Eurasia Foundation of Central Asia and the Caucasus Research Resource Centers - A program of the Eurasia Partnership Foundation

### ACCESS TO JUSTICE IN CENTRAL ASIA

### 2010/2011

### DEMOGRAPHIC

I will start by asking you a few questions about yourself and your household. By 'household' we mean people currently living with you most of the time, regardless of their legal place of residence, and who share income and expenses.

1. Please tell me, what is your age?

\_\_\_\_ years old

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

2. How many children and/or teenagers under the age of 18 are there in your household? [INTERVIEWER! WRITE DOWN THE NUMBER OF CHILDREN/TEENAGERS.]

\_\_\_\_ CHILDREN/TEENAGERS UNDER THE AGE OF 18

(*Refuse to answer*) 98

#### 3. What is your current marital status?

[INTERVIEWER! DO NOT READ OUT. ACCEPT ONE ANSWER.]

| Married/civil marriage | 1 |
|------------------------|---|
| Single                 | 2 |
| Widowed                | 3 |
| Separated              | 4 |

| Divorced           | 5  |
|--------------------|----|
| (Refuse to answer) | 99 |

# 4. [SHOW CARD 4] Using this card, please tell me, what is your highest level of education? [INTERVIEWER! ACCEPT ONE ANSWER.]

| No primary education                             | 1  |
|--|----|
| Primary education (4 grades)                     | 2  |
| Incomplete secondary education (9 grades)        | 3  |
| <i>Completed secondary education (11 grades)</i> | 4  |
| Secondary technical education                    | 5  |
| Incomplete higher education                      | 6  |
| Complete higher education                        | 7  |
| (Don't know)                                     | 98 |
| (Refuse to answer)                               | 99 |

5. Do you currently work? This job may be part-time or full-time, and you may be officially employed, informally employed or self-employed, but it brings you monetary income.

| Yes                | 1  |
|--------------------|----|
| No                 | 0  |
| (Refuse to answer) | 99 |

6. [SHOW CARD 6] Using this card, please tell me what are currently the sources of income for your household? Please think of <u>all</u> members of your household. [INTERVIEWER! ACCEPT <u>ALL</u> ANSWERS.]

| Agriculture   | 1 |
|---|---|
| Irregular work except for agriculture                       | 2 |
| Retail trade  | 3 |
| Other kind of private business                              | 4 |
| Employment in private sector                                | 5 |
| Employment in public sector (education, healthcare, police, | 6 |

| army, etc)                            |    |
|---------------------------------------|----|
| Employment in non-profit organization | 7  |
| Pensions/state social payments        | 8  |
| Remittances from abroad               | 9  |
| Other                                 | 10 |
| (Don't know)                          | 98 |
| (Refuse to answer)                    | 99 |

7. Which of the following state allowances currently do you or your household members receive? Please think of all household members that currently live with you. [<u>INTERVIEWER!</u> READ OUT LINE BY LINE, ACCEPT <u>ONE</u> ANSWER IN EACH ROW.]

|   |   | Yes | No | (Don't know) | (Refuse to<br>answer) |
|---|---|-----|----|--------------|-----------------------|
| 1 | Retirement pension                                  | 1   | 0  | 98           | 99                    |
| 2 | Family support allowance/mother/children allowance  | 1   | 0  | 98           | 99                    |
| 3 | Disability allowance                                | 1   | 0  | 98           | 99                    |
| 4 | Allowance for the loss of the head of the household | 1   | 0  | 98           | 99                    |
| 5 | Other state allowances                              | 1   | 0  | 98           | 99                    |

8. [SHOW CARD 8] Household income is a sum of monetary income of all household members. Speaking about monetary income of all your household members <u>on an average month</u>, after all taxes are paid, which of the following groups does your household belong to?

| More than USD 1200 | 1 |
|--------------------|---|
| USD 801-1200       | 2 |
| USD 401 – 800      | 3 |
| USD 251 – 400      | 4 |

| USD 101 – 250      | 5  |
|--------------------|----|
| USD 51- 100        | 6  |
| Up to USD 50       | 7  |
| (0)                | 8  |
| (Don't know)       | 98 |
| (Refuse to answer) | 99 |

#### 9. [SHOW CARD 9] Where are you registered (with propiska)? [INTERVIEWER! ACCEPT ONE ANSWER.]

| In my current settlement  | 1  |
|---|----|
| At a different settlement to my current residence but in the same Rayon | 2  |
| In a different Rayon to my current residence but the same<br>Oblast     | 3  |
| In a different Oblast to my current residence but the same country      | 4  |
| I am not registered in this country                                     | 5  |
| I am not registered anywhere  | 6  |
| Other   | 7  |
| (Don't know)  | 98 |
| (Refuse to answer)  | 99 |

### PERCEPTIONS OF LEGAL SYSTEM

[INTERVIEWER! READ OUT] I will now ask you some general questions about your perceptions and opinions about the legal system in/country/.

**10.** [SHOW CARD 10] I will name a list of institutions. Please, assess your trust toward each of them on a 5-point scale, where '5' means "Fully trust," and '1' means "Fully distrust." First, please tell me how much you trust the Army of /country/?

# [**INTERVIEWER!** READ OUT THE INSTITUTIONS LINE BY LINE. ACCEPT <u>ONE</u> ANSWER IN EACH ROW.]

|    |                                      | Fully trust | Rather trust | Neither<br>trust nor<br>distrust | Kather<br>distrust | Fully<br>distrust | (Don't<br>know) | (Refuse to<br>answer) |
|----|--------------------------------------|-------------|--------------|----------------------------------|--------------------|-------------------|-----------------|-----------------------|
| 1  | Army                                 | 5           | 4            | 3                                | 2                  | 1                 | 98              | 99                    |
| 2  | Parliament                           | 5           | 4            | 3                                | 2                  | 1                 | 98              | 99                    |
| 3  | President                            | 5           | 4            | 3                                | 2                  | 1                 | 98              | 99                    |
| 4  | Banks                                | 5           | 4            | 3                                | 2                  | 1                 | 98              | 99                    |
| 5  | Education system                     | 5           | 4            | 3                                | 2                  | 1                 | 98              | 99                    |
| 6  | Healthcare system                    | 5           | 4            | 3                                | 2                  | 1                 | 98              | 99                    |
| 7  | Legal system                         | 5           | 4            | 3                                | 2                  | 1                 | 98              | 99                    |
| 8  | Judges                               | 5           | 4            | 3                                | 2                  | 1                 | 98              | 99                    |
| 9  | Lawyers                              | 5           | 4            | 3                                | 2                  | 1                 | 98              | 99                    |
| 10 | Police                               | 5           | 4            | 3                                | 2                  | 1                 | 98              | 99                    |
| 11 | Prosecutor's office                  | 5           | 4            | 3                                | 2                  | 1                 | 98              | 99                    |
| 13 | Non government<br>organizations      | 5           | 4            | 3                                | 2                  | 1                 | 98              | 99                    |
| 14 | Media                                | 5           | 4            | 3                                | 2                  | 1                 | 98              | 99                    |
| 15 | Local government                     | 5           | 4            | 3                                | 2                  | 1                 | 98              | 99                    |
| 16 | Religious institutions you belong to | 5           | 4            | 3                                | 2                  | 1                 | 98              | 99                    |

11. [SHOW CARD 11] In resolving disputes, do you believe /country's /court system to be...

[**INTERVIEWER!** READ OUT LOUD LINE BY LINE FROM THE TABLE BELOW. CIRCLE <u>ONE</u> ANSWER IN EACH ROW.]

|   |            | Fully agree | Agree | Disagree | Fully disagree | (Don't know) | (Refuse to<br>answer) |
|---|------------|-------------|-------|----------|----------------|--------------|-----------------------|
| 1 | Objective  | 4           | 3     | 2        | 1              | 98           | 99                    |
| 2 | Uncorrupt  | 4           | 3     | 2        | 1              | 98           | 99                    |
| 3 | Quick      | 4           | 3     | 2        | 1              | 98           | 99                    |
| 4 | Affordable | 4           | 3     | 2        | 1              | 98           | 99                    |
| 5 | Competent  | 4           | 3     | 2        | 1              | 98           | 99                    |

### **12.** [SHOW CARD 12] **Do you agree or disagree with the following descriptions of legal** consultants/lawyers in your country? Are they...

[**INTERVIEWER!** READ OUT LOUD LINE BY LINE FROM THE TABLE BELOW. CIRCLE <u>ONE</u> ANSWER IN EACH ROW.]

|   |            | Fully agree | Agree | Disagree | Fully<br>disagree | (Don't know) | (Refuse to<br>answer) |
|---|------------|-------------|-------|----------|-------------------|--------------|-----------------------|
| 1 | Affordable | 4           | 3     | 2        | 1                 | 98           | 99                    |
| 2 | Competent  | 4           | 3     | 2        | 1                 | 98           | 99                    |
| 3 | Uncorrupt  | 4           | 3     | 2        | 1                 | 98           | 99                    |

**13.** [SHOW CARD 13] **On a scale from 1 to 5, where '5' means "Fully agree" and '1' means "Fully disagree," to what extent would you agree or disagree with the following statements?** 

[INTERVIEWER! ACCEPT ONE ANSWER IN EACH ROW.]

|   |  | Fully agree | Somewhat agree | Neither agree<br>nor disagree | Somewhat<br>disagree | Fully disagree | (Don't know) | (Refuse to<br>answer) |
|---|--|-------------|----------------|-------------------------------|----------------------|----------------|--------------|-----------------------|
| 1 | Courts in my country have<br>become more trustworthy over<br>the last five years.    | 5           | 4              | 3                             | 2                    | 1              | 98           | 99                    |
| 2 | The courts in my country have<br>become more effective over the<br>last five years.  | 5           | 4              | 3                             | 2                    | 1              | 98           | 99                    |
| 3 | My legal rights are better<br>protected in my country now<br>than five years ago.    | 5           | 4              | 3                             | 2                    | 1              | 98           | 99                    |
| 4 | The police in my country has<br>become more trustworthy over<br>the last five years. | 5           | 4              | 3                             | 2                    | 1              | 98           | 99                    |
| 5 | The police in my country have<br>become more effective over the<br>last five years.  | 5           | 4              | 3                             | 2                    | 1              | 98           | 99                    |

# **14.** [SHOW CARD 14] To your knowledge, how common are the following problems for people in your village/settlement?

#### [INTERVIEWER! READ OUT. ACCEPT ONE ANSWER IN EACH ROW.]

|   |  | Very common | Common | Rare | Never happens | (Don't know) | ( <i>Refuse to</i><br>answer) |
|---|--|-------------|--------|------|---------------|--------------|-------------------------------|
| 1 | Theft  | 1           | 2      | 3    | 4             | 98           | 99                            |
| 2 | Violent crime                                | 1           | 2      | 3    | 4             | 98           | 99                            |
| 3 | Problem divorce (divorces that involve major | 1           | 2      | 3    | 4             | 98           | 99                            |

|   | disagreement over property,<br>money or children)   |   |   |   |   |    |    |
|---|---|---|---|---|---|----|----|
| 4 | Violence in the home  | 1 | 2 | 3 | 4 | 98 | 99 |
| 5 | Disputes in families over inheritance   | 1 | 2 | 3 | 4 | 98 | 99 |
| 6 | Disputes with neighbors over<br>land or property  | 1 | 2 | 3 | 4 | 98 | 99 |
| 7 | Difficulties registering<br>documents with state officials<br>(such as property, identity<br>documents) | 1 | 2 | 3 | 4 | 98 | 99 |
| 8 | Disputes with state officials<br>over land or property  | 1 | 2 | 3 | 4 | 98 | 99 |
| 9 | Disputes with state officials over other issues   | 1 | 2 | 3 | 4 | 98 | 99 |

**15.** Have you personally experienced any of the following problems at least once over the past five years?

[**INTERVIEWER!** ASK LINE BY LINE ABOUT EACH PROBLEM. ACCEPT <u>ONE</u> ANSWER IN EACH ROW.]

|   |  | Yes | No | (Don't<br>know) | (Refuse to<br>answer) |
|---|--|-----|----|-----------------|-----------------------|
| 1 | Theft  | 1   | 0  | 98              | 99                    |
| 2 | Violent crime  | 1   | 0  | 98              | 99                    |
| 3 | Problem divorce (divorces that involve major<br>disagreement over property, money or children) | 1   | 0  | 98              | 99                    |
| 4 | Violence in the home   | 1   | 0  | 98              | 99                    |
| 5 | Disputes in families over inheritance  | 1   | 0  | 98              | 99                    |
| 6 | Disputes with neighbors over land or property  | 1   | 0  | 98              | 99                    |
| 7 | Difficulties registering documents with state  | 1   | 0  | 98              | 99                    |

|    | officials (such as property, identity documents)    |   |   |    |    |
|----|---|---|---|----|----|
| 8  | Disputes with state officials over land or property | 1 | 0 | 98 | 99 |
| 9  | Disputes with state officials over other issues     | 1 | 0 | 98 | 99 |
| 10 | State officials asking for a bribe                  | 1 | 0 | 98 | 99 |
| 11 | Arrest (your or your family member's)               | 1 | 0 | 98 | 99 |

### **16.** [SHOW CARD 16] How likely is it that you would address the police if you were the victim of a crime?

#### [INTERVIEWER! ACCEPT ONE ANSWER.]

| Very likely         | 1  | GO TO Q 18 |
|---------------------|----|------------|
| Likely              | 2  |            |
| Unlikely            | 3  | GO TO Q 17 |
| Very unlikely       | 4  |            |
| (Don't know)        | 98 | GO TO Q 18 |
| (Refused to answer) | 99 |            |

### 17. Why would you not address the police if you were the victim of a crime? Please name up to three reasons.

[**INTERVIEWER!** DO NOT READ OUT. CORRESPOND TO RESPONDENT'S ANSWER. ACCEPT <u>UP TO THREE</u> ANSWERS.]

| The legal system is too expensive                                 | 1  |
|---|----|
| The legal system is very slow                                     | 2  |
| The legal system never catches the criminals                      | 3  |
| I don't trust the courts  | 4  |
| I don't trust the police  | 5  |
| I would rather have someone in the community help me deal with it | 6  |
| I would rather go to third parties                                | 7  |
| I would deal with it myself                                       | 8  |
| Due to feeling shame/humiliation                                  | 9  |
| Other   | 10 |
| (Don't know)  | 98 |
| (Refused to answer)   | 99 |

#### 18. Where would you primarily go to find legal advice, if your rights were violated?

#### [**INTERVIEWER!** DO NOT READ OUT. CORRESPOND TO RESPONDENT'S ANSWER. ACCEPT <u>ONE</u> ANSWER.]

| Lawyer                | 1  |
|-----------------------|----|
| Government official   | 2  |
| Head of the community | 3  |
| NGO                   | 4  |
| Religious authority   | 5  |
| Community elders      | 6  |
| Internet              | 7  |
| Family                | 8  |
| Neighbours            | 9  |
| Colleagues            | 10 |
| Friends               | 11 |
| Third parties         | 12 |
| Other                 | 13 |
| (Don't know)          | 98 |
| (Refused to answer)   | 99 |

#### 19. Do you know where to find free legal consultations?

### [INTERVIEWER! ACCEPT ONE ANSWER.]

| Yes                | 1  |
|--------------------|----|
| No                 | 2  |
| (Refuse to answer) | 99 |

#### **20. Do you know where to find affordable legal consultations?** [INTERVIEWER! ACCEPT <u>ONE</u> ANSWER.]

| Yes | 1 |
|-----|---|
| No  | 2 |

(Refuse to answer)

99

### **KNOWLEDGE OF THE LEGAL SYSTEM**

21. Do you have a right to free legal counsel in a criminal case if you cannot afford it?

| Yes                | 1  |
|--------------------|----|
| No                 | 2  |
| (Don't know)       | 98 |
| (Refuse to answer) | 99 |

22. Do you have a right to free legal counsel in a civil case if you cannot afford it?

| Yes                | 1  |
|--------------------|----|
| No                 | 2  |
| (Don't know)       | 98 |
| (Refuse to answer) | 99 |

23. Is a marriage that is only carried out by a local religious person recognized by the state?

| Yes                | 1  |
|--------------------|----|
| No                 | 2  |
| (Don't know)       | 98 |
| (Refuse to answer) | 99 |

24. Does a regular citizen have a right to attend court hearings/cases if they do not concern him or his family members?

| Yes                | 1  |
|--------------------|----|
| No                 | 2  |
| (Don't know)       | 98 |
| (Refuse to answer) | 99 |

#### **25.** Does a wife have a right to initiate divorce?

| Yes                | 1  |
|--------------------|----|
| No                 | 2  |
| (Don't know)       | 98 |
| (Refuse to answer) | 99 |

26. Does a spouse get their husband/wife's property after his/her death?

| Yes  | 1  |
|--|----|
| Not necessarily. It depends on the circumstances | 2  |
| No   | 3  |
| (Don't know)                                     | 98 |
| (Refuse to answer)                               | 99 |

27. [SHOW CARD 27] Using this card, how would you evaluate your knowledge of the legal system in */country/*? '1' means you know nothing about the legal system in */country/*, and '5' means you know a lot about the legal system in */country/*.

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

L\_\_\_ NUMBER

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

### **PROBLEM SCENARIOS**

I would now like to have your opinion on the following cases.

28. If someone has a dispute with a neighbor over land, should s/he involve an external authority to try solving the issue?

| Yes                | 1  |
|--------------------|----|
| No                 | 2  |
| (Don't know)       | 98 |
| (Refuse to answer) | 99 |

# **29.** [SHOW CARD 29] What is the most likely authority to which a person would take their dispute with a neighbor over land?

[INTERVIEWER! READ OUT. ACCEPT ONE ANSWER.]

| Court  | 1  | GO TO Q<br>30 |
|--|----|---------------|
| Police                                       | 2  |               |
| Village/community Elders                     | 3  |               |
| Local religious leaders                      | 4  |               |
| Head of village or local government official | 5  |               |
| NGO  | 6  |               |
| Leaders of Diaspora                          | 7  |               |
| \No one                                      | 8  | GO TO Q<br>31 |
| Other  | 9  |               |
| (Don't know)                                 | 98 |               |
| (Refuse to answer)                           | 99 |               |

**30.** [SHOW CARD 30] **Do you agree or disagree with the following descriptions of** [INTERVIEWER! Name the institution the respondent chose in Q 29] in solving a dispute between neighbors over land?

### [**INTERVIEWER!** READ OUT LOUD LINE BY LINE FROM THE TABLE BELOW. CIRCLE <u>ONE</u> ANSWER IN EACH ROW.]

|    |            | Fully agree | Agree | Disagree | Fully<br>disagree | (Don't know) | (Refuse to<br>answer) |
|----|------------|-------------|-------|----------|-------------------|--------------|-----------------------|
| 1. | Affordable | 4           | 3     | 2        | 1                 | 98           | 99                    |
| 2. | Competent  | 4           | 3     | 2        | 1                 | 98           | 99                    |
| 3. | Objective  | 4           | 3     | 2        | 1                 | 98           | 99                    |
| 4. | Uncorrupt  | 4           | 3     | 2        | 1                 | 98           | 99                    |

### **31.** Do you feel that if a woman is beaten by a member of her family, should she involve others outside of her family to try and stop it?

#### [INTERVIEWER! ACCEPT ONE ANSWER.]

| Yes                | 1  | GO TO<br>Q 33 |
|--------------------|----|---------------|
| No                 | 2  | GO TO<br>Q 32 |
| (Don't know)       | 98 | GO TO         |
| (Refuse to answer) | 99 | Q 33          |

### 32. What is the main reason a woman who is beaten by a member of her family should <u>not</u> involve others outside of her family to try and stop it?

[INTERVIEWER! DO NOT READ OUT. CORRESPOND TO RESPONDENT'S ANSWER. ACCEPT <u>ONE</u> ANSWER.]

It is a family matter and should be dealt with in the family

| Others would not be willing to help          | 2  |
|--|----|
| Legal system is not efficient in these cases | 3  |
| Legal system is corrupt                      | 4  |
| It is not a legal issue                      | 5  |
| It is too expensive                          | 6  |
| It is unlikely that she would know how       | 7  |
| Other  | 8  |
| (Don't know)                                 | 98 |
| (Refuse to answer)                           | 99 |

#### [INTERVIEWER! ASK THE FOLLOWING QUESTION TO ALL RESPONDENTS.]

# **33.** [SHOW CARD 33] Except relatives, what is the most likely authority to which a woman would go to if she has been beaten by a member of her family?

#### [INTERVIEWER! ACCEPT ONE ANSWER.]

| Local Court                                  | 1  | GO TO Q<br>34 |
|--|----|---------------|
| Police                                       | 2  |               |
| Village/community Elders                     | 3  |               |
| Local Religious leaders                      | 4  |               |
| Leader of Diaspora                           | 5  |               |
| Head of village or local government official | 6  |               |
| Women's Counsel                              | 7  |               |
| NGO  | 8  |               |
| No one                                       | 9  | GO TO<br>Q35  |
| Other  | 10 | X             |

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

**34.** [SHOW CARD 34] **Do you agree or disagree with the following descriptions of** [**INTERVIEWER! Name the institution the respondent chose in Q 33] in addressing the issue of a woman beaten by a member of her family?** [**INTERVIEWER!** READ OUT LOUD LINE BY LINE FROM THE TABLE BELOW. CIRCLE <u>ONE</u> ANSWER IN EACH ROW.]

|    |            | Fully agree | Agree | Disagree | Fully<br>disagree | (Don't know) | (Refuse to<br>answer) |
|----|------------|-------------|-------|----------|-------------------|--------------|-----------------------|
| 1. | Affordable | 4           | 3     | 2        | 1                 | 98           | 99                    |
| 2. | Competent  | 4           | 3     | 2        | 1                 | 98           | 99                    |
| 3  | Objective  | 4           | 3     | 2        | 1                 | 98           | 99                    |
| 4. | Uncorrupt  | 4           | 3     | 2        | 1                 | 98           | 99                    |

35. If a woman feels she is being unfairly treated by her husband in the process of a divorce or separation, should she seek help from an outside authority to solve the issue?

| Yes                | 1  |
|--------------------|----|
| No                 | 0  |
| (Don't know)       | 98 |
| (Refuse to answer) | 99 |

**36.** [SHOW CARD 36] If a woman is being unfairly treated by her husband in a process of a divorce or separation and decides to seek help from an outside authority, except the relatives, to whom is she most likely to go for help?

[INTERVIEWER! ACCEPT ONE ANSWER.]

| Lawyer/legal aid center                      | 1  | GO TO Q<br>37 |
|--|----|---------------|
| Police                                       | 2  |               |
| Village/community Elders                     | 3  |               |
| Local Religious leaders                      | 4  |               |
| Head of village or local government official | 5  |               |
| Women's counsel                              | 6  |               |
| NGO  | 7  |               |
| No one                                       | 8  |               |
| Other  | 7  | GO TO<br>Q38  |
| (Don't know)                                 | 98 |               |
| (Refuse to answer)                           | 99 |               |

**37.** [SHOW CARD 37] **Do you agree or disagree with the following descriptions of** [INTERVIEWER! Name the institution the respondent chose in Q 36] in addressing the issue of a woman being treated unfairly in a divorce?

[**INTERVIEWER!** READ OUT LOUD LINE BY LINE FROM THE TABLE BELOW. CIRCLE <u>ONE</u> ANSWER IN EACH ROW.]

|    |            | Fully agree | Agree | Disagree | Fully<br>disagree | (Don't know) | (Refuse to<br>answer) |
|----|------------|-------------|-------|----------|-------------------|--------------|-----------------------|
| 1. | Affordable | 4           | 3     | 2        | 1                 | 98           | 99                    |
| 2. | Competent  | 4           | 3     | 2        | 1                 | 98           | 99                    |
| 3. | Objective  | 4           | 3     | 2        | 1                 | 98           | 99                    |

| 4. | Uncorrupt | 4 | 3 | 2 | 1 | 98 | 99 |
|----|-----------|---|---|---|---|----|----|
|----|-----------|---|---|---|---|----|----|

# **38.** Over the past five years, have you personally or anyone from your household addressed any of the following authorities to try to solve a legal issue?

#### [INTERVIEWER! ACCEPT ONE ANSWER IN EACH ROW.]

|   |  | Yes | No | (Don't<br>know) | (Refuse to<br>answer) |
|---|--|-----|----|-----------------|-----------------------|
| 1 | Village/community Elders                     | 1   | 0  | 98              | 99                    |
| 2 | Local Religious leaders                      | 1   | 0  | 98              | 99                    |
| 3 | Head of village or local government official | 1   | 0  | 98              | 99                    |

[**INTERVIEWER!** ONLY IF THE RESPONDET ANSWERED 'YES' TO ONE OF THE THREE OPTIONS, ASK Q39. IN ALL OTHER CASES ('NO', 'DON'T KNOW', 'REFUSE TO ANSWER') GO TO Q40.]

#### **39.** In the most recent case, why did you choose to address this authority?

[INTERVIEWER! ACCEPT <u>ONE</u> ANSWER. DO NOT READ OUT. CORRESPOND TO THE RESPONDENT'S ANSWER.]

| There were no courts in my settlement       | 1  |
|---|----|
| I trust that authority more than the courts | 2  |
| This authority is more efficient            | 3  |
| It is more affordable                       | 4  |
| This authority is uncorrupt                 | 5  |
| Other                                       | 6  |
| (Don't know)                                | 98 |
| (Refuse to answer)                          | 99 |

### **COURT EXPERIENCE**

Now that you told us about your general attitudes, we would like to ask you a few questions about your specific experience with the courts.

40. Over the past five years, have you personally been part of a legal case brought to a court in *your country*?

| Yes                | 1  | GO TO Q41        |
|--------------------|----|------------------|
| No                 | 0  |                  |
| (Don't know)       | 98 | GO TO<br>LAST    |
| (Refuse to answer) | 99 | QUESTION<br>BLOC |

**[INTERVIEWER!** IF THE RESPONDENT ANSWERS "NO", "DON'T KNOW" OR "REFUSE TO ANSWER", GO TO LAST QUESTIONS BLOC AND THE INTERVIEWER ASSESSMENT FORM.]

#### 41. When was the most recent case initiated?

|\_\_\_\_ year

# [**INTERVIEWER!** FILL OUT MONTH AND YEAR. IF THE RESPONDENT DOES NOT REMEMBER, PROBE FOR AN ESTIMATE.]

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

#### 42. Talking about the most recent case, which type of case was it?

#### [INTERVIEWER! READ OUT. ACCEPT ONE ANSWER.]

| Civil case    | 1 |
|---------------|---|
| Criminal case | 2 |

| Administrative case | 3  |
|---------------------|----|
| (Other)             | 4  |
| (Don't know)        | 98 |
| (Refuse to answer)  | 99 |

#### 43. In the most recent case, what was your role?

#### [INTERVIEWER! READ OUT. ACCEPT ONE ANSWER.]

| Plaintiff          | 1  | GO TO Q0  |
|--------------------|----|-----------|
| Defendant          | 2  | 001000    |
| Other              | 3  |           |
| (Don't know)       | 98 | GO TO Q55 |
| (Refuse to answer) | 99 |           |

### 44. [SHOW CARD 44] What do you think about the trial in the most recent case?

# [**INTERVIEWER!**READ OUT LOUD LINE BY LINE FROM THE TABLE BELOW. ACCEPT <u>ONE</u> ANSWER IN EACH ROW.]

|   |                                   | Yes, completely | Yes, to some<br>extent | No, not at all | (Don't know) | (Refuse to<br>answer) |
|---|-----------------------------------|-----------------|------------------------|----------------|--------------|-----------------------|
| 1 | Was the process unbiased?         | 3               | 2                      | 1              | 98           | 99                    |
| 2 | Was the process efficient?        | 3               | 2                      | 1              | 98           | 99                    |
| 3 | Was the process expensive?        | 3               | 2                      | 1              | 98           | 99                    |
| 4 | Were your views well represented? | 3               | 2                      | 1              | 98           | 99                    |
| 5 | Did you understand the process?   | 3               | 2                      | 1              | 98           | 99                    |
| 6 | Were your rights explained to     | 3               | 2                      | 1              | 98           | 99                    |

| you by the indee? |  |  |  |
|-------------------|--|--|--|
| you by the judge? |  |  |  |

#### 45. Still talking about the most recent case, who won the case?

#### [INTERVIEWER! READ OUT LOUD. ACCEPT ONE ANSWER.]

| My party                      | 1  | GO TO |
|-------------------------------|----|-------|
| The other party               | 2  | Q 46  |
| The case is still in progress | 3  | GO TO |
| (Don't know)                  | 98 | Q 50  |
| (Refuse to answer)            | 99 |       |

### 46. Counting from when you first took action to resolve the case, how many months and years did it take to receive the judgment?

#### [INTERVIEWER! WRITE DOWN MONTHS AND YEARS.]

| Month | Year | Day |
|-------|------|-----|

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

# **47.** [SHOW CARD 47] I will now ask you a few questions about the judgment of your most recent case.

[INTERVIEWER! ACCEPT ONE ANSWER IN EACH ROW.]

|   |   | Completely | To some extent | Not at all | (Don't know) | (Refuse to<br>answer) |
|---|---|------------|----------------|------------|--------------|-----------------------|
| 1 | To what extent did you<br>receive an explanation about<br>the judgment? | 3          | 2              | 1          | 98           | 99                    |

| 2 | To what extent did you find | 3 | 2 | 1 | 98 | 99 |
|---|-----------------------------|---|---|---|----|----|
|   | the judgment fair?          |   |   |   |    |    |
| 3 | [ASK ONLY IF PLAINTIFF]     | 3 | 2 | 1 | 98 | 99 |
|   | To what extent was the      |   |   |   |    |    |
|   | judgment worth the invested |   |   |   |    |    |
|   | resources?                  |   |   |   |    |    |

#### 48. In the most recent case, was the judgment executed?

#### [INTERVIEWER! READ OUT. ACCEPT ONE ANSWER.]

| No                       | 1  | GO TO Q49 |
|--------------------------|----|-----------|
| Yes                      | 2  |           |
| Execution is in progress | 3  | GO TO Q50 |
| (Don't know)             | 98 |           |
| (Refuse to answer)       | 99 |           |

#### **49.** Why was the judgment not executed?

#### [INTERVIEWER! READ OUT. ACCEPT ONE ANSWER.]

| The case is being heard at Court of Appeal             | 1  |
|--|----|
| Because the authorities have not executed the judgment | 2  |
| Other  | 3  |
| (Don't know)   | 98 |
| (Refuse to answer)                                     | 99 |

#### 50. Did you have a lawyer/legal advisor?

| Yes | 1 | GO TO<br>Q 51 |
|-----|---|---------------|
| No  | 2 | GO TO<br>Q53  |

#### **51.** [SHOW CARD 51] **How did you find the lawyer?**

#### [INTERVIEWER! ACCEPT ONE ANSWER.]

| I already knew of a private lawyer                        | 1  |
|---|----|
| A private lawyer was recommended by a friend/family       | 2  |
| A private lawyer was recommended to me by someone<br>else | 3  |
| A lawyer was provided by the state                        | 4  |
| A lawyer was provided by a non-profit organization        | 5  |
| Other   | 6  |
| (Don't know)  | 98 |
| (Refuse to answer)  | 99 |

52. How much did the lawyer cost? If the case is still in progress, how much have lawyer/lawyers cost you so far?

|\_\_\_\_| US Dollars

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

[INTERVIEWER! AFTER ACCEPTING AN ANSWER TO THIS QUESTION, GO TO QUESTION 54.]

#### **53.** [SHOW CARD 53] Why did you not have a lawyer during this case?

| 1  | I defended myself       |
|----|-------------------------|
| 2  | I did not need a lawyer |
| 3  | Other                   |
| 98 | (Don't know)            |
| 99 | (Refuse to answer)      |

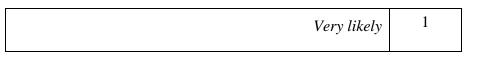
#### [INTERVIEWER! ACCEPT ONE ANSWER.]

54. Still talking about the last case, if any other costs were involved, please estimate the monetary value for each of the costs involved (in US Dollars). If the case is in progress, estimate the costs up until now.

[INTERVIEWER! ASK LINE BY LINE FOR EACH ITEM. ACCEPT <u>ONE</u> ANSWER IN EACH ROW. ENTER '0' IF NO COSTS WERE INVOLVED.]

|   |                                      | VALUE | (Don't | (Refuse |
|---|--------------------------------------|-------|--------|---------|
|   |                                      |       | know)  | to      |
|   |                                      |       |        | answer) |
| 1 | Translation of documents             |       | 98     | 99      |
| 2 | Registration of case/                |       | 98     | 99      |
|   | administrative charges from<br>court |       |        |         |
| 3 | Bribe                                |       | 98     | 99      |

**55.** [SHOW CARD 55] If you have a legal issue in the future, how likely is it that you would address a problem through the courts again?



| Somewhat likely   | 2  |
|-------------------|----|
| Somewhat unlikely | 3  |
| Very unlikely     | 4  |
| Don't know        | 98 |
| Refuse to Answer  | 99 |

### LAST QUESTIONS

#### [INTERVIEWER! ASK TO ALL RESPONDENTS]

#### N1. Please tell me, which nationality are you?

[INTERVIEWER! DO NOT READ OUT. CORRESPOND TO THE RESPONDENT'S ANSWER. ACCEPT <u>ONE</u> ANSWER. IF THE RESPONDENT MENTIONS MORE THAN ONE NATIONALITY/ETHNICITY, MARK "MULTIETHNIC".]

| Kazakh             | 1  |
|--------------------|----|
| Kyrgyz             | 2  |
| Tajik              | 3  |
| Uzbek              | 4  |
| Russian            | 5  |
| Uyghur             | 6  |
| Multiethnic        | 7  |
| Other ethnicity    | 8  |
| (Don't know)       | 98 |
| (Refuse to answer) | 99 |

**T3.** Time interview ended:

[INTERVIEWER! USE 24-HOUR CLOCK.]



Hour Minute

### **INTERVIEWER ASSESSMENT FORM**

# W1. Was anybody but you and the respondent him/herself able to listen to the respondent's answers during the interview?

| Yes, during the entire interview. | 1 |             |
|-----------------------------------|---|-------------|
| Yes, most of the time.            | 2 |             |
| Yes, only a small part.           | 3 |             |
| No.                               | 6 | GO TO<br>W4 |

#### W2. If other persons present during the interview, please circle all the options that match.

| Husband/wife         | 1 |
|----------------------|---|
| Children             | 2 |
| Other family members | 3 |
| Neighbors            | 4 |
| Other persons        | 5 |

#### W3. If other persons were in the room, what was their gender?

| Only male            | 1 |
|----------------------|---|
| Only female          | 2 |
| Both male and female | 3 |

**W4.** How often did you feel that the respondent lacked knowledge about the questions you asked? [CIRCLE <u>ONE</u> ANSWER]

| Never  | 1 |
|--|---|
| Just for a few questions (less than ten)                                   | 2 |
| For some questions, but not that many (approximately between 10 and 20)    | 3 |
| For a substantial number of questions, but less than half<br>the interview | 4 |
| Throughout most of the interview, or through the entire                    | 5 |

| • • •       |  |
|-------------|--|
| interview   |  |
| 11110111011 |  |

#### W5. How often did you feel the respondent was reluctant to answer the questions?

| Never  | 1 |
|--|---|
| Just for a few questions (less than ten)                                   | 2 |
| For some questions, but not that many (approximately between 10 and 20)    | 3 |
| For a substantial number of questions, but less than half<br>the interview | 4 |
| Throughout most of the interview, or through the entire interview          | 5 |

#### W6. Did the respondent appear to you:

| Completely honest    | 1 |
|----------------------|---|
| Mostly honest        | 2 |
| Mostly dishonest     | 3 |
| Completely dishonest | 4 |

#### W7. Would you say that the respondent's behavior during the interview was mostly:

| Comfortable | 1 |
|-------------|---|
| Neutral     | 2 |
| Nervous     | 3 |

#### W8. On a scale of 1 to 5, how would you rate the respondent's level of intelligence?

| Not intelligent at all | 1 |
|------------------------|---|
| Not very intelligent   | 2 |
| Average                | 3 |
| Intelligent            | 4 |
| Very intelligent       | 5 |