



# Perceptions of Corruption in Georgia General Public Survey

Survey Results  
July, 2009

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This survey was prepared within the framework of the GEPAC Project funded by the Ministry for Development Cooperation of the Netherlands and implemented by the Council of Europe



This Survey was prepared within the framework of the project “Support to the Anti-Corruption Strategy of Georgia” (GEPAC) funded by the Ministry for Development Cooperation of the Netherlands and implemented by the Council of Europe (CoE).

The contents of this publication are the sole the responsibility of the authors and can in no way be taken to reflect the official opinion of the Council of Europe, GORBI International, nor the donor who funded this research project.

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## **INTRODUCTION**

This report presents the results of one of two surveys conducted as part of the Council of Europe project “Support to the anti-corruption strategy of Georgia” (GEPAC), which aims at strengthening national capacities in support of the implementation of Georgia’s Anti-corruption Strategy and Action Plan, in compliance with European and international standards. GORBI (Georgian Opinion Research Business International-Gallup International) and was commissioned to complete two nationwide representative sample opinion polls amongst the general public and government officials.

The purpose of this national report, based on general public survey data, is to present general views and perspectives on corruption and its impact on the quality of public services in Georgia. The research and subsequent analysis is framed with a particular focus on analysing the current degree of integrity in describing the quality of various public service providers; and, to assess the existing corruption reporting system, prevailing attitudes and the role of the Georgian legal system. Aspects of the quality of educational and public health delivery system, their services, cost, and accessibility are also considered. Public services addressed include electricity, water and gas supply utilities. The survey did not seek to cover all aspects of corruption in all sectors of public life, hence conclusions can be drawn only in terms of various institutions, governance processes, and services explicitly addressed by the survey instrument, as provided as Annex 1. It is intended to serve as a baseline for future comparisons of trends over time on the select number of issues covered herewith.

The top three most frequently visited public institutions by respondents are health care facilities, educational institutions and the office of the civil registry. Very few respondents, if any, were asked to pay anything outside of official fees to these institutions.

## **RESEARCH METHODOLOGY**

The sampling universe includes the adult population of Georgia residing in both rural and urban areas, excluding the breakaway regions of Abkhazia and South Ossetia, as well as military bases and correctional institutes.

The sample design was a five-stage random cluster sampling. The sampling frame design is based on information taken from the official governmental 2002 census.

The actual fieldwork was conducted from 4th to 20th June 2009. A total of one thousand adult respondents were interviewed in June 2009 by forty of GORBI’s most experienced field interviewers who have conducted similar surveys.

The survey instrument was provided by GEPAC project and translated into the Georgian and Russian languages by GORBI Gallup’s International team.

Prior to the fieldwork, a pilot survey was conducted and findings were incorporated into the final survey questionnaires. Data was processed and analysed at GORBI’s headquarters located in Tbilisi, Georgia.

## MAIN FINDINGS

Despite the various reforms which have been introduced in Georgia in recent years, especially since 2003, over half of Georgians continue to perceive that corruption is still a major problem. Nevertheless, in terms of priorities, respondents in this survey identified the top three most pressing problems facing Georgia today to be: 1) high level of unemployment, 2) high cost of health care, and 3) the high cost of living. This reflects results from early national polls conducted by GORBI, and these recent studies demonstrate little departure from historic concerns expressed over the last 10 years<sup>1</sup>.

In light of unresolved social and economic challenges that are still primary concern of average Georgians, the high rate of employment and continued difficulties in finding a job is also considered to be a major unresolved issue. In relative terms, just over half of the respondents consider the standard of living in their homes as only “fair”, which is discouraging considering the frequent and repeated claims of Georgia having made great progress on the road to economic prosperity.

Paying bribes to government employees to receive better services and treatment is now considered to be a rare occurrence in Georgia. Moreover, it is a widely held belief that informal payments will not bring about the expected results. Most citizens believe that the greatest barrier to developing society lies with the judiciary and court system as ineffective state institutions.

The number of those respondents who thought that the corruption in Georgia is a serious problem, nearly one in two (48%) is slightly higher compared to those who consider corruption as not a serious problem (43%). However, they did not consider it as a pressing problem in their immediate lives since other problems are ranked significantly higher with corruption being perceived more as a background issue rather than something that they actually face on a daily basis, as described in Table 3. However, collectively, when generally considered, more than half of respondents continue to perceive that corruption is still either a “major” or a “very major” problem.

Three out of every five people (60%) surveyed believe that corruption in Georgia has either been “reduced or significantly reduced” in comparison to the situation that existed 10 years ago, with only a very small percentage (2.7%) who say that they had observed a corrupt act by a public official in the past three years.

Nearly seven in ten (69.7%) respondents “disagree or completely disagree” with the statement that “Corruption is a natural occurrence and is part of our daily lives. Moreover, the confidence level in terms of the integrity of state institutions is on the increase, with the Georgian Church, Office of Public Defender, Patrol Police and the Ministry of Energy assessed as being the most honest institutions.

A third of ordinary Georgians believe that Georgian lacks the political will or fortitude to combat corruption, although a slightly higher number of respondents believe that it is doing all that is possible.

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<sup>1</sup> Corruption Survey in Georgia Second Wave, June 2002, [www.gorbi.com](http://www.gorbi.com)

Opinion is equally split over whether or not the Georgian government's anti-corruption strategies are effective, with twenty eight percent of citizens consider that either politicians or bureaucrats, are the two major groups that continue to perpetuate corruption in Georgia (28.1% and 27.5% respectively).

The general public is divided into two almost equal segments, those who would go to another official (to avoid paying an unofficial fee) if they think that government agent is acting against rules and who will not, 21.3% and 24.6% respectively.

Almost fifteen percent (14.8%) of adult Georgians claim that they know the process to follow in reporting a corrupt act by a public official, and the remaining 85.2% of respondents do not know the process of reporting a corrupt act. Not knowing the process may also be attributed to the fact that the vast majority of respondents have not personally encountered the need to pay a bribe in resolving some issue or in obtaining various services.

Approximately half of respondents said that the typical household "never" or "seldom" reverts to unofficial payments or making gifts in obtaining various public services, such as licences or speeding up legal proceedings and assuring favourable court decisions.

Less than one in ten now thought that these services are obtained by illegal payment in most instances, and an equally small percentage considered that a system of illegal payment is always necessary in order to obtain public services. A significant range of respondent groups hesitated to assess certain aspects of the judicial system, which they claimed to be indifferent. Respondents in many instances simply did not answer the question. However, approximately 40% of respondents believe that the judicial system does not merit their trust whatsoever, and the system continues to operate in a rather unfair and biased manner (see Table 9).

While very few of the respondents had any direct experience with the legal system, the absolute majority (98%) cannot name anyone in their household who had initiated a lawsuit against another party in the last three years. Moreover, a significant majority, believe that the two main obstacles to initiating legal proceeding are the high cost of lawyers (69.7%) and court fees (66%).

Overall, a significant percentage of respondents (52.1%) who had children in both private and public schools assessed the quality of schools as being either "good" or "very good" (42.5% and 9.6% respectively) as opposed to those who send their child to private school who assess their school's overall quality by a margin of twenty percentage points as being "good" or "very good" collectively over other respondents (70% vs. 50%).

Public health care institutions are perhaps the exception from the overall picture in terms of respondents being offered services in return for illegal payments. The average amount in Georgian Lari (GEL) requested totalled 267 GEL (€107.6), with the maximum cash figure mentioned by respondents as 2,000 GEL (€800) and the minimum of 2 GEL (€0.8).



Over the last year, (39%) from amongst the general public required services from the public health care institutions at one time or another. However, in spite of the apparent need, respondents did not request the needed care and treatment. The vast majority (85%) from among the respondents cited the prohibited high official costs of the care as the main reason why they were not able to seek the desired care or treatment. However, in spite of accessibility issues, more than eight out of every ten respondents (81%) believe that the quality of the primary public health has actually improved in Georgia in the last three years.

Overall, considering the above described costs and other cited public health issues, nearly two-thirds, (62%) of the rural population had visited hospitals in the last 12 months, and this was similar to visits by urban patients (62 vs. 57 %). Nonetheless, financing health care continues to be a concern in Georgia. Most problems involve issues such as cost-effectiveness as a basis for rationing; which services are appropriate for governments to deliver and those that are not, and how these services are delivered. The relationship between health and wealth is not addressed in these findings.

Nearly 100% of those who are connected to the gas and electricity system assess the supplies as being “reliable” or “very reliable”. The reliability of the water supply is different for rural areas than compared to urban Georgia. Rural respondents tend to be more dissatisfied with the water supply than their urban counterparts; and, this may be contributed in part to the fact that rural residents need to divert water resources seasonally for various high value agricultural crops as based on mission reports. Overall, only 3% of respondents believe that paying unofficial payments would result in improvements in the reliability of supplied services or to reduce the amount of that they must pay for their public utility bills.

Approximately seven out of ten respondents thought that, while implementing public service sector reforms, there was a need for more stringent controls and oversight. Aside from these being in place, there should also be severe penalties imposed on public employees who are involved in corrupt practices. In addition, respondents believe that improved training would provide those in the public sector with the necessary knowledge and skills to more effectively perform their job responsibilities in an honest and more transparent manner.

## RESPONDENT'S PROFILE

**Table 1.** Demographic information

Demographic data	Number of respondents	%
<b>Total:</b>	<b>1000</b>	<b>100</b>
<b>Gender:</b>		
Males	476	47.6
Females	524	52.4
<b>Age:</b>		
18-29	212	21.2
30-39	191	19.1
40-49	189	18.9
50-59	169	16.9
60+	239	23.9
<b>Education:</b>		
Elementary	32	3.2
Secondary	630	63.0
Higher	338	33.8
<b>Income</b>		
Low	397	39.7
Medium	317	31.7
High	205	20.5
No answer	81	8.1
<b>Marital status</b>		
Married	665	66.5
Single	182	18.2
Widowed	123	12.3
Divorced	28	2.8
DK/RA	2	0.2
<b>Household size</b>		
1 person	81	8.1
2 persons	156	15.6
3 persons	171	17.1
4 persons	181	18.1
5 persons	247	24.7
6 and more	164	16.4
<b>Household is connected to:</b>		
Electricity supply	998	99.8
Water supply	739	73.9
Gas supply	477	47.7
<b>Ownership of</b>		
Land apartment/house	859	85.9
Motor vehicles	236	23.6
Membership of citizen group/NGO, etc	12	1.2

**Table 2.** Structure of household income

*Q. Please tell me whether your household had income from the following sources during the past twelve months. Please also indicate the two main sources of income.*

Source of income	Sources of income	Main source of income	Second main income source
Formal employment for a private company	21.1	18.9	1.9
Formal employment for the state and state enterprises	22.6	18.7	3.7
Formal employment for a political party or trade union	0.2	0.2	0.0
Self-employment, including small-scale trading.	25.8	20.6	4.5
Farming	30.5	12.3	15.4
Fishing	0.4	0.0	0.4
Pensions	44.4	23.7	17.4
Family and friends	5.8	4.0	1.6
Other formal income (supplementary formal employment)	0.5	0.0	0.4
Other informal income (working for cash)	1.9	0.5	1.1

## GENERAL QUESTIONS

This survey revealed, based on respondents' answers that the top three most pressing problems facing Georgia are: 1) excessive rate of unemployment, 2) high cost of health care, and 3) the high cost of living. The current data demonstrates little departure from historic public opinion polls carried out over the last 10 years by GORBI and the results mirrors overall tendencies (see website). Unresolved social and economic challenges continue to stand as the primary concern of average Georgians

Corruption was rated among the top three problems in Georgia even prior to the changes that were anticipated as a result of the Rose Revolution in 2003. However, GORBI's 2000-2003 poll results suggest that many believe that the changes delivered need additional time to become sustainable.

Corruption ranks 12th out of a list of 17 identified problems. The poll results demonstrate that more than half of respondents (58.6%) continue to perceive that corruption is still either a "major" or a "very major" problem.

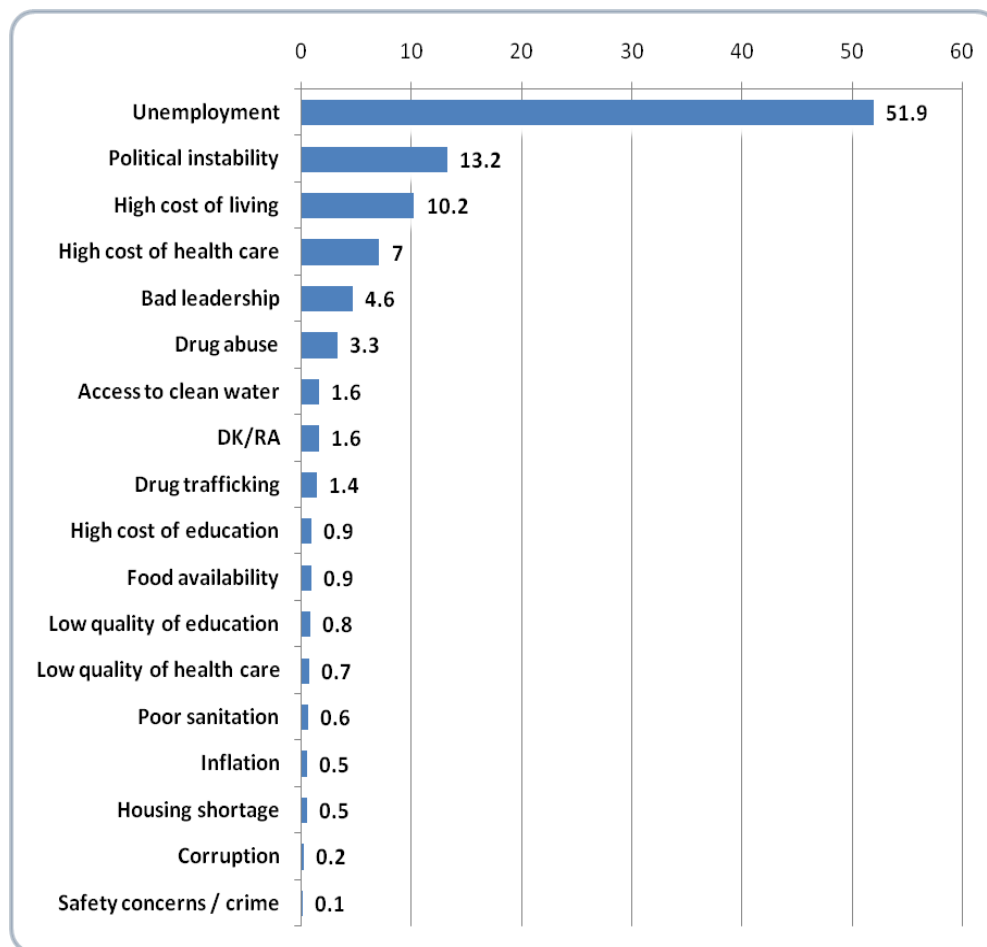
**Table 3. Degree of seriousness of various problems**  
*Q. Please tell me how serious you consider each problem to be.*

Answer on a scale of 1 to 5, where 1 corresponds to a very minor problem and 5 to a very major problem.	Mean score	Very minor problem	Minor problem	Fairly minor problem	Major problem	Very major problem	DN/NA
		%					
Unemployment	<b>4.77</b>	0.0	0.1	2.2	18.4	79.2	0.1
High cost of health care	<b>4.63</b>	0.0	0.6	3.4	27.5	67.7	0.8
High cost of living	<b>4.52</b>	0.0	0.7	5.8	33.6	59.6	0.3
Political instability	<b>4.52</b>	0.4	1.2	6.8	28.6	61.0	2.0
High cost of education	<b>4.50</b>	0.0	1.3	6.3	32.0	57.5	2.9
Drug trafficking	<b>4.24</b>	2.6	3.9	8.5	33.4	47.2	4.4
Drug abuse	<b>4.19</b>	2.6	4.4	9.1	35.7	44.6	3.6
Inflation	<b>4.06</b>	0.5	4.6	18.1	35.8	34.3	6.7
Low quality of health care	<b>4.00</b>	1.2	7.1	15.9	38.6	33.8	3.4
Poor leadership	<b>3.98</b>	2.7	6.6	16.6	30.8	36.4	6.9
Low quality of education	<b>3.96</b>	1.5	5.5	18.5	38.7	30.1	5.7
Corruption	<b>3.77</b>	3.2	9.7	21.7	29.7	28.9	6.8
Food availability	<b>3.65</b>	3.4	14.5	21.1	33.5	26.2	1.3
Housing shortage	<b>3.45</b>	3.6	16.8	28.4	27.5	19.8	3.9
Poor sanitation	<b>3.32</b>	7.3	17.4	28.7	26.0	18.5	2.1
Safety concerns / crime	<b>3.27</b>	6.4	18.6	30.0	25.6	16.0	3.4
Access to clean water	<b>3.03</b>	12.3	21.5	29.9	20.3	14.2	1.8

Unemployment was named by more than half of respondents as being a top problem (Figure 1. below). Political instability was ranked second (13.2%), and just over every tenth respondent, (10.2%) named the high cost of living among the most serious problems faced when asked to ranked these problems from a provided list of 17 different options.

Corruption continues to be the number one problem for less than 1% of the population and it is no longer rated<sup>2</sup> as being the most serious problem.

**Figure 1.** List of the most serious problems  
*Q. Which is currently the most serious problem in Georgia?*

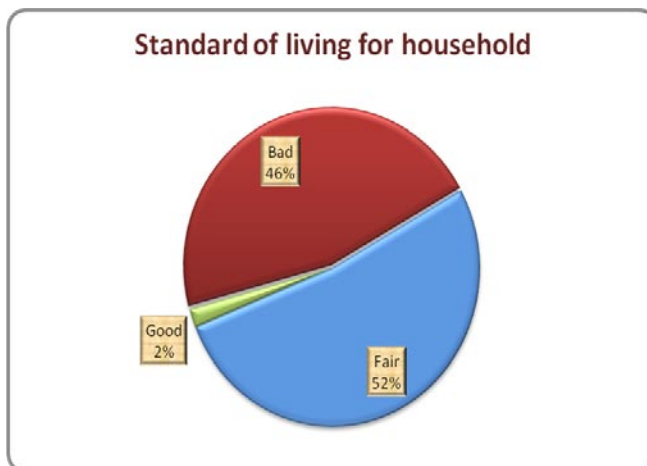


<sup>2</sup> Corruption survey reports, 2000-2003; see for historic trends [www.gorbi.com](http://www.gorbi.com)

Despite the combined consequences of the August 2008 Georgian-Russian war over the two breakaway regions (South Ossetia and Abkhazia) and the worldwide economic slowdown, a little over half of respondents (52%) assess the standard of living of their households as fair. Less than half (46%) consider the standard of living of their household as either “very bad” or “bad” while just 2% of the population describe their standard of living as either “good” or “very good”.

Compared to 3 years ago, nearly one in five respondents (18%) believe that the standard of living has improved, whereas slightly over two in five (43 %) thought that it had deteriorated.

**Figure 2.** Q. How would you rate the standard of living for your household today?



**Figure 3.** Q. Compared to 3 years ago standard of living for your household is ...



## **TRUST IN PUBLIC INSTITUTIONS.**

Several factors contributed to public perceptions of public institutions, and these also deal with changing perspectives towards various public and religious institutions.

The Georgian Orthodox church continues to be regarded as being the most trusted public institution in Georgia, a position of reputation and standing that has it maintained over the years based on earlier GORBI nationwide polls.

The institution of the Office of Public defender was introduced in Georgia in 1997 as a neutral stakeholder, to defend the rights of the Georgian public. As a result of a high level of public media attention a large proportion of the population is aware of their role in public life.

Like the church, the Georgian army has traditionally been regarded by the public as a trustworthy institution.

The traffic police in Georgia were viewed for many years as one of the most openly corrupt state institutions. However, in 2004 almost the entire police force were dismissed and, apart from a few exceptions, the system was purged and low level corruption virtually eliminated. The new institution of 'Patruli' was introduced with a young generation replacing former officers and new staff members heading administrative posts. Organisational structures and practices were completely reviewed and revised; changes were implemented throughout the organisation. Such changes were noted both in terms of a greatly reduced incidence of corruption and in the management and equipping of a better trained force.

The perceived effectiveness of reforms undertaken since 2004 by various agencies, including the Ministry of Energy and other law enforcement bodies, were surveyed amongst respondents to judge measures of success.

**Table 4.** Trustworthiness of various public institutions.

Answer on a scale from 1 to 5, where 1 corresponds to being "very dishonest" and 5 correspond to being "very honest".	Mean score	Very dishonest	Quite dishonest	Fairly honest	Honest	Very honest	DK/RA	Never heard of
		%						
Church/Religious bodies	<b>4.49</b>	1	2.6	8.1	20.3	62.5	5.5	--
Public Defender	<b>3.46</b>	4.3	6.8	31.6	29.3	12.4	14.8	0.8
The armed forces/military	<b>3.44</b>	5.7	7.5	30.5	33.4	12.2	10.5	0.2
Patrol police	<b>3.37</b>	7.4	8.4	28.8	38.9	9.5	6.8	0.2
Minister of Energy	<b>3.27</b>	6.5	13.1	31.1	30.7	10	8.5	0.1
Police excluding Patrol Police	<b>3.11</b>	9.7	13.9	30.8	31.2	6.1	8	0.3
Minister of Defence	<b>3.02</b>	9.2	14.5	33.1	23	5.7	14.1	0.4
Minister of Culture, Monument Protection and Sport	<b>3.01</b>	7	12.2	38.6	19.2	4.1	18.4	0.5
NGO	<b>2.97</b>	6.8	12.4	39.7	17.6	3	19.6	0.9
Minister of Refugees and Resettlement	<b>2.9</b>	9.1	15.2	35.1	17.8	3.6	18.8	0.4
Minister of Foreign Affairs of Georgia	<b>2.86</b>	8.9	15.6	35.8	15.4	3.4	20.5	0.4
Public news media	<b>2.83</b>	9.6	18.9	43.2	16.3	3.2	8.8	--
Minister of Environmental Protection and Natural Resources	<b>2.8</b>	10.2	17.3	35.8	16.6	2.3	16.9	0.9
Minister of Internal Affairs	<b>2.77</b>	12.3	19.7	29.7	16.3	4.4	17.3	0.3
The office of the state minister on the Diaspora Issues	<b>2.74</b>	8.3	12.5	24.6	10.1	2.1	31.9	10.5
Minister of Justice	<b>2.73</b>	10.7	16.8	34.4	12.6	2.5	22.5	0.5
The office of the state minister for European and Euro-Atlantic Integration	<b>2.72</b>	10	15.9	32.3	11	2.4	27.4	1
Tax Department	<b>2.72</b>	8.6	12.2	24	10.4	1.6	29.2	14
Ministry of Education and Science	<b>2.69</b>	12.6	20.7	37.4	13.8	2.4	13.1	--
Office of State Minister for Regional Issues	<b>2.67</b>	9.2	13.7	26.1	9.5	1.4	29.5	10.6
Control of Chamber	<b>2.66</b>	10.2	16.3	27.8	9.1	2.6	32.7	1.3
Ministry of Corrections, Probation and Legal Aid	<b>2.66</b>	10.1	17.4	27.5	10.1	2.3	28.7	3.9
Ministry of Health, Labour and Social Protection	<b>2.64</b>	10.7	16.9	30.1	10	1.7	29.8	0.8
Customs Department	<b>2.64</b>	13	23.6	36.6	13.2	2.3	11.1	0.2
Legal Aid	<b>2.63</b>	10.5	19.3	31.8	9	2.2	26.4	0.8
Ministry of Finance	<b>2.63</b>	8.6	14.4	22.7	8.4	1.4	37.6	6.9
The office of the state minister for the Reintegration Issues	<b>2.61</b>	9.5	12.3	25.2	7.1	1.4	32.5	12
Cabinet of Ministers	<b>2.56</b>	13.7	22	37.7	9.4	1.6	15.4	0.2
Minister of Economic Development	<b>2.53</b>	12.9	26.5	30.4	9.6	2.1	17.7	0.8
Ministry of Agriculture	<b>2.5</b>	15.4	22.8	30.2	10	1.9	18.9	0.8
Office of Prosecutions	<b>2.42</b>	18.5	23.7	27.2	9.5	2.1	18.6	0.4
Courts	<b>2.38</b>	18.6	27.5	33.9	6.8	1.6	11.6	--
Members of Parliament	<b>2.38</b>	19	25.1	27.2	9	1.7	17.6	0.4
Political parties	<b>2.38</b>	14.5	31.3	34.3	4.7	1.3	13.9	--

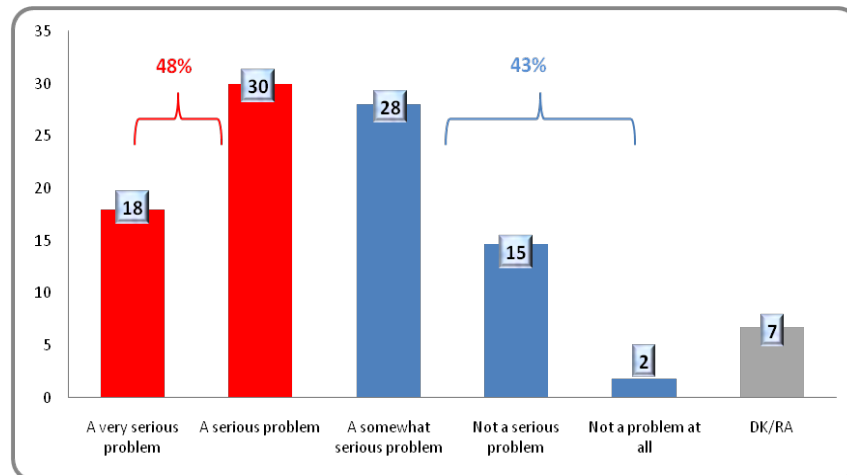
NB. While calculating mean scores values for DN/NA and "never heard of" or were omitted



## PUBLIC PERCEPTION OF CORRUPTION

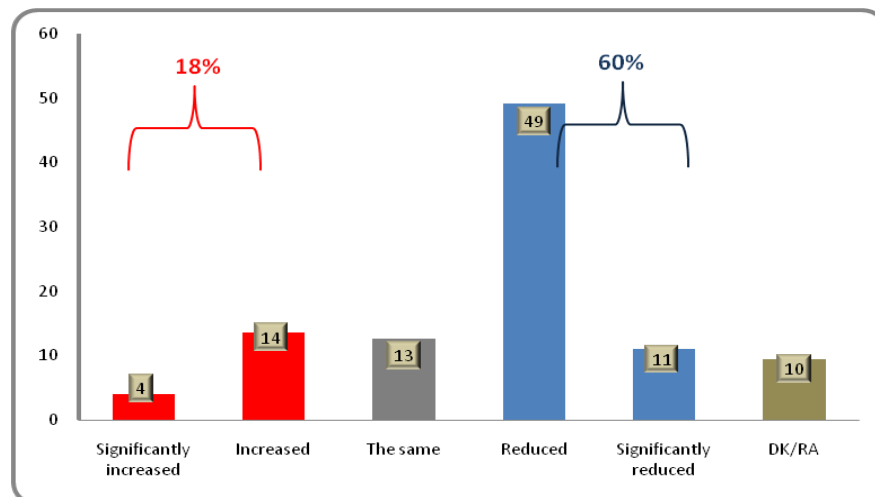
The number of respondents who thought that the corruption in Georgia is a serious problem is slightly higher compared to those who consider corruption as not being a serious problem, 48% and 43% respectively.

**Figure 4. Q. Corruption in Georgia is...**



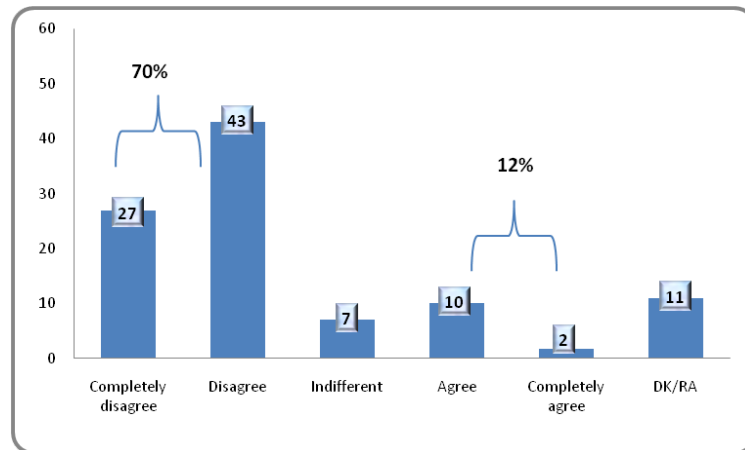
Three out of five (60%) of those surveyed believed that corruption in Georgia has either been “significantly reduced” or “reduced” in comparison to the situation that existed 10 years ago, and less than one in five (18 %) considered that corruption had increased over the earlier period.

**Figure 5: Q. Compared to 10 years ago, corruption in Georgia today is**



A large majority of respondents (70%) currently disagree with the statement that “Corruption is a natural occurrence and is part of our daily lives,” and only 12% found this argument to be acceptable. The data would have been reversed if this question would have been asked prior to 2004, as demonstrated in the Annex 2.

**Figure 6: Q. Corruption is a natural occurrence and part of our daily life, so denouncing it is unnecessary**

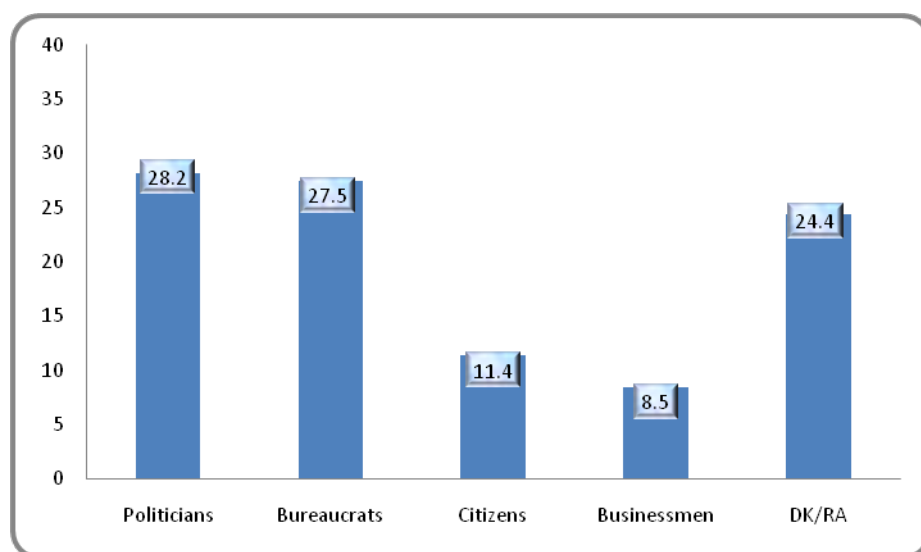


One third of ordinary Georgians (33%) believe that Georgia lacks the political will or fortitude to combat corruption, while a slightly higher percentage (35%) of respondents, believe that the government is doing all that is possible.

Opinion is divided over whether or not the Georgian government's anti-corruption strategies are effective, with almost a third of respondents (30%) "agree or completely agree" and nearly an equal percentage, (29.1%) "disagree or 'completely disagree'".

More than half of Georgians consider that politicians and bureaucrats are the two major groups that continue to perpetuate corruption in Georgia (with the distribution nearly equal at 28.2% and 27.5%, respectively), while approximately one in ten respondents blame either regular citizens or businesspersons (11.4% and 8.5% respectively).

**Figure 7: Q. Corruption is perpetuated mostly:**



## QUALITY/INTEGRITY OF VARIOUS PUBLIC SERVICE PROVIDERS

Effective governance can be measured, in part, through effective service delivery, in particular improved service quality, programming integrity, and a low rate of corruption. Approximately one half of respondents stated that the typical household either “never” or “seldom” has to make unofficial payments or provide incentives (various gifts) to access a basic public services (50%), obtain licences (43%), speed up legal proceedings (39%). The full range of responses on the question of basic public services appear representative of other categories examined under this question, as well (Table 5): less than one in ten (8%) thought that these services are obtained via illegal payment in most instances, and less than 1% of respondents in total considered that illegal payment are always necessary in obtaining public services.

**Table 5.** % of households reporting on cases where bribes are necessary to obtain services

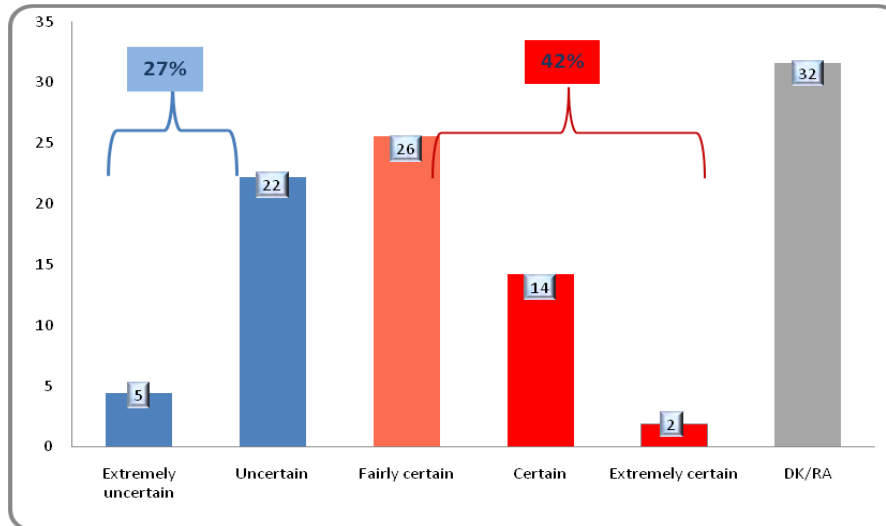
*Q. How frequently do typical households find themselves obliged to give unofficial payments or presents/gifts to public officials associated with the following?*

	Never	Seldom	Frequently	Most times	Always	DK/ RA
	%					
To obtain basic public services	31	19	13	8	1	28
To obtain licences or permits	31	12	14	8	0	35
To update/revise tax status	36	10	11	6	0	37
To speed up legal proceedings in the judicial branch	30	9	12	12	2	35

Respondents were also asked to describe the usual scenario when there was a need to provide some form of gratuity for services or to show their appreciation. Half of citizens (50%) had no answers as to who would be the initiator of such an act, and every fifth (19.2%) respondent thought that a government employee would be the one asking for the bribe or payment in most instances. However, larger percentage, nearly one in four (24.1%) is confident that the amount (and the mechanism) for making the transaction is known in advance. Under such circumstances, there exists no need to make an overt demand for an informal and unofficial payment. At the same time, however, 6.7% among those surveyed named a direct demand from individuals as the being “usual scenario” in making such operations with public officials.

As a result, the lack of a broad consensus amongst the general public as to the usual scenario in carrying out such illegal acts, 42% of respondents are certain to varying degrees that such unofficial activities, requested or required public services would without doubt still be provided to the citizen. Nonetheless, 27% of adult respondents thought that the “gratitude payments” in whatever form would actually be wasted, and, the services would still not be delivered as promised in spite of payment.

**Figure 8 Q.** *If someone offered gratification to public official in order to obtain a service or to resolve a problem, how certain would be the delivery of the service or the resolution of the problem after the gratifications?*



The top three most frequently visited public institutions in the last 12 months are health care facilities, the office of the civil registry and educational institutions. It is noteworthy that very few, statistically insignificant in most instances, with the exception of health care provision, where respondents (n=37) were asked to pay outside of official fees, and hence, the numbers presented in the table below are insufficient in order to be able to draw any valid conclusions about the amounts requested and overall frequency of unofficial payments.

Public health care institutions are the exception from the tendency in terms of respondents being offered something in return for illegal payments. The average amount in GEL requested totalled 267 GEL (€107.6), with the maximum cash figure mentioned by respondents as 2000 GEL (€800) and the minimum of 2 GEL (€0.8).

**Table 6.** General public's experience with corruption/bribery in institutions

INSTITUTIONS	During the last year has anyone in your household attempted to obtain the following service? (% of those who answered positively)	Was this person asked to pay gratification or a bribe? (Those who responded positively)		On average, how much did you have to pay as gratification/ bribe in GEL?		
		%	Persons	Mean	Minimum	Maximum
Public health services	58.5	6.3	37	267	2	2000
Public education services	19.2	1.6	3	97	20	200
Public registry of the Ministry of Justice (passport, ID, birth certificate, marriage, divorce registration)	26.2	0.40	1	15	15	15
Citizenship Department of the Ministry of Justice	1.4	n/a				
Patrol Police	5.7	n/a				
Police, excluding Patrol Police	2.3	n/a				
Customs Department	3.1	n/a				
Taxes Department	3.6	n/a				
Social Benefits (Ministry of Health, Labour and Social Protection)	13.5	n/a				
Company Registration (Tax Department)	2.4	4.2	1	150	150	150
Service Agency of the Ministry of Internal Affairs (driving licences, licences for carrying gun)	3.5	n/a				
Judges/Courts officials	2.7	n/a				
Water and Sewerage Company	9.3	6.50	1	116	25	200
Electricity	14.2	2.1	1	29	28	30
Georgia Postal Services	3.7	2.7	1	5	5	5
State procurement Agency	0.2	n/a				
Civil Registry	9.2	2.2	2	350	200	500
Pensions	10.8	0.9	1			
Licences and Permissions	1	n/a				

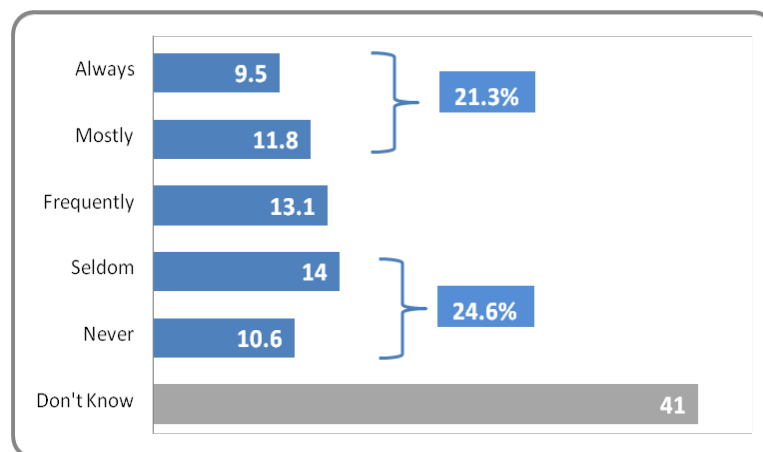
NB. n/a means no answer

The survey demonstrated that during the last 12 month, 38.6% of the general public immediate household members needed to visit a hospital, a clinic, or primary health care centre in seeking medical attention. However, in spite of the apparent need, many were unable to gain access to health care. The vast majority (84.7%), stated that the prohibitively high treatment cost was the main barrier to obtaining health care. Unofficial costs were also cited as an impediment for 3.1%, and every twentieth respondent (4.9%) claimed that the lack of access was because they did not have the time. Seven respondents reported that although they followed procedures in seeking out treatment at public healthcare institutions, they still did not receive the requested service, and they incurred additional expenses and made cash payments. The range of the amounts paid amount by these 7 individuals varied from a low of 5 GEL (€2) to a maximum of 3,000 GEL (€1,200).

Respondents were asked similar questions for 18 other public service providers, however, results show that very few (less than 4% in all cases) of the general public had applied to these institutions during the last 12 months. Those who had applied were rarely (one case from three institutions), if at all, in paying cash or asked to make unofficial payments for services as illustrated in the table above. In these instances, however, some of the percentages are higher because of limited number of respondents applying for specific services.

As far as views on going to another official (instead of paying the unofficial fee) if they think that the government agent is acting against rules, the general public is divided into two almost equal segments, with those who would and those that would refuse (21% and 25%, respectively).

**Figure 9: Q.** How often is the following statement true? "If a government agent acts against the rules I can usually go to another official or to his superior and get the correct treatment without recourse to unofficial payments."



## CORRUPTION REPORTING SYSTEM

An anti-corruption programme was one of the key reforms that the current Georgian government implemented. The effort has been attributed to changing the lives of regular people, as well improving the optional functioning and the quality of services various state institutions. Respondents have personally observed a corrupt act by public official (less than 2.7%) and this reflects only isolated cases. However, such a limited number of (3 instances) violations were reported

This situation does not appear to be entirely the result of not knowing reporting procedures, as 15% of adult Georgians claim that they know what must be done to reporting corrupt practices by public officials. Nevertheless, a vast majority of respondents (85%) are unaware of the reporting process.

Amongst those who know how to report corrupt acts to authorities, equal numbers of respondents thought that the process was consider as either effective or ineffective, nearly four in ten respondents, and their combined contention of disagree and agree, nearly four in ten respondents, totalling (37%). However, the majority of knowledgeable respondents (23.6%) of procedures to report corruption “agree or completely agree” that those who will follow through are well protected from potential harassments, and the process that needs to be taken reporting instances of corrupt practises is a very simple procedure (20.4%).

**Table 7. Q.** *How would you evaluate the process of corruption reporting?*

	Completely disagree	Disagree	Indifferent	Agree	Completely agree	DK
The process is very effective	10.1	26.4	16.2	33.1	4.1	10.1
The process is very simple	6.8	49.3	14.2	19.6	0.7	9.5
The reporter is well protected from potential harassment	14.2	35.8	16.2	18.9	2.7	12.2

More than half of respondents (57%) believe that the main reason which prevents people from reporting an instance of corruption is the difficulty in proving it. In addition, nearly half of respondents (49.6%) believe that the main reason for not reporting is the fact that cases would not be investigated as there may not be enough resolve on the part of responsible agencies to fully investigate alleged cases.

Approximately the same percentage of respondents (49.1%) also claim that even if a decision about conducting an investigation is made, in actuality, there would be no enforcement in follow-up to the alleged corruption.

**Table 8. Q.** *How much each one of the following reasons affects the decision not to report a case of corruption*

Scale of 1 to 5, where 1 means "it does not affect at all" and 5 that "it affects a lot".	Mean score	Does not affect at all	Affects a little	Indifferent	Affects	Affects a lot	DK
Not knowing where to report	3.19	8.4	18.4	12.3	29.9	10.0	21.0
Cases cannot be proved	3.77	3.6	5.7	11.4	41.3	15.7	22.3
The process is too complex and long	3.82	3.2	3.2	3.2	3.2	3.2	3.2
Corruption is a custom	3.40	5.7	12.5	13.5	28.4	12.4	27.5
Bribes can be justified under the current economic situation	3.18	7.7	15.7	14.6	22.6	10.5	28.9
Investigations cannot be made about the report	3.69	4.4	9.5	10.1	30.1	19.5	26.4
There would be no enforcement even if the decision is made	3.71	4.0	9.2	9.8	29.9	19.2	27.9
Concern about potential harassment and reprisal	3.97	3.3	5.4	8.5	31.8	27.2	23.8



## JUDICIARY

Most Georgians consider the judicial system as being perhaps the greatest adversary to societal interests. A substantial number of groups from different walks of life hesitated to even provide answers (are indifferent) in assessing various aspects of the judicial system; Nearly four in ten (39.2%) respondents believe that the judicial system does not deserve any of their trust; and that is totally dependent on the government for its instructions (49.7%). Moreover, in light of a poorly functioning and ineffective judiciary, 41.8% of respondents further think that the laws are applied only for poor people. Another 41.1% of respondents consider the judicial system as quite unfair.

**Table 9.** Assessment of aspects of judicial system

	Strongly Agree	Agree	Indifferent	Disagree	Strongly Disagree
The judicial system does not deserve any trust	22.7	16.5	44.7	13	3.1
The judicial system is totally dependent on the government	26.2	23.5	36.2	11.4	2.7
Laws in Georgia are applied only for poor people	20.4	21.4	39.3	12.4	6.5
The judicial system is quite unfair.	21.9	19.2	45.1	11.2	2.6
The judicial system is more corrupt than the government.	5.1	10.6	64.1	14.5	5.7

The absolute majority (98%) of respondents could not name anyone in their household who had initiated a lawsuit against another party in the last 3 years; only 2% (22 cases) provided a “yes” answer to this question.

Out of a total of 22 respondents, only 1 person openly admitted that someone amongst his circle of contacts had been prompted or received any indication that they were expected to pay a bribe in order to obtain a favourable decision and, in this case, it was a law enforcement official who had requested the bribe. However, this one isolated case and valid conclusions cannot be drawn, and especially not based on a total sample of 22 out of 1000 respondents. It appears that the views of the respondents on the judiciary system are rather perceptions and not actual experience.

Around 70% of adult Georgians think that the high cost of lawyers and court fees are two major obstacles in being able to make use of the court system.

The duration and complexity of the court process was named as being additional obstacles for accessing the court system, and this was by nearly two out of three respondents, 64% and 62% respectively.

The distance to the nearest court was indicated as the least important obstacle among the list of nine provided.

**Table 10.** Q. How important are the following as obstacles to using courts in Georgia?

	Mean score *	Not important	Not so important	Fairly important	Important	Extremely important	DK/NS
Too high lawyer fees	<b>4.26</b>	0.6	3	5.1	36.4	33.3	21.6
Too high court fees	<b>4.17</b>	1.2	3.9	6.2	35.6	30.4	22.7
Too long of a process	<b>4.11</b>	1.5	3.2	9.5	34.6	28.9	22.3
Too complex of a process	<b>4.10</b>	1	2.7	10.9	34.7	27.1	23.6
Lack of effective enforcement of court decisions	<b>4.00</b>	1.8	6.7	7.9	28.8	26.7	28.1
Court decisions influenced by corruption	<b>3.96</b>	2.2	5.1	10.4	27.9	24.1	30.3
Incompetent judges	<b>3.94</b>	2	6.1	11.6	30.2	25.1	25
High cost of showing appreciation	<b>3.84</b>	2.6	6.5	10	22.7	20.7	37.5
Courts are too far	<b>2.76</b>	18	21.3	14.2	19.5	8.9	18.1

\* Key: 1=“Not important”, 2= “Not so important”, 3=“Fairly important”, 4= “Important” and 5= “Extremely important”

Fourteen (1.4%) respondents said that they felt need to use the court system but decided not to proceed, during the past three years. Even fewer respondents (6 individuals) named the reason as to why they made this decision; three mentioned procedural difficulties, one had a complaint about the competency of a judge, and the remaining three named ineffectiveness with the enforcement of court decisions. Eight respondents reported that either they, or someone else in their household, had solved an important dispute without the need to continue with formal court proceedings.

**Table 11.** Way of solving disputes without going to court

	Number of respondents (cases)
Lawyer without going to court	2
Formal Mediator/ Arbitrator	1
Traditional leader	1
Friend/family	6
Government Official	1
Respected member of business community	0
Other respected member of society	0

## EDUCATION

One of the survey's topics was to assess respondent's attitudes towards the Georgian educational system and the quality of provided services<sup>3</sup>. Almost half of the respondents (48.9%) stated that at least one person from their household attends an educational institution. When respondents were asked which kind of school was being attended by the eldest school-age child, two thirds (66.9%) reported secondary school, 7.8% nursery schools, 3.1% college, and every fifth respondent (19.9%), noted a university.

Amongst families where at least one child was attending an educational institution, 11.5% said that their child attends a private school, while the vast majority (87.3%) stated they attended institutions under a state-sponsored educational scheme.

Overall, a significant percentage of respondents, over half, (52.1%) had children in both private and public schools assessed the quality of schools as being either "good" or "very good".

However, those who send their children to private school assess their school's quality by a margin of twenty percentage points as "good" or "very good" over other respondents (70% vs. 50%).

**Table 12. Q. The overall quality of the school of your oldest school-age child**

	Private Schools (n=56)	State schools (n=427)
Very poor	0%	3%
Poor	0%	8%
Fair	29%	38%
Good	54%	41%
Very good	16%	9%
DK/RA	2%	1%

Amongst those whose children are attending public schools, nearly four in ten respondents, (36%) maintain that the quality is the same over the last three years, and nearly the same percentage (37%) thought that the quality had actually improved. A little more than one in ten (13%), however, said that the quality has deteriorated. Of those respondents who send their eldest school-age child to private schools, 43% said that during the past three years quality of schools had improved and only 4% from the same cohort were of the opinion that the quality has decreased.

<sup>3</sup> Education in Georgia is free and compulsory until primary school age and, at the university level, the government covers the cost of a percentage of students based on their standardised scores in a national entrance examination. The quality of education and existing services in state-sponsored and private schools varies, and without any clear tendency of the quality of one over another.

**Table 13. Q.** Assessment of the quality of the type of school over the last three years

	Private Schools (n=56)	State schools (n=427)
Much worse	0.0%	3%
Worse	4%	13%
Remained the same	30%	36%
Better	43%	37%
Much better	9%	4%
DK/RA	14%	7%

The average number of hours of classes per day did not differ according to the type of schools that they attended. However, for those households who send their child to private schools, the average tuition is €526 per term, whereas amongst those whose children are in public schools this amount was only €76. However, the vast majority (92.7%) of those respondents with children in public schools did not mention making any unofficial payments. Those who did mention it, however, (7.7%, n=23 respondents), on average paid €24 for the last school term.

**Table 14.** Hours of class delivered per day to students, annual school cost and annual unofficial cost for study

	Private Schools (n=56)	State Schools (n=427)
How many hours of class does your eldest child of school going age have a day?	5.11	5.34
Annual school cost for this school of your eldest child is*	€523***	€76
Annual unofficial cost for this school of your eldest child is	€0	€24**

\*Costs includes annual payment for universities and high schools (varies from 1500 GEL to 2800 GEL; from €600 to €1,120 )

\*\* Results are based on only 23 responses

\*\*\* During the preparation of this report €100 was approximately equal to 250 Georgian Lari (GEL)

Among the all listed possible barriers to obtaining an education, the vast majority (82.9%) of respondents noted the cost factor. Overall, (73%) on average for all six listed categories, with cost being in the first position as “extremely important or important,” - others issues follow in descending order: teachers’ low pay/salaries (80.6%), low professional qualifications/capacity (74%), poor curriculum (73.3%), obsolete and outdated educational methods (62.7%). The range of problems are coupled with inadequate buildings, infrastructure and equipment, which are also considered as being among the most important issues by three in five respondents (64.2%).

**Table 15. Q.** From the list of possible obstacles to good education, indicate how important each is as a cause of the poor quality of education in Georgia:

	Mean score *	Not important	Not so important	Fairly important	Important	Extremely important	DK/RA
		%					
Cost involved accessing education	<b>4.32</b>	0.4	2.9	9.6	35.9	47	4.2
Low teacher pay/salaries	<b>4.23</b>	2.4	2.9	9.1	36.9	43.7	5
Poor curriculum	<b>4.22</b>	1.1	4.9	9.3	31	42.3	11.4
Low professional capacity among teachers	<b>4.03</b>	1.3	8.8	11	38.4	35.6	4.9
Educational system not being updated	<b>3.85</b>	1.6	12.3	13.3	33.9	28.8	10.1
Inadequate buildings, infrastructure and equipment	<b>3.77</b>	2.9	12.7	14.6	36.9	27.3	5.6

\* Key: 1= “Not important ”, 2= “Not so important”, 3= “Fairly important”, 4= “Important” or 5= “Extremely important”.

## HEALTH CARE

The survey instruments also examined the respondents' experience in accessing and benefiting from the Georgian health care system. Overall, sixty percent said that in the last year, a member of household had visited a health care facility, hospitals, clinic, or some other type of specialised institutions in seeking medical treatment. A slightly higher frequency of seeking medical treatment is noted among rural inhabitants than compared to their urban counterparts, 63% vs. 57% respectively.

There are also marked differences between the urban and rural respondents in terms of the likelihood of visiting a private hospital or clinic: 16% vs. 7% respectively. In addition, the same visitation tendency exists when comparison is made between urban and rural respondents in terms of seeking private medical assistance at non-public health providers (hospitals and clinics). Whilst interpreting this information, it should be taken into consideration that the decision for visiting private institution is not solely based on the differences in costs or the quality of provided services, but may also be based upon the availability and accessibility of private health care institution and polyclinics in various rural communities.

Overall rural respondents are more satisfied with the quality of medical staff and facilities that they access than are respondents residing in urban areas (Table 16).

**Table 16.** Assessment of quality of medical staff and facilities

		Urban	Rural
<b>Quality of physicians and other medical staff</b>	Very poor	2.8	0.6
	Poor	5.8	3.4
	Fairly good	44.2	38.2
	Good	35.8	46.4
	Very good	6.4	8.6
	DK/RA	5	2.8
<b>Quality of Facilities</b>	Very poor	9.6	2
	Poor	13.6	13.6
	Fairly good	41.8	40.8
	Good	26.4	36.4
	Very good	3.4	3.2
	DK/RA	5.2	4

More than nine out of ten respondents (92,6%) said that having more trained staff is either 'important' or 'extremely important' in order to improve the public health care system.

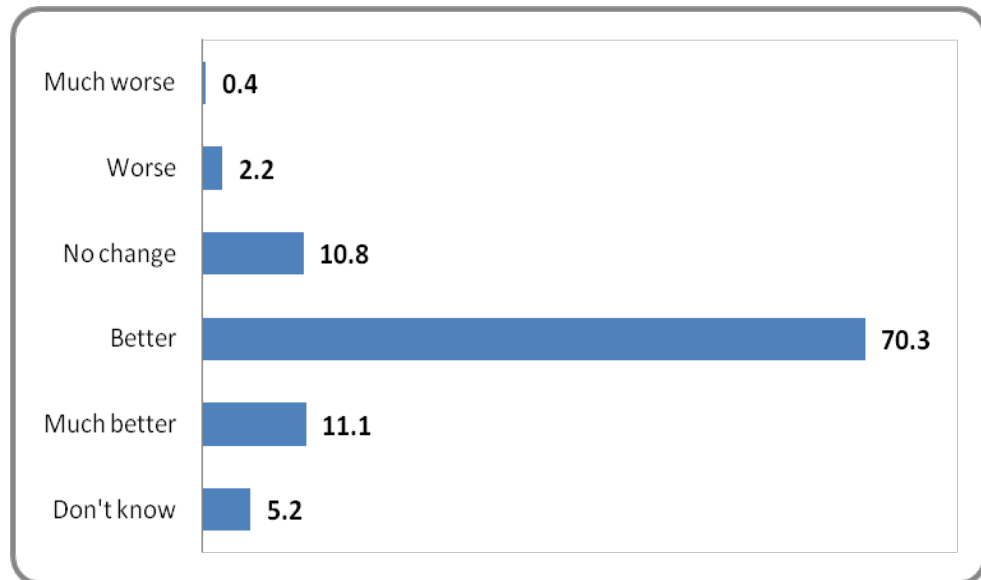
Slightly more than sixty two percent (62.4%) of the adult population believes that more hospitals are needed in order to improve the system of health care; with rural residents stressing this issue significantly more than urban residents (74% vs. 54%). Overall, 87.7% of respondents believed that increasing salaries for health care workers would also be "important or extremely important" in bringing about improvement in the Georgian health care system, while an absolute majority (98%) believe that the provision of adequate drugs and medicine as either 'important or a very extremely important' way to improve the public health system for all citizens.

**Table 17.** Q. How important are the following measures to improve the public health system?

		Urban	Rural	Georgia
More trained staff	Not important	0.6	0.0	0.3
	Not so important	2.2	0.4	1.3
	Fairly important	5.2	3.2	4.2
	Important	36.2	33.8	35.0
	Extremely important	54.2	61	57.6
	DK/RA	1.6	1.6	1.6
Provision of adequate drugs and medicine	Not important	0.0	0.2	0.1
	Not so important	2	0.0	1.0
	Fairly important	6.4	1.8	4.1
	Important	26.8	30.6	28.7
	Extremely important	<b>63</b>	<b>66.2</b>	64.6
	DK/RA	1.8	1.2	1.5
Increase in salaries of health personnel	Not important	0.0	0.2	0.1
	Not so important	3.6	1.2	2.4
	Fairly important	8.6	4.8	6.7
	Important	30	35.8	32.9
	Extremely important	<b>53.4</b>	<b>56.2</b>	54.8
	DK/RA	4.4	1.8	3.1
More hospitals	Not important	6	3	4.5
	Not so important	18.6	7.4	13.0
	Fairly important	16.6	16.6	16.6
	Important	27	34.4	30.7
	Extremely important	<b>27</b>	<b>36.4</b>	31.7
	DK/RA	4.8	2.2	3.5

Seven in ten (70.3%) respondents believed that in the last three years, the quality of the primary public health sector has improved in Georgia. Only 3% said that it has deteriorated, while every tenth respondent, (11%) believes that no changes in terms of quality in this sector has been brought about.

**Figure 10:** Q. *During the past three years, has the quality of the primary public health sector improved or deteriorated?*





## **ASSESSMENT OF OTHER PUBLIC UTILITIES AND SERVICES**

The Georgian government has undertaken several projects in recent years to improve access to, and the quality and availability of public utilities, including the energy sector, as well as major infrastructure improvements, such as the road system throughout Georgia.

### **Electricity**

Only 2 out of 1000 households surveyed were not connected to the public electricity supply distribution system. At the same time, the absolute majority (98%) evaluated their electricity supply as being “reliable” or “very reliable”.

The process of providing individual utility meters to households started in 2001, and now most of Georgia is metered. There are only rare occasions where consumers enjoy electricity that they are not paying for, which was common practice only a few years ago. It was common for informal payments to be made in relation to such free or reduced services and a larger payment ensured a more reliable and continuous electricity supply in many instances. However, today, less than 2% of those surveyed think that paying informally would result in their households being provided with a more reliable service. Even fewer (1%) believe that they could have their individual bills reduced in exchange for informal payments.

Seven out of ten respondents (70%) currently believe there no longer exists any opportunities for them or for other households to be unofficially connected to a supply of electricity. Only a small minority, 1.2% considers that there are still those who are able to somehow access electricity unofficially.

### **Gas supply:**

Nearly half (48%) of households are connected to a supply of natural gas, and the differences between rural and urban respondents, in terms of being connected to the central gas system, is fivefold, 80% and 16% respectively.

The absolute majority (97%) of those who enjoy a supply of natural gas consider the reliability of gas supply as being “reliable” or “very reliable”.

Payments of bribes in order to improve reliability of services is thought to be an appropriate action by only 2% of respondents, and 3% still consider that they can manage to sort out their bills, have the payment reduced or delayed by making illegal payments.

Three percent 3% of respondents believed that there are other households who are able to be connected unofficially to the gas distribution network more than one third of respondents (36%) did not share an opinion in this regard. Only 2.3% of respondents consider that the payment of gratification would improve the reliability of service. The average of every second (47.7%) household on a nation-wide basis is connected to the gas distribution network.

## Water supply

Overall, on a national level, 74% of households are connected to the water supply system. The difference between urban and rural settlements is marked, as almost every single urban household (98%) is connected to the water supply, whereas only one in two (50%) of rural households are connected to the water distribution system.

Reliability of the water supply varies for rural and urban dwellers. Those living in rural areas have a tendency to be more dissatisfied with the water supply than are those residing in urban areas, and this may be contributed in part to limited supplies of water, lacked of drilled wells, centrally supplied systems and seasonal competition between household needs and agricultural crops that require irrigation. However, the level of dissatisfaction as to why differences exist between rural and urban residents is not clearly delineated from the data collected.

**Table 18.** Reliability of the water supply

		Urban	Rural	Georgia
<b>How reliable is the water supply?</b>	Very unreliable	2.0	11.6	5.3
	Unreliable	17.2	23.2	19.2
	Somewhat reliable	18.8	17.6	18.4
	Reliable	39.1	39.6	39.2
	Very reliable	22.7	8.0	17.7
	DK/RA	0.2	0.0	0.1

The same tendency was observed with this set of questions as with responses on questions about the gas and electricity supply. Less than 3% of respondents believe that paying unofficial payments would result in improvements in the reliability of water supply services or for their bills to be reduced, and even fewer (less than 1%) of respondents said that there are families who are unofficially connected to a supply of water.

## RESPONDENT'S PERSPECTIVE OF PUBLIC SERVICE REFORMS

Respondents assessed a list of ten suggestions that could contribute to public service reforms and ensure that citizens receive the public services to which they are entitled, without the need to pay bribes or to give gifts.

Nearly four in five respondents (76.6%) thought that stricter controls needed to be in place and that penalties should be imposed for public employees. In addition, the vast majority, 78.7% believe that improved training would provide those in the public sector the necessary knowledge and skills to do their jobs with honesty and transparency. Respondents consider that by requiring all public employees to sign a 'code of conduct', and setting out how they should act towards citizens, and displaying the rights of citizens on notices in all offices, and implementing stricter penalties for people who bribe public employees, and that such mechanism and procedures would be rather effective in improving the situation in Georgia (70.8%).

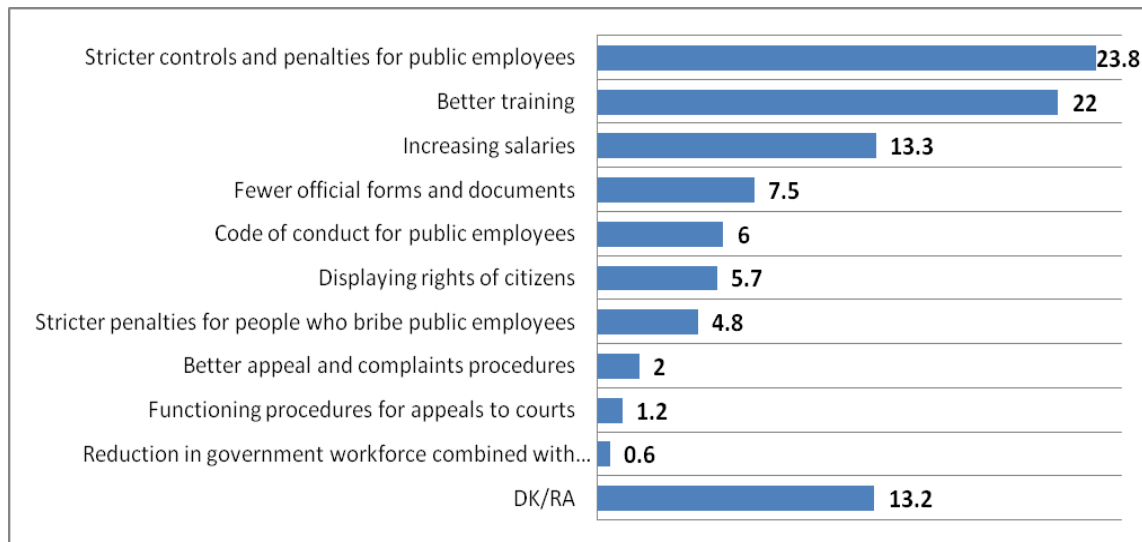
The majority of respondents (55.2%) consider that increasing salaries for public employees, and reduction in government workforce, as an effective measure to improve the quality of public service.

**Table 19.** Views on public service reform

Scale of 1 to 5, where 1 corresponds to "very effective"; 2 quite effective 3 useful though not very effective; 4 not necessary; 5 actually harmful	Mean score	Very effective	Quite effective	Useful though not very effective	Not necessary	Actually harmful	DK/RA
		%					
Stricter controls and penalties for public employees	<b>1.75</b>	36.5	40.1	7.4	3.2	0.2	12.6
Better training for public employees to give them the necessary knowledge and skills	<b>1.83</b>	30.7	48	10.5	2.1	0.1	8.6
Make all public employees sign a 'code of conduct', setting out how they should behave towards citizens	<b>1.83</b>	32.1	40.9	11.1	2.6	0.2	13.1
Display the rights of citizens on notices in all offices	<b>1.84</b>	31.4	45.6	10.4	2.8	0.4	9.4
Stricter penalties for people who bribe public employees	<b>1.90</b>	30.6	40.3	9	5.9	0.4	13.8
Fewer official forms and documents	<b>1.94</b>	23.8	42.8	11.4	2.7	0.6	18.7
Better appeal and complaints procedures for citizens	<b>2.20</b>	9.3	44.7	14	4.4	0.4	27.2
Functioning procedures for appeal to courts against acts by public employees	<b>2.23</b>	9.1	39.3	13.9	3.9	1	32.8
Increasing salaries for public employees	<b>2.36</b>	19	36.2	17.2	15.4	1	11.2
Reduction in government workforce, if it allows an increase in salary and benefits for remaining government workers	<b>3.36</b>	9.3	44.7	14	4.4	0.4	27.2

An almost equal number of respondents named stricter control of public employees and the provision of better training opportunities to them as being the two best measures of reform, 24% and 22% respectively.

**Figure 11: Q.** *Among the 10 reform measures above, which one would you prefer above others?*



# ANNEX 1

## HH questionnaire

Date of conducting interview: \_\_\_\_\_ day \_\_\_\_\_ month

Start Time: \_\_\_\_ hh \_\_\_\_ min

Interviewer's name: \_\_\_\_\_

Interviewer's ID: \_\_\_\_\_

Type of settlement: 1 Urban  
2 Rural

Region:

<b>Tbilisi</b>	<b>1</b>
<b>Kakheti</b>	<b>2</b>
<b>Shida Kartli</b>	<b>3</b>
<b>Kvemo Kartli</b>	<b>4</b>
<b>Samtskhe-Javaketi</b>	<b>5</b>
<b>Ajara</b>	<b>6</b>
<b>Guria</b>	<b>7</b>
<b>Samegrelo</b>	<b>8</b>
<b>Imereti/Racha/Svaneti</b>	<b>9</b>
<b>Mtskheta Mtianeti</b>	<b>10</b>

Town/District

<b>Tbilisi</b>	<b>1</b>	<b>Kobuleti</b>	<b>10</b>
<b>Gurjaani</b>	<b>2</b>	<b>Ozurgeti</b>	<b>11</b>
<b>Telavi</b>	<b>3</b>	<b>Zugdidi</b>	<b>12</b>
<b>Gori</b>	<b>4</b>	<b>Poti</b>	<b>13</b>
<b>Rustavi</b>	<b>5</b>	<b>Senaki</b>	<b>14</b>
<b>Marneuli</b>	<b>6</b>	<b>Kutaisi</b>	<b>15</b>
<b>Akhalsikhe</b>	<b>7</b>	<b>Samtredia</b>	<b>16</b>
<b>Borjomi</b>	<b>8</b>	<b>Zestaponi</b>	<b>17</b>
<b>Batumi</b>	<b>9</b>	<b>Mtskheta</b>	<b>18</b>

Sampling point \_\_\_\_\_

**Read the following to the respondent.**

Good morning/afternoon/evening, I am \_\_\_\_\_, an Interviewer from the \_\_\_\_\_.

**We are conducting a survey on behalf of Council of Europe, within GEPAC project.**

May I speak to the member of your household, who is 18 and above and whose birthday comes next?

If he/she is home ..... **(GO TO PURPOSE SECTION, below)**

If not at home ..... **(MAKE AN APPOINTMENT)**

When may I find him/her? When is the best time to call? What is the best time to reach him/her?

You have been selected and I would like to ask if you would work with us by answering a few questions.

**PURPOSE**

The purpose of this survey is to (a) obtain the views of households on the integrity and effectiveness of public institutions, and (b) evaluate the quality of public services provided to your household. **We are conducting a survey on behalf of Council of Europe, within GEPAC project.**

This survey will help to better understand problems with the way government serves you and to improve the quality of those public services. The information obtained here will be treated strictly confidentially, and your name will not be printed or used in any documents. All households will have a code number and the data will be averaged with other respondents.

In the survey, many times we will ask you to answer using a scale from 1 to 5. The interpretation of the points on this scale will vary from question to question. One example is the following:

- 1 corresponds to "extremely unimportant";
- 2 corresponds to "somewhat unimportant";
- 3 corresponds to "indifferent";
- 4 corresponds to "somewhat important" and
- 5 corresponds to "extremely important".

When we provide the meaning only to the end points, 1 and 5, please assume that 2, 3, and 4 have corresponding meanings as indicated above.

There are no right or wrong answers. All we are interested in is your own opinion.

**PART I. HOUSEHOLD AND Respondent'S Profile**

I/we want to ask just a few general questions first.

**Q 1. How many people are in your household, including those temporarily absent for study or work?**  
\_\_\_\_\_ persons **99. DK/RA**

*Demographic information about the respondent.*

**Q 2. How old are you?** \_\_\_\_\_

*Interviewer: please guess the age of the respondent, if he or she is unwilling to provide it*

**Q 3. Gender** (*Interviewer: just record the gender without asking it.*)

- 1. Male**
- 2. Female**

**Q 4. What was your highest level of education?**

- 1. Not attended school**
- 2. Primary**
- 3. Secondary**
- 4. College/technical school**
- 5. Incomplete higher education (BA)**
- 6. Complete higher education (MA)**
- 7. PHD**
- 9. DK/RA**

**Q 5. What is your marital status?**

- 1. Married**
- 2. Widowed**
- 3. Divorced**
- 4. Single**
- 9. DK/RA**

**Q. 6 What is your relationship to the head of the household? (Select one)**

- 1. Head of the household (Here, head of the household means "main income earner")**
- 2. Spouse of the head of household**
- 3. Parent or parent-in-law of the head of household**
- 4. Son/daughter or son/daughter-in-law of the head of household**
- 5. Other**

**Q 7. Where specifically did you receive the secondary/primary education?**

**(Interviewer: if the respondent has not attended the school, ask where did he/she lived in childhood)**

1. Tbilisi
2. Ajara
3. Abkhazeti
4. Guria
5. Imereti
6. Kakheti
7. Mtskheta-Mtianeti
8. Kvemo Kartli
9. Shida Kartli
10. Racha-Lechkhumi and Kvemo Svaneti
11. Samegrelo - Zemo Svaneti
12. Samtskhe-Javakheti
13. Other (specify) \_\_\_\_\_

*We would like to ask about household income.*

**Q 8. Please estimate your total monthly household income during the past twelve months:**

*Interviewer: Show card Q8.*

1. **Below 200 GEL**
2. **201 to 500 GEL**
3. **501 to 1,000 GEL**
4. **1,001 to 2,000 GEL**
5. **2,001 to 5,000 GEL**
6. **5,001 to 10,000 GEL**
7. **more than 10,000 GEL**
9. **I do not know/ refuse to answer**

**Q 9. Please tell me whether your household had income from the following sources during the past twelve months. Please also indicate the two main sources of income.**

*Interviewer: Show card Q9.*

	Sources of income	The main source of income	The second main income source
1. Formal employment for a private company	1	1	1
2. Formal employment for the state and state enterprises	2	2	2
3. Formal employment for a political party or trade union	3	3	3
4. Self-employment, including small-scale trading	4	4	4
5. Farming/agriculture	5	5	5
6. Fishing/hunting	6	6	6
7. Pensions/social benefits	7	7	7
8. Relatives and friends	8	8	8
9. Other formal income (supplementary formal employment)	9	9	9
10. Other informal income (working for cash)	10	10	10
11. Other (specify)	11111	11	11
12. DK/RA		99	99



**Q 10. Do you or anyone in the household own any land, apartment or house?**

- 1. Yes
- 2. No
- 9. DK/RA

**Q 11. Do you or anyone in the household own any motor vehicles?**

- 1. Yes
- 2. No
- 9. DK/RA

Q12. Are you a member of a citizen group, consumer association or NGO?

- 1. Yes
- 2. No
- 9. DK/RA

**PART 2. Baseline**

**Q 13 (a) I will read you a list of problems. Please tell me how serious you consider each problem to be in Georgia. Please answer on a scale of 1 to 5, where 1 corresponds to a very minor problem and 5 to a very major one.**

Interviewer: Show card Q13		Very minor problem	Minor problem	Fairly minor problem	Major problem	Very major problem	DK/RA
1.	High cost of living	1	2	3	4	5	99
2.	Unemployment	1	2	3	4	5	99
3.	Inflation	1	2	3	4	5	99
4.	Safety concerns / crime	1	2	3	4	5	99
5.	Drug abuse	1	2	3	4	5	99
6.	Drug trafficking	1	2	3	4	5	99
7.	Political instability	1	2	3	4	5	99
8.	Bad leadership	1	2	3	4	5	99
9.	Corruption	1	2	3	4	5	99
10.	Low quality of education	1	2	3	4	5	99
11.	Low quality of health care	1	2	3	4	5	99
12.	High cost of education	1	2	3	4	5	99
13.	High cost of health care	1	2	3	4	5	99
14.	Housing shortage	1	2	3	4	5	99
15.	Access to clean water	1	2	3	4	5	99
16.	Poor sanitation	1	2	3	4	5	99
17.	Food availability	1	2	3	4	5	99

**Q 13. (b) From the list above, which is currently the most serious problem in Georgia? Indicate by the number between 1 and17. Show card Q13**

99. DK/RA

Q 14. (a) How would you rate the standard of living for your household today? Please answer on a scale from 1 to 5 where 1 corresponds to "very bad" and 5 corresponds to "very good".

- 1. **very bad**
- 2. bad
- 3. fair
- 4. good
- 5. very good
- 9. DK/RA

**Q 14 (b) Compared to 3 years ago standard of living for your household is ... ?**

- 1. **much worse now**
- 2. worse now
- 3. **about the same**
- 4. **somewhat better now**
- 5. **much better now**
- 9. DK/RA

**Q 15. Please indicate your views about the trustworthiness of various establishments, organizations and public institutions. Answer on a scale from 1 to 5, where 1 corresponds to “very dishonest” and 5 corresponds to “very honest”. 9 is “I don’t know”.**

<b>Interviewer: Show card Q15.</b>		Trustworthiness of the institutions 1=“very dishonest” 2= “quite dishonest” 3= “fairly honest” 4= “honest” 5=“very honest” 9= DK/ RA 10=“never heard of”									
1.	Cabinet of Ministers	1	2	3	4	5	9	10			
2.	Political parties	1	2	3	4	5	9	10			
3.	Members of Parliament	1	2	3	4	5	9	10			
4.	Customs Department	1	2	3	4	5	9	10			
5.	Taxes Department	1	2	3	4	5	9	10			
6.	Chamber of Control	1	2	3	4	5	9	10			
7.	Ministry of Finance	1	2	3	4	5	9	10			
8.	Ministry of Agriculture	1	2	3	4	5	9	10			
9.	Ministry of Education and Science	1	2	3	4	5	9	10			
10.	Ministry of Health, Labour and Social Protection	1	2	3	4	5	9	10			
11.	Police, excluding Patrol Police	1	2	3	4	5	9	10			
12.	Patrol Police	1	2	3	4	5	9	10			
13.	Office of the State Minister for European and Euro-Atlantic Integration	1	2	3	4	5	9	10			
14.	Office of the State Minister on Regional Issues	1	2	3	4	5	9	10			
15.	Office of the State Minister on Diaspora Issues	1	2	3	4	5	9	10			
16.	Office of the State Minister for the Reintegration Issues	1	2	3	4	5	9	10			
17.	Minister for Environmental Protection and Natural Resources	1	2	3	4	5	9	10			
18.	Ministry for Economic Development	1	2	3	4	5	9	10			
19.	Ministry of Energy	1	2	3	4	5	9	10			
20.	Ministry of Defence	1	2	3	4	5	9	10			
21.	Ministry of Justice (excluding Prosecutor's Office)	1	2	3	4	5	9	10			
22.	Ministry of Culture, Monument Protection and Sport	1	2	3	4	5	9	10			
23.	Ministry for Refugees and Resettlement	1	2	3	4	5	9	10			
24.	Ministry of Foreign Affairs of Georgia	1	2	3	4	5	9	10			
25.	Ministry of Internal Affairs	1	2	3	4	5	9	10			
26.	Courts	1	2	3	4	5	9	10			
27.	Prosecutor's Office	1	2	3	4	5	9	10			
28.	Armed Forces/Military	1	2	3	4	5	9	10			
29.	Public Defender	1	2	3	4	5	9	10			
30.	Public news media	1	2	3	4	5	9	10			
31.	NGO	1	2	3	4	5	9	10			
32.	Church/Religious bodies	1	2	3	4	5	9	10			
33.	Ministry of Corrections, Probation and Legal Aid	1	2	3	4	5	9	10			
34.	Agency for Public Procurement	1	2	3	4	5	9	10			

**Please evaluate various views about corruption in Georgia.**

**Q 16. (a) Corruption in Georgia today is**

1	2	3	4	5	9
A very serious problem	A serious problem	A somewhat serious problem	Not a serious problem	Not a problem at all	DK/RA

**Q 16. (b) Compared to 10 years ago, corruption in Georgia today is:**

1	2	3	4	5	9
Much worse	Worse	The same	Reduced	Reduced much	DK/RA

**Q 16. (c) Corruption is a natural occurrence and part of our daily life, so denouncing it is unnecessary:**

1	2	3	4	5	9
Completely disagree	Disagree	Indifferent	Agree	Completely agree	DK/RA

**Q 16. (d) In the government of Georgia, there is no sincere desire and will to combat corruption**

1	2	3	4	5	9
Completely disagree	Disagree	Indifferent	Agree	Completely agree	DK/RA

**Q 16. (e) Current government anti-corruption strategies for combating corruption are effective**

1	2	3	4	5	9
Completely disagree	Disagree	Indifferent	Agree	Completely agree	DK/RA

**Q 16. (f) Corruption is perpetuated mostly by ; (Select one)**

1	2	3	4	9
Citizens	Businessmen	Politicians	Bureaucrats	DK/RA

**PART 3. QUALITY/INTEGRITY OF VARIOUS PUBLIC SERVICE PROVIDERS**

**Q 17. How frequently do typical households find themselves obliged to give unofficial payments or presents/gifts to public officials associated with the following?**

	Never = 1; Seldom = 2; Frequently = 3; Most times = 4; Always = 5; DK/RA = 9					
1. To obtain basic public services	1	2	3	4	5	9
2. To obtain licenses or permits	1	2	3	4	5	9
3. To update/revise tax status	1	2	3	4	5	9
4. To speed up legal proceedings in the judicial branch	1	2	3	4	5	9

**Q 18. Where someone makes a gratification to an official, what is the usual scenario?**

1. A government agent indicates or asks for a payment
2. The household offers a payment of its own accord
3. It is known beforehand how to pay and how much to pay, so it is not discussed.
9. DK/RA

**Q 19. If someone offered gratification to public official in order to obtain a service or to resolve a problem, how certain would be the delivery of the service or the resolution of the problem after the gratifications?**

Interviewer: Show card Q19.

1	2	3	4	5	9
Extremely Uncertain	Uncertain	Fairly certain	Certain	Extremely certain	DK/RA

**Q 20. We would like to ask about institutions that provide services to people like you.**

(Interviewer, please ask all the questions for each public service. In other words, ask questions going across, not going down, the table).

Show Card Q20	Q20 (a)	Q20 (b)	Q20 (c)
---------------	---------	---------	---------

	During the last year has anyone in your household attempted to obtain the following service? Yes = 1; No = 2; DK/RA = 9	<b>[If Yes in (a)]</b> Was this person asked to pay gratification or a bribe? (If there were several cases, ask about the last one) Yes = 1; No = 2; DK/RA = 9	<b>[If yes in (b)]</b> On average, how much did you have to pay as gratification/ bribe in GEL? (in equivalent value if it took the form of gift or other favour) 999. DK/RA
1. Public health services	1 2 9	1 2 9	_____ GEL The last case
2. Public education services	1 2 9	1 2 9	_____ GEL The last case
3. Civil registry of the Ministry of Justice (passport, ID, birth certificate, marriage, divorce registration)	1 2 9	1 2 9	_____ GEL The last h case
4. Citizenship Department of the Ministry of Justice	1 2 9	1 2 9	_____ GEL The last case
5. Patrol Police	1 2 9	1 2 9	_____ GEL The last case
6. Police, excluding Patrol Police	1 2 9	1 2 9	_____ GEL The last case
7. Customs Department	1 2 9	1 2 9	_____ GEL The last case
8. Taxes Department	1 2 9	1 2 9	_____ GEL The last case
9. Social Benefits (Ministry of Health, Labour and Social Protection)	1 2 9	1 2 9	_____ GEL The last case
10. Company Registration (Tax Department)	1 2 9	1 2 9	_____ GEL The last case
11. Service Agency of the Ministry of Internal Affairs (driving licenses, licenses for carrying gun)	1 2 9	1 2 9	_____ GEL The last case
12. Judges/Courts officials	1 2 9	1 2 9	_____ GEL The last case
13. Water and Sewerage Company	1 2 9	1 2 9	_____ GEL The last case
14. Electricity	1 2 9	1 2 9	_____ GEL The last case
15. Georgia Postal Services	1 2 9	1 2 9	_____ GEL The last case
16. State procurement Agency	1 2 9	1 2 9	_____ GEL The last case
17. Public Registry	1 2 9	1 2 9	_____ GEL The last case
18. Pensions	1 2 9	1 2 9	_____ GEL The last case
19. Licenses and Permissions	1 2 9	1 2 9	_____ GEL The last case

Q 21 [Please ask all the questions for each public service. In other words, ask questions going across, not going down, the table].

Show Card Q20	Q21 (a)	Q21 (b)	Q21 (c)	Q21 (d)
	<b>ASK ALL</b> Please evaluate the overall quality of the following public services. 1= "Very poor" 2= "Poor" 3= "Fairly good" 4= "Good" 5= "Very good" 9 = "DK/RA"	<b>ASK ALL</b> During the last year did you have any reason to make a complaint about any of the public services? 1= "Yes" 2= "No" 9 = "DK/RA" <i>[If No] Ask for next public service.</i>	If yes in (b), Did you make a complaint? 1 = "Yes" 2 = "No" 8 = N/A 9 = "DK/RA"	If Yes in (c) How much effect did it have? 1= "No effect" 2= "Little effect" 3= "Moderate Effect" 4= "Significant Effect" 5= "Full Effect" 8= "N/A" 9= "DK/NS"
1. Public health services	1 2 3 4 5 9	1 2 9	1 2 8 9	1 2 3 4 5 8 9
2. Public education services	1 2 3 4 5 9	1 2 9	1 2 8 9	1 2 3 4 5 8 9
3. Civil registry of the Ministry of Justice (passport, ID, birth certificate, marriage, divorce registration)	1 2 3 4 5 9	1 2 9	1 2 8 9	1 2 3 4 5 8 9
4. Citizenship Department of the Ministry of Justice	1 2 3 4 5 9	1 2 9	1 2 8 9	1 2 3 4 5 8 9
5. Patrol Police	1 2 3 4 5 9	1 2 9	1 2 8 9	1 2 3 4 5 8 9
6. Police, excluding Patrol Police)	1 2 3 4 5 9	1 2 9	1 2 8 9	1 2 3 4 5 8 9
7. Customs Department	1 2 3 4 5 9	1 2 9	1 2 8 9	1 2 3 4 5 8 9
8. Tax Department	1 2 3 4 5 9	1 2 9	1 2 8 9	1 2 3 4 5 8 9
9. Social Benefits (Ministry of Health, Labour and Social Protection)	1 2 3 4 5 9	1 2 9	1 2 8 9	1 2 3 4 5 8 9
10. Company Registration (Tax Department)	1 2 3 4 5 9	1 2 9	1 2 8 9	1 2 3 4 5 8 9
11. Service Agency of the Ministry of Internal Affairs (driving licenses, licenses for carrying gun)	1 2 3 4 5 9	1 2 9	1 2 8 9	1 2 3 4 5 8 9
12. Judges/Courts officials	1 2 3 4 5 9	1 2 9	1 2 8 9	1 2 3 4 5 8 9
13. Water and Sewerage Company	1 2 3 4 5 9	1 2 9	1 2 8 9	1 2 3 4 5 8 9
14. Electricity	1 2 3 4 5 9	1 2 9	1 2 8 9	1 2 3 4 5 8 9
15. Georgia Postal Services	1 2 3 4 5 9	1 2 9	1 2 8 9	1 2 3 4 5 8 9
16. State procurement Agency	1 2 3 4 5 9	1 2 9	1 2 8 9	1 2 3 4 5 8 9
17. Public Registry	1 2 3 4 5 9	1 2 9	1 2 8 9	1 2 3 4 5 8 9
18. Pensions	1 2 3 4 5 9	1 2 9	1 2 8 9	1 2 3 4 5 8 9
19. Licenses and Permissions	1 2 3 4 5 9	1 2 9	1 2 8 9	1 2 3 4 5 8 9

<p><b>Show Card Q20</b></p> <p><b>PUBLIC INSTITUTIONS:</b></p>	<p><b>ASK ALL</b>  <b>Q22a.</b> During last year did any member of your household or you needed to receive any of the following public services, but didn't apply?</p> <p>Yes=1  No=2  DK/RA=9</p>	<p><b>if Q 22 a=1 ask</b>  <b>Q22b.</b> Why didn't you apply?</p> <p>1. You knew they would not do what you needed  2. You didn't have time  3. You couldn't pay the official cost  4. You couldn't pay the unofficial costs  5. You didn't know who to turn to  6. It wastes a lot of time  7. Other reasons <b>(DO NOT READ)</b>  <b>9. DK/RA</b></p>	<p><b>ASK ALL</b>  <b>Q23</b> During the last year If at any of these institutions you did follow procedures but did not receive the requested service, for example, medical attention, reconnection, etc., could you tell me at which ones? What additional expense did this situation cost you or your family?</p>
1. Public health services	1 2 9	1 2 3 4 5 6 7 9	1. GEL_____
2. Public education services	1 2 9	1 2 3 4 5 6 7 9	2. GEL_____
3. Civil registry of the Ministry of Justice (passport, ID, birth certificate, ,marriage, divorce registration)	1 2 9	1 2 3 4 5 6 7 9	3. GEL_____
4. . Citizenship Department of the Ministry of Justice	1 2 9	1 2 3 4 5 6 7 9	4. GEL_____
5. Patrol Police	1 2 9	1 2 3 4 5 6 7 9	5. GEL_____
6. Police, excluding Patrol Police	1 2 9	1 2 3 4 5 6 7 9	6. GEL_____
7. Customs Department	1 2 9	1 2 3 4 5 6 7 9	7. GEL_____
8. Tax Department	1 2 9	1 2 3 4 5 6 7 9	8. GEL_____
9. Social Benefits (Ministry of Health, Labour and Social Protection)	1 2 9	1 2 3 4 5 6 7 9	9. GEL_____
10. Company Registration (Tax Department)	1 2 9	1 2 3 4 5 6 7 9	10. GEL_____
11. Service Agency of the Ministry of Internal Affairs (driving licenses, licenses for carrying gun)	1 2 9	1 2 3 4 5 6 7 9	11. GEL_____
12. Judges/Courts officials	1 2 9	1 2 3 4 5 6 7 9	12. GEL_____
13. . Water and Sewerage Company	1 2 9	1 2 3 4 5 6 7 9	13. GEL_____
14. Electricity	1 2 9	1 2 3 4 5 6 7 9	14. GEL_____
15. Georgia Postal Services	1 2 9	1 2 3 4 5 6 7 9	15. GEL_____
16. State procurement Agency	1 2 9	1 2 3 4 5 6 7 9	16. GEL_____
17. Public Registry	1 2 9	1 2 3 4 5 6 7 9	17. GEL_____
18. Pensions	1 2 9	1 2 3 4 5 6 7 9	18. GEL_____
19. Licenses and Permissions	1 2 9	1 2 3 4 5 6 7 9	19. GEL_____

**Q 24. How often is the following statement true? “If a government agent acts against the rules I can usually go to another official or to his superior and get the correct treatment without recourse to unofficial payments.”**

**SHOW CARD Q24**

Always	1
Mostly	2
Frequently	3
Seldom	4
Never	5
Don't Know	9

### Corruption reporting system.

**Q 25 Do you know what process to follow in reporting a corrupt act by a public official?**

☐1Yes      ☐2 No (if No skip to Q 27)

**Q 26 How would you evaluate the process of corruption reporting? Please answer on a scale of 1 to 5, where 1 corresponds to “completely disagree” and 5 corresponds to “completely agree”.**

		Statements on corruption reporting process. 1=completely disagree; 2= disagree; 3= indifferent; 4= agree; and 5= completely agree. 9= DK					
1	The process is very effective	1	2	3	4	5	9
2	The process is very simple	1	2	3	4	5	9
3	The reporter is well protected from potential harassment	1	2	3	4	5	9

**Q 27 During the past three years, have you ever observed a corrupt act by a public official?**

☐1Yes      ☐2 No    9. DK/RA

**Q 28. During the past three years, have you or anyone in your household reported a corrupt act by a public official?**

☐1Yes      ☐2 No 9. DK/RA

**Q 29 Please tell me how much each one of the following reasons affects the decision not to report a case of corruption. Use the scale of 1 to 5, where 1 means it does not affect at all and 5 that it affects a lot.**

<b>Interviewer: Show card Q29.</b>	<b>Does not affect at all</b>	<b>Affects a little</b>	<b>Indifferent</b>	<b>Affects</b>	<b>Affects a lot</b>	<b>DK</b>
1. Not knowing where to report	1	2	3	4	5	9
2. Cases cannot be proved	1	2	3	4	5	9
3.The process is too complex and long	1	2	3	4	5	9
4. Corruption is a custom	1	2	3	4	5	9
5. Bribes can be justified under the current economic situation	1	2	3	4	5	9
6.Investigations cannot be made about the report	1	2	3	4	5	9
7.There would be no enforcement even if the decision is made	1	2	3	4	5	9
8. Concern about potential harassment and reprisal	1	2	3	4	5	9

**part 4. Judicial System**

**Q 30 We would like to ask some questions about the judicial system in Georgia.** I will show you some statements that people sometimes make. Can you please tell me where your opinion lies? (If you agree more with the statement on the left, choose 1 or 2; if you agree more with the statement on the right, choose 4 or 5, where 1 and 4 mean “agree”, and 2 and 5 mean “completely agree”. If you do not agree with any of the statements, choose 3, which means “indifferent”. **(INTERVIEWER MAKE SURE YOU ARE UNDERSTOOD AND HAND OUT CARD Q30)**

**Show Card Q30**

<b>01.</b> The judicial system does not deserve <b>any</b> trust	1	2	3	4	5	The judicial system deserves <b>complete</b> trust
<b>02.</b> The judicial system is totally <b>dependent</b> on the government	1	2	3	4	5	The judicial system is totally <b>independent</b> from the government
<b>03.</b> Laws in Georgia are applied <b>only for poor people</b> , as they say “laws are only for those who wear ruanas”	1	2	3	4	5	Laws in Georgia are applied <b>equally for everyone</b> , rich or poor.
<b>04.</b> The judicial system is quite <b>unfair</b> .	1	2	3	4	5	The judicial system is quite <b>fair</b> .
<b>05.</b> The judicial system is <b>more</b> corrupt than the government.	1	2	3	4	5	The judicial system is <b>less</b> corrupt than the government.

**Q31(a) Did you or anyone in your household initiate a lawsuit against anyone in the last 3 years?**

**YES**

**NO ⇒ skip to Q 32**

9. DK/RA ⇒ skip to Q 32

Q31(b) How many cases were initiated in the last 3 years? \_\_\_\_\_ cases

99. DK/RA

**Q31(c) Did you or anyone in your household receive any indication that you were expected to make some gratification to a justice, magistrate, judge, prosecutor, enforcement officials, or any other official involved in the case in order to get a favourable decision?**

	1 <sup>st</sup> case	2 <sup>nd</sup> case	3 <sup>rd</sup> case	4 <sup>th</sup> case	5 <sup>th</sup> case
Yes	1	1	1	1	1
No ⇒ (Skip to e)	2	2	2	2	2
DK/RA ⇒ (Skip to e)	9	9	9	9	9

**Ask the following question in case in Q31 (c) the answer is “YES”**

Q31(d) If yes, which type of official gave you the indication of soliciting for gratification?

	1 <sup>st</sup> case	2 <sup>nd</sup> case	3 <sup>rd</sup> case	4 <sup>th</sup> case	5 <sup>th</sup> case
Magistrate	1	1	1	1	1
Judge	2	2	2	2	2
Prosecutor	3	3	3	3	3
Enforcement Official	4	4	4	4	4
Others (specify)	5	5	5	5	5
-----					
DK/RA	9	9	9	9	9



Q31(e) On average, how much did you or anyone in your household have paid to the following type of officials? (in equivalent value if it took the form of gift or other favour If nothing, please write in "0")

	GEL
Enforcement Officials	_____ GEL 999. DK/RA
Court clerk	_____ GEL 999. DK/RA
Judges	_____ GEL 999. DK/RA
Magistrate	_____ GEL 999. DK/RA
Public Prosecutor	_____ GEL 999. DK/RA
Legal Aid	_____ GEL 999. DK/RA
Law enforcement officer	_____ GEL 999. DK/RA

Q31(f) On average how long did the cases take to resolve?

	1 <sup>st</sup> case	2 <sup>nd</sup> case	3 <sup>rd</sup> case	4 <sup>th</sup> case	5 <sup>th</sup> case
months					
DK/RA	99	99	99	99	99
in process	77	77	77	77	77

Ask about the case that is in process f=77

Q31(g) If yet to be resolved, for how long has the case been going on?

	1 <sup>st</sup> case	2 <sup>nd</sup> case	3 <sup>rd</sup> case	4 <sup>th</sup> case	5 <sup>th</sup> case
months					
DK/RA	99	99	99	99	99

## ASK ALL!

Q 32 (a) How important are the following as obstacles to using courts in Georgia? State whether you think it is (1) "Not important", (2) "Not so important", (3) "Fairly important", (4) "Important" OR (5) "Extremely important". 9 = DK/NS

Show card Q32a	Not important	Not so important	Fairly important	Important	Extremely important	DK/RA
1. Too high court fees	1	2	3	4	5	9
2. Too high lawyer fees	1	2	3	4	5	9
3. High gratification	1	2	3	4	5	9
4. Court decisions influenced by corruption	1	2	3	4	5	9
5. Incompetent judges	1	2	3	4	5	9
6. Too long process	1	2	3	4	5	9
7. Too complex process	1	2	3	4	5	9
8. Lack of effective enforcement of court decision	1	2	3	4	5	9
9. Courts are too far	1	2	3	4	5	9
10. other; specify	1	2	3	4	5	9

Q32(b) In the past three years, have you or anyone in your household ever felt the need to use the court system but decided not to?

1. Yes
2. No ⇒ (Skip to Q 33)
9. DK/RA (Skip to Q 33)

Q32(c) **SHOW CARD Q32(c)** If yes above, why did you decide not to? [Indicate the number of the most important reason, from 1 to 10 from the list under Q 32 (a)] (Select one) \_\_\_\_\_ 99.  
DK/RA

**Q33(a) During the past three years, have you or anyone in your household solved an important dispute without going to formal courts (for example, traditional justice, using a mediator, etc.)?**

1. YES
2. NO ⇒ Skip to Q 34
9. DK/RA ⇒ Skip to Q 34

**Q33(b) If yes, please indicate whether you used the following method.**

		YES	NO	DK/RA
1	Lawyer without going to court	1	2	9
2	Formal Mediator/ Arbitrator	1	2	9
3	Respected member of society	1	2	9
4	Friend/family	1	2	9
5	Government Official	1	2	9
6	Respected member of business community	1	2	9
7	Private Security firm	1	2	9
8	Others; specify	1	2	9

## PART 5. Education

ASK ALL

**Q34 How many members of your household, are attending either public or private schools? Please count all students in nursery, primary school, secondary school, college and university/institute.**  
\_\_\_\_\_ persons

(If NONE, record "0" and skip to Q 36.)

**Q35(a) Among them the educational institution of the oldest one is?**

- 1 A nursery school
- 2 A primary school
- 3 A secondary school
- 4 A college
- 5 A university/institute

**Q35(b) The school is:**

- 1 A private school
- 2 A public school
- 9 DK/RA

**Q35(c) The overall quality of the school of your oldest school-age child is**

1	2	3	4	5	9
very poor	poor	fair	good	very good	DK/RA

**Q35(d) Over the past three years, the overall quality of this type of school has become**

1	2	3	4	5	9
much worse	worse	remained the same	better	much better	DK/RA

**Q35(e) How many hours of class does your eldest child of school going age have a day?**  
\_\_\_\_\_ hours a day 999. DK/RA

**Q35(f) Annual school cost for this school of your eldest child is**  
\_\_\_\_\_ GEL 999. DK/RA

**Q35(g) Annual unofficial cost for this school of your eldest child is**  
\_\_\_\_\_ GEL 999. DK/RA

**ASK ALL!!!**

Q 36 From the list of possible obstacles to good education, indicate how important each is as a cause of the poor quality of education in Georgia: (1) "Not important", (2) "Not so important", (3) "Fairly important", (4) "Important" or (5) "Extremely important". 9 = DK/NS

SHOW CARD Q36 Possible causes of poor education	Not important	Not so important	Fairly important	Important	Extremely important	DK/RA
01. Cost involved in having access to education	1	2	3	4	5	9
02. The educational system not being updated	1	2	3	4	5	9
03. Teachers' low professional capacity	1	2	3	4	5	9
04. Inadequate buildings, infrastructure and Equipment	1	2	3	4	5	9
05. Poor syllabi	1	2	3	4	5	9
06. Low teacher pays/salary	1	2	3	4	5	9

## PART 6. Health

### ASK ALL!!!

**Q 37 During the past twelve months, has anyone in your immediate household visited a hospital, a clinic, or primary health care centre for medical attention?**

- 1 Yes
- 2 No ⇒ Skip to Q 41
- 9 DK/RA ⇒ Skip to Q 41

Q 38. What type of health care facility did he/she visit? **Multiple answers are possible**

- 1. Public hospital
- 2. Private hospital
- 3. Public Clinic
- 4. Private clinic
- 5. Primary health care centre
- 9. DK/RA

### ASK ALL!!!

**Q 39 If the household member visited a private hospital, or clinic, was he/she referred there by a doctor, or medical staff from a government hospital or clinic?**

- 1 Yes
- 2 No ⇒ Skip to Q 41
- 9 DK/RA ⇒ Skip to Q 41

**Q40(a). If yes, does the doctor/medical staff practice at this private hospital, or clinic?**

- 1 Yes
- 2 No
- 9 DK/RA

**Q40(b) If admitted, for how many days was he/she admitted**

- \_\_\_\_\_ Days
- 77. was not admitted
- 99. DK/RA

**Q40(c) How much did the official payments he/she made amount to? \_\_\_\_\_ GEL**  
999. DK/RA

**Q40(d) Was he/she asked any unofficial payment or gifts for the services received?**

- 1 Yes
- 2 No ⇒ Skip to Q 41

9 DK/RA ⇒ Skip to Q 41

Q40(e) If yes, how much did he/she pay in addition in the form of gratification/gifts? \_\_\_\_\_ GEL  
999. DK/RA

**ASK ALL!!!**

Q 41 Assess the quality of public medical staff and facilities, where 1 corresponds to very poor, 5 corresponds to very good and 9 don't know:

SHOW CARD Q41	The quality of the services is: 1=very poor; 2= poor; 3=fairly good; 4= good; 5=very good; 9= DK/RA					
Quality of physicians and other medical staff	1	2	3	4	5	9
Facilities	1	2	3	4	5	9

Q 42 Over the past three years, the overall quality of this type of hospital/clinic/primary health care center has become:

- ☐1: ***much worse***  
☐2: ***worse***  
☐3: ***no change***  
☐4: ***better***  
☐5: ***much better***  
☐9: I do not know

Q 43 On a scale from 1 to 5, where 1 means not important; 5 extremely important; and 9 "Don't know", how important are the following measures to improve the public health system?

Show Card Q43	Importance of measures: 1= Not important; 2=Not so important; 3=Fairly important; 4= Important; 5= Extremely important; 9= DK/RA					
1. More trained staff	1	2	3	4	5	9
2. Provision of adequate drugs and medicine	1	2	3	4	5	9
3. Increase in salaries of health personnel	1	2	3	4	5	9
4. More hospitals	1	2	3	4	5	9
5. Other (Please specify)	1	2	3	4	5	9

**Primary health sector**

Q 44 During the past three years, has the quality of the primary public health sector [EXPLAIN WHAT THIS MEANS TO RESPONDENT] improved or deteriorated?

1. ***much worse***  
2. ***worse***  
3. ***no change***  
4. ***better***  
5. ***much better***  
9. I do not know

**PART 7 Other public services**

*Public Electricity Supply*

Q 45 Are you connected to public electricity supply?

1. Yes  
2. No ⇒ (Skip to Q 49)

Q 46 How reliable is the supply?

1	2	3	4	5	9
Very unreliable	Unreliable	Somewhat reliable	Reliable	Very reliable	DK/RA

Q 47 Does the payment of gratification improve the reliability of service?

1. Yes  
2. No  
9. DK/RA

Q 48 Can you have your bills reduced through payment of gratification.

- 1. Yes
- 2. No
- 9. DK/RA

Q 49. On a scale from 1 to 5, where 1 means never; 2 seldom; 3 sometimes; 4 most times and 5 always, how often do households, like yours, get connected unofficially to the electricity supply? **Show Card Q49**

1	2	3	4	5	9
never	seldom	sometimes	most times	always	DK/RA

#### Public Gas Supply

Q 50 Are you connected to gas?

- 1. Yes
- 2. No⇒ (Skip to Q 54)

Q 51 How reliable is the supply? **Show Card Q49**

1	2	3	4	5	9
Very unreliable	Unreliable	Somewhat reliable	Reliable	Very reliable	DK/RA

Q52. Does the payment of gratification improve the reliability of service?

- 1. Yes
- 2. No
- 9. DK/RA

Q 53 Can you have your bills reduced through payment of gratification?

- 1. Yes
- 2. No
- 9. DK/RA

Q 54 On a scale from 1 to 5, where 1 means never; 2 seldom; 3 sometimes; 4 most times and 5 always, how often do households, like yours, get connected unofficially to the gas supply? **Show Card Q49**

1	2	3	4	5	9
never	seldom	sometimes	most times	always	DK/RA

### Water Supply

Q 55 Are you connected to water supply?

1. Yes
2. No ⇒ (Skip to Q 59)

Q 56 How reliable is the water supply? **Show Card Q49**

1	2	3	4	5	9
Very unreliable	Unreliable	Somewhat reliable	Reliable	Very reliable	DK/RA

Q 57 Does the payment of gratification improve the reliability of service?

1. Yes
2. No
9. DK/RA

Q 58 Can you have your bills reduced through payment of gratification?

1. Yes
2. No
9. DK/RA

Q 59 On a scale from 1 to 5, where 1 means never; 2 seldom; 3 sometimes; 4 most times and 5 always, how often do households, like yours, get connected unofficially to the water supply?

1	2	3	4	5	9
never	seldom	sometimes	most times	always	DK/RA

### PART 8. Respondent's View of public service Reforms

Q 60(a) Here are some suggestions for ensuring that citizens receive the public services to which they are entitled without having to give money or presents. For each one, how effective do you think it would be for improving the situation in Georgia Please answer on a scale of 1 to 5, where 1 corresponds to "very effective"; 2 quite effective 3 useful though not very effective; 4 not necessary; 5 actually harmful; and 9 I do not know/depends.

<b>SHOW CARD Q60a</b>	very effective	quite effective	useful though not very effective	not necessary	actually harmful	DK/RA
1. Increasing salaries for public employees	1	2	3	4	5	9
2. Better training for public employees to give them the necessary knowledge and skills	1	2	3	4	5	9
3. Reduction in government workforce, if it allows an increase in salary and benefits for remaining government workers	1	2	3	4	5	9
4. Better appeal and complaints procedures for citizens	1	2	3	4	5	9
5. Functioning procedures for appeal to courts against acts by public employees	1	2	3	4	5	9
6. Fewer official forms and documents	1	2	3	4	5	9
7. Display the rights of citizens on notices in all offices	1	2	3	4	5	9
8. Make all public employees sign a 'code of conduct', setting out how they should behave towards citizens	1	2	3	4	5	9
9. Stricter controls and penalties for public employees	1	2	3	4	5	9
10. Stricter penalties for people who bribe public employees	1	2	3	4	5	9

SHOW CARD Q60(b)

**Q 60(b)** Among the 10 reform measures above, which one would you prefer above others? (Select One)

1	<b>Increasing salaries</b>
2	<b>Better training</b>
3	<b>Reduction in government workforce combined with salary increase</b>
4	<b>Better appeal and complaints procedures</b>
5	<b>Functioning procedures for appeals to courts</b>
6	<b>Fewer official forms and documents</b>
7	<b>Displaying rights of citizens</b>
8	<b>Code of conduct for public employees</b>
9	<b>Stricter controls and penalties for public employees</b>
10	<b>Stricter penalties for people who bribe public employees</b>
99	<b>DK/RA</b>

Q 60(c) Suppose the government raised the salaries of doctors and nurses, but set official charges for hospital treatment. Would that...

- (1) makes things better, because doctors and nurses would not try to get extra money from them
- (2) makes things worse, because people would have to pay official charges
- (3) make no difference
- (4) depends (DO NOT READ OUT)
- (9) don't know/refuse to answer (DO NOT READ OUT)

Q61 Do you have any additional comments on this survey?

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**THANK YOU FOR PARTICIPATING IN THIS SURVEY!**

**Post-Interview Information**

*This part should be filled out by the surveyor after the interview.*

FinishTime: \_\_\_\_ hh \_\_\_\_ min

F 1. Overall, would you say that the respondent's reaction to the interview was...?

1	2	3	4	5
very negative				very positive

F 2. Overall, how sincere did the respondent seem to be in his/her answers?

1	2	3	4	5
very insincere				very sincere

## A N N E X 2



This data is based on GORBI's nationwide surveys of 1000 respondents conducted from 2001 to 2003. See at: [www.gorbi.com](http://www.gorbi.com)

*Q. According to you, how far is corruption proliferated among the following groups:*

<b>Most or almost most involved, %</b>	<b>2001</b>	<b>2002</b>	<b>2003</b>
Customs officers	66	70	71
Police officers	73	70	70
Tax officials	70	70	70
Ministers	57	65	64
Public prosecutors	59	63	63
Investigating officers	N/A	63	62
Judges	56	61	61
Members of parliament	56	63	61
Lawyers	47	54	59
Officials at ministries	54	54	50
Administration officials in the judicial system	46	52	47
Municipal officials	47	49	45
Political party and coalition leaders	30	36	41
Business people	33	37	36
Bankers	36	37	31
Doctors	27	34	29
University professors and officials	21	28	28
Representatives of non-governmental organizations	20	30	23
Teachers	8	16	11
Journalists	10	11	10