

## Survey on Security and Crime against Businesses

11 October 2012

### <<INTERVIEWER>>: INTRODUCTION TO THE SURVEY BY PHONE

Hello / Good afternoon / Good evening, I am an interviewer of <NAME OF THE AGENCY>. We are conducting a sample survey on security, crime and corruption affecting businesses in <NAME OF THE COUNTRY>. Your company has been randomly selected from the <NAME OF THE SAMPLING FRAME> and you are among the <N> businesses which are going to be interviewed in <NAME OF THE COUNTRY>.

This survey is part of a United Nations project aiming at collecting the opinions and experiences of companies on security, crime and corruption issues. The aim of the research is to collect information that will assist businesses in improving the level of security and in preventing crime and corruption.

This interview will not take much of your time. (INT: If asked how long the interview will take, indicate 'about 30 minutes').

May I please speak to the person primarily responsible for the management of this business entity? (<<INT: Ask for the Chief Executive Officer/Manager or in smaller enterprises where such functions do not exist, the Owner, Manager, Director, Chief Financial Officer/Head of accounting or any other person responsible for administrative issues reporting directly to the owner or to the manager of the business>>).

<<INTERVIEWER>>: IF THE PERSON PRIMARILY RESPONSIBLE FOR MANAGEMENT AVAILABLE go to INTRO.1 NOTE and continue with INTRO.3

<<INTERVIEWER>>: IF THE PERSON PRIMARILY RESPONSIBLE FOR MANAGEMENT IS NOT AVAILABLE ask the following:

Could you please put me in contact with the best person/colleague to answer this sort of questions?

<< Continue with INTRO.1 NOTE and then continue with INTRO.2 >>

**INTRO.1 NOTE: <<INTERVIEWER>>:**

- 1. PERSON PRIMARILY RESPONSIBLE FOR MANAGEMENT (go to INTRO.3)
- 2. COLLEAGUE (go to INTRO.2)
- 3. NA

**INTRO.2: <<INTERVIEWER>>: REPEAT INTRODUCTION TO THE PERSON, IF OTHER THAN FIRST CONTACT.**

**<<INTRODUCTION TO THE SURVEY>>**

Hello / Good afternoon / Good evening, I am an interviewer of <NAME OF THE AGENCY>. We are conducting a sample survey on security, crime and corruption affecting businesses in <NAME OF THE COUNTRY>. Your company has been randomly selected from the <NAME OF THE SAMPLING FRAME> and you are among the <N> businesses which are going to be interviewed in <NAME OF THE COUNTRY>.

This survey is part of a United Nations project aiming at collecting the opinions and experiences of companies on security, crime and corruption issues. The aim of the research is to collect information that will assist businesses in improving the level of security and in preventing crime and corruption.

This interview will not take much of your time. (INT: If asked how long the interview will take, indicate a range between 20 to 30 minutes).

May I please speak to a person who is responsible for management issues of this business entity?

**INTRO.3 Would you be able to answer questions regarding administration/management of your business entity, or would one of your colleagues be better placed to do so?**

- 1. YES (go to INT.5)
- 2. NO, a COLLEAGUE would be better placed (go to INTRO.4)
- 3. NO, nobody available who could answer these questions (go to INTRO.4)

**<<INTERVIEWER>>: IF YES, GO TO INTRO.5, OTHERWISE CONTINUE WITH INTRO.4.**

**INTRO.4 May I talk with your colleague now or can you tell me at what time I have the best chance of getting him/her?**

<< note time for call-back >>

**<<INTERVIEWER>>: IF COLLEAGUE AVAILABLE, RESTART FROM INTRO.2 AND SKIP INTRO.3 AND INTRO.4.**

**INTRO.5 Thank you for participating in this survey. The survey is carried out in a face-to-face interview and won't take much of your time. I will read out the questions and provide you also with multiple choice answer options. Your answers will be treated confidentially and anonymously. Can I suggest to make an appointment on... <<INTERVIEWER suggest time and place>>:**

**START OF THE FACE-TO-FACE INTERVIEW AT THE BUSINESS PREMISES**

**<<INTERVIEWER>>: At the interview premises. Start of face-to-face interview.**

**<<INTRODUCTION TO THE SURVEY>>**

Hello / Good afternoon / Good evening, I am an interviewer of <NAME OF THE AGENCY>. We are conducting a sample survey on security, crime and corruption affecting businesses in <NAME OF THE COUNTRY>. Your company has been randomly selected from the <NAME OF THE SAMPLING FRAME> and you are among the <N> businesses which are going to be interviewed in <NAME OF THE COUNTRY>.

This survey is part of a United Nations project aiming at collecting the opinions and experiences of companies on security, crime and corruption issues. The aim of the research is to collect information that will assist businesses in improving the level of security and in preventing crime and corruption.

**INTRO.6. May I ask you some questions FOR THIS SURVEY? The interview won't take much of your time. I will now read out the questions and provide you also with multiple choice answer options. Your answers will be treated confidentially and anonymously.**

**<<INTERVIEWER>>: RECORD GENDER OF RESPONDENT WITHOUT ASKING. *One answer only.***

- 1. Male
- 2. Female

**<<INTERVIEWER>>: IF RESPONDENT IS WILLING TO CONTINUE, GO TO SECTION 1.**

**<<INTERVIEWER>>: IF RESPONDENT IS SUSPICIOUS OR DOUBTFUL CONTINUE with INTRO.7:**

**INTRO.7 Do you want to continue the interview or do you prefer to check whether this survey is done in co-operation with <NAME OF IMPLEMENTING PARTNER>? If you would like more information, I can give you the telephone number of someone at <IMPLEMENTING PARTNER>.**

- 1. Respondent is willing to co-operate and he doesn't ask for the telephone number (go to SECTION 1).
- 2. Respondent asks for telephone number and wants to make another appointment (GIVE HIM THE LETTER FROM <<AGENCY>> AND TELEPHONE NUMBER AND MAKE AN APPOINTMENT).
- 3. Respondent does not ask for telephone number but wants to make another appointment (MAKE AN APPOINTMENT).
- 4. Respondent refuses cooperation (END THE INTERVIEW).

## **SECTION 1: IDENTIFICATION OF THE BUSINESS ENTITY**

**<<INTERVIEWER>>: RECORD THE FOLLOWING INFORMATION**

**Name of the Business entity:**

**Address of the Business entity:**

**Telephone number(s):**

**Country Name:**

**Region Name:**

**Municipality Name:**

**<<INTERVIEWER>>: CHECK and ENTER the code of the COUNTRY, REGION and MUNICIPALITY in which this business entity is located.**

1. COUNTRY CODE: \_\_\_\_\_
2. REGION CODE: \_\_\_\_\_
3. MUNICIPALITY CODE: \_\_\_\_\_

**<<INTERVIEWER>>: CHECK if this business entity is on the original SAMPLE FRAME LIST OR ON THE REPLACEMENT LIST.**

- 1. Original list
- 2. Replacement list

**<< BEGINNING OF INTERVIEW >>**

*<<Unspecific answers to questions such as "don't know", "not applicable" must NOT be read out to respondents. In other words, answers of this nature should not even be suggested to respondents. Respondents should rather be allowed to "VOLUNTEER" these answers themselves.>>*

**<<INTERVIEWER>>: READ OUT**

I'd like to start by asking you some questions about your business entity. By business entity I mean an ENTERPRISE AND ITS CONSTITUENT PARTS (e.g. a workshop, factory, warehouse or office) situated in a SINGLE LOCATION OR IN MULTIPLE LOCATIONS.

**I must emphasize that all the questions in the survey refer to your entity's activities at all your business premises.**

**. SECTION 2: CHARACTERISTICS OF THE BUSINESS ENTITY**

**Q.2.1 So, first of all, what is your position in the entity? INT: READ OUT: only one answer**

- 1. Owner/Major shareholder
- 2. (only if none of the previous): Executive officer/Director/Manager
- 3. (only if none of the previous): Financial Officer/Senior Accountant
- 4. (only if none of the previous): Senior Legal Officer
- 5. (only if none of the previous): Human Resource Officer
- 6. Other, namely (SPECIFY) .....
- 7. (DO NOT READ OUT) DK/NA

**Q.2.2 How long have you been working in this business entity?**

- 1. Less than a year [INT: Ask if the respondent feels competent to answer questions that extend back up to 12 months. If YES, continue interview; if NO, continue the interview with a colleague who is better placed to answer questions extending back up to 12 months. If no one is available to answer questions extending back up to 12 months, STOP INTERVIEW.]
- 2. One to less than three years
- 3. More than three years

**Q.2.3 Which among the following is the MAIN economic activity of your business entity?**

*INT: READ OUT: only one answer*

- 1. Manufacturing, Electricity, Gas, and Water supply<sup>1</sup>
- 2. Building and Construction<sup>2</sup>
- 3. Wholesale trade and Retail trade; Repair of motor vehicles and motor cycles<sup>3</sup>
- 4. Accommodation and food service activities (hotels and restaurants)<sup>4</sup>
- 5. Transportation and storage<sup>5</sup>
- 6. other [STOP INTERVIEW]

<sup>1</sup> Categories, C, D, E of NACE Rev. 2.

<sup>2</sup> Category F of NACE Rev. 2.

<sup>3</sup> Category G of NACE Rev. 2.

<sup>4</sup> Category I of NACE Rev. 2.

<sup>5</sup> Category H of NACE Rev. 2.

**Q.2.4 How would you characterise your business entity? INT: READ OUT: only one answer**

- 1. An enterprise with a single location (go to Q.2.6)
- 2. An enterprise with more than one business local units (go to Q2.5)
- 3. The headquarter of a franchising company (go to Q2.5)
- 9. (DO NOT READ OUT) DK/NA (go to Q.2.6)

**Q.2.5 How many other local units does this business entity have? (Please specify)**

\_\_\_\_\_

999 - [DK/NA]

**Q.2.6 Does this business entity have business premises only in urban areas, only in rural areas or both in urban and rural areas?**

- 1. Urban areas
- 2. Rural areas
- 3. Both urban and rural areas
- 4. Other
- 9. (DO NOT READ OUT) DK/NA

**Q.2.7 Is this business entity privately owned or state owned?**

- 1. Privately owned and never state owned
- 2. Formerly state owned but now privately owned
- 3. Fully state owned (go to Q.2.10)
- 4. Partly state owned
- 9. (DO NOT READ OUT) DK/NA

**Q.2.8 Is there foreign capital participation in this business entity or not?**

- 1. Yes (go to Q.2.9)
- 2. No (go to Q.2.10)
- 9. (DO NOT READ OUT) DK/NA (go to Q.2.10)

**Q.2.9 What is the approximate percentage of foreign capital participation in this business entity?**

- 1. Up to 25%
- 2. More than 25% and up to 50%
- 3. More than 50%
- 9. (DO NOT READ OUT) DK/NA

**Q.2.10 How many paid employees, both full-time and part-time, including yourself, is this business entity employing at present? (Please specify)**

\_\_\_\_\_

999 - [DK/NA]

**Q.2.11 Can you indicate the range of values corresponding to your business entity's annual average turnover during the past three years? INT: READ OUT: only one answer [to be converted to national currency]**

- 1. Up to € 20 thousand
- 2. More than € 20 thousand and up to € 50 thousand
- 3. More than € 50 thousand and up to € 250 thousand
- 4. More than € 250 thousand and up to € 2 million
- 5. More than € 2 million and up to € 10 million
- 6. More than € 10 million
- 9. (DO NOT READ OUT) DK/NA

**Q.2.12 Can you indicate the annual turnover of your business entity in the past year? Please express the value in [national currency]**

\_\_\_\_\_

999 - [DK/NA]

### SECTION 3: PERCEPTION OF SAFETY AND CRIME RISK

**Q.3.1** During the last 12 months (since September 2011), in the area around the premises of your business entity, how frequently has the presence of the following been noticed (often, sometimes, never) *(Please mark each row)*

	1. Often	2. Sometimes	3. Never	9. DK/NA
1. Drug users or dealers	1	2	3	9
2. Drunk people	1	2	3	9
3. Police patrolling	1	2	3	9
4. Prostitutes	1	2	3	9
5. Street fights	1	2	3	9
6. Acts of vandalism	1	2	3	9

**Q.3.2** Please express to what extent you agree with the following statements (strongly disagree, disagree, undecided, agree, strongly agree). The area around the premises of your business entity is...*(Please mark each row)*

	1. Strongly disagree	2. Disagree	3. Undecided	4. Agree	5. Strongly agree	9. DK/NA
1. An area with deteriorated/degraded infrastructure	1	2	3	4	5	9
2. An area that is poorly lit	1	2	3	4	5	9
3. An area with many abandoned buildings	1	2	3	4	5	9
4. An area of high crime risk	1	2	3	4	5	9

**Q.3.3** In comparison to the previous 12 months (since September 2011), do you think that the crime risk for your business entity has increased, decreased or remained stable? *INT: READ OUT: only one answer.*

- 1. Increased
- 2. Decreased
- 3. Remained stable
- 9. (DO NOT READ OUT) DK/NA

**Q.3.4 In your opinion to what extent does each of the issues listed below represent an obstacle for doing good business in your country? INT: READ OUT: please mark each row.**

Obstacles	1. Very strong obstacle	2. Moderate obstacle	3. No obstacle	9. (DO NOT READ OUT) DK/NA
1. High taxes	1	2	3	9
2. Complicated tax laws	1	2	3	9
3. Labour regulations	1	2	3	9
4. Health and safety regulations	1	2	3	9
5. Currency fluctuation	1	2	3	9
6. Trade barriers	1	2	3	9
7. Crime (Property crime or violent crime)	1	2	3	9
8. Corruption	1	2	3	9
9. Political instability	1	2	3	9
10. Limited access to financing	1	2	3	9
11. Frequent changes in laws and regulations	1	2	3	9

**Q.3.5 During the last 12 months (since September 2011), have you decided not to make a major investment because of fear of crime?**

- 1. Yes
- 2. No
- 9. (DO NOT READ OUT) DK/NA

**Q.3.6 Are you satisfied with the work done by the police to control and prevent crime in the area or areas where your business entity is located? INT: READ OUT: only one answer.**

- 1. Yes, always satisfied (go to Q.4.1)
- 2. Somehow, but not always satisfied (go to Q.3.7)
- 3. No, never satisfied (go to Q.3.7)
- 9. (DO NOT READ OUT) DK/NA (go to Q.4.1)

**Q.3.7 Why you are not satisfied with the work of the police? <<up to three choices allowed>>**

- 1. Police not enough present in the area
- 2. Police involved in corruption
- 3. Police does not react in time
- 4. Police does not catch offenders
- 5. Police not interested in crimes reported by businesses
- 6. Other
- 9. (DO NOT READ OUT) DK/NA

## SECTION 4: BRIBERY AND CORRUPTION

<<INTERVIEWER>> **READ OUT:** *In this section I am going to ask some questions about situations that could involve you or any representative of your entity while dealing with civil servants or public officials.*

### SECTION 4.1: PERCEPTION OF BRIBERY AND CORRUPTION IN THE PUBLIC SECTOR

**Q.4.1.1** Nowadays, IN THE BUSINESS SECTOR WHERE YOUR ENTITY IS OPERATING, businesses like yours might be pushed to give some gift, a counterfavour or some extra-money to PUBLIC OFFICIALS or CIVIL SERVANTS to get things done. For the following public officials or civil servants, do you think this is very frequent, fairly frequent, not very frequent but not unusual or never happens? (one choice per row)

Civil servants/public officials	1. Very frequent	2. Fairly frequent	3. Not very frequent but not unusual	4. Never happens	9. DK/NA
1. Police officers	1	2	3	4	9
2. Municipal or provincial officers	1	2	3	4	9
3. Customs officers	1	2	3	4	9
4. Cadastre officers	1	2	3	4	9
5. Tax/revenues officers	1	2	3	4	9
6. Public utilities officers (electricity, telephone, etc.)	1	2	3	4	9
7. Social protection agency/ministry officers (pensions, allowances, etc.)	1	2	3	4	9
8. Inspection officials (health, safety, fire, labour etc)	1	2	3	4	9
9. Municipal or provincial elected representatives (mayor, town councils, etc.)	1	2	3	4	9
10. Judges/Prosecutors	1	2	3	4	9
11. Members of Parliament/Government	1	2	3	4	9
12. Health authorities	1	2	3	4	9
13. Other public official/civil servant	1	2	3	4	9

**Q.4.1.2** During the last 12 months (since September 2011), have you decided not to make a major investment because of fear of having to give some gift, a counterfavour or some extra-money in order to obtain the necessary services/permits?

1. Yes  
 2. No  
 9. (DO NOT READ OUT) DK/NA

**Q.4.1.3 (optional) The behaviours below are widespread in many countries and people may have different views on them: what is your personal opinion about them? Please mark each row)**

	<b>1. Always acceptable</b>	<b>2. Usually acceptable</b>	<b>3. Sometimes acceptable</b>	<b>4. Not acceptable</b>	<b>DK/NA</b>
1. Use of relationships and contacts in public institutions in order to speed up business-related procedures	1	2	3	4	9
2. Use of public resources by public officials/civil servants in order to achieve private interest or benefit	1	2	3	4	9
3. Use of public resources by public officials/ civil servants for the interest of a third party	1	2	3	4	9
4. Performing multiple public functions at the same time	1	2	3	4	9
5. Performing public functions while having an interest in private companies at the same time	1	2	3	4	9

## SECTION 4.2: EXPERIENCES OF BRIBERY AND CORRUPTION IN THE PUBLIC SECTOR

<b>Q.4.2.1</b> In the last 12 months (since September 2011), have you or somebody from your business entity ever had <b>CONTACTS WITH</b> any of the following <b>CIVIL SERVANTS</b> or <b>PUBLIC OFFICIALS</b> , including through an intermediary, for example to use a public service, to ask for information/assistance, to request a document, or while processing an administrative procedure for your business entity? <i>(please mark each row)</i>	<b>Q.4.2.2</b> If YES to Q.4.2.1: Now think about the < <b>TYPE OF PUBLIC OFFICIAL</b> >. In the last 12 months (since September 2011), did you or somebody from your business entity have to give him/her some gift, a counterfavour or some extra-money, including through an intermediary, with the exclusion of the correct amount of official fees?	<b>Q.4.2.3</b> If YES to Q.4.2.2: In the last 12 months (since September 2011), how many times was a gift, a counterfavour or extra-money given?
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Civil servants/public officials	1. Yes	2. No	1. Yes	2. No	Please insert number of occasions
1. Police officers	1	2	1	2	□□□
2. Municipal or provincial officers	1	2	1	2	□□□
3. Customs officers	1	2	1	2	□□□
4. Cadastre officers	1	2	1	2	□□□
5. Tax/revenues officers	1	2	1	2	□□□
6. Public utilities officers (electricity, telephone, etc.)	1	2	1	2	□□□
7. Social protection agency/ministry officers (pensions, allowances, etc.)	1	2	1	2	□□□
8. Inspection officials (health, safety, fire, labour etc)	1	2	1	2	□□□
9. Municipal or provincial elected representatives (mayor, town councils, etc.)	1	2	1	2	□□□
10. Judges/Prosecutors	1	2	1	2	□□□
11. Members of Parliament/Government	1	2	1	2	□□□
12. Health authorities	1	2	1	2	□□□
13. Other public official/civil servant	1	2	1	2	□□□
14. No interaction with public officials/civil servants (INT: DO NOT READ OUT)	1	<i>Go to Q.4.3.1</i>			

<<INTERVIEWER: If at least one answer in Q.4.2.2 is “YES”, continue with Q.4.2.4, otherwise go to Q.4.3.1>>

**Q.4.2.4 LAST TIME that you or somebody from your business entity had to give some gift, a counterfavour or some extra-money to PUBLIC OFFICIALS or CIVIL SERVANTS, to which of these PUBLIC OFFICIALS or CIVIL SERVANTS was this... (select from the list in Q.4.2.1 and enter the number below).**

1. Public official/Civil servant: \_\_\_\_\_

**Q.4.2.5 LAST TIME that you or somebody from your business entity had to give some gift, a counterfavour or some extra-money to a civil servant/public official, can you remember for which of the following specific BUSINESS-RELATED PROCEDURES did he/she request this gift, a counterfavour or extra payment? (only one answer)**

- 1. Issuance of building permits
- 2. Obtaining authorizations from public institutions
- 3. Bidding processes in public procurement procedures
- 4. Getting contracts with public institutions without bidding processes
- 5. Getting utility connections (electricity, gas, water, sewage, etc.)
- 6. Processing tax declarations
- 7. Clearing goods through customs.
- 8. Dealing with labour regulations
- 9. During legal proceedings (trials)
- 10. During health and safety inspections at the business premises
- 11. During environmental inspections at the business premises
- 12. During tax inspections at the business premises
- 13. In another interaction with public authorities
- 999. (DO NOT READ OUT) DK/NA

**Q.4.2.6 LAST TIME, what was the MAIN PURPOSE of giving the gift, counterfavour or extra payment? (only one answer)**

- 1. Speed up the procedure
- 2. Make finalization of procedure possible
- 3. Reduce cost of procedure
- 4. Receive better treatment (e.g. gain an advantage on competitors, reduce taxes, etc.)
- 5. Receive information on the process (where to go, who to approach,...)
- 6. No specific purpose (it is better to keep good relationships)
- 9. (DO NOT READ OUT) DK/NA

**Q.4.2.7 LAST TIME, WHAT was given to them? (Please mark all that apply)**

- 1. Food and drinks
- 2. Valuables (gold, jewellery, phones, etc.)
- 3. Some money (please specify amount: I \_ I \_ I \_ I \_ I \_ I \_ I national currency)
- 4. Other goods
- 5. Personal career advantage for public official
- 6. Offer of a job position for family member/s or friend/s
- 7. Exchange with another service or favour
- 9. (DO NOT READ OUT) DK/NA

**Q.4.2.8 LAST TIME, HOW WAS IT UNDERSTOOD that it was expected? (only one answer)**

- 1. Explicit request from the public official/civil servant
- 2. The public official/civil servant made you understand that a payment was expected
- 3. A third person requested the extra payment
- 4. Nobody asked for it, it was given to facilitate/accelerate the procedure
- 9. (DO NOT READ OUT) DK/NA

**Q.4.2.9 LAST TIME, WHEN exactly was it given? (only one answer)**

- 1. Before the service was delivered
- 2. After the service was delivered
- 3. At the same time when the service was delivered
- 4. Partly before and partly after the service was delivered
- 9. (DO NOT READ OUT) DK/NA

**Q.4.2.10 LAST TIME, was this incident REPORTED by you or somebody from your business entity TO ANY OFFICIAL AUTHORITY/INSTITUTION (e.g. police, prosecutor, anti-corruption agency, etc.)? (only one answer)**

- 1. Yes (go to Q.4.2.11)
- 2. No (go to Q.4.2.14)
- 3. No, but it was reported to another institution (go to 4.2.12)
- 9. (DO NOT READ OUT) DK/NA (go to Q.4.2.15)

**Q.4.2.11 TO WHOM was it reported? (only one answer)**

- 1. Police

- 2. Prosecutor office
- 3. Anti- Corruption Agency
- 4. Anti-corruption hotline
- 5. Same agency/institution of the officer requesting bribe
- 6. Other office
- 9. (DO NOT READ OUT) DK/NA

**Q.4.2.12 TO WHICH other, non-official, institution was it reported?** *(only one answer)*

- 1. Media
- 2. International Organization
- 3. Non-governmental organization (NGO)
- 4. Other institution
- 9. (DO NOT READ OUT) DK/NA

**Q.4.2.13 WHAT HAPPENED after it was reported?** *(only one answer)*

- 1. A formal procedure was started (go to Q.4.2.15)
- 2. The problem was solved informally and we were given back the money/gift (go to Q.4.2.15)
- 3. We were advised not to go ahead with our report (go to Q.4.2.15)
- 4. There was no follow-up to our report (go to Q.4.2.15)
- 5. My company suffered reprisals and/or negative consequences in connection with reporting the incident (go to Q.4.2.15)
- 9. (DO NOT READ OUT) DK/NA (go to Q.4.2.15)

**Q.4.2.14 WHY was it NOT REPORTED?** *(only one answer)*

- 1. It is a common practice to pay or give gifts to public officials, no need to report it
- 2. It is useless, nobody would care about it
- 3. It was not clear to whom it should be reported
- 4. Fear of reprisal
- 5. The company received a benefit from the payment/gift/ counterfavour
- 6. The payment/gift/ counterfavour was made as a sign of gratitude
- 7. Other reason
- 9. (DO NOT READ OUT) DK/NA

**Q.4.2.15 During the last 12 months (since September 2011), was there any occasion where a public official/civil servant, directly or indirectly, asked you or somebody from your business entity for some gift, a counterfavour or some extra-money, but NOTHING WAS GIVEN?** *(only one answer)*

- 1. Yes (go to Q.4.2.16)
- 2. No (go to Q.4.3.1)
- 9. (DO NOT READ OUT) DK/NA (go to Q.4.3.1)

**Q.4.2.16 The LAST TIME you or somebody from your business entity was asked for some gift, a counterfavour or extra-money but NOTHING WAS GIVEN, WHICH CIVIL SERVANT or PUBLIC OFFICIAL was it?**

I\_I\_I report code used in the attached list (see Q.4.2.1)

### SECTION 4.3: EXPERIENCES OF BRIBERY AND CORRUPTION IN THE PRIVATE SECTOR

<<INTERVIEWER>> **READ OUT:** *In this section I am going to ask some questions about situations that could involve you or any representative of your entity while dealing with representatives of other private businesses.*

**Q.4.3.1** In the last 12 months (since September 2011), did it happen that you or somebody from your business entity had to give some gift, a counterfavour or some extra-money to any person who manages or works, in any capacity, for a PRIVATE SECTOR BUSINESS ENTITY, including through an intermediary, to secure a business transaction (*INT: with the exclusion of the normal amount of transaction payments*)?

- 1. Yes (continue with Q.4.3.2)
- 2. No (go to Q.5.1.1)
- 9. (DO NOT READ OUT) DK/NA (go to Q.5.1.1)

**Q.4.3.2** LAST TIME that you or somebody from your business entity had to give some gift, a counterfavour or some extra-money, to any person who manages or works for a PRIVATE SECTOR BUSINESS ENTITY, what was the PURPOSE making this gift, counterfavour or extra payment? (*only one answer*)

- 1. To win a bid for a private sector contract
- 2. To secure better prices for goods or services
- 3. To make an agreement with another private company on participating in a public tender
- 4. To gain an advantage on competitors
- 5. To receiving special information (inside knowledge on procedures, prices, etc.)
- 6. To obtain a loan from a bank
- 7. To get an insurance
- 8. No specific purpose (it is better to keep good relationships)
- 9. (DO NOT READ OUT) DK/NA

**Q.4.3.3** LAST TIME that you or somebody from your business entity had to give some gift, a counterfavour or some extra-money to any person who manages or works for a PRIVATE SECTOR BUSINESS ENTITY, WHAT was given to them? (*Please mark all that apply*)

- 1. Food and drinks
- 2. Valuables (gold, jewellery, phones, etc.)
- 3. Some money (please specify amount: I\_I\_I\_I\_I\_I\_I\_I\_I national currency)
- 4. Other goods
- 5. Offer a job position for a family member/s or friend/s
- 6. Exchange with another service or favour
- 9. (DO NOT READ OUT) DK/NA

**Q.4.3.4 LAST TIME, HOW WAS IT UNDERSTOOD that it was expected?** *(only one answer)*

- 1. Explicit request from the counterpart
- 2. The counterpart made you understand that a payment was expected
- 3. A third person requested the extra payment
- 4. Nobody asked for it, I did it to facilitate/accelerate the procedure
- 9. (DO NOT READ OUT) DK/NA

**Q.4.3.5 LAST TIME, WHEN exactly was it given?** *(only one answer)*

- 1. Before the service was delivered
- 2. After the service was delivered
- 3. At the same time when the service was delivered
- 4. Partly before and partly after the service was delivered
- 9. (DO NOT READ OUT) DK/NA

**Q.4.3.6 LAST TIME, was this incident REPORTED by you or somebody from your business entity TO ANY OFFICIAL AUTHORITY/INSTITUTION (e.g. police, prosecutor, anti-corruption agency, etc.)?** *(only one answer)*

- 1. Yes (go to Q.4.3.7)
- 2. No (go to Q.4.3.10)
- 3. No, but it was reported to another institution (go to 4.3.8)
- 9. (DO NOT READ OUT) DK/NA (go to Q.5.1.1)

**Q.4.3.7 TO WHOM was it reported?** *(only one answer)*

- 1. Police
- 2. Prosecutor office
- 3. Anti- Corruption Agency
- 4. Anti-corruption hotline
- 5. To a superior of the person requesting the bribe
- 6. Other office
- 9. (DO NOT READ OUT) DK/NA

**Q.4.3.8 TO WHICH other, non-official, institution was it reported?** *(only one answer)*

- 1. Media
- 2. International Organization
- 3. Non-governmental organization (NGO)
- 4. Other institution
- 9. (DO NOT READ OUT) DK/NA

**Q.4.3.9 WHAT HAPPENED after it was reported?** *(only one answer)*

- 1. A formal procedure was started (go to Q.5.1.1)
- 2. The problem was solved informally and we were given back the money/gift (go to Q.5.1.1)
- 3. We were advised not to go ahead with our report (go to Q.5.1.1)
- 4. There was no follow-up to our report (go to Q.5.1.1)

- 5. My company suffered reprisals and/or negative consequences in connection with reporting the incident (go to Q.5.1.1)
- 9. (DO NOT READ OUT) DK/NA (go to Q.5.1.1)

**Q.4.3.10 WHY was it NOT REPORTED?** *(only one answer)*

- 1. It is a common practice to pay or give gifts, no need to report it
- 2. It is useless, nobody would care about it
- 3. It was not clear to whom it should be reported
- 4. Fear of reprisal
- 5. The company received a benefit from the payment/gift/ counterfavour
- 6. The payment/gift/ counterfavour was made as a sign of gratitude
- 7. Other reason
- 9. (DO NOT READ OUT) DK/NA

## SECTION 5: EXPERIENCES OF CRIME

**<<INTERVIEWER>> READ OUT:** *You will now be asked about incidents that your business entity and the employees working in it may have experienced during the past three years, in other words, since September 2009.*

### **5.1: <<BURGLARY >>**

**Q.5.1.1 Over the past 3 years (since September 2009), has anyone broken and entered into any of the premises of your business entity in order to steal something without coming into contact with anyone in the premises (owners, employees or customers)?**

- 1. Yes (go to Q.5.1.2)
- 2. No (go to Q.5.2.1)
- 9. (DO NOT READ OUT) DK/NA (go to Q.5.2.1)

**Q.5.1.2 When did this last happen? Was this ...**

- 1. During the last 12 months (since September 2011) (go to Q.5.1.3)
- 2. Before then (go to Q.5.1.4)
- 9. (DO NOT READ OUT) DK/NA (go to Q.5.1.4)

**Q.5.1.3 During the last 12 months (since September 2011), how many times did this happen?**

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999 - [DK/NA]

**Q.5.1.4 The last time that this happened, was anything actually stolen?**

- 1. Yes (go to Q.5.1.5)
- 2. No (go to Q.5.1.7)
- 9. (DO NOT READ OUT) DK/NA (go to Q.5.1.7)

**Q.5.1.5 The last time that this happened, WHAT has been stolen during the incident?**

<<multiple answers allowed>>

- 1. Money belonging to the entity
- 2. Money or personal belongings of employees
- 3. Machinery or equipment (with the exception of vehicles)
- 4. Goods produced by the entity
- 5. Other goods (not produced by the entity)
- 6. Other
- 9. (DO NOT READ OUT) DK/NA

**Q.5.1.6 The last time that this happened, approximately at how much would you estimate the total value of goods stolen at the time of the incident? Please express the value of goods at the time of the incident in [national currency]**

---

999 - [DK/NA]

**Q.5.1.7 The last time that this happened did you or anyone else in your business entity report the incident to the police?**

- 1. Yes (go to Q. 5.1.8)
- 2. No (go to Q. 5.1.11)
- 9. (DO NOT READ OUT) DK/NA (go to Q. 5.2.1)

**Q.5.1.8 Why did you report the crime/s to the police? <<up to three choices allowed>>**

- 1. To recover property
- 2. For insurance reasons
- 3. Crimes should be reported
- 4. Wanted offender to be caught
- 5. To stop it happening again
- 6. Other reason
- 9. (DO NOT READ OUT) DK/NA

**Q.5.1.9 Were you satisfied with the way the police dealt with your report(s)?**

- 1. Yes (go to Q.5.2.1)
- 2. Somehow, but not completely satisfied (go to Q.5.1.10)
- 3. No, not satisfied (go to Q.5.1.10)
- 9. (DO NOT READ OUT) DK/NA (go to Q.5.2.1)

**Q.5.1.10 For what reason were you dissatisfied? <<up to three choices allowed>>**

- 1. Police didn't do enough/were not interested (go to 5.2.1)
- 2. Police didn't find the offender/ didn't recover property (goods) (go to 5.2.1)
- 3. Police didn't treat us correctly (go to 5.2.1)
- 4. Insufficient protection from further victimization (go to 5.2.1)
- 5. Other reason (go to 5.2.1)
- 9. (DO NOT READ OUT) DK/NA (go to 5.2.1)

**Q.5.1.11 What was the reason for not reporting the incident to the police? << up to three choices allowed >>**

- 1. Not worth reporting, not serious enough/ not significant amount of damage
- 2. Police wouldn't have been interested
- 3. Police could do nothing/lack of proof
- 4. Fear of reprisals
- 5. No insurance
- 6. Other reason
- 9. (DO NOT READ OUT) DK/NA

**5.2: <<VANDALISM >>**

**Q.5.2.1 Over the past 3 years (since September 2009), has any part of any buildings belonging to your entity, or to equipment, vehicles or stock belonging to your entity at its premises, been deliberately damaged? INCLUDE, for example, damage through force, arson or graffiti. DO NOT INCLUDE any damage as a consequence of other types of crime (e.g. breaking into the premises)?**

- 1. Yes (go to Q.5.2.2)
- 2. No (go to Q.5.3.1)
- 9. (DO NOT READ OUT) DK/NA (go to Q.5.3.1)

**Q.5.2.2 When did this last happen? Was this ...**

- 1. During the last 12 months (since September 2011) (go to Q.5.2.3)
- 2. Before then (go to Q.5.2.4)
- 9. (DO NOT READ OUT) DK/NA (go to question Q.5.2.4)

**Q.5.2.3 During the last 12 months (since September 2011), how many times did this happen?**

---

999 - [DK/NA]

**Q.5.2.4 The last time that this happened, what was the object of this incident? <<multiple answers allowed>>**

- 1. Buildings belonging to the business entity
- 2. Machinery and equipment
- 3. Vehicles belonging to the business entity or rented by the business entity
- 4. Other
- 9. (DO NOT READ OUT) DK/NA

**Q.5.2.4a The last time this happened, what methods were used in committing the offence? <<multiple answers allowed>>**

- 1. Use of force for breaking or damaging
- 2. Use of fire (arson)
- 3. Through soiling, besmirching, painting, graffiti or other

- 4. Other
- 9. (DO NOT READ OUT) DK/NA

**Q.5.2.5** The last time that this happened, approximately at how much would you estimate the total value of the damage as a consequence of these incidents? *Please express the value in [national currency]*

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999 - [DK/NA]

**Q.5.2.6** The last time that this happened, did you or anyone else in your business entity report the incident to the police?

- 1. Yes (go to Q.5.2.7)
- 2. No (go to Q.5.2.10)
- 9. (DO NOT READ OUT) DK/NA (go to Q.5.3.1)

**Q.5.2.7** Why did you report the crime/s to the police ? <<up to three choices allowed>>

- 1. For insurance reasons
- 2. Crimes should be reported
- 3. Wanted offender to be caught
- 4. To stop it happening again
- 5. Other reason
- 9. (DO NOT READ OUT) DK/NA

**Q.5.2.8** Were you satisfied with the way the police dealt with your report(s)?

- 1. Yes (go to Q.5.3.1)
- 2. Somehow, but not completely satisfied (go to Q.5.2.9)
- 3. No, not satisfied (go to Q.5.2.9)
- 9. (DO NOT READ OUT) DK/NA (go to 5.3.1)

**Q.5.2.9** For what reason were you dissatisfied? <<up to three choices allowed>>

- 1. Police didn't do enough/were not interested (go to 5.3.1)
- 2. Police didn't find the offender/ didn't recover property (goods) (go to 5.3.1)
- 3. Police didn't treat us correctly (go to 5.3.1)
- 4. Insufficient protection from further victimization (go to 5.3.1)
- 5. Other reason (go to 5.3.1)
- 9. (DO NOT READ OUT) DK/NA (go to 5.3.1)

**Q.5.2.10** What was the reason for not reporting the incident to the police? << up to three choices allowed >>

- 1. Not worth reporting, not serious enough/ not significant amount of damage
- 2. Police wouldn't have been interested
- 3. Police could do nothing/lack of proof
- 4. Fear of reprisals
- 5. No insurance

- 6. Other reason
- 9. (DO NOT READ OUT) DK/NA

**5.3: <<THEFT OF VEHICLES >>**

**Q.5.3.1 Over the past 3 years (since September 2009), on average, how many motor vehicles (cars/vans/trucks/buses, or other motor vehicles) has this business entity owned, leased or otherwise operated for business use? INT: [for none write 0 and go to Q.5.4.1]**

Number of cars/vans/trucks: \_\_\_\_\_

**Q.5.3.2 Over the past 3 years (since September 2009), have any motor vehicles (cars/vans/trucks/buses, or other motor vehicle) owned or leased by your entity, been stolen, when nobody was in the vehicle?**

- 1. Yes (go to Q. 5.3.3)
- 2. No (go to Q. 5.4.1)
- 9. (DO NOT READ OUT) DK/NA (go to Q.5.4.1)

**Q.5.3.3 When did this last happen? Was this**

- 1. During the last 12 months (since September 2011) (go to Q. 5.3.4)
- 2. Before then (go to Q.5.3.5)
- 9. (DO NOT READ OUT) DK/NA (go to Q.5.3.5)

**Q.5.3.4 During the last 12 months (since September 2011), how many times did this happen?**

\_\_\_\_\_  
999 - [DK/NA]

**Q.5.3.5 The last time that this happened, where did it happen?**

- 1. Within any of the premises of your business entity
- 2. Outside the business premises of your business entity but within the municipality where the business premises are located
- 3. Elsewhere in the country
- 4. Abroad
- 9. (DO NOT READ OUT) DK/NA

**Q.5.3.6 The last time that this happened, was the vehicle eventually recovered?**

- 1. Yes
- 2. No
- 9. (DO NOT READ OUT) DK/NA

**Q.5.3.7 Was the vehicle equipped with any of the following? <<multiple answers allowed>>**

- 1. GPS tracking device
- 2. Immobilizer
- 3. Burglar alarm
- 4. Other vehicle security device
- 5. No vehicle security device
- 9. (DO NOT READ OUT) DK/NA

**Q.5.3.8** The last time that this happened, approximately at how much would you estimate the total value of the damage as a consequence of this incident? *Please express the value in [national currency]*

---

999 - [DK/NA]

**Q.5.3.9** The last time did you or anyone else in your business entity report the incident to the police?

- 1. Yes (go to Q.5.3.10)
- 2. No (go to Q.5.3.13)
- 9. (DO NOT READ OUT) DK/NA (go to Q.5.4.1)

**Q.5.3.10** Why did you report the crime/s to the police? <<up to three choices allowed>>

- 1. To recover property
- 2. For insurance reasons
- 3. Crimes should be reported
- 4. Wanted offender to be caught
- 5. To stop it happening again
- 6. Other reason
- 9. (DO NOT READ OUT) DK/NA

**Q.5.3.11** Were you satisfied with the way the police dealt with your report(s)?

- 1. Yes (go to Q.5.4.1)
- 2. Somehow, but not completely satisfied (go to Q.5.3.12)
- 3. No, not satisfied (go to Q.5.3.12)
- 9. (DO NOT READ OUT) DK/NA (go to Q.5.4.1)

**Q.5.3.12** For what reason were you dissatisfied? <<up to three choices allowed>>

- 1. Police didn't do enough/were not interested (go to Q.5.4.1)
- 2. Police didn't find the offender/ didn't recover property (goods) (go to Q.5.4.1)
- 3. Police didn't treat us correctly (go to Q.5.4.1)
- 4. Insufficient protection from further victimization (go to Q.5.4.1)
- 5. Other reason (go to Q.5.4.1)
- 9. (DO NOT READ OUT) DK/NA (go to Q.5.4.1)

**Q.5.3.13** What was the reason for not reporting the incident to the police? << up to three choices allowed >>

- 1. Not worth reporting, not serious enough/ not significant amount of damage
- 2. Police wouldn't have been interested
- 3. Police could do nothing/lack of proof
- 4. Fear of reprisals
- 5. No insurance
- 6. Other reason
- 9. (DO NOT READ OUT) DK/NA

#### **5.4: <<FRAUD BY OUTSIDERS>**

**Q.5.4.1** Over the past 3 years (since September 2009), has any outsider, such as a customer, distributor or supplier, defrauded the business entity obtaining a financial advantage or causing a loss by implicit or explicit deception (e.g. customers deceive about their willingness to pay the agreed price; distributors and suppliers deceive about the quality or the quantity of goods /services delivered)? (INCLUDE fraud using electronic communication network or information system).

- 1. Yes (go to Q.5.4.2)
- 2. No (go to Q.5.5.1)
- 9. (DO NOT READ OUT) DK/NA (go to Q.5.5.1)

**Q.5.4.2** When did this last happen? Was this:

- 1. During the last 12 months (since September 2011) (go to Q.5.4.3)
- 2. Before then (go to Q.5.4.4)
- 9. (DO NOT READ OUT) DK/NA (go to Q.5.4.4)

**Q.5.4.3** During the last 12 months (since September 2011), how many times did this happen?

---

999 - [DK/NA]

**Q.5.4.4** The last time this happened, what methods were used in committing the offence?

<<multiple answers allowed>>

- 1. Price of the good/service was not paid in full
- 2. Deception about the quality of goods/services
- 3. Credit card fraud
- 4. Fraud through emails or other written communications
- 5. Internet fraud
- 6. Other
- 9. (DO NOT READ OUT) DK/NA

**Q.5.4.5** The last time this has happened, approximately at how much would you estimate the costs as a consequence of this incident? *Please express the value in [national currency]*

---

999 - [DK/NA]

**Q.5.4.6** The last time did you or anyone else in your business entity report the incident to the police?

- 1. Yes (go to Q.5.4.7)
- 2. No (go to Q.5.4.10)
- 9. (DO NOT READ OUT) DK/NA (go to Q.5.5.1)

**Q.5.4.7 Why did you report the crime/s to the police? <<up to three choices allowed>>**

- 1. To recover money lost
- 2. For insurance reasons
- 3. Crimes should be reported
- 4. Wanted offender to be caught
- 5. To stop it happening again
- 6. Other reason
- 9. (DO NOT READ OUT) DK/NA

**Q.5.4.8 Were you satisfied with the way the police dealt with your report(s)?**

- 1. Yes (go to Q.5.5.1)
- 2. Somehow, but not completely satisfied (go to Q.5.4.9)
- 3. No, not satisfied (go to Q.5.4.9)
- 9. (DO NOT READ OUT) DK/NA (go to Q.5.5.1)

**Q.5.4.9 For what reason were you dissatisfied? <<up to three choices allowed>>**

- 1. Police didn't do enough/were not interested (go to Q.5.5.1)
- 2. Police didn't find the offender/ didn't recover property (goods) (go to Q.5.5.1)
- 3. Police didn't treat us correctly (go to Q.5.5.1)
- 4. Insufficient protection from further victimization (go to Q.5.5.1)
- 5. Other reason (go to Q.5.5.1)
- 9. (DO NOT READ OUT) DK/NA (go to Q.5.5.1)

**Q.5.4.10 What was the reason for not reporting such an incident to the police? << up to three choices allowed >>**

- 1. Not worth reporting, not serious enough/ not significant amount of damage
- 2. Police wouldn't have been interested
- 3. Police could do nothing/lack of proof
- 4. Not the responsibility of the police
- 5. Fear of reprisals
- 6. No insurance
- 7. Other reason
- 9. (DO NOT READ OUT) DK/NA

**5.5: <<EXTORTION>>**

**Q.5.5.1 Over the past 3 years (since September 2009), has anyone tried to obtain money or any other benefits from the business entity by threatening and/or intimidating managers and/or employees working for your business entity, including threats to damage property or to damage/contaminate products or by offering informal 'protection' against such damages?**

- 1. Yes (go to Q.5.5.2)
- 2. No (go to Q.6.1)
- 9. (DO NOT READ OUT) DK/NA (go to Q.6.1)

**Q.5.5.2 When did this last happen? Was this:**

- 1. During the last 12 months (since September 2011)
- 2. Before then
- 9. (DO NOT READ OUT) DK/NA

**Q.5.5.3 What methods were used in committing the offences? <<multiple answers allowed>>**

- 1. Walk-in into the premises
- 2. Face-to-face contact in some other location
- 3. Other signs such as the presence of strangers
- 4. Telephone calls
- 5. Emails or other written communications
- 6. Other
- 9. (DO NOT READ OUT) DK/NA

**Q.5.5.4 Did the offender have a knife, a gun or something used as a weapon? <<multiple answers allowed>>**

- 1. Yes, a knife
- 2. Yes, a gun
- 3. Yes, something used as a weapon (stick, broken bottle, etc.)
- 4. No, no weapon was used
- 9. (DO NOT READ OUT) DK/NA

**Q.5.5.5 What exactly was the threat? <<multiple answers allowed>>**

- 1. Specific damage to business or property
- 2. Threat of harming clients
- 3. Threat of harming you/employees/relatives
- 4. Threat of kidnapping you/employees/relatives
- 5. Threat of contaminating products of your entity
- 6. Unspecified negative consequences
- 7. Promise of protection against crime emanating from other criminals/crime groups
- 9. (DO NOT READ OUT) DK/NA

**Q.5.5.6 During the last 12 months (since September 2011), did you or anyone else from your business entity give money or any other benefits to avoid negative consequences related to the threat?**

- 1. Yes (go to Q.5.5.7)
- 2. No (go to Q.5.5.8)
- 9. (DO NOT READ OUT) DK/NA (go to Q.5.5.8)

**Q.5.5.7 During the last 12 months (since September 2011) how much did you or anyone else from your business entity, give in total? Please express the amount or the value of the benefits given in [national currency].**

**Q.5.5.8 Do you know or believe that the incidents you experienced have been committed by someone acting individually, rival businesses, or by members of organized crime groups?**

*INT: READ OUT: only one answer*

- 1. Someone acting individually (go to Q.5.5.10)
- 2. Rival/competing businesses (go to Q.5.5.10)
- 3. Members of organized crime groups (go to Q.5.5.9)
- 4. Other (go to Q.5.5.10)
- 9. (DO NOT READ OUT) DK/NA (go to Q.5.5.10)

**Q.5.5.9 If you think it was a member of an organized crime group, which one of the following?**

- 1. Local organized crime groups
- 2. Domestic organized crime groups
- 3. International organized crime groups
- 4. Other
- 9. (DO NOT READ OUT) DK/NA

**Q.5.5.10 Did you or anyone else from your business entity ever report the incident to the police?**

- 1. Yes (go to Q.5.5.11)
- 2. No (go to Q.5.5.14)
- 9. (DO NOT READ OUT) DK/NA (go to Q.6.1)

**Q.5.5.11 Why did you report the crime/s to the police? <<up to three choices allowed>>**

- 1. To avoid paying money or giving an advantage to those making threats
- 2. To stop the threats from being realized
- 3. Crimes should be reported
- 4. Wanted offender to be caught
- 5. To stop it happening again
- 6. Other reason
- 9. (DO NOT READ OUT) DK/NA

**Q.5.5.12 Were you satisfied with the way the police dealt with your report(s)?**

- 1. Yes (go to Q.6.1)
- 2. Somehow, but not completely satisfied (go to Q.5.5.13)
- 3. No, not satisfied (go to Q.5.5.13)
- 9. (DO NOT READ OUT) DK/NA (go to Q.6.1)

**Q.5.5.13 For what reason were you dissatisfied? <<up to three choices allowed>>**

- 1. Police didn't do enough/were not interested (go to Q.6.1)
- 2. Police didn't find the offender/ didn't recover property (goods) (go to Q.6.1)
- 3. Police didn't treat us correctly (go to Q.6.1)

- 4. Insufficient protection from further victimization (go to Q.6.1)
- 5. Other reason (go to Q.6.1)
- 9. (DO NOT READ OUT) DK/NA (go to Q.6.1)

**Q.5.5.14 What was the reason for not reporting such an incident to the police? << up to three choices allowed >>**

- 1. Not worth reporting, not serious enough/ not significant amount of damage
- 2. Police wouldn't have been interested
- 3. Police could do nothing/lack of proof
- 4. Offenders warned of negative consequences should it be reported
- 5. Fear of reprisals
- 6. Other reason
- 9. (DO NOT READ OUT) DK/NA

**SECTION 6: CRIME PREVENTION MEASURES AND COSTS**

**Q.6.1 What kind of insurance against crime events does your business entity have among the following?**

- 1. Specific insurance against crime events (go to Q.6.2)
- 2. General insurance including against crime events (go to Q.6.2)
- 3. No insurance against crime events (go to Q.6.3)
- 9. (DO NOT READ OUT) DK/NA (go to Q.6.3)

**Q.6.2 What has been the average amount of insurance premiums against CRIME EVENTS paid by your business entity in the last three years?**

[NATIONAL CURRENCY]

\_\_\_\_\_ 999 - [DK/NA]

**Q.6.3 Is your business entity currently equipped with any of the following security measures intended to prevent crime events?**

	1 - Yes	2 - No	9 – DK/NA
1. System of entry controls (e.g. electronic cards)	1	2	9
2. Presence of security guards	1	2	9
3. Barriers or fences	1	2	9
4. Special door protections (e.g. special locks or bars)	1	2	9
5. Special window protections	1	2	9
6. Security patrols by guards during business-hours	1	2	9
7. Security patrols by guards during non-business-hours	1	2	9
8. Alarm system	1	2	9
9. Cameras	1	2	9
10. j) Others	1	2	9

**Q.6.4 (optional) Doing business may sometimes be complicated by administrative procedures. Are the following measures in place in [NAME of COUNTRY]? (Please mark each row)**

	1. Yes	2. No	9. DK/NA
1. It is normally easy to obtain clear information about the correct amount of official fees for administrative procedures.	1	2	9
2. In case administrative procedures are unduly delayed, it is normally useful to complain at the next hierarchical level of the public institution in question.	1	2	9
3. In case you feel that you are not treated fairly by the public administration, it is normally useful to complain through the ombudsman or through another public agency.	1	2	9

**Q.6.5 (optional) What measures has your business entity taken to prevent inappropriate and corruptive behaviour of its employees? (Please mark each row)**

	1. Yes	2. No	9. DK/NA
1. Adopted a code of ethics for preventing bribery and corruption on the part of employees and managers.	1	2	9
2. Adopted specific policies and guidelines on dealing with bribery and corruption of other companies and/or the public sector.	1	2	9
3. Special information meetings or workshops were organized to inform employees of anti-corruption guidelines and policies of the entity.	1	2	9
4. Information on anti-corruption and integrity in the workplace has been disseminated by email and other means.	1	2	9
5. Other	1	2	9

**Q.6.6 (optional) To what extent do you think the following phenomena cause corruption? (Please mark each row)**

	1. It is not cause of corruption at all	2. It can sometimes be cause	3. It is a very common cause	9. DK/NA
1. Great powers of public officials/civil servants to make decisions in a manner that is most convenient for them.	1	2	3	9
2. Lack of transparency in the work of institutions.	1	2	3	9
3. Absence of mechanisms to evaluate work of public officials/civil servants and to hold them accountable for mistakes.	1	2	3	9
4. Low wages of public officers.	1	2	3	9
5. Lack of personal integrity of public	1	2	3	9

officials/civil servants (“immorality”).				
6. Lack of personal integrity within private businesses (“immorality”).	1	2	3	9
7. Inappropriate influence of politicians on professional decisions made in public institutions.	1	2	3	9
8. The influence of powerful individuals on the formulation of public policy.	1	2	3	9

**Q.6.7 (optional) Which of the phenomena mentioned above is the most important cause of corruption in the public sector? << Enter number below>>**

9 - [DK/NA]

**Q.6.8 (optional) Do you agree with the following statements? (Please mark each row)**

	1. Strongly disagree	2. Disagree	3. Undecided	4. Agree	5. Strongly agree	9. DK /NA
1. Corruption can be tolerated if its final effects are the development of the private sector (e.g. increase in the number of registered companies in a municipality)	1	2	3	4	5	9
2. Corruption can be tolerated if its final effects are positive economic growth (e.g. employment growth, higher wages and living standards)	1	2	3	4	5	9
3. Corruption can be tolerated only if no one is negatively affected by it (e.g. when the obtaining of a license without the required procedures has no economic effect)	1	2	3	4	5	9

**Thank you very much for your cooperation in this survey. We realize that we have been asking you some difficult questions. I would like to reassure you that responses to the questionnaire are anonymous and results of the survey will be published in an aggregate way. If you like, I can give you again a telephone number of a person in <NAME OF THE AGENCY>, if you want to check about this interview and the further use of its results.**

## SECTION 7: INTERVIEW EVALUATION

*(to be completed by the Interviewer)*

**Q.7.1 Internal NSO respondent identification number:** I \_ I \_ I \_ I \_ I

**Q.7.1a Interviewer code:** I \_ I \_ I \_ I \_ I

**Q.7.2 Date of interview:** I \_ I \_ I / I \_ I \_ I / I \_ I \_ I

**Q.7.3 Total number of visits paid to the business entity:** I \_ I

**Q.7.4 Duration of survey introduction and explanation in minutes:** I \_ I \_ I \_ I

**Q.7.5 Length of actual interview in minutes:** I \_ I \_ I \_ I

**Q.7.6 Total time spent with interviewee in minutes** I \_ I \_ I \_ I

**Q.7.7 Was it difficult to convince the respondent to take part in the interview:**

- 1. Yes
- 2. No

**Q.7.8 How do you rate the collaboration of the respondent throughout the interview:**

- 1. Good
- 2. Not good nor bad
- 3. Bad

**Q.7.9 In addition to you and the respondent, was anybody else present during the interview (even partially):**

- 1. Yes
- 2. No

## SECTION 8: INTERVIEW CHECK

*(To be completed by the Supervisor)*

**Q.8.1 Interview Subject to Back-check/Control**

- 1. Yes (go to Q8.2)
- 2. No (END)

**Q.8.2 Supervisor identification number:** I \_ I \_ I \_ I \_ I

**Q.8.3 Method of Back-check/Control**

- 1. Direct supervision during interview
- 2. Back-check in person by supervisor
- 3. Back-check by telephone by supervisor

**Q.8.4 As a result of the back-check, did you collect any different answer from the respondent?**

- 1. Yes (go to Q8.5)
- 2. No (go to Q8.6)

**Q.8.5 Specify the questions you collected a different information on:**

I\_I\_I, I\_I\_I

**Q.8.6 Do you have any further comment on the result of the back-check?**

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**END**