CORRUPTION PERCEPTION SURVEY 2011

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ACRONYMS

RDTL	REPÚBLICA DEMOCRÁTICA DE TIMOR-LESTE
CAC	COMISSAO ANTI-CORRUPCAO
USAID	UNITED STATES AGENCY FOR INTERNATIONAL DEVELOPMENT
MCC	MILLENIUM CHALLENGE CORPORATION
MSI	MANAGEMENT SYSTEMS INTERNATIONAL
IRI	INTERNATIONAL REPUBLICAN INSTITUTE
HCPS	HOUSEHOLD CORRUPTION PERCEPTION SURVEY

INTRODUCTION

Timor–Leste efforts to combat corruption gained momentum in 2009 when the National Parliament enacted the Anti-Corruption Law and subsequently created the Anti-Corruption Commission (CAC). After a careful vetting process, the National Parliament voted to elect Mr. Adérito de Jesus Soares on 22 February 2010 as Commissioner. In March 2010, Commissioner Soares recruited his two deputies: Mr. Manuel Bucar, Deputy Commissioner for Prevention and Mr. José Neves, Deputy Commissioner for Education, Campaign & Research. By December 2010, CAC had recruited staff to functional capacity. At this writing, CAC is still in the process of hiring staff.

In early February 2011, CAC began vigorous investigations into suspicious and alleged corruption cases in addition to previously functioning programs of prevention, education and outreach. The Commission has also reached out to various districts in Timor–Leste with the aim of involving all Timorese in the fight against corruption.

The committed staff at CAC has undergone some basic trainings in various disciplines to cover administration, information technology, language and program development.

This report is a compilation of results from the first household corruption perception survey conducted in Timor–Leste. The survey was commissioned by USAID and it is a project of the Anti-Corruption Commission (CAC) of Timor-Leste intended to provide comprehensive baseline findings about the perception of corruption and corrupt practices in Timor–Leste.

The 2011 Corruption Survey

CAC HAS ALSO REACHED OUT TO VARIOUS DISTRICTS IN TIMOR–LESTE WITH THE AIM OF INVOLVING ALL TIMORESE IN THE FIGHT AGAINST CORRUPTION.

of Households is an initiative of the Anti-Corruption Commission (CAC) of Timor-Leste to measure perceptions and victimization relating to corruption and the provision of public services. The survey was intended to develop empirical data for analysis, and used to help government, civil society and the private sector to formulate and implement policies and programs to improve fiscal management and governance in Timor-Leste and thereby reduce corrupt practices.

THE FIRST HOUSEHOLD CORRUPTION PERCEPTION SURVEY CONDUCTED IN TIMOR–LESTE

The survey project was funded by the Millennium Challenge Corporation (MCC) through the United States Agency for International Development (USAID) and implemented by Casals & Associates. CAC was the primary contact during the project. Accordingly, CAC solicited proposals through an open bid and selected INSIGHT, a Timorese research firm, to conduct the survey based on its demonstrable experience with previous social research work for other organizations in Timor-Leste.

Previous research and analysis has been conducted into the status of corruption in Timor-Leste, but this household perception survey of corruption is the first of its kind and will provide a baseline and comparison for future research and analysis. Previous assessments include: "Timor-Leste National Survey Results" by International Republican Institute (November-December 2008); "Corruption Assessment: Timor-Leste" by Management Systems International (September 2009); and "USAID-MCC Anti-Corruption Program -- Initial Assessment" by Casals & Associates (June 2011).

METHODOLOGY

In early 2011 CAC, in cooperation with Casals & Associates, initiated a comprehensive corruption perception survey of households in Timor-Leste. A questionnaire was developed by CAC with support from Casals.

The survey targeted the public with a verified sample size of 1,060 respondents selected randomly across various strata of the Timorese society in all 13 districts. In general, the survey followed model United Nations standards for quantitative research in corruption surveys and questions were reviewed by CAC to represent its views and in consideration of local context.

Sample selection was at the discretion of individual teams and community leaders aided various teams in communicating with local residents.

Interviews were conducted in October 2011 and they represent the opinions of Timorese aged 17 to 92, with the respondents being divided equally between females and males. One respondent was interviewed in each household.

During the actual field work of the survey process, CAC sent out teams of monitors to verify the quality of work done by the three teams of enumerators from INSIGHT. The focus of the monitors was to authenticate the enumerators' knowledge of survey methodology including interview design and sampling techniques. CAC reviewed the questions in the survey to ensure they addressed basic issues and that they fit within the Timorese context. After field testing the questionnaire was revised and implemented.

The questionnaire was structured to monitor and evaluate Timorese knowledge, attitudes and practices relating to corruption and corrupt practices. The survey was designed to provide specific data to be used by CAC in developing project monitoring and communications and evaluation plans, such as public awareness of the existence of CAC and its purpose; CAC's impact in terms of reporting corruption; sensitivity and involvement of citizens in governance; public perceptions regarding other RDTL institutions; media use; and awareness and perceptions of the role of NGOs in fighting corruption.

This CAC project is a baseline study to be followed by subsequent annual surveys to provide comparative data about the level of corruption in Timor-

NATIONAL SAMPLE BY DISTRICT

DISTRICT	SAMPLE SIZE
Aileu	50
Ainaro	50
Baucau	110
Bobonaro	90
Cova-lima	60
Dili	220
Ermera	100
Lautém	60
Liquiça	60
Manatuto	50
Manufahi	50
Oecussi-Ambeno	70
Viqueque	70
Total	1040

Leste and the efforts being taken to reduce corruption. This survey targeted the Timorese public; and it generally followed the below standards accordingly:

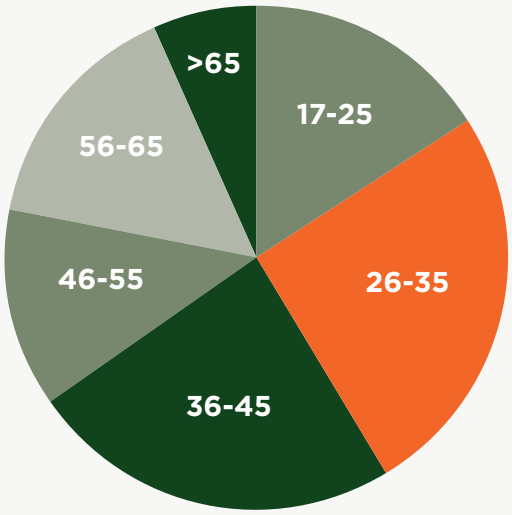
SAMPLE SIZE, FRAME AND STRATIFICATION:
About 40 enumerators interviewed 1,060 Timorese from age 17 to 92 years old. It should be noted that INSIGHT was directed to perform 860 interviews. INSIGHT took the initiative to conduct 1,060 total interviews. After a thorough review of procedures, and based on recommendations from CAC monitors, 20 responses were eliminated, leaving a verified sample size of 1,040.

COVERAGE AREA AND WEIGHTS:
People were interviewed in all 13 administrative districts of Timor-Leste, including the Atauro Island portion of Dili District. While efforts were made to interview citizens of all classes of people, many of the interviewees were ordinary Timorese with little or no connections to power/government.

THE MEAN LENGTH OF A SURVEY INTERVIEW WAS 50 MINUTES.

Many questions elicited a "Skip" response. One theory for the prevalence of "Skips" is that the length of the questionnaire may have contributed to "survey fatigue," causing less patient respondents to skip questions. The mean length of a survey interview was 50 minutes, an extraordinarily long time for a social research survey. However, the "Skips" show up in many questions near the beginning and throughout the entire survey, hence the explanation for the "skip" responses likely has more to do with the substance of individual questions and a lack of understanding among many respondents of the meaning of corruption and its implications, rather than anything else.

The duration of the interviews is a result not only of the length of the survey but also its complexity. A total of 68 substantive questions, plus demographic questions, were asked, many of which had multiple parts. A number of questions incorporated jumps, i.e. "If yes, go to Qx." For some questions, interviewers were asked to show respondents a card on which were printed several options. Because many of the respondents had no schooling and are functionally illiterate, interviewers were required to read the options. In one case the number of options was 20.



AGE DISTRIBUTION OF RESPONDENTS

AGE	PERCENT
17-25	16.0
26-35	25.4
36-45	24.1
46-55	12.7
56-65	15.2
>65	6.6
Total	100.0

DURATION OF INTERVIEWS (MINUTES)

DURATION	NUMBER OF INTERVIEWS
27-39	189
40-49	250
50-59	443
60+	158
Total	1040

EXECUTIVE SUMMARY

Timor-Leste is making strides in combating corruption. Establishing CAC is in the forefront of the efforts to fight that malevolent societal disease and this baseline Household Corruption Perception Survey is among the tools CAC is beginning to employ.

The Transparency International Corruption Perceptions Index ratings for Timor-Leste have seesawed over the past few years. The 2007 ranking of 123 fell to 145 the following year. It remained relatively stable at 146 in 2009, but rose to 127 in 2010. Unfortunately, the ranking for 2011 was back down to 143. The large swings in rankings may be caused by a number of factors. Conducting the HCPS and repeating it in following years will provide solid data on which to base future rankings, if Transparency International chooses to use this report.

The HCPS is unique in Timor-Leste, because it is the first household perception study conducted in the country to address corruption. In that regard, the survey is also a baseline study against which future surveys can be compared. The project encompassed interviews with 1,040 Timorese citizens. Interviewers spent 52,342 minutes questioning citizens about their perceptions of corruption. Many respondents had little or no understanding of the concept of corruption at the beginning of the survey. As is the case with many surveys, interviewees were educated to a certain extent by the survey process. At the very least, 1,040 additional citizens have become more aware of the concept of corruption, if not perhaps more aware of how to fight corruption, as a result of the HCPS. The survey is comprehensive, comprising 68 questions, some with multiple parts and several additional demographic parts. Citizens' perceptions of corruption were surveyed from almost every conceivable angle.

Though the survey results do not paint a rosy picture of the status of corruption in Timor-Leste, they do identify reasons for optimism. More than a quarter of the respondents indicated they are very satisfied with the overall situation in Timor-Leste and an equal number perceive some or significant progress since independence. Respondents think corruption is far down the list of the most serious problems facing the country, but understand that the issue is serious. Encouragingly, more than half of the interviewees perceive that the government has a sincere desire and will to combat corruption, even though an almost equal number think corruption exists in most government institutions. Indeed, 70.1% of the respondents think corruption can be eliminated or reduced to a certain degree. In answer to questions about what actions respondents have taken in the past to fight corruption, more than 1,000 individual acts were reported, including refusing bribes, abstaining from offering bribes and reporting corrupt officials, among others.

Not so encouraging is the fact that almost half of the respondents believe a primary factor causing corruption is lack of money and low salaries. That fact correlates with people's perception that poverty and unemployment are the most serious problems facing Timor-Leste. Efforts to combat corruption will continue to run up against the financial reality in Timor-Leste until the economic situation improves. Again that reality is borne out by the widespread perception that most corrupt acts result from economic hardship.

Perhaps the most promising result of the HCPS is that outreach efforts will have a significant impact on citizens'

perceptions of corruption and ways of combating it. When asked what kind of assistance respondents would want from CAC, over 60% indicated information and education about citizens' rights and responsibilities regarding corruption and the fight against it. As previously stated, the HCPS is one such outreach effort. Social research usually has two objectives:

1. obtaining data/information;
2. disseminating information.

CAC has already initiated outreach forays into a number of Timor-Leste districts. On International Anti-Corruption Day, 9 December 2011, CAC presented highlights of the HCPS at an event in Dili. Television usage is on the rise in Timor-Leste among women and men alike and is a powerful medium for disseminating information.

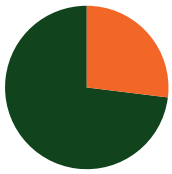
CAC is very young, little more than a year old, and it possesses a tremendous upside potential. Through continued outreach and education of Timorese citizens and bold efforts to root out and prevent corruption, it is reasonable to believe CAC can and will make progress in its fight.

CHAPTER 1
CORRUPTION IN THE GOVERNMENT & CIVIL SOCIETY

The first several questions in the survey attempted to draw out respondents' general perceptions about the situation in Timor-Leste, as in (Q1), "How do you describe the general situation in Timor-Leste after independence." More than a quarter of the participants perceive that there has been somewhat or very significant progress in the general situation. Another 42.6% had a less optimistic viewpoint and a noteworthy segment perceived no progress.

The following question (Q2), "How satisfied are you with the overall situation in Timor-Leste?" elicited a more positive response. The majority were very or somehow satisfied and only 11% were very dissatisfied.

VERY SATISFIED WITH THE OVERALL SITUATION



27.3%

Respondents were then asked about their perceptions of the political situation (Q3) and the political leadership (Q4) in Timor-Leste. Responses to both questions were similar.

Q1. DESCRIBE THE GENERAL SITUATION SINCE INDEPENDENCE

	%
Very significant progress	14.7
Somewhat significant progress	13.8
Little progress	42.6
No progress	22.3

Q2. HOW SATISFIED ARE YOU WITH THE OVERALL SITUATION?

	%
Very satisfied	27.3
Somewhat satisfied	35.6
Somewhat dissatisfied	23.5
Very dissatisfied	11.0

Q3. & Q4.

	HOW DO YOU DESCRIBE THE POLITICAL SITUATION? %	HOW DO YOU DESCRIBE THE POLITICAL LEADERSHIP? %
Very good	15.3	15.0
Somewhat good	30.9	34.3
Not very good	32.9	36.5
Not at all good	6.3	6.3

Respondents were asked about their perceptions of the current economic situation. (Q5) As is confirmed in the response to a later question, a high percentage of respondents (30%) described the economic situation as somewhat or very bad. A significant segment perceived the situation as somewhat or very good.

It is telling that the percentage of "Don't know" responses to Q5 is very small. Most of the responses throughout the survey showed a higher percentage of "Don't know" responses. Economic issues are usually very important to people and evoke a specific response.

The last of the introductory questions was open ended and asked about perceptions of the most serious problems facing Timor-Leste as a country. Not surprisingly, unemployment and poverty/economic problems were most frequently mentioned. (Q6) Perhaps more unexpected was that corruption was one of the least frequently named problems.

Though corruption did not appear high on the list of serious problems identified by respondents, when queried directly about the seriousness of the issue, respondents do perceive it as serious. (Q8) The majority rated corruption as somewhat or very serious and only 15.6% thought corruption was not serious. A high percentage (24.6) answered "Don't know."

The immediate preceding question (Q7) asked what respondents understood about the issue (see Chapter 3: Understanding Corruption for a fuller explanation) and 52.5% indicated they did not know what corruption is, so it is not surprising 24.6% did not know whether corruption was a serious problem.

Q5. HOW DO YOU DESCRIBE THE CURRENT ECONOMIC SITUATION?

	%
Very good	8.9
Somewhat good	25.7
Neither good nor bad	32.3
Somewhat bad	12.7
Very bad	17.3
Don't know	2.8

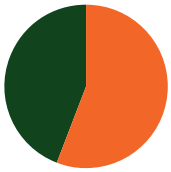
Q6. WHAT ARE THE MOST SERIOUS PROBLEMS FACING THE COUNTRY?

	%
Unemployment	36.6
Poverty	20.8
Political Instability	9.0
Poor infrastructure	5.5
Other economic issues	4.5
Crime	1.6
Poor healthcare	1.5
Corruption	0.7

AMONG THE MOST SERIOUS PROBLEMS FACING RDTL, CORRUPTION BARELY REGISTERS

0.7%

TAKEN ALONE, CORRUPTION IS PERCEIVED TO BE A SERIOUS PROBLEM



56.9%

As confirmation of a disturbing trend*, 45.2% respondents believe the level of corruption now is higher than in past years. Only 14.2% of respondents perceive corruption as somewhat or much lower than in the past. (Q12).

Questions 13 through 15 generated a scorecard of various government institutions, agencies, offices and sectors in Timorese society. The survey asked respondents' opinions on the level of involvement of various offices and agencies in corrupt practices. The questions and corresponding results are not indictments of any particular official, rather a perception of how citizens view the functions of various agencies in the context of service deliveries. Corruption is seen by many to be widespread in most government offices beginning with the Office of the President.

1. *See "Timor-Leste National Survey Results" by IRI, 2008, which reported 35% of respondents thought corruption had gotten worse.)

Q8. HOW SERIOUS IS THE ISSUE OF CORRUPTION?

	%
Very serious	40.0
Somewhat serious	16.9
Not too serious	11.5
Not at all serious	3.7
Corruption does not exist	0.4
Don't know	25.0

Q12. HOW WOULD YOU COMPARE THE LEVEL OF CORRUPTION NOW VERSUS PAST YEARS?

	%
Much higher	33.0
Somewhat higher	12.2
About the same	15.1
Somewhat lower	10.2
Much lower	4.0
Don't know	24.6

Q13. GOVERNMENT AND STATE INSTITUTIONS PERCEIVED AS MOST AND LEAST CORRUPT

	VERY OR SOMEWHAT CORRUPT %	RARELY OR NOT AT ALL CORRUPT %	DON'T KNOW
Office of the President of RDTL	45.5	20.3	33
National Parliament	48.9	18.1	31.8
Government	54.3	14.1	30.1
Law enforcement agencies	43.8	21.4	33.4

Q14. LEVEL OF CORRUPTION IN GOVERNMENT INSTITUTIONS

	VERY OR SOMEWHAT CORRUPT %	RARELY OR NOT AT ALL CORRUPT %	DON'T KNOW
Ombudsperson's Office	32.8	30.7	35.1
Electoral Commission	35	29.6	34.2
Public Service Commission	38.3	26.3	33.9
Ministry of Health	39.6	28	31.2
Ministry of State Administration	40.3	23	33.2
Secretariat of State Under Prime Minister	41.2	23.6	34
Ministry of Social Solidarity	44	23.6	31.4
Ministry of Foreign Affairs & Cooperation	42	22.7	33.7
Ministry of Economic Development	46	20.9	31.5
Ministry of Justice	46.6	20.8	31.2
Ministry of Agriculture, Fisheries & Forests	47.2	20.4	30.9
Ministry of Infrastructure	47.5	19.5	31.7
Ministry of Commerce, Industry & Tourism	47.6	18.1	33.1
Ministry of Education & Culture	48.5	18.5	30.9
Office of Prime Minister and Vice Prime Minister	49.5	18	31
Ministry of Finance	51.2	16.5	30.6

Q15. LEVEL OF CORRUPTION IN PUBLIC INSTITUTIONS

	VERY OR SOMEWHAT CORRUPT %	RARELY OR NOT AT ALL CORRUPT %	DON'T KNOW
Civil Servant	33.2	34.5	31.2
Public Defenders & Private Lawyers	41.3	24.2	32.9
Judges & Prosecutors	42.1	25.4	31.1
Head of Department	42.6	23.8	32.1
District Administrators	44	21.3	31.3
Chief of Staff	45.1	20.9	32
Directors	45.3	21.5	32
Director General	45.9	20.3	32.1
Ministers & Secretary of State	47.3	20.2	31.3
Members of Parliament	52.9	15.1	30.7

Not surprisingly, money is perceived to be the overwhelming instrument of bribery. (Q18) Fifty-nine percent of respondents identified money as the kind of bribe public officials accept or request. "Don't know" or "Refused" answers accounted for another 39%. Ten out of 1,040 interviewees mentioned other items, including: tickets for overseas visits, vehicles, cigarettes and phone cards.

Less than 14% of respondents said they were aware of measures taking by government to combat corruption in Timor–Leste and a significant 30.9% said they were unaware of government efforts to fight corruption. (Q57) Clearly, this lack of knowledge among citizens about anti-corruption measures is an opportunity for CAC to develop and provide additional public information.

Subsequently, the survey asked whether the government's anti-corruption efforts are effective. (Q58) Most respondents skipped the question (86.1%).

On a far more positive note, a strong majority of respondents indicate that their government has the sincere desire and will to fight corruption in Timor–Leste. (Q59) Less than 16% of respondents somewhat or strongly disagreed. This optimistic view can be leveraged along with an aggressive communications campaign to enhance the effectiveness of CAC's anti-corruption measures.

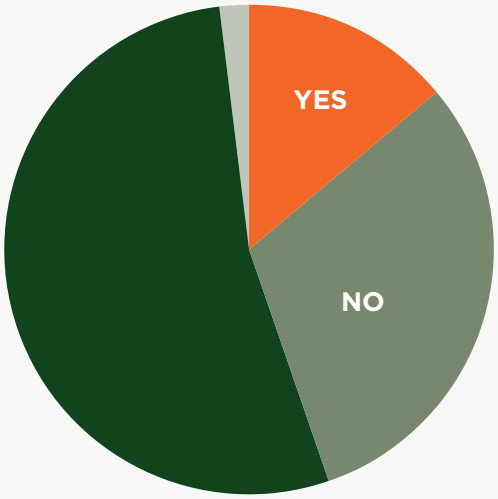
THE GOVERNMENT HAS A SINCERE DESIRE AND WILL TO COMBAT CORRUPTION.

STRONGLY AGREE

54.9%

STRONGLY DISAGREE

6.5%



Q57. ARE YOU AWARE OF GOVERNMENT ANTI-CORRUPTION MEASURES?

	%
Yes	13.9
No	30.9
Don't know	53.4
Refused	1.8
Total	100.0

Q58. HOW EFFECTIVE IS THE GOVERNMENT'S FIGHT AGAINST CORRUPTION?

	%
Very effective	6.1
Somewhat effective	3.4
Somewhat ineffective	3.3
Very ineffective	1.1
SKIP	86.1

Q59. DO YOU AGREE THAT THE CURRENT GOVERNMENT OF TIMOR-LESTE HAS A SINCERE DESIRE AND WILL TO COMBAT CORRUPTION?

	%
Strongly agree	54.9
Somewhat agree	15.1
Somewhat disagree	9.1
Strongly disagree	6.5
Don't know	12.8

Despite the fact that CAC is a relatively new institution in Timor-Leste, almost one quarter of respondents indicated they are aware of the CAC. (Q60) Clearly the measures taken by CAC to date to inform the public of its existence have borne fruit. The mere fact of implementing this survey -- that is, interviewing 1,040 citizens -- will have an impact on CAC's awareness, but further outreach efforts will be necessary to communicate CAC's mission and message to all Timorese citizens.

Those who responded "Yes" to Q60 were asked to specify what they know about CAC. (Q61) Their relatively accurate responses indicate that CAC's outreach efforts to date have been clear and effective.

Respondents were then asked if they were aware of CAC (again) and other anti-corruption organizations (Q62) and were asked to rate the effectiveness of their efforts (Q62A). Almost three quarters of the respondents rated CAC's effectiveness positively, another confidence-building indication that CAC efforts are on the right track.

Just over 4% of respondents reported they are aware of any organizations providing free legal advice on corruption cases (Q65). When asked to identify the organizations, a dozen people each listed CAC and Health Net and 22 others mention "local NGO."

The final question on the survey asked if respondents have a family member or close relative who works for the following institutions: government, National Parliament, law enforcement agency, big international organization or company.

Cross tabulations performed to detect any possible bias on the part of those who responded "Yes" to Q68 were inconclusive.

Q60. ARE YOU AWARE OF THE ANTI-CORRUPTION COMMISSION (CAC)?

	%
Yes	23.4
No	25.7
Don't know	50.4

Q61. SPECIFY WHAT YOU KNOW ABOUT THIS COMMISSION?

	%
Eradicate corruption	10.3
Identify corruption	5.1
To reduce corruption	3.6
Give punishment	2.4
Find truth and justice	1.1

Q68. DO YOU HAVE A FAMILY MEMBER WHO WORKS FOR:?

	YES %
Government	36.1
National Parliament	10.7
Law enforcement agency	10.5
Big international organization	15.8

Q62 & 62A. ARE YOU AWARE OF THE FOLLOWING PUBLIC AGENCIES AND HOW EFFECTIVE ARE THEY?

	YES %	NO %	VERY OR SOMEWHAT EFFECTIVE
CAC	23.2	76.3	74.3
Ombudsman for Human Rights & Justice	26.3	73.0	61.7
Office of the Prosecutor General	27.5	71.8	53.1

The perception of corruption in civil society institutions does not differ dramatically from that of government.

Participants were asked to give their opinion on how common they thought corruption was in twenty separate societal sectors and services. (Q16) These services included education, custom services, immigration, tax services, NGOs, businesses, among others. Throughout the twenty different sectors, an average of 33.1% of the respondents answered, "I don't know."

Among the sectors and services, respondents perceived that corruption was most common in customs services, education, political parties, and tax services.

Corruption was considered least common in the military and among community leaders and religious groups.

When asked to rank the same twenty sectors and services, education, customs and healthcare were seen as the three most corrupt. (Q17) The business sector and mass media were viewed as least corrupt among the twenty sectors.

Participants were then asked "Whenever you have contacted officials in the public sector, how often did the following happen?" and then prompted by a list of seven corrupt activities. (Q38) In each instance, less than half of those who responded indicated that corruption occurred rarely or in no cases. That result does not mean the perception is that corruption occurs in more than half of the public's interactions with public officials, because more than 20.0% indicated "Don't know" and another 10.0% or more responded that they had not dealt with public officials, despite the wording of the question. The percentage of those reporting a corrupt act was higher than had previously been reported when individual public institutions were specified. In addition, when the officials or institutions were specified, respondents were more apt to skip the question.

The reluctance to report corrupt acts in specified institutions is understandable, especially considering respondents' acknowledged reasons for being unwilling to report corrupt actions. (See Q42, Chapter 3 -- Combatting Corruption.)

THE RELUCTANCE TO REPORT CORRUPT ACTS IN SPECIFIED INSTITUTIONS IS UNDERSTANDABLE...

Q16. HOW COMMON IS CORRUPTION IN SELECTED SECTORS AND SERVICES?

	VERY OR SOMEWHAT COMMON %	NOT VERY OR NOT AT ALL COMMON %
MOST		
Customs services	46.8	17.5
Political parties	45.3	20.3
Education	44.9	27.2
LEAST		
Military	26.1	37.6
Religious groups	33.2	32.9
Community leaders	33.9	34.1

RANKING OF SECTORS AND SERVICES

	%
MOST CORRUPT	
Education	11.6
Custom Services	9.1
Healthcare	8.2
Don't Know	29.6
LEAST CORRUPT	
Business sector	0.7
Mass media	0.9
Notary services	1.1
Electoral system	1.2
Military	1.3

Participants were asked on which information sources they base their assessment of the level of corruption in the country. (Q19) Just over a quarter of the respondents named the media. In previous questions, corruption was considered common in the mass media by 34.1% of the respondents, though it was nevertheless ranked among the least corrupt sectors. The next most popular information sources included relatives, friends or acquaintances and the respondents' personal experience.

Respondents were then asked about their media usage. (Q20A) The two media sources most frequently used during the past 12 months were TV Timor-Leste and Radio Timor-Leste. Newspapers, magazines and other radio stations were used by a smaller number of respondents. More than a quarter of the participants reported that they did not trust any media source.

INFORMATION SOURCES FOR CORRUPTION ASSESSMENT

	%
Media	26.3
Relatives/Family	16.9
Personal Experience	15.0
Don't Know	26.8

WHENEVER OFFICIALS WERE CONTACTED, THE FOLLOWING HAPPENED:

	ALL/MOST CASES	RARE/NO CASES AT ALL
Do not demand directly but expected a cash gift/favor	27.5	37.6
Demand cash gift or favor	24.4	41.2
You use personal connections to get preferential treatment	23.5	37.4
You give cash to official	20.4	41.8
You are asked to do favor for relative of officials	20.4	41.2
You give a gift to official	18.5	42.8
You do the official a favor	17.1	43.7

USE AND TRUST IN THE MEDIA

	USED IN PAST 12 MONTHS %	TRUSTED %
TV Timor-Leste	58.6	51.0
Radio Timor-Leste	55.3	17.1
Suara Timor-Lorosae	10.2	0.6
Radio Timor Kmanek	9.5	0.6
Timor Post	9.4	0.6
Radio LABEH	7.7	1.1
Diario	7.3	0.8
Community Radio	4.7	1.3
Tempo Semanal	4.4	0.2
Other media	6.5	0.9
Don't trust any media source	--	26.2

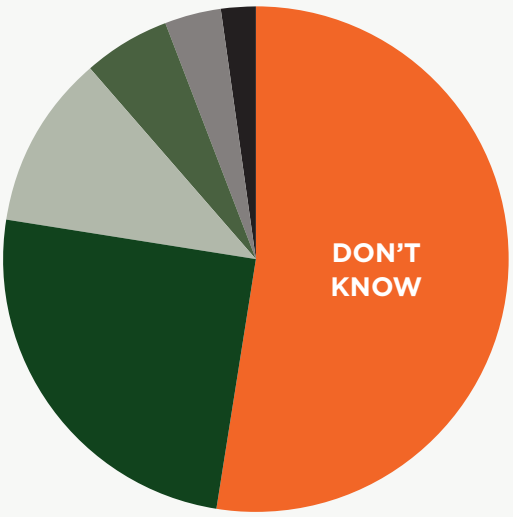
CHAPTER 2
UNDERSTANDING CORRUPTION

Early on in the survey respondents were asked in an open-ended question (Q7) what their opinion was of the meaning of corruption. Among those who did have an understanding about corruption, 25.2% indicated they thought it meant government officials and civil servants misusing state funds and/or assets for private or personal interest. Another 11.0% said corruption was bribing or stealing others' money or property. Fewer still (5.6%) mentioned manipulating the rights of others; 3.6% thought it meant abuse of power and 2.1% associated it with nepotism. Perhaps the most dramatic result was the 52.5% of respondents who answered "Don't know," meaning they did not have an understanding of corruption. The implication that just over half of the population does not understand the word "corruption" must be considered in any campaign to address these practices.

MORE THAN HALF OF ALL RESPONDENTS DO NOT UNDERSTAND THE MEANING OF CORRUPTION.

Shortly after the question regarding understanding of corruption, respondents were asked in an open-ended format, "Do you think ordinary citizens can commit corruption?" (Q9). Understandably, almost half (47.5%) responded with "Don't know." Thirty-six percent answered in the affirmative and 16.1% responded with a comment like, "Not everyone can, but government officials, leaders, civil servants and those responsible for public money/assets can."

Q7. IN YOUR OPINION, WHAT IS THE MEANING OF CORRUPTION?

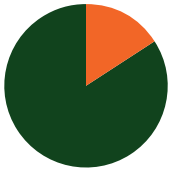


- 52.5% Don't know
- 25.2% Misuse of state assets
- 11.0% Bribing/stealing others' property
- 5.6% Manipulating rights of others
- 3.6% Abuse of power
- 2.1% Nepotism

Q9. DO YOU THINK ORDINARY CITIZENS CAN COMMIT CORRUPTION?

	%
Yes	36.1
Not everyone, but gov. officials can	16.1
Don't know	47.5
Subtotal	96.6
Refused	0.4
	100%

"NOT EVERYONE, BUT GOVERNMENT OFFICIALS CAN COMMIT CORRUPT ACTS"



16.1%

When asked what types of attitudes or lifestyle among common citizens makes them prone to corruption, (Q10) 64.9% did not know, again a not-surprising percentage considering the pervasive lack of understanding of the concept of corruption. Those who had a response to this open-ended question provided several thoughts, including "Greed or ambition to get rich;" "People facing difficulties;" "Lack of responsibility or ethic sense;" or "Low income."

The survey probed further about the causes of corruption with the question, "What do you think are factors causing corruption?" (Q11)The result was a strong response with only a third of the respondents declaring, "Don't know." A large percentage (46.5%) chose "We need money to make a living" and "Salaries are lower than everyday needs." A small percentage (7.8%) chose "The ambition to become rich as quickly as possible" and even fewer respondents identified no ethics or morals as a factor.

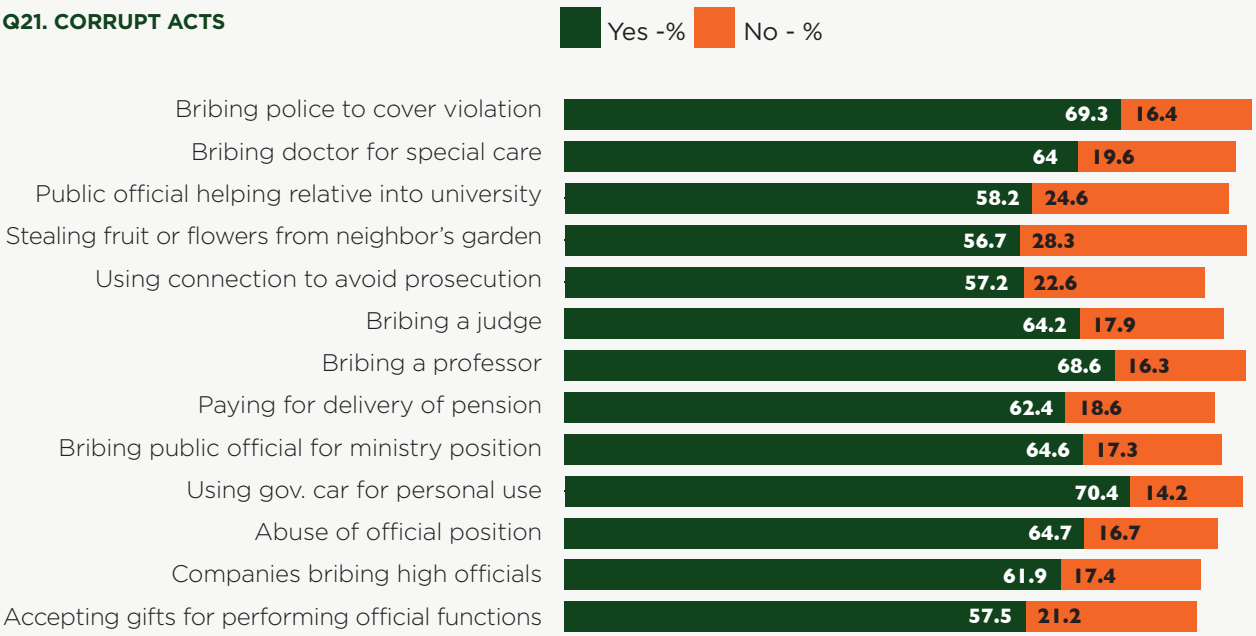
Q10. WHAT TYPES OF ATTITUDES OR LIFESTYLE AMONG COMMON CITIZENS MAKES THEM PRONE TO CORRUPTION?

	%
Greed and ambition to get rich	13.7
Lack of responsibility or ethical sense	6.9
Low salary	3.8
Family centric	3.7
Don't know	64.9

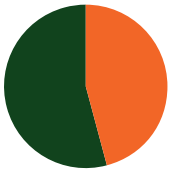
Q11. WHAT DO YOU THINK ARE FACTORS CAUSING CORRUPTION IN TIMOR-LESTE?

	%
We need money/salaries are low	46.5
Ambition to become rich	6.9
No ethics or morals	5.4
Don't know	33.8

Q21. CORRUPT ACTS



FACTOR CAUSING CORRUPTION: "WE NEED MONEY."



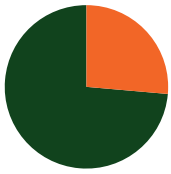
46.5%

In Question 21 interviewees were asked whether 13 individual actions represented corruption to them. "Don't know" responses for the 13 actions ranged from 13.8% to 20.1%, signaling that the respondents had likely gained a clearer understanding of the concept of corruption by this point in the survey. Most of the actions listed are commonly considered throughout the world as acts representing corruption, and in fact the majority of respondents agreed to a greater or lesser degree.

How do bribes happen? Respondents were asked what is most often the case prior to someone paying a bribe to a government official. (Q22)

If a bribe is paid to a government official, how certain is it that the service is received or the problem resolved? (Q23) Only slightly more than half of the respondents were fairly or very certain that bribes work, which begs the question of why one would pay a bribe if there was only a 50-50 chance of success. Further qualitative research could be performed to attempt to answer that question.

MOTIVE BEHIND CORRUPTION: NO OTHER WAY TO GET THINGS DONE



28.2%

What are the motives behind corruption? (Q24) Respondents were shown a list of eight motives or main reasons people use to justify their corrupt actions, as follows:

1. There is no other way to get things done;
2. To speed up the process/procedures;
3. To avoid sanctions or punishment;
4. To avoid higher official payments;
5. To be treated/served appropriately;
6. To get preferential treatment/privileges;
7. To have an alternate source of income;
8. The practice of obligatory "payments" to supervisors.

Q22. HOW BRIBES OCCUR

	%
Official indicates or asks for bribe	40.5
Someone offers bribe on own accord	12.5
Known beforehand; no discussion needed	7.5
Don't know	36.9

Q23. DO BRIBES WORK?

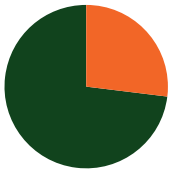
	% - YES
Very certain	38.8
Fairly certain	13.3
Somewhat uncertain	15.5
Extremely uncertain	4.3
Don't know	25.6

Q24. WHAT ARE THE MOTIVES BEHIND CORRUPTION?

	%
There is no other way to get things done	28.2
To avoid sanctions or punishment	18.9
To avoid higher official payments	7
To be treated/served appropriately	4.9
To speed up the process/ procedures	2.5
To get preferential treatment/ privileges	1.3
To have an alternate source of income	1.8
The practice of obligatory "payments" to supervisors	0.6
Don't know	32.2

The survey asked a series of questions about whether people would engage in corrupt acts and their reasons for doing so or not (Q25-30).

WOULD YOU ACCEPT A BRIBE?



27.9%

A slightly higher (statistically significant) percentage of respondents would refuse to accept a bribe than pay a bribe if one were requested. The "Don't know" responses could result from not knowing what the particular situation is. As shown earlier, respondents differed on their opinion of whether certain acts were corrupt.

When asked why they would accept a bribe if one were offered, almost three-quarters of the interviewees skipped the question.

AVOIDING PUNISHMENT MORE PREVALENT THAN ALTRUISM.

Only 29.3% of the respondents who would refuse a bribe if offered would decline for altruistic reasons.

Q25. WOULD YOU ACCEPT OR GIVE A BRIBE, AND WHY?

	WOULD YOU ACCEPT A BRIBE?	WOULD YOU GIVE A BRIBE IF ASKED FOR ONE?
Yes	27.9	31.4
No	55.1	48.1
Don't know	15.2	18.1

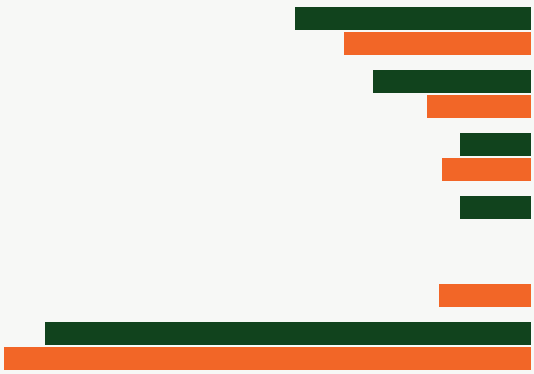
Q26. WHAT IS YOUR REASON FOR ACCEPTING A BRIBE?

	%
I need/like money	14.7
Everybody takes it	9.6
Because someone is offering money	1.1
Other reasons	0.5
SKIP	74.1

Q29. WHY WOULD YOU OFFER A BRIBE?

	%
No other way to get things done	13.7
Everyone gives bribes	8.5
To speed up the process	4.4
Other	4.4
SKIP	69

REASONS NOT TO GIVE OR TAKE BRIBES



	Why not taking	Why not offering
High risk of punishment	23.1	18.3
It is unacceptable for me	15.5	10.2
Would try to resolve issue legally	6.9	8.7
To reduce or eliminate corruption	6.9	0
I have no money/means	0	9
SKIP	47.6	53.8

(Q31-34) IF YOU HAD CONTACT WITH THE FOLLOWING INSTITUTIONS, WERE YOU ASKED TO PAY A BRIBE?

	NUMBER	%
State-guaranteed free birth assistance	4	5.8
Healthcare (except free birth assistance)	0	0.0
Education	6	5.1
State Registrar	1	2.4
Prosecutor	0	0.0
Courts	1	4.8
Court Decisions Enforcement Office	0	0.0
Customs	1	12.5
Tax service	2	25.0
Procurement	0	0.0
Police	1	1.2
Notary services	1	5.6
Social welfare	5	13.5
Ministry of Infrastructure	6	17.1
Total	28	4.0

Respondents were then asked if they had been solicited to pay bribes in cases when they had had contact with various institutions. (Q31-34) The percentage of interviewees who reported being asked for bribes was very low. Out of 695 individual contacts with the listed institutions, 28 instances of bribery were reported. It must be noted that more than 90% of respondents did skip the question. The list of 14 institutions includes most of those the respondents would likely have been in contact with during the past 12 months. It is therefore encouraging and perhaps puzzling that the reported instance of bribes was so low. The low incidence could result because most people skipped the question, if in fact skipping meant they were reluctant for some reason to admit they had been approached to pay a bribe. Based on the overall responses to the survey, that hypothesis does not seem likely.

The puzzlement arises when one considers the high level of corruption that respondents perceive in these institutions and society in general. If survey participants perceive institutions to be corrupt, why is it that they did not report being victimized more often? It is likely that further qualitative research into this apparent inconsistency might be necessary.

IF SURVEY PARTICIPANTS PERCEIVE INSTITUTIONS TO BE CORRUPT, WHY IS IT THEY DID NOT REPORT BEING VICTIMIZED MORE OFTEN?

As part of the Q31-34 series, respondents were also requested to tell how much of a bribe they had paid, if they had been asked (Q34). The resulting amount of data from Q34 was too insignificant to report or draw conclusions from.

In two follow-up questions (Q35 & 36), not enough data were available to report or draw conclusions. More than 99.0% of the respondents skipped both questions. Q35 -- “You said that you or a member of your household has had to pay a bribe for healthcare service. At what kind of facility? Primary healthcare or secondary or tertiary care facilities?” and Q36 -- “Please specify the type of service the payment was made for. Options: medical consultation; laboratory and diagnostic services; receipt of free drugs; treatment?” It is possible the overwhelming number of “skips” could have resulted from respondents having privacy or security concerns when the questions became very personal.

Q37. HEARD OF RELATIVES/FRIENDS, ETC. PAYING BRIBES IN LAST 12 MONTHS?

- 6.3% Yes
- 88.1% No
- 5.6% Don't know or refused

Q67. ON A SCALE OF 1-10, HOW MUCH CONTROL DO YOU HAVE OVER YOUR LIFE?

	%
1	12.8
2	3.1
3	1.8
4	2.2
5	7.3
6	3.4
7	3.1
8	3
9	1.5
10	48.1
Don't know	13.7

CATEGORIES OF CONTROL	%
Ranking 1-3, little or no control	17.7
Ranking 4-7, moderate control	16.0
Ranking 8-10, much or complete control	52.6
Don't know or refused	13.7

Respondents were then asked (Q37) if they had heard of relatives, friends, acquaintances or neighbors paying bribes to obtain a public service during the past 12 months. Six-point-three percent answered affirmatively and 88.1% responded in the negative. Just under 6.0% did not know or refused to answer the question.

The final substantive question (Q67) of the survey queried interviewees about how much control they have over their lives. The English translation reads, "Some people feel they have complete control over their lives, while other people feel that what they do has no real effect on what happens to them. Please use a scale where "1" means "No control at all" and "10" means "Complete control" to indicate "how much control you feel you have over your life in general". The response to this question indicates that just over half of the respondents feel they have considerable control over their lives.

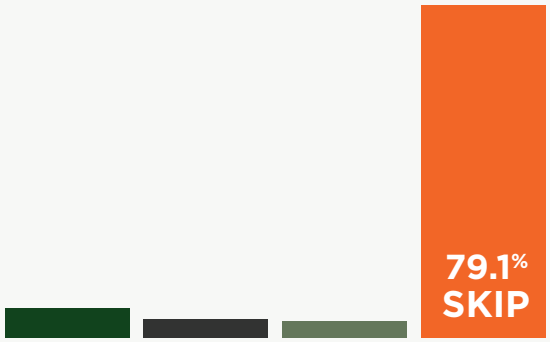
DESPITE WIDESPREAD PERCEPTION OF CORRUPTION, FEW REPORTED HEARING OF INSTANCES OF PAYING BRIBES.

It is also instructive to view the results of Q67 in categories.

CHAPTER 3
COMBATING CORRUPTION

Combating corruption means first understanding what corruption is and second how to go about it. Survey questions dealing with people's perceptions of how to fight corruption and to whom to report corrupt acts came more than halfway through the questionnaire. Presumably, by that point, interviewees had gained a greater understanding of the concept of corruption than they had to begin with.

Awareness of whom to report corruption to was not high. Only 20.9% (217 people) of respondents answered affirmatively when asked whether they knew what institutions to contact in order to report corrupt acts (Q40). Thirty percent answered "no" and 48.4% answered "Don't know." "No" and "Don't know" are likely similar responses, though it is possible the latter response came from a continuing lack of understanding of the concepts introduced in the survey.



Q41. TO WHOM WOULD YOU REPORT CORRUPTION?

	%
Community leaders	7.3
CAC	4.6
Police	4.2
SKIP	79.1

Q42. FOR WHAT REASONS WOULD ONE NOT REPORT CORRUPTION?

	PERCENT - YES	PERCENT - NO	DON'T KNOW
Reporters will be subject to retribution/retaliation	59.2	22.1	17.6
No action will be taken	53.0	26.2	18.8
Not worth reporting if it doesn't affect me	49.9	29.2	19.3
Most corrupt acts result from economic hardship	59.8	20.0	18.4
Society doesn't reward reporting	46.4	29.5	21.9
No whistle-blower protection	53.3	24.3	20.3
Lack of evidence to prove	56.2	21.2	20.6
Lack of clarity about corruption proceedings	55.4	21.5	21.0
Don't know relevant institution to report to	54.5	21.5	21.3

Affirmative respondents to Q40 were asked in an open-ended question (Q41) to name the contacts of which they were aware. The most prevalent response was "community leaders" by seventy-six respondents (7.3%). A small number -- 48 or 4.6% -- named CAC and 44 or 4.2% named the police.

The following question (Q42) attempted to discover the reasons why one might not be willing to report corruption. The question was introduced by, "Some people in Timor-Leste are unwilling to report corrupt actions." After reading a list of possible reasons, respondents were asked to identify which they considered reasons for not reporting corruption to the relevant authorities.

"MOST PEOPLE WHO COMMIT CORRUPTION ONLY DO SO BECAUSE OF ECONOMIC HARDSHIP."

The uniformity of the responses to Q42 probably reflects cultural bias, otherwise it is difficult to explain how most of the responses were so similar.

Respondents were then asked if anyone in their household had reported within the past 12 months a corrupt act of a public official (Q43). A not-surprising, small segment (27 people or 2.6%) answered in the affirmative. Those who answered "Yes" were asked to name the organization to whom they had reported the act. (Q44) The most prevalent response was "Community leaders."

As previously described, 27 people indicated they had reported a corrupt act during the past 12 months. They were also asked about (Q45) the ease of the reporting process and responded as follows:

The same 27 people were then asked (Q46), if as a reporter of corruption they felt protected from potential harassment or retaliation. Significantly, the majority did feel protected, however four respondents disagreed that they felt protected and one person refused to answer. That means 18.5% were not completely comfortable with the protections offered against harassment or retaliation. If by extrapolation one can assume that a corresponding 18.5% of the population might feel subject to retaliation, it will be important to build in additional protections and assurances in the reporting process in order to create an environment where citizens do report corruption.

Q44. TO WHICH ORGANIZATION DID YOU REPORT?

	NUMBER
Community leaders	10
District administrators	5
Police	5
CAC	2
Office of Prosecutor General	2
Other	3
Total	27

Q45. EASE OF REPORTING PROCESS

	NUMBER
Very easy	5
Somewhat easy	6
Somewhat hard	7
Very hard	8
Don't know	1
Total	27

Q46. DO YOU AGREE OR DISAGREE YOU WERE PROTECTED FROM HARASSMENT?

	NUMBER
Strongly agree	17
Somewhat agree	5
Somewhat disagree	2
Strongly disagree	2
Refused	1
Total	27

Finally, these 27 people were asked to rate their level of satisfaction with the feedback received as a result of the complaint. (Q47)

Respondents were asked what they would be personally willing to do to reduce corruption in the future. (Q48) The interviewer prompted responses by reading a list of actions and also asked whether the respondent had taken the actions in the past (Q49). A significant majority responded with a willingness to take future actions, a very positive indication that CAC may be able to expect cooperation from citizens in their future efforts.

A fair number of respondents reported taking actions in the past to help combat corruption. If aggregated, the number of actions taken represents 1,050 individual acts against corruption, certainly not enough to end corrupt behavior, but a heartening base upon which to build. CAC may want to use some of these data in future information and education campaigns.

Q47. LEVEL OF SATISFACTION WITH FEEDBACK FROM REPORTING

	NUMBER
Very satisfied	11
Somewhat satisfied	7
Somewhat dissatisfied	5
Very dissatisfied	2
Don't know	1
Refused	1
Total	27

NUMBER OF INDIVIDUAL ACTS AGAINST CORRUPTION REPORTED

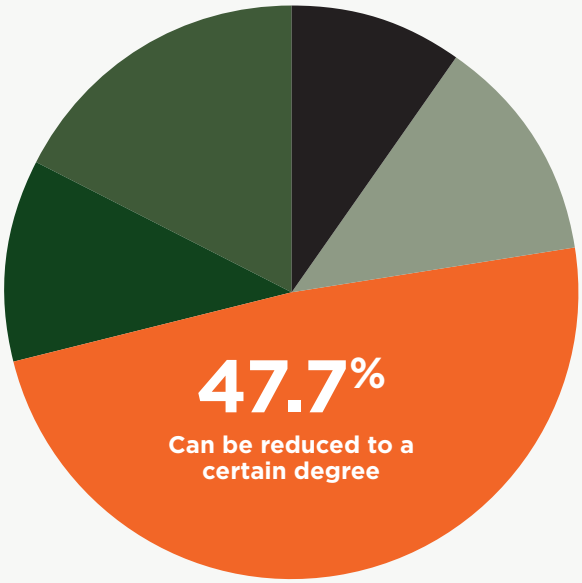
1,050

Q48 & 49. WHAT ACTIONS ARE YOU WILLING TO TAKE?

	PERCENT - YES	PERCENT - NO	PERCENT - DON'T KNOW	PERCENT - HAVE YOU TAKEN THE ACTION IN THE PAST?	NUMBER OF ACTIONS TAKEN IN THE PAST
Abstain from paying bribes	67.2	12.8	17.5	22.8	237
Refuse to do favors for officials or their relatives	55.9	21.3	20.6	15.9	165
Report corruption to CAC or to anti-corruption NGO	61.3	15.6	20.9	13.0	135
Report corruption to competent authorities	61.8	16.3	19.7	13.5	140
File lawsuit against corrupt official	59.6	18.0	20.1	12.6	131
Participate in awareness campaign	60.3	17.7	19.6	11.6	121
Participate and support education campaign	60.4	16.9	19.9	11.6	121
Total past anti-corruption actions					1050

Q50. TO WHAT EXTENT CAN CORRUPTION BE REDUCED?

	%
Can be completely eradicated	9.8
Can be substantially reduced	12.6
Can be reduced to a certain degree	47.7
Cannot be reduced	11.3
Don't know	17.0



Respondents were generally optimistic about reducing corruption in the future. They were asked (Q50) to what extent they thought corruption in Timor-Leste can be reduced. Slightly more than a tenth of the respondents were very pessimistic about the prospects of reducing corruption.

Respondents were asked if they knew of any NGOs active in fighting corruption (Q51). Only 15.0% answered "Yes" while 41.0% indicated they did not know what an NGO was. The 15.0% who answered in the affirmative were then requested to name any NGOs they were familiar with which are active in anti-corruption activities (Q52). The most frequent response was "LABEH."

Interviewees were asked, "Do you agree or disagree that NGOs are capable of combatting corruption in Timor-Leste?" (Q53) Very few disagreed to any extent, but the vast majority of responses were "Skip." Previously, 41.0% had indicated they did not know what an NGO was.

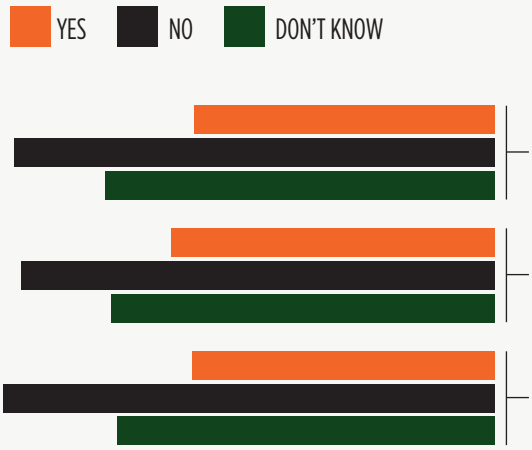
Q52. NAME NGOS YOU ARE FAMILIAR WITH THAT ARE ACTIVE IN FIGHTING CORRUPTION

	%	NUMBER
CAC	2.2	23
Luta Hamutuk	2.3	24
LABEH	9.7	101
JSMP	0.2	2
NGO Belun	0.4	4
PDHJ	0.2	2
SKIP	84.0	874

Q53. DO YOU AGREE NGOS ARE CAPABLE OF COMBATING CORRUPTION?

	%
Strongly agree	9.1
Somewhat agree	3.8
Somewhat disagree	1.3
Strongly disagree	0.6
SKIP	85.0

Q63A. IF VICTIMIZED WOULD YOU APPROACH THE FOLLOWING FOR ASSISTANCE?



	% - YES	% - NO	% - DON'T KNOW
CAC	25.3	40.4	32.7
Anti-corruption NGO	27.2	39.8	32.2
Prosecutor General	25.4	41.3	31.7

The survey asked a hypothetical question (Q63A) about whether the respondent would approach CAC, an anti-corruption NGO or the Prosecutor General if he or she were to be victimized by an act of corruption. The responses to the three individual agencies are statistically indistinguishable.

Respondents who answered "Yes" to Q63A were asked why they would approach one of the institutions for assistance (Q63B). Respondents who answered "No" to Q63A were asked why they would not approach any of the three institutions for assistance (Q63C). For both of these sub-questions the percentage of "Skip" is very high.

Q63B. IF "YES," THEN WHY WOULD YOU APPROACH ONE OF THE THREE INSTITUTIONS?

	%
Hope/expectation of assistance	13.3
To protect my rights	5.7
To reduce/eliminate corruption	7.0
We only ordinary people	0.4
SKIP	73.0

Q63C. IF "NO," THEN WHY NOT APPROACH ONE OF THE THREE INSTITUTIONS?

	%
Don't think they can help (it's pointless)	4.9
Don't trust them	5.3
Do not know or have never experienced the organizations	2.4
SKIP	67.5
Don't know	18.0

CONCLUSION

Corruption is clearly perceived to be alive and well in Timor-Leste in both government institutions and those in civil society. A few institutions and sectors (e.g. the military, ombudsman's office, religious groups) are considered relatively less corrupt, but most others are perceived to be corrupt by large percentages of survey participants. To put this perception further into context, one needs to consider that early on in the survey (Q7), 52.5% of the respondents answered "Don't know" when asked what they understood about corruption. If more than half of the survey participants did not understand corruption, one can conclude that among those who have an understanding of the concept of corruption, very high percentages see corruption in most government and societal institutions. That conclusion is skewed by another factor -- education by survey. The questionnaire was long and detailed and it is fair to assume that some of the respondents became better informed about corruption as the survey interviews progressed, as is evidenced by the decreased level of "Don't know" responses later in the survey. Survey takers spent more than 52,342 minutes (just over 872 hours) interviewing citizens of Timor-Leste.

That supposition supports the second of the two general purposes for doing surveys -- education. In that regard, CAC has indeed killed two birds with one stone. Analysis of the survey results leads to one overwhelming conclusion: education and information will be important keys to fighting corruption in Timor-Leste. Almost 70.0% of the respondents indicated they would like to receive from CAC more information regarding corruption and its prevention. With this survey and its other outreach efforts to date, CAC has made a start in the education process. As is clear from the survey results in comparison to prior media-related studies, usage of television is increasing rapidly throughout the country. Liberal use of that medium will be an important tool for CAC in its future efforts.

ANALYSIS OF THE SURVEY RESULTS LEADS TO ONE OVERWHELMING CONCLUSION: EDUCATION AND INFORMATION WILL BE IMPORTANT KEYS TO FIGHTING CORRUPTION IN TIMOR-LESTE.

In the responses to Q42, where people were asked to indicate the reasons they might be unwilling to report corruption, almost 60% responded, "Most people who commit corruption only do so because of economic hardship." This response signals a disturbing tendency, that is to rationalize corruption. While in the short term an occasional corrupt act might ease someone's economic hardship, corruption has been shown over and over to be detrimental to economic and social development. Education efforts by CAC to target the misperception that corruption is somehow beneficial will be well placed.

In addition, CAC needs to demonstrate to citizens that engaging in corruption will have consequences. Many respondents indicated they would be unwilling to report corruption because:

1. "No actions will be taken;"
2. "Our society does not regard those who report corruption;"
3. "Lack of clarity about corruption proceedings;"
4. It is not worth reporting corruption if I am not personally hurt by it."

These reasons will be countered only by demonstrable results, that is officials being investigated, prosecuted and convicted for corrupt acts. Under the law, CAC cannot prosecute or convict, but it can increase efforts to investigate and expose corrupt officials so they can be brought to justice.

Further, CAC needs to work to counter the perception among 59.7% of the participants that those who report corruption will be subject to retribution or retaliation. (Q42) If this assumption is indeed a reality, then the struggle will be difficult, but as more and more corrupt officials are successfully prosecuted, the perception that reporting is both worthwhile and safe should grow. Interestingly, 97.4% of respondents refused to answer when asked if they felt protected from potential harassment after having reported a corrupt act.

In any qualitative research project as comprehensive as this, it is inevitable many additional questions are raised and in fact beg for more in-depth and qualitative responses. For example, it might be useful to delve more deeply into citizens' understanding of corruption. It would be instructive to know why exactly Timorese think their government and civil society institutions are corrupt. However, this project has produced a wealth of information and data that CAC can use, and efforts that evolve from the results will take months and years to execute. It seems unnecessary at this time to conduct further qualitative research, especially considering that this is a baseline survey to be repeated in some form in years to come.

It is important to bear in mind that this is a **household perception** survey. The data reflect the ideas, beliefs and judgments of 1,040 citizens and likely represent the views of Timorese in general. It is with considerable confidence that CAC officials can create strategies and tactics to address corruption in Timor-Leste based on this large body of data.

APPENDIX

2011 Household Corruption Perception Survey

Questionnaire

General situation in Timor-Leste

[Do not read options "Don't know and Refused"]

Q1. How do you describe the general situation in Timor-Leste after independence?

1. Very significant progress
2. Somewhat significant progress
3. No significant progress
4. No progress
5. No progress at all

98. *(Don't know)*

99. *(Refused)*

Q2. And how satisfied or dissatisfied are you with the overall situation in Timor-Leste? [*Read the options]*

1. Very satisfied
2. Somewhat satisfied
3. Somewhat dissatisfied
4. Very dissatisfied

98. *(Don't know)*
99. *(Refused)*

Q3. How do you describe the political situation in Timor-Leste?

1. Very interested
2. Somewhat interested
3. Not too interested
4. Not at all interested

98. *(Don't know)*
99. *(Refused)*

Q4. How do you describe political leadership in Timor-Leste?

1. Very good
2. Somewhat good
3. Neither good nor bad
4. Somewhat bad
5. Very bad

98. *(Don't know)*
99. *(Refused)*

Q5. In general, how would you describe the current economic situation in Timor-Leste? [*Read the options]*

1. Very good
2. Somewhat good
3. Neither good nor bad
4. Somewhat bad
5. Very bad
98. *(Don't know)*
99. *(Refused)*

Q6. What in your opinion are the most serious problems facing Timor-Leste as a country today? *[Open ended; Accept up to 3 responses; Do not read pre-code list]*

1. Unemployment
2. Poverty
3. Political Instability
4. Poor healthcare system / health services
5. Poor infrastructure
6. Problems with education system
7. Problems with pension system
8. High prices
9. Emigration
10. General economic problems
11. Corruption
12. Clashes between government and opposition
13. Crime
14. Low income/salaries
15. Other, specify……*[Record answer as stated]*

98. *(Don't know)*

99. *(Refused)*

<u>Corruption issues</u>

Q7. Please, tell me what do understand about corruption? [OPEN-ENDED]

Q8. In your opinion, how serious is the issue of corruption in Timor-Leste? [*Read the options]*

1. Very serious
2. Somewhat serious
3. Not too serious
4. Not at all serious
5. *(Corruption does not exist)* *[Volunteered; Do not read]*
98. *(Don't know)*
99. *(Refused)*

Q9. Do you think everyone can commit corruption? [OPEN-ENDED]

Q10. What type of attitudes or life style of common citizens that are prone to corruption? [OPEN-ENDED]

Q11. What do you think, are factors causing corruption in Timor-Leste?

1. We need money to make a living
2. The salaries are lower than everyday's needs
3. No ethics or moral
4. The ambition to become rich as quick as possible
5. Take the opportunity
6. No law
7. Don't care about the law
8. Abuse or mal-uze of power
9. Long or unclear procedures of the service.

Q12. How would you compare the level of corruption in Timor-Leste today with the level of corruption past years? Is the current level of corruption ... *[Read the options]*

1. Much higher than past years
2. Somewhat higher than past years
3. About the same as past years
4. Somewhat lower than past years
5. Much lower than past years
8. Don't know
9. Refused

Q13. Now I am going to read out a list of sovereign institutions in Timor-Leste. Using the card, please give me your opinion on the level of involvement of each of them in corruption? **[Show Card]**	Corrupt to a great extent	Corrupt to some extent	Corrupt to a very limited extent	Not corrupt at all	*(DK)*	*(Ref used)*
1. The Office of the President of Republic	1	2	3	4	98	99
1. National Parliament	1	2	3	4	98	99
1. Governu/ Government	1	2	3	4	98	99
1. Law enforcement agencies	1	2	3	4	98	99
Q14. I'm going to read out a list of government institutions. Using the card, please give me your opinion on the level of involvement of each of them in corruption? **[Show Card]**	Korrup-saun boot iha parte hotu-hotu	Korrup-saun boot iha parte balu	Iha duni korrup-saun oitoan	Laiha liu korrup-saun	La hate-ne	La hatan
1. Office of Prime and Vice-Prime Minister.	1	2	3	4	98	99

2. Ministry of Finance	1	2	3	4	98	99
3. Ministry of Foreign Affairs and Cooperation.	1	2	3	4	98	99
4. Ministry of Justice	1	2	3	4	98	99
5. Ministry of Health	1	2	3	4	98	99
6. Ministry of Education and Culture	1	2	3	4	98	99
7. Ministry of Agriculture, Fisheries and Forests	1	2	3	4	98	99
8. Ministry of Social Solidarity	1	2	3	4	98	99
9. Ministry of Economic and Development	1	2	3	4	98	99
10. Ministry of Infrastructure	1	2	3	4	98	99
11. Ministry of Commerce, Industry and Tourism	1	2	3	4	98	99
12. Secretariat of State under Prime Minister	1	2	3	4	98	99
13. Public Service Commission	1	2	3	4	98	99
14. Electoral Commission	1	2	3	4	98	99
15. Ombudsman's office	1	2	3	4	98	99
Q15. I'm going to read out hierarchical position in public institutions then please give your opinion on the level of involvement of each of them in corruption.	Very corrupt	Somewhat corrupt	Rare	Not corrupt at all	DK	Refused
1. Members of Parliament	1	2	3	4	98	99
2. Judges and Prosecutors	1	2	3	4	98	99
3. Ministers and Secretary of States	1	2	3	4	98	99
4. Public Defenders and Private Layers	1	2	3	4	98	99
5. Chief of Staff	1	2	3	4	98	99
6. Director General						
7. Directors	1	2	3	4	98	99
8. District Administrators	1	2	3	4	98	99
9. Head of Department	1	2	3	4	98	99
10. Civil servant	1	2	3	4	98	99

Q16. I am now going to read out a list of sectors and services in Timor-Leste. Please give me your opinion on how common or rare you think corruption is in each of these sectors and services. **[Show Card 16]**	Very common	Somewhat common	Somewhat rare	Not common or non existent	*(DK)*	*(Refused)*
1. Healthcare (hospitals, klinika, farmasia, etc.)	1	2	3	4	98	99
2. Education (pre-primaria, primaria, sekundaria, universidade, distribuisaun fasilidades…)	1	2	3	4	98	99
3. State Registrar (registration of companies, NGOs, etc.)	1	2	3	4	98	99
4. Immigration	1	2	3	4	98	99
5. Court Decisions Enforcement Office (Office of the Court)	1	2	3	4	98	99
6. Military (army)	1	2	3	4	98	99
7. Electoral system/processes (Electoral commissions, voter lists, ballot counting, party and individual candidates, pre-election campaigns, etc...)	1	2	3	4	98	99
8. Customs service	1	2	3	4	98	99
9. Tax service	1	2	3	4	98	99
10. Procurement	1	2	3	4	98	99
11. Police	1	2	3	4	98	99
12. Notary services	1	2	3	4	98	99
13. Social Welfare (pensions, welfare, emergency services, etc.)	1	2	3	4	98	99
14. Land use permits	1	2	3	4	98	99
15. Business sector	1	2	3	4	98	99
16. Mass media (TV companies, radio, newspapers, etc.)	1	2	3	4	98	99
17. Political parties	1	2	3	4	98	99
18. NGOs	1	2	3	4	98	99
19. Religious groups (Church, mosque, etc.)	1	2	3	4	98	99
20. Community leaders	1	2	3	4	98	99

Q17. [Show Card 17] Among the sectors and services I just mentioned, please name the three most corrupt sectors or services, and rank them. *[Copy code from Q10 to grid below; example: if respondent says Education is most corrupt; write b. in grid]*

	[Copy code from Q10 into cell below]
1st most corrupt sector/service	
2nd most corrupt sector/service	
3rd most corrupt sector/service	
Don't know	98
Refuse to answer	99

Q18. What kind of bribes public officials accept/ receive or request.

1. Money
2. Material……. (please mention)
3. Provide tickets for overseas visits
4. Others……. (please mention)

Q19. On which information sources do you base your assessment of the level of corruption in the country? Please choose your top three information sources from this list, ranking the most important first. *[**Show Card Q14**; Interviewer: Prompt respondents to rank their top 3 sources by importance]*

1. Personal experience (you have had to provide cash, gifts, or favor)
2. Talk with relatives or family
3. Talk with friends and acquaintances
4. Information about corruption given by NGOs (corruption awareness)
5. Information provided by the media (TV, radio, newspapers, internet, etc…)
6. Other, please specify……*[Record answer as said]*

98. *(Don't know)*
99. *(Refused)*

	[Copy code into cell below]
1st most important source	
2nd most important source	
3rd most important source	

Q20. *Now,* I will show you a list of media institutions that people here can use to learn about political and economic developments in Timor-Leste. Are there any other media sources not listed here that you use regularly for information on political and economic developments? *[Accept up to 3 responses but do not prompt for more than 1; write the source in the "other" rows and ask Q20B.]*	**Q20A.** Have you used this media source in past 12 months?		*[For each media source: if Q15.A = 1; Ask Q15.B]* **Q20B.** Apart from today, when was the last time you used …. *[Read media source's name from list]* to learn about political and economic developments in Timor-Leste?				**Q20C.** Of all media sources you use, which one do you trust the most to provide accurate information? *[Single response; circle corresponding media source number]*
	Yes	**No**	**Yesterday**	**Last 7 days**	**Last 4 weeks**	**Less frequently**	
1. TV Timor-Leste	1	2	1	2	3	4	**1.**
1. Radio Timor-Leste	1	2	1	2	3	4	**1.**
1. Radio Labeh	1	2	1	2	3	4	**1.**
1. CRC	1	2	1	2	3	4	**1.**
1. STL	1	2	1	2	3	4	**1.**
1. Timor Post	1	2	1	2	3	4	**1.**
1. Diario	1	2	1	2	3	4	**1.**
1. Tempo Semanal	1	2	1	2	3	4	**1.**
1. Dili Weekly						4	**1.**
1. Business Timor	1	2	1	2	3	4	**1.**
1. Independent	1	2	1	2	3	4	**1.**
1. RTK	1	2	1	2	3	4	**1.**
1.							**1.**
1. Other, ……*[Record]*	1	2	1	2	3	4	**1.**
1. Other, ……*[Record]*	1	2	1	2	3	4	**1.**
97. Do not trust any source							**1.**

Q21. I will now read to you a few types of actions. For each of these actions, please tell me if according to your understanding you think this action represents or does not represent corruption.	Yes	No	*(DK)*	*(Refused)*
1. Giving cash to a police officer to cover your violations	1	2	98	99
2. Giving a gift to a doctor to grant you special care over others	1	2	98	99
3. A public official helping a relative get accepted into a university	1	2	98	99
4. Picking flowers or fruit from a neighbor's garden without permission	1	2	98	99
5. Using connections to exempt someone close to you from persecution	1	2	98	99

6. Paying a judge to achieve favorable treatment	1	2	98	99
7. A student or a student's parent giving a professor a gift grades	1	2	98	99
8. Making small unofficial payments for delivery of pensions	1	2	98	99
9. A public official recommending a relative for a position in a ministry	1	2	98	99
10. Using an office car by a government employee for private purposes	1	2	98	99
11. Abuse of official position for private business purposes	1	2	98	99
12. High officials receiving gifts from companies their institutions do business with	1	2	98	99
13. Accepting/taking gifts for performing official functions	1	2	98	99

Q22. To the best of your knowledge, which of the following is most often the case when someone ends up paying a bribe to a governmental employee? *[Read response options and accept only one response]*

1.A government employee indicates or asks for payment.
2.Someone offers a payment of his/her own accord.
*3.*It is known beforehand how to pay and *how much to pay, so it is not discussed.*
4.*Other,* specify……*[Record answer as said]*
98.*(Don't know)*
99.*(Refused)*

Q23. If someone has paid a bribe to governmental employee in order to obtain a service or to resolve a problem, how certain it is that the service is obtained or the problem resolved? *[Read response options and accept only one response]*

1.Very certain
2.Fairly certain
3.Somewhat uncertain
4.Extremely uncertain
8.*(Don't know)*
9.*(Refused)*

Q24. I will now read you some possible motives behind corrupt practices. In your opinion, which of the following are the main motives behind corrupt practices? I am referring to the main reasons that people who participate in corrupt acts use to justify their actions. *[**Show Card** and read the options/; Multiple responses allowed; Accept up to three responses]*

1.There is no other way to get things done
2.To avoid punishment/sanctions
3.To avoid higher official payments
4.To speed up the processes/procedures
5.To be treated (served) appropriately
6.To get preferential treatment/privileges
7.To have alternative source of income
8.The practice of obligatory (illegal) "payments" to supervisors
9.Other, specify……*[Record answer as said]*
98.*(Don't know)*
99.(Refused)

Personal Experience

Q25. How would you react if you were offered to take a bribe (money, gift, asked for an exchange of favor, etc.)? Would you take it or would you not take it?

*1.*I would take it *[Go to Q26]*
*2.*I would not take it *[Go to Q27]*
3.Other, specify…….....*[Record and Go to Q28]*
98.(Don't know) *[Go to Q28]*
99.*(Refused)* *[Go to Q28]*

Q26. Why would you take it? *[DO NOT READ pre-coded response options; Mark category that most closely reflects the respondent's answer; If answer not listed, record response in category "other"]*

1.Because everybody takes it
2.Because I need money
3.Because I like money
4.Because I have to "share" it with my supervisor(s)
5.Other, specify……*[Record answer as said]*
98.*(Don't know)*
99.*(Refused)*

Q27. Why would you not take it? *[DO NOT READ pre-coded response options; Mark category that most closely reflects the respondent's answer; If answer not listed, record response in category "other"]*

1.Because there is a high risk to be punished
2.Because it is unacceptable for me
3.Because I will try to resolve the issue through legal means
4.To reduce/eliminate corruption
5.Other, specify……*[Record answer as said]*
98.*(Don't know)*
99.*(Refused)*

Q28. How would you react if you were asked to give a bribe (money, gift, asked for an exchange of favor, etc.)? Would you give the bribe or would you not give it? *[DO NOT READ]*

*1.*I would give it *[Go to Q29]*
*2.*I would not give it *[Go to Q30]*
3.Other, specify…….....*[Record and Go to Q31]*
98.(Don't know) *[Go to Q31]*
99.(Refused) *[Go to Q31]*

Q29. Why would you give it? *[DO NOT READ pre-coded response options; Mark category that most closely reflects the respondent's answer; If answer not listed, record response in category "other"] [Go to Q31]*

*1.*Because everyone gives
2.Because there's no other way I can obtain the service
3.I would be able to negotiate a lower price
4.To speed up the process
5.To be sure I get what I need
6.Other, specify……*[Record answer as said]*
98.*(Don't know)*
99.*(Refused)*

Q30. Why would you not give it? *[DO NOT READ pre-coded response options; Mark category that most closely reflects the respondent's answer; If answer not listed, record response in category "other"]*

1.Because there is a high risk to be punished
2.Because it is unacceptable for me
3.Because I will try to resolve the issue through legal means
4.Because I have no money/means
5.Other, specify……*[Record answer as said]*
98.*(Don't know)*
99.*(Refused)*

Q31, Q32, Q33, Q34. [Show card] In the last 12 months, have you or anyone in your household, had contact with these institutions? If yes, did you have to make extra contributions? What was the amount of your contribution? *[Read each institution name and fill out Q31, Q32, Q33, Q34 sequentially]*.	**Q31.** Contacted service in last 12 months? *[If Yes=1, go to Q32, If No=2, DK=8, RA=9 then end]*	**Q32.** If contacted, asked to pay bribe? *[If Yes=1, go to Q33, if No=2, DK=8, RA=9 then end]*	If paid bribe, then how much? Interviewer: if DK and RA, use codes 8 & 9 in a circle	
			Q33. *Amount paid last time DK=8, RA=9*	***Q34.*** *Total amount paid during past 12 months* *DK=8, RA=9*
1. State-guaranteed free birth assistance				
2. Healthcare, except state guaranteed free birth assistance				
3. Education (kindergartens, schools, universities, etc.)				
4. State Registrar (registration of companies, NGOs, etc.)				
5. The Prosecution				
6. Courts				
7. Court Decisions Enforcement Office (Office of the Court)				
8. Customs authorities				
9. Tax service				
10. Procurement				
11. Police				
12. Notary services				
13. Social Welfare (pensions, welfare, veterans, emergency services, etc.)				
14. Ministry of Infrastructure (Communications, electricity water & sanitation, Public Works)				

[IF Q32a and/or Q32b=1; ASK Q35, Otherwise, Go to Q37:]

Q35. You said that you or a member of your household has had to pay a bribe for healthcare services, please, describe the type of facility where it was made, was it at a … *[Read answer options; Mark all that applies]*

1. Primary healthcare facility (ambulance, laboratory and health posts, rural health center) *[Go to Q38]*
2. Secondary or tertiary care facilities (clinics, hospitals) *[Go to Q39]*

98.Don't know) [Go to Q39]
99.(Refused) [Go to Q39]

Q36. Please, specify the type of service the payment was made for, was it for…*[Read answer options; Mark all that applies]*

1. Medical consultation
2. Laboratory and diagnostic services
3. Receipt of free of charge drugs, if recipient is eligible
4. Treatment

98. (Don't know)
99. (Refused)

Q37. During the past 12 months, have you heard of anyone including relatives, friends, acquaintances or neighbors paying bribes to obtain a public service?

1.Yes
2.No
98. (Don't know)
99. (Refused)

Q38. Whenever you have contacted officials in the public sector, how often did the following happen? *[Read categories one-by-one and ask* "Did this happen in all cases, most cases, rare cases or no cases at all"*; SHOW CARD for response categories; If respondent VOLUNTEERS saying that he/she has never dealt with public officials, CIRCLE code 5 in all response categories]*	All cases	Most cases	Rare cases	No cases at all	*(Has not dealt with public officials)*	*(DK)*	*(Refused)*
1. The officials directly demand cash gift or favor	1	2	3	4	5	98	99
2. The officials do not demand directly but show that they expect a cash gift or a favor	1	2	3	4	5	98	99
3. You give cash to the official	1	2	3	4	5	98	99
4. You give a gift to the official	1	2	3	4	5	98	99
5. You do the official a favor	1	2	3	4	5	98	99
6. You are asked to do a favor to relatives of the official	1	2	3	4	5	98	99
7. You use personal connections to get preferential treatment	1	2	3	4	5	98	99

Individual Behavior *[ASK ALL]*

Q39. In your opinion, what can you personally do to reduce corruption in Timor-Leste? Please, list concrete actions you can personally undertake to help combat corruption. *[Multiple response; Do not read response options]*

1. Abstain from paying bribes for public services
2. Report corruption in the press
3. Refuse to make favors to officials or to their relatives related with my job
4. Report corrupt behavior of public officials to NGO anticorruption center
5. Report corrupt officials behavior to competent authorities
6. File a lawsuit against the corrupt official
7. Participate in awareness campaigns against corruption
8. Participate and supporting an anticorruption educational campaign
9. There is nothing I can do
10. If other, specify ……

98.(Don't know)
99.(Refused)

Q40. Do you know what institutions to contact in order to report a corrupt act by a public official?

1.Yes *[Go to Q41]*
2.No *[Go to Q42]*
98. (Don't know) *[Go to Q42]*
99.(Refused) *[Go to Q42]*

Q41. What institution(s) would you contact to report a corrupt act by an official? *[Multiple response; Accept all the possible responses; Do not read response options. If the respondent mentions a hotline, ask them to specify to what institution that hotline belongs to]*

11.Community Leaders
12. District Administrators
13. Police
14. Office of the Prosecutor General (OPG)
15. Inspector General
16. Courts
17. Anti-Corruption Commission (CAC)
18. Ombudsman for Human Rights & Justice (PDHJ)
19. Office of the Prime Minister
20. Office of the President
21. Human Rights Defender
22. International organizations
23. National Parliament/your Member of Parliament
24. Political party leaders
25. Independent NGO working on anticorruption
26. Would not contact any institution
27. If other, specify……
98.*(Don't know)*
99. *(Refused)*

Q42. Some people in Timor-Leste are unwilling to report corrupt actions because of various reasons. I will list some of these possible reasons; please tell me which of the following you personally consider as a reason for not reporting corruption to the relevant authorities. [Read the options]	Yes	No	*(DK)*	*(Refused)*
1. Those who report corruption will be subject to retribution/retaliation	1	2	98	99

2. No actions will be taken even if corruption is reported.	1	2	98	99
3. It is not worth reporting corruption if I am not personally hurt by it.	1	2	98	99
4. Most people who commit corruption only do so because of economic hardship.	1	2	98	99
5. Our society does not reward those who report corruption.	1	2	98	99
6. No Whistle blower protection	1	2	98	99
7. Lack of evidence to prove	1	2	98	99
8. Lack of clarity about corruption proceedings	1	2	98	99
9. Don't know the relevant institution responsible for corruption cases.	1	2	98	99

Q43. During the past 12 months, have you or anyone in your household reported a corrupt act by a public official?

1.Yes *[Go to Q44]*
2.No *[Go to Q48]*
98.(Don't know) *[Go to Q48]*
99.(Refused) *[Go to Q48]*

Q44. To which organization was the report or complaint forwarded? ***[Show Card Q44**; Mark all that applies]*

18. Community leaders
19. District Administrators
20. Police
21. Office of Prosecutor General (OPG)
22. Inspector General
23. Courts
24. Anti-Corruption Commission (CAC)
25. Provedor for Human Rights & Justice (PDHJ)
26. Office of the Prime minister
27. Office of the President
28. Human Rights Defender
29. International organizations
30. National Parliament/your member of Parliament
31. Political party leaders
32. Independent NGO working on anticorruption
33. If other, specify……

98.(Don't know)
99.(Refused)

Q45. How easy or hard was the process of corruption reporting?

3. Very easy
4. Somewhat easy
5. Somewhat hard
6. Very hard

98.(Don't know)
99.(Refused)

Q46. Do you agree or disagree that as a reporter of corruption, you felt protected from potential harassment? *[Probe intensity of response]*

1. Strongly agree
2. Somewhat agree
3. Somewhat disagree
4. Strongly disagree

98. (Don't know)
99. (Refused)

Q47. How would you rate your level of satisfaction with the feedback you received as a result of your corruption report?

1. Very satisfied
2. Somewhat satisfied
3. Somewhat dissatisfied
4. Very dissatisfied

98. (Don't know)
99. (Refused)

[ASK ALL]

Q48. Which of the following actions are you personally willing to undertake in the future to help combat corruption? [**Show Card Q48-49]** **Q48.** And which of these actions that I have just mentioned have you already taken in the past to help combat corruption? [**Show Card 48-49]**	**Q48.** Willing to undertake in the future				**Q49.** Have taken action in the past			
	Yes	No	*(DK)*	*(Refused)*	Yes	No	*(DK)*	*(Refused)*
1. Abstain from paying bribes for public services	1	2	98	99	1	2	98	99
2. Refuse to make favors to officials or to their relatives related with my job	1	2	98	99	1	2	98	99
3. Report corrupt behavior of public officials to CAC or anticorruption NGO	1	2	98	99	1	2	98	99
4. Report corrupt officials behavior to competent authorities	1	2	98	99	1	2	98	99
5. File a lawsuit against the corrupt official	1	2	98	99	1	2	98	99
6. Participate in awareness campaigns against corruption	1	2	98	99	1	2	98	99
7. Participate and support an anticorruption educational campaign	1	2	98	99	1	2	98	99

Q50. To what extent do you think corruption can be reduced in Timor-Leste? *[Read the options]*

1. Corruption cannot be reduced at all
2. Corruption can be reduced to a certain degree
3. Corruption can be substantially reduced
4. Corruption can be completely eradicated

98.(Don't know)
99.(Refused)

Q51. Do you know of any Non-Governmental Organizations (NGOs) that are active in fighting corruption in Timor-Leste?

*1.*Yes *[Go to **Q52**]*
2.No *[Go to Q54]*
3.*(Don't know what an NGO is) [Volunteered; Go to Q54]*
98.Don't know [Go to Q54]
99.*(Refused) [Go to Q54]*

Q52. Please name any NGOs that you are familiar with that are active in anti-corruption activities in Timor-Leste.
[Multiple response; Do not read response options]

[ASK Q47 IF Q45≠ 3]
Q53. Do you agree or disagree that NGOs are capable of combating corruption in Timor-Leste? *[Probe intensity of response]*

1.Strongly agree
2.Somewhat agree
3.Somewhat disagree
4.Strongly disagree
98. (Don't know)
99. (Refused)

Q54. Do you think every citizen has a role to fight against corruption?
1. Yes (go to Q49)
2. No (go to Q50)

Q55. Why should every citizen should play this role? [OPEN-ENDED]

Q56. Why every citizen has no role to fight against corruption? [OPEN-ENDED]

Q57. Are you aware of any anti-corruption measures being taken by the Government of Timor–Leste?

1.Yes
2.No
98. (Don't know)
99. (Refuse)

Q58. How effective or ineffective is the Government's fight against corruption in Timor-Leste?
1.Very effective
2.Somehow effective
3.Not very effective
98. (Don't know)
99. (Refuse)

Q59. Do you agree that the current government of Timor-Leste has a sincere desire and will to combat corruption?
1.Strongly agree
2.Somewhat agree
3.Somewhat disagree
4.Strongly disagree
98. (Don't know)
99. (Refuse)

Q60. Are you aware of the Anti-Corruption Commission (CAC)?
3. Yes *[Go to Q65]*
4. No *[Go to Q68]*
99.*(Don't know)[Go to Q68]*
99.(Refused) [Go to Q68]

Q63. Can you please specify what you know about this commission?
98. (Don't know)
99. (Refuse)

[ASK ALL]

Q62. Are you aware of the following public agencies? ***[Show Card]***	**Q62A.** Aware?		*[ASK IF Q50A = 1]* **Q62B.** How effective has this agency *[Read from list]* been in fighting corruption?					
	Yes	No	Very effective	S/w effective	S/w ineffective	Completely ineffective	*(DK)*	*(Refused)*
1. Anti-Corruption Commission (CAC)	1	2	1	2	3	4	98	99
2. Ombudsman for Human Rights & Justice	1	2	1	2	3	4	98	99
3. Office of the Prosecutor General	1	2	1	2	3	4	98	99
4. Office of General Inspection	1	2	1	2	3	4	98	99

Q63A. If you were ever victimized by a corruption case, would you approach an NGO anticorruption, Prosecutor General or CAC to get assistance?
1. Yes *[Ask Q63B]*
2. No *[Ask Q63C]*
98. (Don't know) [Go to Q64]
99. (Refused) [Go to Q64]

Q63B. *[ASK Q63B if Q63A = 1]* Why? *[Open-ended; DO NOT READ pre-coded response options; Mark category that most closely reflects the respondent's answer; If answer not listed, record response in category "other"]*
1. Hope/expectation of assistance 2. To protect my rights 3. To reduce/eliminate corruption *4. …… [Record as said]*
98. (Don't know)
1. (Refused)

Q63C. *[ASK Q63C if Q63A = 2]* Why not? *[Open-ended; DO NOT READ pre-coded response options; Mark category that most closely reflects the respondent's answer; If answer not listed, record response in category "other"]*
1. I don't think they can help (it's pointless) 2. I don't trust them 3.…… *[Record as said]*
98.(Don't know)
99.(Refused)

Q64. Which of the following types of assistance would you want CAC to provide to you? ***[Show Card**; Multiple responses allowed; PROBE:]*

1. Information about citizens' rights in the area of corruption
2. Information about citizens' obligations in the area of corruption
3. Information about anticorruption legislation
4. Information about institutions you may complain about officials' corrupt behavior
5. Free legal advice to formulate your corruption complaint
6. Free legal support in collecting information and evidence related to corruption cases
7. Free legal support in development and submission of corruption case documents
8. Free representation in court
9. Anticorruption awareness activities
10. Anticorruption education activities
11. If other, please specify……

98. (Don't know)
99. (Refused)

Q65. Are you aware of any organizations providing free legal advice on corruption cases in your district?

1. Yes *[Ask Q60B]*
2. No *[Go to Q61]*

98. (Don't know) [Go to Q61]
99. (Refused) [Go to Q61]

[ASK ALL]
Q66. Please look at this list and tell me if you have taken part in these activities in the last 12 months. ***[Show Card**/Read categories]*

	Activities	Yes	No	*NA*	*(DK)*	*(Refused)*
1	Discussed developments on the national scene with acquaintances	1	2	97	8	9
2	Discussed developments in your community with acquaintances	1	2	97	8	9
3	Took part in public demonstrations	1	2	97	8	9
4	Signed a petition	1	2	97	8	9
5	Attended community council meeting	1	2	97	8	9
6	Took part in an initiative to address a community concern or problem	1	2	97	8	9
7	Participated in an organized group to discuss issues of importance for your community or the nation	1	2	97	8	9
8	Attended a neighborhood meeting, a town council meeting or other meeting convened by the municipality/mayor	1	2	97	8	9

Q67. Some people feel they have complete control over their lives, while other people feel that what they do has no real effect on what happens to them. Please use this scale where '1' means "No control at all" and '10' means "Complete control" to indicate how much control you feel you have over your life in general.

[**INTERVIEWER:** WRITE THE NUMBER FROM THE SHOW CARD.]

|___|___| NUMBER
(Don't know) 98
(Refuse to answer) 99

Q68. Do you have a family member or close relative who works for...

	Yes	No	*(DK)*	*(Refused)*
Government?	1	2	8	9
National Parliament?	1	2	8	9
Law Enforcement Agency?	1	2	8	9
A big international organization or company?	1	2	8	9

D1. Speaking about monthly income, how much do you earn in a month? [S]

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	High income	39	3.7	3.7	3.7
	Medium to high income	73	6.9	6.9	10.6
	Medium income	122	11.5	11.5	22.1
	Medium to low income	220	20.8	20.8	42.8
	Low income	572	54.0	54.0	96.8
	Other [Please specify…….]	12	1.1	1.1	97.9
	Don't know	17	1.6	1.6	99.5
	Refused	5	0.5	0.5	100.0
	Total	1060	100.0	100.0	

D2. Where do you work or what sort of work do you do? [S]

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Justice Sector	5	0.5	0.5	0.5
	Public Sector (government)	83	7.8	7.8	8.3
	Private Sector	45	4.2	4.2	12.5
	Other Sector [farming, Kios, selling goods in the market, etc]	776	73.2	73.2	85.8
	NGO Sector	12	1.1	1.1	86.9
	Other [Please specify…….]	135	12.7	12.7	99.6
	Don't know	2	0.2	0.2	99.8
	Refused	2	0.2	0.2	100.0
	Total	1060	100.0	100.0	

D3. What is your latest level of education? [S]

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No schooling	434	40.9	40.9	40.9
	Primary school uncompleted	194	18.3	18.3	59.2
	Pre-secondary school uncompleted	120	11.3	11.3	70.6
	Secondary school uncompleted	121	11.4	11.4	82.0
	Diploma	37	3.5	3.5	85.5
	Bachelor Degree	20	1.9	1.9	87.4
	Honorary Doctor	1	0.1	0.1	87.5
	Master Degree	1	0.1	0.1	87.5
	Literacy Program	7	0.7	0.7	88.2
	Vocational training	1	0.1	0.1	88.3
	Others	118	11.1	11.1	99.4
	Don't know	2	0.2	0.2	99.6

	No response	4	0.4	0.4	100.0
	Total	1060	100.0	100.0	

D4. What part of religion group are you? [S]

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Catholic	1050	99.1	99.1	99.1
	Protestant	7	0.7	0.7	99.7
	Moslem	1	0.1	0.1	99.8
	Other [specify	2	0.2	0.2	100.0
	Total	1060	100.0	100.0	

Marital Status

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Married	892	84.2	84.2	84.2
	Single	105	9.9	9.9	94.1
	Divorce	18	1.7	1.7	95.8
	Separated	40	3.8	3.8	99.5
	Widow	5	0.5	0.5	100.0
	Total	1060	100.0	100.0	

S1. How many people live in this household?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	16	1.5	1.5	1.5
	2	76	7.2	7.2	8.7
	3	117	11.0	11.0	19.7
	4	158	14.9	14.9	34.6
	5	157	14.8	14.8	49.4
	6	153	14.4	14.4	63.9
	7	137	12.9	12.9	76.8
	8	105	9.9	9.9	86.7
	9	54	5.1	5.1	91.8
	10	48	4.5	4.5	96.3
	11	15	1.4	1.4	97.7
	12	9	0.8	0.8	98.6
	13	7	0.7	0.7	99.2
	14	2	0.2	0.2	99.4
	15	1	0.1	0.1	99.5
	16	2	0.2	0.2	99.7
	17	1	0.1	0.1	99.8
	18	1	0.1	0.1	99.9
	20	1	0.1	0.1	100.0
	Total	1060	100.0	100.0	

S2. Among these, how many are children less than 17 years old?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	0	148	14.0	14.0	14.0
	1	148	14.0	14.0	27.9
	2	193	18.2	18.2	46.1
	3	176	16.6	16.6	62.7
	4	169	15.9	15.9	78.7
	5	109	10.3	10.3	89.0
	6	62	5.8	5.8	94.8
	7	21	2.0	2.0	96.8
	8	21	2.0	2.0	98.8
	9	10	0.9	0.9	99.7
	10	1	0.1	0.1	99.8
	11	1	0.1	0.1	99.9
	15	1	0.1	0.1	100.0
	Total	1060	100.0	100.0	

S2. Among these, how many are children less than 17 years old?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	0	148	14.0	14.0	14.0
	1	148	14.0	14.0	27.9
	2	193	18.2	18.2	46.1
	3	176	16.6	16.6	62.7
	4	169	15.9	15.9	78.7
	5	109	10.3	10.3	89.0
	6	62	5.8	5.8	94.8
	7	21	2.0	2.0	96.8
	8	21	2.0	2.0	98.8
	9	10	0.9	0.9	99.7
	10	1	0.1	0.1	99.8
	11	1	0.1	0.1	99.9
	15	1	0.1	0.1	100.0
	Total	1060	100.0	100.0	

S3. Among these people, how many are children 17 or more years old?

CORRUPTION PERCEPTION SURVEY 2011

FEBRUARY 22, 2012

ANTI-CORRUPTION COMMISSION (CAC)

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