



UNITED NATIONS OFFICE ON DRUGS AND CRIME AND NATIONAL BUREAU OF STATISTICS NATIONAL SURVEY ON QUALITY AND INTEGRITY OF PUBLIC SERVICES

Final version
23 March 2016

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SECTION A: IDENTIFICATION

A.0 Respondent Unique ID number

A1. Zone.	<input type="text"/>	<input type="text"/>	A7. Sector (Urban =1, Rural =2).	<input type="text"/>
A2. State	<input type="text"/>	<input type="text"/>	A8. HH Listed.	<input type="text"/>
A3. LGA.	<input type="text"/>	<input type="text"/>	A9. HH Selected.	<input type="text"/>
A4. E A.	<input type="text"/>	<input type="text"/>	A10. HH No.	<input type="text"/>
A5. RIC.			A12. Address:	
Team number (Team 1, Team 2)	<input type="text"/>		Interviewer's code (Interviewer 1, Interviewer 2, Interviewer 3, Interviewer 4, Interviewer 5)	<input type="text"/>

This survey is a joint effort of the United Nations and the National Bureau of Statistics of Nigeria. It aims at collecting information on your experience and satisfaction with the use of public and private services and about the integrity of officials. There will also be some questions on your experience, as victims, of selected forms of crime and about your experience and confidence in the justice system. This survey is funded by the European Union and will assist the Government, with the support of international partners, in strengthening the quality and integrity of public and private institutions and to improve access to the justice system.

Please answer every question based on your knowledge and experience. There are neither correct nor incorrect answers. Your sincere feedback will bring us a lot closer to better service delivery by public and private institutions. This questionnaire contains no information that could make identifying interviewees possible, thus you will remain anonymous. The completed questionnaires will be treated confidentially and will be processed using statistical methods. Results will be published only in the form of statistical tables.

May I start the interview, now? (1) Yes/ (2) No

SECTION B: HOUSEHOLD ROSTER

In order to determine which person in your household I should interview, I would like to know how many people live in this household.

<< INT.: YOU MUST INCLUDE THE RESPONDENT AND ANY CHILDREN. NOTE THAT A HOUSEHOLD IS DEFINED AS PERSONS SHARING THE SAME ADDRESS AND EATING FROM THE SAME KITCHEN >>

Lno	Name of Usual residents	Relation ship	Sex	Age	(Confirmation)
B1	B2	B3	B4	B5	(Confirmation)
Members line No	Please give me the first name of the head of the household.		Male=1 Female=2	Age of (NAME)	Is there another member in the household? Yes=1 No=2
[01]				<input style="width: 20px; height: 20px;" type="text"/> <input style="width: 20px; height: 20px;" type="text"/>	
	Please give me the first name of the next person who usually lives in your household.	What is (Name) relationship to Head of Household (See Code Below)	Male=1 Female=2	Age of (NAME)	Is there another member in the household? Yes=1 / No=2
[02]		<input style="width: 30px; height: 20px;" type="text"/>	<input style="width: 30px; height: 20px;" type="text"/>	<input style="width: 20px; height: 20px;" type="text"/> <input style="width: 20px; height: 20px;" type="text"/>	
[03]		<input style="width: 30px; height: 20px;" type="text"/>	<input style="width: 30px; height: 20px;" type="text"/>	<input style="width: 20px; height: 20px;" type="text"/> <input style="width: 20px; height: 20px;" type="text"/>	
[04]		<input style="width: 30px; height: 20px;" type="text"/>	<input style="width: 30px; height: 20px;" type="text"/>	<input style="width: 20px; height: 20px;" type="text"/> <input style="width: 20px; height: 20px;" type="text"/>	
[05]		<input style="width: 30px; height: 20px;" type="text"/>	<input style="width: 30px; height: 20px;" type="text"/>	<input style="width: 20px; height: 20px;" type="text"/> <input style="width: 20px; height: 20px;" type="text"/>	
[06]		<input style="width: 30px; height: 20px;" type="text"/>	<input style="width: 30px; height: 20px;" type="text"/>	<input style="width: 20px; height: 20px;" type="text"/> <input style="width: 20px; height: 20px;" type="text"/>	
[07]		<input style="width: 30px; height: 20px;" type="text"/>	<input style="width: 30px; height: 20px;" type="text"/>	<input style="width: 20px; height: 20px;" type="text"/> <input style="width: 20px; height: 20px;" type="text"/>	
[08]		<input style="width: 30px; height: 20px;" type="text"/>	<input style="width: 30px; height: 20px;" type="text"/>	<input style="width: 20px; height: 20px;" type="text"/> <input style="width: 20px; height: 20px;" type="text"/>	
[09]		<input style="width: 30px; height: 20px;" type="text"/>	<input style="width: 30px; height: 20px;" type="text"/>	<input style="width: 20px; height: 20px;" type="text"/> <input style="width: 20px; height: 20px;" type="text"/>	
[10]		<input style="width: 30px; height: 20px;" type="text"/>	<input style="width: 30px; height: 20px;" type="text"/>	<input style="width: 20px; height: 20px;" type="text"/> <input style="width: 20px; height: 20px;" type="text"/>	
[11]		<input style="width: 30px; height: 20px;" type="text"/>	<input style="width: 30px; height: 20px;" type="text"/>	<input style="width: 20px; height: 20px;" type="text"/> <input style="width: 20px; height: 20px;" type="text"/>	
[12]		<input style="width: 30px; height: 20px;" type="text"/>	<input style="width: 30px; height: 20px;" type="text"/>	<input style="width: 20px; height: 20px;" type="text"/> <input style="width: 20px; height: 20px;" type="text"/>	
[13]		<input style="width: 30px; height: 20px;" type="text"/>	<input style="width: 30px; height: 20px;" type="text"/>	<input style="width: 20px; height: 20px;" type="text"/> <input style="width: 20px; height: 20px;" type="text"/>	
[14]		<input style="width: 30px; height: 20px;" type="text"/>	<input style="width: 30px; height: 20px;" type="text"/>	<input style="width: 20px; height: 20px;" type="text"/> <input style="width: 20px; height: 20px;" type="text"/>	
[15]		<input style="width: 30px; height: 20px;" type="text"/>	<input style="width: 30px; height: 20px;" type="text"/>	<input style="width: 20px; height: 20px;" type="text"/> <input style="width: 20px; height: 20px;" type="text"/>	
[16]		<input style="width: 30px; height: 20px;" type="text"/>	<input style="width: 30px; height: 20px;" type="text"/>	<input style="width: 20px; height: 20px;" type="text"/> <input style="width: 20px; height: 20px;" type="text"/>	
[17]		<input style="width: 30px; height: 20px;" type="text"/>	<input style="width: 30px; height: 20px;" type="text"/>	<input style="width: 20px; height: 20px;" type="text"/> <input style="width: 20px; height: 20px;" type="text"/>	
[18]		<input style="width: 30px; height: 20px;" type="text"/>	<input style="width: 30px; height: 20px;" type="text"/>	<input style="width: 20px; height: 20px;" type="text"/> <input style="width: 20px; height: 20px;" type="text"/>	
[19]		<input style="width: 30px; height: 20px;" type="text"/>	<input style="width: 30px; height: 20px;" type="text"/>	<input style="width: 20px; height: 20px;" type="text"/> <input style="width: 20px; height: 20px;" type="text"/>	
[20]		<input style="width: 30px; height: 20px;" type="text"/>	<input style="width: 30px; height: 20px;" type="text"/>	<input style="width: 20px; height: 20px;" type="text"/> <input style="width: 20px; height: 20px;" type="text"/>	

1. Head, 2. Spouse, 3. Own child, 4. Step child
 5. Grand child, 6. Parent, 7. Relatives,
 8. Maid/Nanny/House servant, 9. Non-relatives

SECTION C

<<INT.: SELECT RESPONDENT AND CONTINUE WITH INTERVIEW>> Could I now please talk to <<First Name>> who is << AGE in years>> old?

1. Opinion on selected topics

C1. In your opinion, what are the three most important problems Nigeria is facing today?

(Please first read out the full list to the respondent and then mark up to three items, begin with the first most important, then the second most important and then the third most important.)

S/n	Practices	First most important	Second most important	Third most important
1.	Housing	1	2	3
2.	Health care	1	2	3
3.	Religious conflict	1	2	3
4.	Ethnic or communal conflict	1	2	3
5.	Political instability	1	2	3
6.	Crime and insecurity	1	2	3
7.	Unemployment	1	2	3
8.	Education	1	2	3
9.	Corruption	1	2	3
10.	Infrastructure (transport, energy, communication, etc)	1	2	3
11.	High cost of living	1	2	3
12.	Drug abuse and drug trafficking	1	2	3
13.	Environmental degradation	1	2	3
14.	Other problem	1	2	3

C2. What is your opinion about the following behaviours? Is it Always acceptable, Usually acceptable, Sometimes acceptable or Not acceptable? (Please mark each row)

S/n	Behaviour	Always acceptable	Usually acceptable	Sometimes acceptable	Not acceptable
1.	A public officer being recruited on the basis of family ties and friendship networks	1	2	3	4
2.	A public officer asking for a bribe to speed up administrative procedures	1	2	3	4
3.	A private citizen offering a bribe to a public official to speed up administrative procedures	1	2	3	4
4.	An elected official taking public funds for private use	1	2	3	4
5.	An elected official using stolen public funds to assist his or her community	1	2	3	4
6.	A law enforcement officer (police, customs, immigration, army) asking for a bribe	1	2	3	4
7.	A company official asking for a bribe from a job applicant	1	2	3	4

C3. In your opinion, how frequent are these practices among **public** officials? Do you think they are very frequent, fairly frequent, not very frequent but not unusual or do you think they never happen?

(please mark each row)

	Behaviour	Very frequent	Fairly frequent	Not very frequent but not unusual	Never happens	Don't know
1.	Influencing the hiring of friends or relatives in the public sector	1	2	3	4	5
2.	Influencing the award of government contracts to friends or relatives	1	2	3	4	5
3.	Requesting money or gifts for public services that should have been provided for free	1	2	3	4	5

C4. In your opinion, how frequent are these practices among **private** officials? Do you think they are very frequent, fairly frequent, not very frequent but not unusual or do you think they never happen?

(please mark each row)

	Behaviour	Very frequent	Fairly frequent	Not very frequent but not unusual	Never happens	Don't know
1.	Influencing the hiring of friends or relatives in the private sector	1	2	3	4	5
2.	Influencing the award of contracts to friends or relatives in the private sector	1	2	3	4	5
3.	Requesting money or gifts for private benefit instead of the benefit of the company	1	2	3	4	5

C5. In your opinion, how frequent are these practices among **elected representatives/politicians**? Do you think they are very frequent, fairly frequent, not very frequent but not unusual or do you think they never happen?

		Very frequent	Fairly frequent	Not very frequent but not unusual	Never happens	Don't know
1.	Influencing the career advancement of their friends or relatives on the basis of patronage instead of merit	1	2	3	4	5
2.	Influencing the award of contracts to companies/ individuals close to themselves	1	2	3	4	5
3.	Using public funds or property for personal or family needs	1	2	3	4	5
4.	Taking bribes or gifts to influence public contracts or public decisions	1	2	3	4	5
5.	Manipulating government records or public accounts	1	2	3	4	5
6.	Manipulating electoral processes/ electoral fraud	1	2	3	4	5
7.	Compromising on investigative functions	1	2	3	4	5

C6.	Compared to 2 years ago, do you think that the overall level of corruption in NIGERIA has increased or decreased? (please mark <u>one</u> answer only)	Increased	Remained stable	Decreased	<input type="checkbox"/>
		1	2	3	

C7. If you had to pay a bribe in the following situations, would you feel comfortable telling other people about it?

(please mark all that apply in each row)

Behaviour	Would you tell this to				Don't know
	.. members of your family?	.. a close friend?	.. a colleague or acquaintance?	..nobody (keep it to yourself)?	
1. If you had to pay a bribe to receive medical services at a hospital:	1	2	3	4	5
2. If you had to pay a bribe for your children to	1	2	3	4	5

be accepted to university:					
3. If you had to pay a bribe to be hired in a new job:	1	2	3	4	5
4. If you had to pay a bribe to the police to avoid paying a fine:	1	2	3	4	5

C8. Usually, different levels of corruption exist in various sectors of a country. According to you, how frequently do corrupt practices currently take place in the following institutions? Do you think they are very frequent, fairly frequent, not very frequent but not unusual or do you think they never happen?
(please mark each row)

	Institutions	Very frequent	Fairly frequent	Not very frequent but not unusual	Never happens	Don't know
1	Parliament/Legislature	1	2	3	4	5
2	Federal Government	1	2	3	4	5
3	State Governments	1	2	3	4	5
4	Local Governments	1	2	3	4	5
5	Law courts/tribunals	1	2	3	4	5
6	Directorate of Public Prosecutions (DPP)	1	2	3	4	5
7	Police	1	2	3	4	5
8	Armed Forces	1	2	3	4	5
9	Tax office	1	2	3	4	5
10	Customs office	1	2	3	4	5
11	Immigration Service	1	2	3	4	5
12	Public utilities (electricity)	1	2	3	4	5
13	Public utilities (water and sanitation)	1	2	3	4	5
14	Public Hospitals	1	2	3	4	5
15	Public schools (primary/secondary/tertiary)	1	2	3	4	5
16	Private schools (primary/secondary/tertiary)	1	2	3	4	5
17	Lands registry	1	2	3	4	5
18	Car registration/driving license agency	1	2	3	4	5
19	Traffic Management Authorities	1	2	3	4	5
20	Private companies	1	2	3	4	5
21	NGOs	1	2	3	4	5
22	Political parties	1	2	3	4	5
23	Mass Media	1	2	3	4	5
24	Faith-based organizations (Churches/Mosques)	1	2	3	4	5
25	Traditional institutions (chiefs/village heads)	1	2	3	4	5

SECTION D. EXPERIENCE WITH PUBLIC SERVICES

<p>D1. In the last 12 months (since May 2015), have you had contact with any of the following <u>public</u> officials, including through an intermediary?</p> <p><< INT.: If the answer is "yes" go to D2 for the same item. If the answer is "no" go to the next item in the list>> (please mark each row)</p>	<p>D2. Now think about the <TYPE OF OFFICIAL > : In the last 12 months (since May 2015): did it happen that you had to give to any of them a gift, a counterfavour or some extra-money, including through an intermediary (with the exclusion of the correct amount of official fees)?</p> <p><< INT.: If the answer is "yes" go to D3 for the same item. If the answer is "no" go to the next item in D1>></p>	<p>D3. Now think about the <TYPE OF OFFICIAL > : In the last 12 months (since May 2015): How many times was a gift, a counterfavour or some extra-money given?</p> <p><< INT: Enter the number below and continue with D4.>></p>	<p>D4. Now think about the <TYPE OF OFFICIAL > : Could you tell me the month in which this happened the <u>last time</u>?</p> <p><< INT: Choose the month from the list (e.g. August 2015); If more than 12 months ago, choose the option "The event happened more than 12 months ago" and the program will return to D1/D2/D3 for the same item to enter corrections; then continue with D1 for the next item in the list.>></p>
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S/N	Civil servants/public and private officials	D1		D2		D3 Please insert number of occasions	D4
		Yes	No	Yes	No		
							May, 2015 June, 2015 July, 2015 August, 2015 September, 2015 October, 2015 November, 2015 December, 2015 January, 2016 February, 2016 March 2016 April, 2016 Before May, 2015
1	Police officers	1	2	1	2		<input type="checkbox"/>
2	Judges/Magistrates at the court	1	2	1	2		<input type="checkbox"/>
3	Prosecutors	1	2	1	2		<input type="checkbox"/>
4	Tax/revenues officers	1	2	1	2		<input type="checkbox"/>
5	Customs officers	1	2	1	2		<input type="checkbox"/>
6	Public utilities officers (electricity, water, sanitation, etc)	1	2	1	2		<input type="checkbox"/>
7	Doctors (from public sector)	1	2	1	2		<input type="checkbox"/>
8	Nurses (from public sector)	1	2	1	2		<input type="checkbox"/>
9	Teacher/Lecturers (<i>from public schools</i>)	1	2	1	2		<input type="checkbox"/>
10	Car registration/driving license agency officers	1	2	1	2		<input type="checkbox"/>
11	Officials from Traffic Management Authority	1	2	1	2		<input type="checkbox"/>

12	Members of the Armed Forces	1	2	1	2		<input type="checkbox"/>
13	Land registry officers	1	2	1	2		<input type="checkbox"/>
14	Elected representatives from Local/State government (Governor, Chairman LGA, Councillor etc.)	1	2	1	2		<input type="checkbox"/>
15	Members of Parliament/Legislature	1	2	1	2		<input type="checkbox"/>
16	Immigration Service officers	1	2	1	2		<input type="checkbox"/>
17	Embassy/consulate officers of foreign countries	1	2	1	2		<input type="checkbox"/>
18	Other public official/civil servant	1	2	1	2		<input type="checkbox"/>

<<INTERVIEWER: If at least one answer in D2 is "YES", continue with D5, otherwise go to D18>>

QNo	Question	Options	Response	
D5	The last time you had to make such extra payment or gift (the most recent event), to which official did you give it (see the list in D1)	Enter serial number from the list provided in D1	<input type="checkbox"/>	<input type="checkbox"/>
D6	The last time you had to make such extra payment or gift, what was the sex of the official who received it?	Male...1, Female..... 2, Don't know (Do not Read Out) 3	<input type="checkbox"/>	
D7	The last time you had to make such extra payment or gift (the most recent event), what did you give? (Please mark all that apply)		Yes	No
A	Food and drinks		1	2
B	Valuables (gold, jewellery, phones, etc.) or other goods		1	2
C	Some money (please specify amount: _ _ _ _ _ _ _ Naira)		1	2
D	Exchange with another service or favour		1	2
E	Don't know(DO NOT READ OUT)		1	2

QNo	Question	RESPONSE
D8	The last time you had to make such extra payment or gift, please indicate the service you were seeking: (Please read out the full list of answer options first, then mark only <u>one</u> answer)	
a	Administrative certificate or document (ID card, Passport, birth certificate, etc.)	01
b	Administrative license or permit (driving license, building permit, etc.)	02
c	Medical visit, exam or intervention	03
d	Certificate of good health/fitness	04
e	Exam at a public university or marks at a public school	05
f	Admission to a public school institution	06
g	Job application in public service/government institution	07
h	Promotion in public service/government institution	08
i	Government contract/public procurement	09
j	Public utility services (electricity, water, sanitation, etc.)	10
k	Tax declaration or exemption	11
l	Import/export of goods	12
m	Other	13
n	Don't Know (DO NOT READ OUT)	14

QNo	Question	Response		
D9	The last time you had to make such extra payment or gift, what was the purpose of paying extra money or making a gift? (Please read out the full list of answer options first, then mark only <u>one</u> answer)	<input type="checkbox"/> <input type="checkbox"/>		
a	Speed up procedure		1	
b	Make finalization of procedure possible (which would otherwise not be possible)		2	
c	Avoid payment of fine		3	
d	Receive preferential treatment (e.g. increase score, reduce taxes, increase allowances, etc.)		4	
e	Avoid the cancelation of public utilities (e.g. electricity) or other problems		5	
f	Receiving information on the process (where to go, whom to approach,...)		6	
g	It was a sign of appreciation for the service provided		7	
h	No specific purpose (it is better to keep good relationships)		8	
i	Don't Know (DO NOT READ OUT)		9	
D10	The last time that you had to make such extra payment or gift, how did you understand that an extra payment or gift was expected from you? (Please read out the full list of answer options first, then mark only <u>one</u> answer)	<input type="checkbox"/>		
a	Direct request from the official		1	
b	The official indirectly requested a payment		2	
c	A third person requested the extra payment		3	
d	Nobody asked for it, I did it to facilitate/accelerate the procedure		4	
e	Don't Know (DO NOT READ OUT)	5		
D11	The last time you had to make such extra payment or gift, when exactly did you give the gift/money? (Please mark only <u>one</u> answer)	<input type="checkbox"/>		
D12	The last time you had to make such extra payment or gift, to which of the following reasons did it apply? (Please mark only <u>one</u> answer)	<input type="checkbox"/>		
D13	The last time you had to make such extra payment or gift, did you report it to any official authority (e.g. police, prosecutor, anti-corruption agency, etc.) or to any non-official institution? (Please mark only <u>one</u> answer)	<input type="checkbox"/>		
D14	To which official authority did you report: (Please mark <u>all</u> that apply)	1.... Police	1	2
		2.... Anti- Corruption Agency	1	2
		3.... Public Complaints Commission	1	2
		4.... Same agency/institution of the officer requesting the bribe	1	2
		5.... Other institution	1	2
		6.... No official authority	1	2
		7.... Don't know (Do not Read Out)	1	2
D15	To which other, non-official, institution did you report? (Please mark <u>all</u> that apply)	1.... Media	1	2
		2.... International Organization	1	2
		3.... Non-governmental organization (NGO)	1	2
		4.... Other institution	1	2
		5.... No other institution	1	2
		6.... Don't know (Do not Read Out)	1	2
D16	What happened after your reporting? (Please mark <u>all</u> that apply)	Yes	No	
a.	A formal procedure was initiated against the	1	2	

	officer			
b.	The problem was solved informally and I was given back the money/gift		1	2
c.	I was advised not to go ahead with my report		1	2
d.	There was no follow-up to my report		1	2
e.	I suffered negative consequences in connection with reporting the incident		1	2
f.	Other		1	2
D17	If Not, why didn't you report? (Please read out the full list of answer options first, then mark only <u>one</u> answer – if in doubt choose the <u>main</u> reason why it was not reported)	1.... It is a common practice to pay or make gifts, why should I report? 2.... It is useless, nobody would care about it 3.... Don't know to whom I should report 4.... I know to whom to report, but it is too far away 5.... Fear of negative consequences for myself 6.... I did not report it because I received a benefit from the payment/gift 7.... I did not report it because I made the payment/gift as a sign of gratitude 8.... I did not report it because I did not want to incur additional expenses 9.... Other reason 10.... Don't know(Do not Read Out)	<input type="checkbox"/>	
D18	During the last 12 months, was there any occasion where a public official, directly or indirectly, asked you to give extra money or a gift for a particular issue or procedure related to his/her function but you did <u>not</u> give anything in relation to that issue or procedure?	1.... Yes 2.... No →(go to D21) 3.... Don't know (Do not Read Out)→(go to D21)	<input type="checkbox"/>	
D19	The last time this happened, which public official asked you to give money or a gift that you did not give?	Enter serial number from the list provided in D1	<input type="text"/> <input type="text"/>	
D20	The last time a public official asked you to give money or a gift that you did not give, what happened as a consequence? (Please read out the full list of answer options first, then mark only <u>one</u> answer)	1.... I suffered negative consequences 2.... There were no negative consequences 3.... It is not yet clear what will happen as a consequence 4.... Don't know (Do not Read Out)	<input type="checkbox"/>	
D21	During the last 12 months, was there any occasion where you offered, directly or indirectly, to give extra money or a gift to a public official (in addition to the correct amount of official fees) for an issue or procedure related to his/her function but the public official <u>refused</u> the offer?	1.... Yes 2.... No →(go to D23) 3.... Don't know (Do not Read Out)→(go to D23)	<input type="checkbox"/>	
D22	The last time this happened, which public official did you offer extra money or a gift that was refused?	Enter serial number from the list provided in D1	<input type="checkbox"/>	
D23	To your knowledge, did a member of your household other than you (that is the people that live with you now and share the same kitchen with you), give to a public official a gift or some extra-money (with the exclusion of the correct amount of official fees) during the last 12 months?	1.... Yes 2.... No →(go to D25) 3.... Don't know(Don't Read Out)→(go to D25)	<input type="checkbox"/>	
D24	Last time a member of your household (other than you), had to give to a public official a gift or some extra-money, which official was it?(Please mark only <u>one</u> answer)	Enter serial number from the list provided in D1	<input type="text"/> <input type="text"/>	

D25 If in the future you had to report a case where you were requested to pay some extra money or gift to a public official, who would you report it to?

(Please read out the full list of answer options first, then mark up to three items, begin with the first most important, then the second most important and then the third most important.)

	I would report to	First most important	Second most important	Third most important
A	Supervisor to the official (in the same organization of the officer requesting the bribe)	1	2	3
B	Police	1	2	3
C	Anti- Corruption Agencies	1	2	3
D	Public Complaints Commission	1	2	3
E	Journalist/media	1	2	3
F	Anti-corruption NGO	1	2	3
G	Traditional leader/Village leader	1	2	3
H	Other person or institution	1	2	3
I	I would not report it to anyone	1		
J	Don't know (DO NOT READ OUT)	99		

<p>D26a In the last 12 months (since February 2015), have you had contact with any of the following persons in their role as employees of a PRIVATE SECTOR BUSINESS ENTITY, including through an intermediary? << INT.: If the answer is "yes" go to D.26b for the same item. If the answer is "no" go to the next item in the list>> (please mark each row)</p>	<p>D26b Now think about the <employee> : In the last 12 months (since February 2015): did it happen that you had to give to any of them a gift, a counterfavour or some extra-money, including through an intermediary (with the exclusion of the correct price or fee)? << INT.: If the answer is "yes" go to D26c for the same item. If the answer is "no" go to the next item in D.26a>></p>	<p>D26c Now think about the <employee> : In the last 12 months (since February 2015): How many times was a gift, a counterfavour or some extra-money given? << INT: Enter the number below and continue with D27>></p>	<p>D27 Now think about the <employee> : Could you tell me the month in which this happened the last time? << INT: Choose the month from the list (e.g. August 2015); If more than 12 months ago, choose "The event happened more than 12 months ago" and the program will return to D26a/b/c for the same item to enter corrections; then continue with D.26a for the next item in the list.>></p>
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	D26a		D26b		D26c			D27	
	Yes	No	Yes	No	Please insert number of occasions				
								May, 2015	
								June, 2015	
								July, 2015	
								August, 2015	
								September, 2015	
								October, 2015	
								November, 2015	
								December, 2015	
								January, 2016	
								February, 2016	
								March 2016	
								April, 2016	
								Before May, 2015	
1. Doctor in a private hospital	1	2	1	2	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
2. Nurse in a private hospital	1	2	1	2	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
3. Teacher in a private school	1	2	1	2	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
4. Official in a private bank	1	2	1	2	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

5. Official in a private insurance company	1	2	1	2	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. Other official in private business	1	2	1	2	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

<<INTERVIEWER: If at least one answer in D26b is "YES", continue with D28, otherwise go to D30>>

QNo	Question	Options	Response	
D28	The last time you had to make such extra payment or gift (the most recent event), what did you give? (Please mark all that apply)		Yes	No
A	Food and Drinks		1	2
B	Valuables (gold, jewellery, phones, etc.) or other goods		1	2
C	Some money (please specify amount: _ _ _ _ _ _ _ _ _ Naira)		1	2
D	Exchange with another service or favour		1	2
E	Don't Know (Don't Read Out)		1	2
D29	The last time you had to make such extra payment or gift, did you report it to any official authority/institution (e.g. police, prosecutor, anti-corruption agency, etc.)?	1.... Yes 2.... No 3.... Don't know (DO NOT READ OUT)		
D30	To your knowledge, did a member of your household (other than you), give to any person who manages or works for a PRIVATE SECTOR BUSINESS ENTITY a gift or some extra-money (with the exclusion of the correct amount or official fees) during the last 12 months (since May 2015)?	1.... Yes 2.... No 3.... Don't know (DO NOT READ OUT)		

D31	I now want to ask a few questions on employment. Have you, or another member of your household, applied for a job in the <u>public sector</u> at least once during the last 3 years (since May 2013)?	1.... Yes 2.... No →(go to D35) 3.... Don't know (DO NOT READ OUT) →(go to D35)		
D32	On occasion of the last application in the <u>public sector</u> , have you, or your household member, got the job?	1.... Yes 2.... No →(go to D34) 3.... Don't know (Don't Read Out)→(go to D35)		
D33	Did you, or a household member, have to make an extra payment or to provide a gift to someone in order to facilitate the recruitment?	1.... Yes →(go to D35) 2.... No →(go to D35) 3.... Don't know(Don't Read Out) →go to D35		
D34	Why do you think you, or your household member, did not get the job? (Please read out the full list of answer options first, then mark only <u>one</u> answer)	1.... Somebody who better fitted job requirements got the job 2.... Somebody got the job because he/she was a friend/relative of somebody within the office 3.... Somebody got the job because he/she paid money 4.... Discrimination because of language, religion, tribe or ethnicity 5.... Not applicable 6.... Don't know (Don't Read Out)	<input type="checkbox"/>	
D35	Turning to employment in private companies now - Have you, or another member of your household, applied for a job in the <u>private</u> sector at least once during the last 3 years (May 2013)?	1.... Yes 2.... No →(go to E1)	<input type="checkbox"/>	
D36	On occasion of the last application in the <u>private sector</u> , have you, or your household member, got the job?	1.... Yes 2.... No →(go to D38) 3.... Don't Know (Don't Read Out) →(go to E1)	<input type="checkbox"/>	
D37	Did you, or a household member, have to make an extra payment or to provide a gift to someone in order to facilitate the	1.... Yes→(go to E1) 2.... No→(go to E1) 3.... Don't Know (Don't Read Out) →(go to E1)		

	recruitment in the <u>private sector</u> ?		
D38	Why do you think you, or your household member, did not get the job in the <u>private sector</u> ? <i>(Please read out the full list of answer options first, then mark only <u>one</u> answer)</i>	1.... Somebody who better fitted job requirements got the job 2.... Somebody got the job because he/she was a friend/relative of somebody within the company 3.... Somebody got the job because he/she paid money 4.... Discrimination because of language, religion, tribe or ethnicity 5.... Not applicable 6.... Don't know (Don't ReadOut)	<input type="checkbox"/>

SECTION E: AWARENESS AND EFFECTIVENESS OF ANTI-CORRUPTION AGENCIES/INSTITUTIONS

E1 Which of the following anti-corruption agencies in Nigeria are you aware of? (please mark each row) << INT.: If the answer is "yes" go to E.2 for the same institution. If the answer is "no" go to the next institution in the list>>			E2 How effective is this institution in fighting corruption?				
	E1		E2				
Institution	Yes, Aware	No, not aware	Very effective	Effective	Not very Effective	Ineffective	Don't know
a. Bureau of Public Procurement (BPP)	1	2	1	2	3	4	5
b. Code of Conduct Bureau (CCB)	1	2	1	2	3	4	5
c. Code of Conduct Tribunal (CCT)	1	2	1	2	3	4	5
d. Economic and Financial Crimes Commission (EFCC)	1	2	1	2	3	4	5
e. Federal High Court (FHC)	1	2	1	2	3	4	5
f. Federal Ministry of Justice (FMOJ)	1	2	1	2	3	4	5
g. High Court of the Federal Capital Territory (HC FCT)	1	2	1	2	3	4	5
h. Independent Corrupt Practices (and Other Related Offences) Commission (ICPC)	1	2	1	2	3	4	5
i. Nigerian Extractive Industries Transparency Initiative (NEITI)	1	2	1	2	3	4	5
j. Nigerian Financial Intelligence Unit (NFIU)	1	2	1	2	3	4	5
k. Nigeria Police (NPF)	1	2	1	2	3	4	5
l. Public Complaints Commission (PCC)	1	2	1	2	3	4	5
m. Special Control Unit Against Money Laundering (SCUML)	1	2	1	2	3	4	5
n. Technical Unit on Governance and Anti-Corruption Reforms (TUGAR)	1	2	1	2	3	4	5

QNo	Question	Options	Response
E3	How do you rate the government's commitment to fight corruption? <i>(Please mark only <u>one</u> answer)</i>	1.... Very committed 2.... Committed 3.... not very committed 4.... Not committed	<input type="checkbox"/>
E4	How do you rate the government effectiveness in fighting corruption? <i>(Please mark only <u>one</u> answer)</i>	1.... Very effective 2.... Effective 3.... Not very effective 4.... Ineffective	<input type="checkbox"/>

E5	In your opinion, which are the best ways of preventing corruption? <i>(Please mark each row)</i>	Yes	No	Don't know <<INT: Don't Read Out>>
A	Educate citizens on evils of corruption	1	2	3

B	Adopt stricter laws against corruption	1	2	3
C	Apply existing laws against corruption more effectively	1	2	3
D	Improve living standards	1	2	3
E	Improve the access to basic infrastructure services for all	1	2	3
F	Raise salaries of public officials, so they do not have to ask for bribes	1	2	3
G	Introduce an anonymous reporting system against corruption	1	2	3
H	Strengthen the powers and resources of anti-corruption agencies	1	2	3

SECTION F: CRIME VICTIM QUESTIONS

You will now be asked about crimes that you personally may have experienced during the past three years, in other words, since May 2013. Please note, this concerns only offences which you personally have experienced.

Considering that sometimes it is difficult to remember such incidents the questions will be now read slowly and you are asked to think CAREFULLY about them.

(<<Int: include only incidents that the respondent personally experienced, exclude incidents experienced by other members of the household>>)

QNo	Question	Options	Response	
			Yes	No
F1	Over the past 3 years (since May 2013), has anyone taken something from you, by using force or by threatening you, or did anyone <u>try</u> to steal something from you by using or threatening force?	1.... Yes 2.... No→(go to F7) 3.... Don't know (Don't Read Out)→(go to F7)	<input type="checkbox"/>	
F2	When did this last happen? Was this:	1.... During the last 12 months (since May 2013)→(go to F3) 2.... Before then→(go to F4) 3.... Don't know (Don't Read Out)→go to F4	<input type="checkbox"/>	
F3	During the last 12 months (since May 2013), how many times did this happen?	1.... Once 2.... Twice 3.... Three times 4.... Four times 5.... Five times or more 6.... Don't know(Don't Read Out)	<input type="checkbox"/>	
F4	The last time that this happened, was anything stolen from you?	1.... Yes 2.... No 3.... Don't know(Don't Read Out)	<input type="checkbox"/>	
F5	The last time that this happened, did the offender have a knife, a gun or something used as a weapon? (Please mark all that apply)		Yes	No
		a. A knife	1	2
		b. A gun	1	2
		c. Something used as a weapon (stick, broken bottle, etc.)	1	2
		d. No weapon was used	1	2
	e. Don't know (Don't read out)	1	2	
F6	The last time this happened did you or anyone else report the incident to the police?	1.... Yes 2.... No 3.... Don't know (Don't Read Out)	<input type="checkbox"/>	
F7	Apart from the incidents just covered involving theft by use of force, have you over the past 3 years (since May 2013) been physically attacked or personally threatened by someone in a way that really frightened you either at home or elsewhere, such as in a public garden, in the street, a market place, or at your workplace? <i>(<<Int: Physical attack includes being pushed, slapped, hit, kicked, punched, choked, stabbed, shot or burnt. Include only</i>	1.... Yes 2.... No→(go to F17) 3.... Don't know (Don't Read Out)→(go to F17)	<input type="checkbox"/>	

	<i>incidents that the respondent personally experienced, exclude incidents experienced by other members of the household. Exclude incidents where the intention was to take something from the respondent, which are recorded under F.1/Robbery.>>)</i>																						
F8	When did this last happen? Was this:	1.... During the last 12 months (since May 2015)→(go to F9) 2.... Before then→(go to F10) 3.... Don't know (Don't Read Out)→(go to F10)	<input type="checkbox"/>																				
F9	During the last 12 months (since May 2015), how many times did this happen?	1.... Once 2.... Twice 3.... Three times 4.... Four times 5.... Five times or more 6.... Don't know (Don't Read Out)	<input type="checkbox"/>																				
F10	Where did this happen the last time? (Please read out the full list of answer options first, then mark only <u>one</u> answer)	1.... At your home 2.... Inside private premises (that is not your home) 3.... On the street 4.... In a market place 5.... In a restaurant, café or bar open to the public 6.... In another place open to the public 7.... Elsewhere 8.... Don't know(Don't Read Out)	<input type="checkbox"/>																				
F11	The last time this happened, how many people were involved in committing the offence? (Please mark only <u>one</u> answer)	1.... One person 2.... Two persons 3.... Three or more persons 4.... Don't know (Don't Read Out)	<input type="checkbox"/>																				
F12	The last time this happened, did you know at least one offender by name or by sight? (Please read out the full list of answer options first, then mark only <u>one</u> answer)	1.... Did not see offender→(go to F14) 2.... Did not know offender(s)→(go to F14) 3.... Known by sight only→(go to F14) 4.... Known by name 5.... Known by name and sight 6.... Don't know (Don't Read Out) →(go to F14)	<input type="checkbox"/>																				
F13	(Only if known by name or by name and sight) Were any of them your spouse, ex-spouse, partner, ex-partner, fiancé/ fiancée, close friend, a relative or somebody you work with? <<INT.: THIS REFERS TO RELATIONSHIP AT THE TIME OF THE OFFENCE- IF UNCLEAR, PROBE WHETHER EX-SPOUSE, EX-PARTNER or close friend AT THE TIME OF THE OFFENCE>> (Please read out the full list of answer options first, then mark all that apply)	1.... Spouse, partner (at the time) 2.... Ex-spouse, ex-partner (at the time) 3.... Fiancé/ fiancée (at the time) 4.... Close friend (at the time) 5.... Relative 6.... Somebody you worked with (at the time) 7.... Neighbour 8.... None of these 9.... Don't know (Don't Read Out)	<table border="1"> <thead> <tr> <th>Yes</th> <th>NO</th> </tr> </thead> <tbody> <tr><td>1</td><td>2</td></tr> <tr><td>1</td><td>2</td></tr> <tr><td>1</td><td>2</td></tr> <tr><td>1</td><td>2</td></tr> <tr><td>1</td><td>2</td></tr> <tr><td>1</td><td>2</td></tr> <tr><td>1</td><td>2</td></tr> <tr><td>1</td><td>2</td></tr> <tr><td>1</td><td>2</td></tr> </tbody> </table>	Yes	NO	1	2	1	2	1	2	1	2	1	2	1	2	1	2	1	2	1	2
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F14	The last time this happened, can you tell me what actually happened, were you just threatened, or was force used? (Please mark only <u>one</u> answer)	1.... Just threatened 2.... Force used 3.... Don't know(Don't Read Out)	<input type="checkbox"/>																				
F15	The last time this happened, did the offender have a knife, a gun or something used as a weapon? (Please mark all that apply)	<table border="1"> <thead> <tr> <th></th> <th>Yes</th> <th>No</th> </tr> </thead> <tbody> <tr><td>a. A knife</td><td>1</td><td>2</td></tr> <tr><td>b. A gun</td><td>1</td><td>2</td></tr> <tr><td>c. Something used as a weapon (stick, broken bottle, etc.)</td><td>1</td><td>2</td></tr> <tr><td>d. No weapon was used</td><td>1</td><td>2</td></tr> <tr><td>e. Don't know (Don't read out)</td><td>1</td><td>2</td></tr> </tbody> </table>		Yes	No	a. A knife	1	2	b. A gun	1	2	c. Something used as a weapon (stick, broken bottle, etc.)	1	2	d. No weapon was used	1	2	e. Don't know (Don't read out)	1	2			
	Yes	No																					
a. A knife	1	2																					
b. A gun	1	2																					
c. Something used as a weapon (stick, broken bottle, etc.)	1	2																					
d. No weapon was used	1	2																					
e. Don't know (Don't read out)	1	2																					
F16	The last time this happened, did you or anyone else report the incident to the police?	1.... Yes 2.... No 3.... Don't know(Don't Read Out)	<input type="checkbox"/>																				

I would now like to ask you about a possible incident that you or a member of your household may have experienced during the past three years, in other words, since May 2013. Please remember that 'household' is defined as persons sharing the same address and eating from the same kitchen. Other members of your family, who do not live in your household, should not be included.			
F17	During the past 3 years (since May 2013), have you or any member of your household been taken away and held against will for the purpose of obtaining ransom money or any other benefit in exchange for the release?	1.... Yes 2.... No (go to F28) 3.... Don't know (Don't Read Out) →(go to F28)	<input type="checkbox"/>
F18	When did this last happen? Was this:	1.... During the last 12 months(since May 2015)→(go to F19) 2.... Before then →(go to F20) 3.... Don't know (Don't Read Out) →(go to F20)	<input type="checkbox"/>
F19	During the last 12 months (since May 2015), how many times did this happen?	1.... Once 2.... Twice 3.... Three times 4.... Four times 5.... Five times or more 6.... Don't know(Don't Read Out)	<input type="checkbox"/>
F20	Where did this happen the last time? (Please read out the full list of answer options first, then mark only <u>one</u> answer)	1.... at your home 2.... near your home 3.... at your workplace 4.... elsewhere in the city or village where you reside 5.... outside the city or village but in the same State 6.... in another State 7.... outside of Nigeria 8.... Don't know (Don't Read Out)	<input type="checkbox"/>
F21	(About the last incident) What was the purpose of the kidnapping? (Please read out the full list of answer options first, then mark only <u>one</u> answer)	1.... To extort ransom money 2.... To reach other political, criminal or terrorist goals 3.... For forced marriage 4.... It was a dispute over the custody of a child 5.... It was another personal or family dispute 6.... For organ removal or illegal rituals 7.... Other purpose 8.... Don't know (Don't Read Out)	<input type="checkbox"/>
F22	(About the last incident) Was the person living in your household and was eating from the same kitchen in the 12 months before he or she was kidnapped?	1.... Yes 2.... No →(go to F28) 3.... Don't know (Don't Read Out)→(go to F28)	<input type="checkbox"/>
F23	(About the last incident) How long have you or your household member been held against will? (Please read out the full list of answer options first, then mark only <u>one</u> answer)	1.... Below one day 2.... 1 to 3 days 3.... 4 to 30 days 4.... 1 to 3 months 5.... More than 3 months 6.... Don't know (Don't Read Out)	<input type="checkbox"/>
F24	Did the offender receive any payment, good or other benefit from you or your family?	4.... Yes 5.... No →(go to F26) 6.... Don't know (Don't Read Out)→(go to F26)	<input type="checkbox"/>
F25	How much approximately was paid by you or your family in Naira? <<INT: If goods were given: what was the value of the goods given?>>	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>	
F26	(About the last incident) What was the outcome of the kidnapping? (Please read out the full list of answer options first, then mark only <u>one</u> answer)	1.... The person kidnapped was released 2.... The person kidnapped was killed 3.... The person is still held against her or his will 4.... Other outcome 5.... Don't know (Don't Read Out)	<input type="checkbox"/>
F27	(About the last incident) Did you or anyone else report the incident to the police?	1.... Yes 2.... No 3.... Don't know (Don't Read Out)	<input type="checkbox"/>

I would now like to ask you some questions on members of your household who are no longer with you. We realize that these questions may be difficult to answer for you and bring back strong memories of people close to you. Please consider that information on past events will help to design measures that can help prevent crime and violence in the future.

Please remember that a 'household' is defined as persons sharing the same address and eating from the same kitchen. Other members of your family, who do not live in your household should not be included.

F28	During the past 3 years (since May 2013), has any member of your household died? (Do not include relatives who were living outside of the household)?	1.... Yes 2.... No→(go to H1) 3.... Don't know/ no answer (Don't Read Out) →(go to H1)	<input type="checkbox"/>
F29	How many members of your household have died during the past 3 years (since May 2013)?	1. Number of persons who died 2. Don't know (Don't Read Out) →go toH1	<input type="text"/> <input type="text"/>
F30	Among those members of your household who died during the past 3 years (since May 2013), has anyone died due to outside force or violence? <<INT: be careful not to include relatives who were living outside of the household in the 12 months before he or she died>>?	1.... Yes 2.... No→(go to H1) 3.... Don't know (Don't Read Out) →go to H1	<input type="checkbox"/>
F31	How many members of your household have died due to outside force or violence during the past 3 years (since May 2013)? <<Please include all deaths that were not due to natural causes but were due to external causes (such as accidents, armed violence or homicide)>>	1. Number of persons who died 2. Don't know (Don't Read Out) →go toH1	<input type="text"/> <input type="text"/>

F32. Please list the year of death and the sex and age of any victim who died through outside force or violence:

<<INT: enter one record per victim, write in chronological order starting with the most recent event>>

Household member who died through outside force or violence	(1)	(2)	(3)	(4)	(5)
a. Year of death of (NUMBER) member Before May 2013 May-December 2013 2014 2015 January-April 2016 Don't know (don't read out)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Sex of (NUMBER) member Male Female Don't know (Don't read out)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Age of (NUMBER) member (enter age in years) << INT. if don't know age enter "00" >>					
d.					

F33. For each of these household members who died during the past 3 years (since May 2013), can you indicate whether the person was living in your household and was eating from the same kitchen in the 12 months before he or she died?

<<INT: enter one record per person, write in chronological order starting with the most recent event>>

Household member who died	(1)	(2)	(3)	(4)	(5)
1. Was (NUMBER) member a member of the household in the 12 months before he or she died? (Yes....1, No...2)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

F34 How did the death of (NUMBER) member happen?

<<INT: Please read out the full list of answer options first, then mark the reason for each household member who died through outside force or violence, write in chronological order starting with the most recent event>>

Household member who died through outside force or violence	(1)	(2)	(3)	(4)	(5)
1. Victim of a criminal attack (such as a robbery, assault, gang fight,					

illegal ritual, etc.)					
2. Victim of a terrorist attack, political, social or inter-ethnic violence					
3. Victim of a personal conflict (for example: revenge, family-related, etc.)					
4. Victim during operations of armed forces or police					
5. Victim of suicide					
6. Victim of an accident (incl. car accident or accident at work)					
7. Other					
8. Don't know << INT. DON'T READ >>					

F35 What was the weapon used in the killing of (NUMBER) member?

Please read out the full list of answer options first, then mark only one weapon per victim (the main weapon used). In case of accident, note the cause of death under 'other means'

Household member who died through outside force or violence	(1)	(2)	(3)	(4)	(5)
1. Explosive weapons (incl. bombings)					
2. Firearms					
3. Knife					
4. Other means					
5. Don't know<< INT. DON'T READ >>					

F36 Was the household member killed by outside force one of the following?

<<INT: Please read out the full list of answer options first, then mark only one per victim, write in chronological order starting with the most recent event >>

Household member who died through outside force or violence	(1)	(2)	(3)	(4)	(5)
1. Member of the armed forces/police					
2. Other government official					
3. Private citizen					
4. Other					
5. Don't know<< INT. DON'T READ >>					

F37 Did you or anyone else report the incident to the police?

<<INT: Please enter an answer for each household member killed by outside force>>

Household member who died through outside force or violence	(1)	(2)	(3)	(4)	(5)
Incident was reported to the police? (Yes....1, No...2. Don't know ... 3)					

SECTION H. FEELINGS OF SECURITY

The following questions are about your feeling of security in the area where you live and at your home.

QNo	Question	Options	Response	
H1	How safe do you feel walking alone in your area after dark (neighbourhood or village)? <i>(Please read out the full list of answer options first, then mark only one answer)</i>	1.... Very safe 2.... Fairly safe 3.... A bit unsafe 4.... Very unsafe 5.... I never walk alone after dark	<input type="checkbox"/>	
H2	How safe do you feel when you are at home alone after dark? <i>(Please read out the full list of answer options first, then mark only one answer)</i>	1.... Very safe 2.... Fairly safe 3.... A bit unsafe 4.... Very unsafe	<input type="checkbox"/>	
H3	Is your house protected by the following: <i>(Please mark all that apply)</i>		Yes	No
A	Special door locks		1	2

B	Special window/door grills		1	2
C	High fence, hedge, wall, etc.		1	2
D	A burglar alarm		1	2
E	A dog that would detect intruders		1	2
F	Organized neighborhood watch scheme or community policing		1	2
G	Security guard		1	2
H	Friendly arrangements with neighbours to watch each other's houses		1	2
I	Closed circuit television (CCTV)		1	2
J	Other protection		1	2
K	No protection		1	2

SECTION I: ACCESS TO JUSTICE

The following questions are about your opinions and experience with the justice system in NIGERIA.

11. Please express to what extent you agree or disagree with the following statements?

	Strongly agree	Agree	Disagree	Strongly disagree	Don't know/ no answer
a. In your opinion, courts are within reasonable distance from where you live	1	2	3	4	5
b. It is too difficult to understand how the formal justice system works	1	2	3	4	5
c. In most cases judges and court staff can be trusted	1	2	3	4	5
d. The staff (judges, clerks) treat people with respect	1	2	3	4	5
e. The staff often ask for money (bribes)	1	2	3	4	5
f. The formal justice system effectively protects the rights of every citizen	1	2	3	4	5

12. People are sometimes involved in interpersonal, commercial or administrative disputes. Please think carefully, in the past five years (since May 2011), have you personally or has any member of your household been involved in any interpersonal, commercial or administrative dispute or any legal problem among the following list?

<<INT.: MULTIPLE RESPONSES ALLOWED>>PLEASE MARK EACH ROW

	Yes	No	Don't Know
a. Dispute over land or livestock	1	2	3
b. Dispute with a government institution to obtain official documents (for example, certificates, identity documents, marriage/divorce papers)	1	2	3
c. Dispute with a government institution to receive financial/monetary entitlements (for example compensation for damages suffered)	1	2	3
d. Family dispute (for example, contested divorce, child support/child custody, contested inheritance (excluding land disputes))	1	2	3
e. Commercial dispute (for example, enforcement of business agreement, repayment of loans, excluding land disputes and disputes with family members or government)	1	2	3
f. Occupational dispute (employment-related problems)	1	2	3
g. Tenancy or landlord dispute (for example, disputes over rent payments)	1	2	3
h. Other type of interpersonal, commercial or administrative dispute	1	2	3

INT: If I2 a-h has at least one YES go to I3 if only No or Don't know → go to I7

QNo	Question	Options	Response
I3	Which was the most recent dispute you or any member of your household was involved in the past five years (since May 2011)?	INT: Enter the corresponding alphabet number from the table above, IF ANY>>	<input type="text"/>

14	(In the most recent dispute) Was this case reported to the police (by you or by somebody else)?	1.... Yes 2.... No 3.... Don't know (Don't Read Out)	<input type="checkbox"/>
15	(In the most recent dispute) How was the dispute handled? (Please read out the full list of answer options first, then mark only <u>one</u> answer)	1.... The dispute was never taken up by anyone 2.... The dispute was solved informally by the parties (or is still under discussion) 3.... The dispute was handled through a lawyer, or through third-party mediation 4.... The dispute was handled by community or religious leaders 5.... The dispute was handled by formal justice (courts) 6.... The dispute was handled both by formal justice and community/ religious leaders 7.... Don't know (Don't Read Out)	<input type="checkbox"/>
16	(In the most recent dispute) How satisfied were you with the way the dispute was handled? (Please read out the full list of answer options first, then mark only <u>one</u> answer)	1.... Very satisfied 2.... Satisfied 3.... Neither satisfied nor unsatisfied 4.... Unsatisfied 5.... Very unsatisfied 6.... Don't know (Don't Read Out)	<input type="checkbox"/>

17. Apart from interpersonal, commercial or administrative disputes, people sometimes are the victims of **criminal** offences or are witnesses of such offences or are accused (rightly or wrongly) of criminal offences. Please think carefully, in the past five years (since May 2011), have you personally or has any member of your household been involved in any criminal case (either as victim, witness or accused) among the following: *(Please mark each row)*

Type of Offence	Yes	No	Don't Know
a. Property offence (including burglary, theft, motor vehicle theft, destruction of property etc.)	1	2	3
b. Violent offence (including assault, robbery, kidnapping, domestic violence, sexual violence, rape, homicide etc.)	1	2	3
c. Financial crime, fraud or corruption (including embezzlement of common/cooperative funds)	1	2	3
d. Drug offence (possession or trafficking of illicit drugs)	1	2	3
e. Public order offence (public drunkenness, illegal demonstration, tax offences, illegal gambling, smuggling of goods, etc.)	1	2	3
f. Other type of criminal case	1	2	3

INT: If 17 a-h has at least one YES go to 18 if there are only No or Don't know →go to 120

QNo	Question	Options	Response
18	<< INT: From the table above>> Which was the most recent criminal case you or any member of your household was involved in since May 2011?	INT: Enter the corresponding alphabet number from the table above, IF ANY>>	<input type="checkbox"/>
19	(In the most recent case) How were you or your household members involved in this case? (Please read out the full list of answer options first, then mark only <u>one</u> answer)	1.... As a victim only 2.... As an accused only 3.... Both as victim and accused 4.... As a witness 5.... Other involvement 6.... Don't know (Don't Read Out)	<input type="checkbox"/>
110	(In the most recent case) Was this case reported to the police (by you or by somebody else)?	1.... Yes 2.... No 3.... Don't know (Don't Read Out)	<input type="checkbox"/>
111	(In the most recent case) How was the case handled? (Please read out the full list of answer options first, then mark only <u>one</u> answer)	1.... The case was never taken up by anyone →go to 119 2.... The case was solved informally by the parties (or is still under discussion) →go to 119 3.... The case was handled through a lawyer, or through third-party mediation→go to 119 4.... The case was handled by community or religious leaders →go to 112	<input type="checkbox"/>

		5.... The case was handled by formal justice (courts) →go to I13 6.... The case was handled both by formal justice and community/ religious leaders →go to I13 7.... Don't know (Don't Read Out)→go to I19	
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I12	You mentioned that this most recent case was handled by community or religious leaders. Why community or religious leaders? (Please mark all that apply)	Yes	No	Don't know <<INT: Don't Read Out>>
A	Community or religious leaders can understand my circumstances and values better	1	2	3
B	The proceedings in court are too slow	1	2	3
C	To avoid paying money for bribes in court	1	2	3
D	Because of pressure from my family or community or religious leaders	1	2	3
E	Lawyers are too expensive	1	2	3
F	Courts are too distant from my house	1	2	3
G	To avoid damaging the relationship with other families or communities	1	2	3
H	Lack of knowledge on how the formal justice system works	1	2	3
I	Other	1	2	

After answering I12 → skip to I15 !!!

I13	You mentioned that this most recent case was handled by the courts. How did you obtain information about your legal rights before the legal proceedings? (Please mark all that apply)	Yes	No
A	From the police	1	2
B	From a government office	1	2
C	From a lawyer	1	2
D	From an NGO providing legal aid or counselling	1	2
E	From a friend/family member	1	2
F	From a printed or other type of publication (book, newspaper, TV)	1	2
G	From the internet	1	2
H	Through personal knowledge of the law	1	2
I	Other	1	2
J	No information obtained before the legal proceedings	1	2
K	Don't know (Don't Read Out)	1	2

I14	(In the most recent case) Did you receive any free <u>legal</u> assistance from any of the following? (Please mark all that apply)	Yes	No
A	From a government office (e.g. Legal Aid Council of Nigeria (LACON))	1	2
B	From a lawyer or a lawyers' association	1	2
C	From another non-governmental organization (NGO)	1	2
D	From a paralegal	1	2
E	Other	1	2
F	No legal assistance was given	1	2
G	Don't know (Don't Read Out)	1	2

I15	(In the most recent case) How satisfied were you with the way the case was handled? (Please read out the full list of answer options first, then mark only <u>one</u> answer)	1.... Very satisfied →go to I17 2.... Satisfied →go to I17 3.... Neither satisfied nor unsatisfied →go to I17 4.... Unsatisfied →go to I16 5.... Very unsatisfied →go to I16 6.... Don't know (Don't Read Out) →go to I17	<input type="checkbox"/>
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I16	(In the most recent case) Why were you not satisfied with the way the case was handled? (Please mark all that apply)		Yes	No
A	Too expensive		1	2
B	Long delays in the process		1	2
C	Lack of clarity of the process		1	2
D	Need to bribe		1	2
E	Not enough information on the status of the case was provided		1	2
F	Did not have the chance to fully explain/present my case		1	2
G	The process was not fair		1	2
H	The decision taken was not enforced		1	2
I	Other		1	2
J	Don't know (Don't Read Out)		1	2
I17	(In the most recent case) How long did it take to reach a final settlement of the case (from the day the case was taken up to the day of the final decision)? (Please read out the full list of answer options first, then mark only <u>one</u> answer)	1.... Less than 3 months 2.... More than 3 but less than 12 months 3.... More than 12 months but less than 2 years 4.... More than 2 years 5.... No final settlement of the case yet →go to I19 6.... Don't know (Don't Read Out)→go to I19	<input type="checkbox"/>	
I18	(In the most recent case) What were the total costs for you and your household, to reach a final settlement of the case (including any fees, costs for lawyers, lost income due to lost working days, any bribes paid and any other costs)? (Please read out the full list of answer options first, then mark only <u>one</u> answer)	1.... No costs for me or my family 2.... Less than N20,000 3.... From N20,000 to N39,000 4.... From N40,000 to N59,000 5.... From N60,000 to N79,000 6.... From N80,000 to N99,000 7.... From N100,000 to N199,000 8.... From N200,000 and above 9.... Don't know (Don't Read Out)	<input type="checkbox"/>	

I19	In your opinion, do you think that if you are accused of some wrongdoing and are not able to pay for a lawyer yourself, you are entitled to get a lawyer free of charge to assist and defend you? (Please read out the full list of answer options first, then mark only <u>one</u> answer)	1.... Yes, always 2.... Only for serious crimes 3.... No, never 4.... Don't know (Don't Read Out)	<input type="checkbox"/>	
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I20. If in future you wanted to resolve any of the following disputes, could you please tell me for the following types of disputes whether you would prefer to use the formal (official) justice system (that is the courts), an informal system (such as community or religious leaders), or both of these or none of these?: (Please mark only one per line)

	Formal justice system	Community or religious leaders	Both formal justice system and community/religious leaders	None of these	Don't know (don't read out)
a. Dispute over land or livestock	1	2	3	4	5
b. Commercial dispute (for example, enforcement of business agreement, repayment of loans)	1	2	3	4	5
c. Property offence (including burglary, theft, motor vehicle theft, destruction of property etc.)	1	2	3	4	5
d. Violent offence (including assault, robbery, kidnapping, sexual violence, domestic violence, rape, homicide, etc.)	1	2	3	4	5

SECTION J. GENERAL INFORMATION

Thank you very much for taking the time to answer the questions. I would now like to ask you to provide some general information about yourself. It will help us to better understand the responses we received. Please be reassured that all information will be confidential.

QNo	Question	Options	Response
J1	Sex	1.... 1.Male 2.... 2.Female	<input type="checkbox"/>
J2	Age:		<input type="text"/> <input type="text"/> <input type="text"/>
J3	Marital Status <i>(Please read out the full list of answer options first, then mark only <u>one</u> answer)</i>	1.... Single (never married, not cohabiting) 2.... Cohabiting with partner (not married) 3.... Married and living with partner 4.... Married but living separated 5.... Divorced 6.... Widow/Widower 7.... No response	<input type="checkbox"/>
J4	Highest educational attainment <i>(Please read out the full list of answer options first, then mark only <u>one</u> answer)</i>	1.... No formal education 2.... Primary education 3.... Junior secondary education 4.... Senior secondary education 5.... Post-secondary non-tertiary education 6.... Tertiary education 7.... Master degree/doctoral title	<input type="checkbox"/>
J5	Employment status: << INT: mark only one, in which he/she spends more hours upon>> <i>(Please read out the full list of answer options first, then mark only <u>one</u> answer)</i>	1.... Salaried employment in the private sector 2.... Salaried employment in the public sector (civil servant, military or other) 3.... Salaried employment in the faith based sector 4.... Self-employment (own-account worker with no dependent employees) 5.... Employer (with dependent employees) 6.... Unemployed →(go to J7) 7.... Student/Apprentice →(go to J7) 8.... Housewife or housekeeper →(go to J7) 9.... Retired →(go to J7) 10.... Don't know (Don't Read Out)- →(go to J7)	<input type="checkbox"/>
J6	Please indicate the specific occupation: <i>(Please read out the full list of answer options first, then mark only <u>one</u> answer)</i>	1.... Professional/technical/managerial 2.... Clerical 3.... Sales and services 4.... Skilled manual 5.... Manual labour 6.... Agriculture	<input type="checkbox"/>
J7	Could you please tell me in which monthly income category your whole household falls? (that is all the money earned or received by all members of your current household, after deductions for tax, social security etc): << INT: choose income bracket for the total amount that <u>all members</u> of the household <u>together</u> (not just the respondent) get to take home per month in Nigerian Naira>> <i>(Please read out the full list of answer options first, then mark only <u>one</u> answer)</i>	1.... Less than N15,000 2.... From N15,000 to N24,000 3.... From N25,000 to N49,000 4.... From N50,000 to N74,000 5.... From N75,000 to N99,000 6.... From N100,000 to N499,000 7.... From N500,000 and above 8.... Don't know(Don't Read Out)	<input type="checkbox"/>

CLOSING STATEMENT

Read to the Respondent:

"Thank you for participating in this survey. Do you have any questions? In the next few days my supervisor may contact you to evaluate the quality of my work and answer any other questions you may have about the interview. So could I please have your telephone number?"

SECTION K. INTERVIEW EVALUATION

(to be completed by the Interviewer)

QNo	Question	Options	Response
K1	Respondent telephone number (only for quality checks, not compulsory):	<input type="text"/>	<input type="checkbox"/>
K2	Secondary contact in case the first telephone number given does not work (not compulsory)	<input type="text"/>	<input type="checkbox"/>
K3	Date of interview finalisation (dd/mm/yyyy)	<input type="text"/>	<input type="checkbox"/>
K4	Total number of visits paid to household:	<input type="text"/>	<input type="checkbox"/>

K5a	Main language in which interview was held	1... English → go to K6 2... Hausa → go to K6 3... Igbo → go to K6 4... Yoruba → go to K6 5... Pidgin → go to K6 6... Other language → go to K5b	<input type="checkbox"/>
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K5b	Other main language in which interview was held	7... Ebira/Igbira 8... Efik 9... Fulani 10... Gbaju/Gbagi 11... Idoma 12... Igala 13... Kanuri/Berberi 14... Mandara 15... Nupe 16... Ogoni 17... Tiv 18... Urhobo 19... Other language (please specify which: _____)	<input type="checkbox"/>
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QNo	Question	Options	Response
K6	Was the interview completed?	1... Yes → end interview 2... No → go to K7	<input type="checkbox"/>
K7	Why was the interview not completed?	1... The household could not be found at the given address 2... Nobody in the household was at home despite 3 visits 3... The household refused to start the interview 4... The interview was started but the selected respondent was not available despite 3 visits 5... The selected respondent was available but was not able to carry out the interview (disability or other reason) 6... The interview was started with the selected respondent but not completed (→ return to complete interview) 7... Other reason (please specify)	<input type="checkbox"/>

SECTION L. INTERVIEW CHECK

(To be completed by the Supervisor)

QNo	Question	Options	Response
L1	Interview Subject to Back-check/Control	1.... Yes 2.... No → (end)	<input type="checkbox"/>
L2	Method of Back-check/Control	1.... Direct supervision during interview 2.... Back-check in person by supervisor 3.... Back-check by telephone by supervisor	<input type="checkbox"/>
L3	As a result of the back-check, did you collect any different answer from the respondent?	1.... Yes → (go to L4) 2.... No → (go to L5)	<input type="checkbox"/>

L.4 Specify the questions you collected a different information on:

[[[, [[[, [[[, [[[, [[[, [[[, [[[, [[[, [[[, [[[, [[[, [[[, [[[

L5 Do you have any further comment on the result of the back-check?

STATUS OF FIELD PERSONNEL

S/N	NAME	DESIGNATION	SIGNATURE	DATE
1		Interviewer		
2		Supervisor		
3		Editor		