their job performance and the decisions that they take.	21.7%	20.7%	23.0%	16.5%	7.4%	1.7%	0.7%	1.3%	6.8%
Q42j. Are open and honest about their work and the decisions that they take.	21.7%	19.1%	23.4%	18.2%	6.7%	2.2%	0.7%	1.4%	6.7%
Q42k. Are willing to share information about their work with the media and/or public	17.2%	17.0%	22.3%	18.6%	9.9%	4.3%	2.9%	1.2%	6.6%

2015 Endline

Q43 I would like to ask you about your impressions on the fairness and effectiveness of the formal justice system	Scale							Refused	Do not know
	1	2	3	4	5	6	7		
Q43a. They are fair	13.6%	13.6%	20.2%	20.9%	14.3%	7.6%	4.6%	1.4%	3.9%
Q43b. They are accessible	13.5%	12.3%	19.4%	21.1%	16.6%	7.6%	3.9%	1.2%	4.4%
Q43c. They have the resources to function	8.9%	11.4%	18.0%	21.4%	16.7%	8.2%	3.9%	1.7%	9.8%
Q43d. They serve all persons and communities equally	12.8%	13.3%	19.7%	21.1%	15.8%	8.4%	3.0%	1.2%	4.8%
Q43e. They are politically biased	8.6%	12.0%	18.0%	20.0%	14.6%	10.4%	6.9%	1.3%	8.2%
Q43f. They have the ability to implement decisions independently and objectively	11.1%	12.7%	19.7%	21.6%	15.1%	9.3%	3.7%	1.1%	5.7%

2015 Endline

Q44 I would like to ask you about your impressions on the fairness and effectiveness of the informal justice system (i.e. tribal elders, religious elders, community dispute resolution mechanisms).	Scale							Refused	Do not know
	1	2	3	4	5	6	7		
Q44a. They are fair	12.1%	12.6%	16.6%	19.6%	16.5%	9.0%	7.2%	1.8%	4.5%
Q44b. They are accessible	9.9%	10.3%	16.7%	19.2%	18.2%	11.3%	8.1%	1.7%	4.5%
Q44c. They have the resources to function	7.5%	10.3%	17.2%	22.0%	18.0%	9.4%	5.2%	2.2%	8.1%
Q44d. They serve all persons and communities equally	10.2%	10.8%	16.3%	20.5%	19.0%	10.2%	6.4%	1.6%	5.0%
Q44e. They are politically biased	11.0%	12.2%	17.5%	19.4%	15.4%	9.1%	5.6%	2.1%	7.8%
Q44f. They have the ability to implement decisions independently and objectively	9.4%	11.7%	17.1%	21.0%	17.3%	10.9%	5.4%	1.9%	5.2%

2015 Endline

Q45 The extent to which democracy is suitable for your country

Percentage											Refused	Do not know
1	2	3	4	5	6	7	8	9	10			
13.2	7.8	11.4	17.1	20.7	13.2	6.7	4.2%	1.2%	2.1%	0.7%	1.6%	

% % % % % % %

2015 Endline

Q46 How would you describe the current situation of democracy in	Percentage				Refused	Do not know
	1 Very good	2 Somewhat good	3 Somewhat bad	4 Very bad		
	2.3%	35.6%	32.8%	24.2%	2.4%	2.7%

2015 Endline

Q47 To what extent do you agree with this statement: "It is justified for the government to violate human rights in order to maintain security?"	Percentage					Refused	Do not know
	1 <i>Strongly Agree</i>	2 <i>Agree</i>	3 <i>Neither Agree Nor Disagree</i>	4 <i>Disagree</i>	5 <i>strongly Disagree</i>		
	4.2%	15.7%	22.1%	27.9%	22.9%	2.4%	4.9%

2015 Endline

Q48 In your opinion, how likely is it that the government will improve conditions in your province the follow areas?	Scale				Refused	Do not know
	1 <i>Very Likely</i>	2 <i>Somewhat likely</i>	3 <i>Not very likely</i>	4 <i>Not at all likely</i>		
Q48a. Electricity	12.0%	49.8%	25.3%	10.8%	0.5%	1.6%
Q48b. Water	10.9%	52.1%	24.9%	10.3%	0.5%	1.3%

Q48c. Jobs	5.9%	37.5%	34.8%	19.1%	0.7%	2.0%
Q48d. Security	12.3%	38.1%	27.5%	18.5%	0.9%	2.7%
Q48e. Government corruption	6.0%	24.2%	30.6%	34.9%	1.5%	2.7%
Q48f. Women’s rights	10.1%	48.4%	25.6%	13.2%	0.6%	2.1%
Q48g. Education	11.2%	50.4%	25.1%	11.3%	0.7%	1.4%
Q48h. Pollution	9.4%	42.1%	28.5%	15.6%	0.7%	3.6%
Q48i. Youth rights	10.8%	47.1%	25.5%	13.3%	0.9%	2.4%

2015 Endline

Q49. Thinking about armed groups like Daesh using violence in Iraq, what do you think these groups are trying to accomplish? Indicate which of these is closest to your view.	Percentage
Safeguard equal rights of Sunnis in Iraq	3.3%
Overthrow the government and create a more democratic state	1.2%
Establish a caliphate and impose Sharia law	4.1%
Uphold Islam and protect the interest of Muslims	3.0%
Destabilize the elected government	17.8%
Fight against Western powers interfering in the Middle East	1.4%
Create chaos/I don’t think these groups have a purpose	62.3%
Other	6.8%

Additional Analysis by mean score value to the Likert questions

Q16) How would you rate civil society in the following categories?	Midline 2014	Endline 2015
a) Honest and fair	3.9	3.7
b) Available to people	3.7	3.6
c) Meet people's needs	3.7	3.6
d) Aware of the issues	3.8	3.8
e) Engage with people	3.8	3.6
f) Listen to people	3.8	3.7
g) Work in own self-interest	4.0	3.8
h) Competent and professional	4.0	3.8
i) Accountable to public	3.9	3.5
j) Open and honest about work	4.0	3.9
k) Share work with public	4.4	4.0

Q17) How would you rate the following statements?	Midline 2014	Endline 2015
a) Government and CSOs work well together	3.8	3.4
b) Government should work closer with CSOs	4.7	4.4
c) CSOs should be funded by government.	4.6	4.4
d) CSOs should be funded by citizens	3.3	3.1
e) CSOs should be funded by businesses.	4.2	4.0
f) CSOs represent the concerns of citizens	4.3	4.1

Q37) How would you rank ability of citizens to have voice to influence the policies in the following government entities?	Endline 2015
e) Local government	3.1

f) Provincial government	3.0
g) Federal government	2.8
h) Regional government	3.2

Q38) I would like to ask you about your impressions on the ability of <u>civil society</u> to have a voice in government decision making	Endline 2015
Q38a. Local government	3.2
Q38b. Provincial government	3.2
Q38c. Federal government	3.0
Q38d. Regional government	3.4

Q41. I would like to ask you about your impressions on the performance of representatives from <u>provincial</u> government. On a 1 to 7 scale, 7 being the best and 1 being the worst, how would you rank officials in the provincial government in the following categories?	Endline 2015
Q41a. They are honest and fair with the Iraqi people.	2.8
Q41b. They are available to me if I want to express my opinion or solve a problem	2.7
Q41c. Are actively working to solve problems and meet needs of people like me and my community	2.5
Q41d. Are aware of the issues of most concern to people like me	3.1
Q41e. Actually engage with people like me and interact with us	2.7
Q41f. Try their best to listen to what people like me have to say	2.7
Q41g. Are working in their own self-interest, and not the interest of the people	4.5
Q41h. Are competent and professional in performing their jobs.	2.8
Q41i. Are accountable to the public for the quality of their job performance and the decisions that they take.	2.8
Q41j. Are open and honest about their work and the decisions that they take.	2.8
Q41k. Are willing to share information about their work with the media and/or public	3.1

Q42. I would like to ask you about your impressions on the performance of representatives from <u>federal/national</u> government. On a 1 to 7 scale, 7 being the best and 1 being the worst,	<i>Endline 2015</i>
They are honest and fair with the Iraqi people.	2.7
They are available to me if I want to express my opinion or solve a problem	2.7
Are actively working to solve problems and meet needs of people like me and my community	2.5
Are aware of the issues of most concern to people like me	3.1
Actually engage with people like me and interact with us	2.8
Try their best to listen to what people like me have to say	2.7
Are working in their own self-interest, and not the interest of the people	4.2
Are competent and professional in performing their jobs.	2.8
Are accountable to the public for the quality of their job performance and the decisions that they take.	2.7
Are open and honest about their work and the decisions that they take.	2.8
Are willing to share information about their work with the media and/or public	3.1

Q43. I would like to ask you about your impressions on the fairness and effectiveness of the formal justice system (i.e. courts). On a 1 to 7 scale, 7 being the best and 1 being the worst, how would you rank officials in the provincial government in the following categories?	<i>Endline 2015</i>
Q43a. They are fair	3.5
Q43b. They are accessible	3.6
Q43c. They have the resources to function	3.7
Q43d. They serve all persons and communities equally	3.5
Q43e. They are politically biased	3.9
Q43f. They have the ability to implement decisions independently and objectively	3.6

Q44. I would like to ask you about your impressions on the fairness and effectiveness of the informal justice system (i.e. tribal elders, religious elders, community dispute resolution mechanisms). On a 1 to 7 scale, 7 being the best and 1 being the worst,	<i>Endline 2015</i>
Q44a. They are fair	3.8

Q44b. They are accessible	4.0
Q44c. They have the resources to function	3.9
Q44d. They serve all persons and communities equally	3.9
Q44e. They are politically biased	3.7
Q44f. They have the ability to implement decisions independently and objectively	3.9

D1 Endline Currently displaced b/c of conflict	
Yes	15.80%
No	83%
Refused	1.25%
Do not know	0

D2 Endline How long have you been here?	
For my entire life	48.70%
For more than 15 years	14.00%
For more than 10 years but less than 15 year	7.10%
For more than 5 years but less than 10 years	8.33%
For 4 years	4.07%
For 3 years	2.44%
For 2 years	2.07%
For 6 months to 1 year	10.34%
Less than 6 months	1.91%
Refused	1.03%
Do not know	0%

#### ABOUT MERCY CORPS

Mercy Corps is a leading global humanitarian agency saving and improving lives in the world's toughest places. With a network of experienced professionals in more than 40 countries, we partner with local communities to put bold ideas into action to help people recover, overcome hardship and build better lives. Now, and for the future.



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