

Evaluation of the Rwanda Threshold Program: Baseline Questionnaire

November 22, 2010

INTRODUCTION

The Millennium Challenge Corporation (MCC) is sponsoring the Rwanda Threshold Program (RTP), which is a series of initiatives intended to strengthen the rule of law, civil society, civic participation, media, and the inspectorate services of the national police. Mathematica Policy Research, located in Washington, DC, United States, and _____ have been contracted by the MCC to evaluate the impact of these programs. To conduct this evaluation, we are interested in hearing from citizens about a variety of issues. We are asking citizens all across Rwanda to respond to a series of questions about their views on the media, police services, and participation in government matters. While survey responses and project reports based on this survey may be publicly shared, your name and address will always be kept confidential. You are free to skip any question that you do not wish to answer, and you may stop the interview at any time.

We sincerely appreciate your participation in the Evaluation of the Rwanda Threshold Program. If you have any questions about the study or your participation after the interview is over, please contact _____ at _____.

FOR FIELD SUPERVISOR

Supervisor Name:

Supervisor Number:

Completed Questionnaire Checked and Approved by Supervisor: *Check if yes:* ☐

Date Approved:
DD / MM / YYYY

FOR DATA ENTRY SUPERVISOR

Data Entry Supervisor Name:

Data Entry Supervisor Number:

Completed Questionnaire checked and approved by office:
Check if yes: ☐

Date Approved:
DD / MM / YYYY

Name of Data Entry Clerk for First Data Entry:

Date of First Data Entry:
DD / MM / YYYY

Name of Data Entry Clerk for Second Data Entry:

Date of Second Data Entry:
DD / MM / YYYY

Survey Number

To begin with, I would like to ask some general questions about you and your household. Please provide information about yourself first. Then please list all people aged 16 or older who live in your household. For each of them, please give me their names, ages, sex, relationship to the head of the household, and education.

a.		b.	c.		d.							e.	f.	
No.	Name (Record Full Name)	Age	Sex		Relation to the Head of Household							Years of Education Completed	Was he or she present in your household most of the days during the last month?	
<input type="checkbox"/> [Check box if the appendix table was used]			Male	Female	Head of Household	Spouse	Son or Daughter	Mother or Father	Grandson or Granddaughter	Other Relative	Other Non- Relative		Yes	No
1.	_____	_ _	1 <input type="checkbox"/>	2 <input type="checkbox"/>	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	6 <input type="checkbox"/>	7 <input type="checkbox"/>	_ _	1 <input type="checkbox"/>	0 <input type="checkbox"/>
2.	_____	_ _	1 <input type="checkbox"/>	2 <input type="checkbox"/>	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	6 <input type="checkbox"/>	7 <input type="checkbox"/>	_ _	1 <input type="checkbox"/>	0 <input type="checkbox"/>
3.	_____	_ _	1 <input type="checkbox"/>	2 <input type="checkbox"/>	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	6 <input type="checkbox"/>	7 <input type="checkbox"/>	_ _	1 <input type="checkbox"/>	0 <input type="checkbox"/>
4.	_____	_ _	1 <input type="checkbox"/>	2 <input type="checkbox"/>	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	6 <input type="checkbox"/>	7 <input type="checkbox"/>	_ _	1 <input type="checkbox"/>	0 <input type="checkbox"/>
5.	_____	_ _	1 <input type="checkbox"/>	2 <input type="checkbox"/>	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	6 <input type="checkbox"/>	7 <input type="checkbox"/>	_ _	1 <input type="checkbox"/>	0 <input type="checkbox"/>
6.	_____	_ _	1 <input type="checkbox"/>	2 <input type="checkbox"/>	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	6 <input type="checkbox"/>	7 <input type="checkbox"/>	_ _	1 <input type="checkbox"/>	0 <input type="checkbox"/>
7.	_____	_ _	1 <input type="checkbox"/>	2 <input type="checkbox"/>	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	6 <input type="checkbox"/>	7 <input type="checkbox"/>	_ _	1 <input type="checkbox"/>	0 <input type="checkbox"/>
8.	_____	_ _	1 <input type="checkbox"/>	2 <input type="checkbox"/>	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	6 <input type="checkbox"/>	7 <input type="checkbox"/>	_ _	1 <input type="checkbox"/>	0 <input type="checkbox"/>
9.	_____	_ _	1 <input type="checkbox"/>	2 <input type="checkbox"/>	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	6 <input type="checkbox"/>	7 <input type="checkbox"/>	_ _	1 <input type="checkbox"/>	0 <input type="checkbox"/>
10.	_____	_ _	1 <input type="checkbox"/>	2 <input type="checkbox"/>	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	6 <input type="checkbox"/>	7 <input type="checkbox"/>	_ _	1 <input type="checkbox"/>	0 <input type="checkbox"/>

DEMOGRAPHIC INFORMATION (Interviewer Fills Out)

11. District Name: _____
12. Sector Name: _____
13. Cell Name: _____
14. Umudugudu Name: _____
15. Is the respondent's home located on a hill, in a valley or on flat land?
1 ☐ Hill 2 ☐ Valley 3 ☐ Flat land

16. Name of Primary Respondent (See previous table):

17. Gender of Primary Respondent (See previous table):

18. Age of Primary Respondent (See previous table):
|_|_| NUMBER
19. Years of Completed Education for Primary Respondent (See previous table):
|_|_| NUMBER

DEMOGRAPHIC INFORMATION (Questions)

20. What is the primary language you speak at home?

21. Do you prefer to communicate in a language other than the language you speak at home?

1 ☐ Yes

0 ☐ No → SKIP TO Q.22

21a. What is your preferred language?

22. How many other households are within 500 meters of your home?

1 ☐ 1-10

2 ☐ 11-20

3 ☐ More than 20

23. How many children under the age of 16 live in your household?

|_|_| NUMBER

24. Do you earn income for your household? If so, how?

1 ☐ Self-employed, agriculture

2 ☐ Self-employed, business

3 ☐ Employee, state or public sector

4 ☐ Employee, private sector

5 ☐ Student

6 ☐ Unemployed

25. What is your primary profession?

26. How many years have you been in this profession?

|_|_| NUMBER

27. What is the material of the roof of your home?

1 ☐ Straw/thatch

2 ☐ Tin

3 ☐ Tile

4 ☐ Other (Specify)

28. What is the material of the walls in the main living room?

1 ☐ Straw/thatch/mud

2 ☐ Brick

3 ☐ Wood

4 ☐ Cement

5 ☐ Stone

6 ☐ Other (Specify)

29. What is the material of the floor in the main living room?

1 ☐ Dirt

2 ☐ Wood

3 ☐ Tile

4 ☐ Cement

5 ☐ Other (Specify)

30. Do you own a mattress?

1 ☐ Yes

0 ☐ No

31. Has your household eaten meat within the past two weeks?

1 ☐ Yes

0 ☐ No

32. In a normal month, how much money does your household spend on expenses for basic needs, such as food, clothing, and housing?

1 ☐ RWF |_|_|_|_| to |_|_|_|_|

2 ☐ RWF |_|_|_|_| to |_|_|_|_|

3 ☐ RWF |_|_|_|_| to |_|_|_|_|

33. In a normal month, do members of your household eat food your household produces?

1 ☐ Yes

0 ☐ No

MEDIA/RADIO (SERVICES AND PROGRAMMING)

Next, I would like to ask some questions about radio programming and how you find out about news and important events.

34. What is your primary source of international news?

MARK ONLY ONE

1 ☐ Radio

2 ☐ Television

3 ☐ Newspaper

4 ☐ Internet

5 ☐ Conversations with others

6 ☐ Public meetings

7 ☐ Public message board

8 ☐ Don't know

35. What is your primary source of national news?

MARK ONLY ONE

1 ☐ Radio

2 ☐ Television

3 ☐ Newspaper

4 ☐ Internet

5 ☐ Conversations with others

6 ☐ Public meetings

7 ☐ Public message board

8 ☐ Don't know

36. What is your primary source for information about local news and important events in your district?

MARK ONLY ONE

- 1 ☐ Radio
2 ☐ Television
3 ☐ Newspaper
4 ☐ Internet
5 ☐ Conversations with others
6 ☐ Public meetings
7 ☐ Public message board
d ☐ Don't know

37. When do you think the next election will be held for government officials located in your district? Please specify a year.

|_|_|_|_| YEAR

38. When do you think the next parliamentary election will be held? Please specify a year.

|_|_|_|_| YEAR

39. Do you own a radio?

- 1 ☐ Yes
0 ☐ No

40. How often do you listen to the radio?

- 1 ☐ Every day
2 ☐ A few times a week
3 ☐ A few times a month
4 ☐ Less than once a month
5 ☐ Never
d ☐ Don't know → SKIP TO Q.41

→ GO TO Q.41

- 40a. Why do you not listen to the radio?

- 1 ☐ There is no radio signal locally available
2 ☐ I cannot understand the language of broadcasts
3 ☐ I do not prefer to listen to the language of broadcasts
4 ☐ I do not like the content of broadcasts
d ☐ Don't know

CONTINUE TO Q.74

41. How often would you say you listen to the following kinds of radio programming?

Programming	Every Day	A few times a week	A few times a month	Less than once a month	Never	Don't Know
a. International News.....	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	d <input type="checkbox"/>
b. National News	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	d <input type="checkbox"/>
c. Local News	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	d <input type="checkbox"/>
d. Music	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	d <input type="checkbox"/>
e. Radio Plays or Stories	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	d <input type="checkbox"/>

42. To what extent do you believe that the local news you hear on the radio reflects a reliable or accurate account of what is happening?

- 1 ☐ It is not at all accurate
2 ☐ It is somewhat accurate
3 ☐ It is very accurate
d ☐ Don't know

43. How often are you able to listen to radio programming that is in the language you speak at home?

- 1 ☐ Always
2 ☐ Sometimes
3 ☐ Never

(IF Q.21=1, ASK Q.43a)

- 43a. How often are you able to listen to radio programming that is in the language in which you prefer to communicate?

- 1 ☐ Always
2 ☐ Sometimes
3 ☐ Never

44. How many of the following radio stations are you aware of?

MARK ALL THAT APPLY

- 1 ☐ Radio France International (RFI)
2 ☐ British Broadcasting Corporation (BBC)
3 ☐ Voice of America (VOA)
4 ☐ Radio Rwanda
5 ☐ Contact FM
6 ☐ [LOCAL STATION(S)]

45. Which radio stations do you listen to during an average week?

MARK ALL THAT APPLY

- 1 ☐ Radio France International (RFI)
2 ☐ British Broadcasting Corporation (BBC)
3 ☐ Voice of America (VOA)
4 ☐ Radio Rwanda
5 ☐ Contact FM
6 ☐ [LOCAL STATION(S)]
7 ☐ Other (Specify)

46. Which station do you prefer to listen to regarding local news and important events in your district?

- 1 ☐ Radio France International (RFI)
2 ☐ British Broadcasting Corporation (BBC)
3 ☐ Voice of America (VOA)
4 ☐ Radio Rwanda
5 ☐ Contact FM
6 ☐ [LOCAL STATION(S)]
7 ☐ Other (Specify)

47. Typically, how many hours per week do you listen to the particular station you named?

|_|_| NUMBER

48. Does this station provide information about government decisions in your district?

- 1 ☐ Yes
0 ☐ No

49. Does this station provide information about the local elections for officials in your district?

- 1 ☐ Yes
0 ☐ No

50. To what extent do you believe that the local news about your district you hear on that radio station reflects a reliable or accurate account of what is happening?

- 1 ☐ It is not at all accurate
2 ☐ It is somewhat accurate
3 ☐ It is very accurate
4 ☐ Don't know

51. Suppose you heard different or conflicting reports of the same news story about your district on different radio stations. How accurate do you think each radio station would be?

	Not at all accurate	Somewhat accurate	Very accurate	Don't know
a. Radio France International (RFI) .	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>
b. British Broadcasting Corporation (BBC)	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>
c. Voice of America (VOA).....	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>
d. Radio Rwanda	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>
e. Contact FM	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>
f. [LOCAL STATION(S)].....	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>

52. How pleased are you with your ability to find reliable or accurate news on the radio?

- 1 ☐ Very pleased
2 ☐ Somewhat pleased
3 ☐ Neutral/Not sure
4 ☐ Somewhat displeased
5 ☐ Very displeased

53. In general, how pleased are you with the radio broadcasting that is available to you?

- 1 ☐ Very pleased
2 ☐ Somewhat pleased
3 ☐ Neutral/Not sure
4 ☐ Somewhat displeased
5 ☐ Very displeased

54. Which station do you prefer to listen to for national news?

- 1 ☐ Radio France International (RFI)
2 ☐ British Broadcasting Corporation (BBC)
3 ☐ Voice of America (VOA)
4 ☐ Radio Rwanda
5 ☐ Contact FM
6 ☐ [LOCAL STATION(S)]
7 ☐ Other (*Specify*)
-

55. Typically, how many hours per week do you listen to the particular station you named?

|_|_| NUMBER

56. To what extent do you believe that the national news you hear on that radio station reflects a reliable or accurate account of what is happening?

- 1 ☐ It is not at all accurate
2 ☐ It is somewhat accurate
3 ☐ It is very accurate
4 ☐ Don't know

57. Which station do you prefer to listen to for international news?

- 1 ☐ Radio France International (RFI)
2 ☐ British Broadcasting Corporation (BBC)
3 ☐ Voice of America (VOA)
4 ☐ Radio Rwanda
5 ☐ Contact FM
6 ☐ [LOCAL STATION(S)]
7 ☐ Other (*Specify*)
-

58. Typically, how many hours per week do you listen to the particular station you named?

|_|_| NUMBER

59. To what extent do you believe that the international news you hear on that radio station reflects a reliable or accurate account of what is happening?

- 1 ☐ It is not at all accurate
2 ☐ It is somewhat accurate
3 ☐ It is very accurate
4 ☐ Don't know

(IN DISTRICTS WITH NEW MCC-FUNDED RADIO STATION(S)
ASK:

60. Have you ever heard of (LOCAL STATION)?

- 1 ☐ Yes
0 ☐ No → SKIP TO Q.74

61. Do you listen to (LOCAL STATION) in your home?

- 1 ☐ Yes → SKIP TO Q.62
0 ☐ No

61a. Do you listen to (LOCAL STATION) somewhere outside your home?

- 1 ☐ Yes → SKIP TO Q.62
0 ☐ No

61b. Why do you not listen to (LOCAL STATION)?

- 1 ☐ There is no radio signal locally available
2 ☐ I cannot understand the language of broadcasts
3 ☐ I do not prefer to listen to the language of broadcasts
4 ☐ I do not like the content of broadcasts
d ☐ Don't know

CONTINUE TO Q.74

62. How often do you listen to (LOCAL STATION)?

- 1 ☐ Every day
2 ☐ A few times a week
3 ☐ A few times a month
4 ☐ Less than once a month
5 ☐ Never
d ☐ Don't know

63. Typically, how many hours per week do you listen to (LOCAL STATION)?

|_|_| NUMBER

64. What kind of programming do you prefer to listen to on (LOCAL STATION)?

- 1 ☐ International News
2 ☐ National news
3 ☐ Local news
4 ☐ Music
5 ☐ Radio plays/stories
6 ☐ Other (*Specify*)

65. How often do you listen to international news on (LOCAL STATION)?

- 1 ☐ Every day
2 ☐ A few times a week
3 ☐ A few times a month
4 ☐ Less than once a month
5 ☐ Never
d ☐ Don't know

66. How often do you listen to national news on (LOCAL STATION)?

- 1 ☐ Every day
2 ☐ A few times a week
3 ☐ A few times a month
4 ☐ Less than once a month
5 ☐ Never
d ☐ Don't know

67. How often do you listen to local news on (LOCAL STATION)?

- 1 ☐ Every day
2 ☐ A few times a week
3 ☐ A few times a month
4 ☐ Less than once a month
5 ☐ Never
d ☐ Don't know

68. Does (LOCAL STATION) provide information about government decisions in your district?

- 1 ☐ Yes
0 ☐ No

69. Does (LOCAL STATION) provide information about the local elections for officials in your district?

- 1 ☐ Yes
0 ☐ No

70. Does (LOCAL STATION) broadcast in your preferred or primary language of fluency?

- 1 ☐ Yes
0 ☐ No → SKIP TO Q.72

70a. How often does (LOCAL STATION) broadcast in your preferred or primary language of fluency?

- 1 ☐ Always
2 ☐ 4 or more hours per day
3 ☐ Under 4 hours per day
4 ☐ Several times a week
5 ☐ Less than once a week
d ☐ Don't know

71. In general, how pleased are you with (LOCAL STATION)?

- 1 ☐ Very pleased
2 ☐ Somewhat pleased
3 ☐ Neutral/Not sure
4 ☐ Somewhat displeased
5 ☐ Very displeased

71a. What do you find most pleasing about (LOCAL STATION)?

- 1 ☐ Strength of the radio signal
2 ☐ The language of the broadcasts
3 ☐ Programs about news and events in my district
4 ☐ Programs about national news
5 ☐ Music programs
6 ☐ Radio plays and story programs

71b. What do you find most displeasing about (LOCAL STATION)?

- 1 ☐ Strength of the radio signal
2 ☐ The language of the broadcasts
3 ☐ Programs about news and events in my district
4 ☐ Programs about national news
5 ☐ Music programs
6 ☐ Radio plays and story programs

72. How do you think that (LOCAL STATION) compares to other radio stations in providing trustworthy local news and information about important events in your district?

- 1 ☐ It is much more trustworthy
2 ☐ It is somewhat more trustworthy
3 ☐ It is the same
4 ☐ It is somewhat less trustworthy
5 ☐ It is much less trustworthy
6 ☐ Don't know

73. How do you think that (LOCAL STATION) compares to other radio stations in providing trustworthy national news?

- 1 ☐ It is much more trustworthy
2 ☐ It is somewhat more trustworthy
3 ☐ It is the same
4 ☐ It is somewhat less trustworthy
5 ☐ It is much less trustworthy
6 ☐ Don't know

CIVIC PARTICIPATION (ACTIVITIES)

74. Have you ever voted in a district, sector, or cell government election?

- 1 ☐ Yes
0 ☐ No

75. Are you planning to vote in the next election for government officials in your district?

- 1 ☐ Yes
0 ☐ No

76. What is the name of your District Mayor? *Leave blank if respondent does not know*

Name: _____

77. Do you know the name of at least one member of your district council?

- 1 ☐ Yes
0 ☐ No

78. Do you know the name of at least one member of your sector council?

- 1 ☐ Yes
0 ☐ No

79. Do you know the name of at least one member of your cell council?

- 1 ☐ Yes
0 ☐ No

80. Have you spoken with a member of your cell council about a government issue in the last 12 months?

- 1 ☐ Yes
0 ☐ No

81. Under the government's budget planning process, every district in Rwanda is asked to develop a district budget based on priorities and needs identified by local citizens. In your district, are you aware of any public meetings related to government budget priorities, whether DDP reviews, Accountability Days or otherwise, held in the last 12 months?

- 1 ☐ Yes
0 ☐ No → SKIP TO Q.83

82. How did you hear about these meetings?

MARK ONLY ONE

- 1 ☐ Radio
2 ☐ Television
3 ☐ Newspaper
4 ☐ Internet
5 ☐ Conversations with others
6 ☐ Public meetings
7 ☐ Public message board
8 ☐ Don't know

83. In the last 12 months, how many times have you or a member of your household attended a public meeting related to government budget priorities?

|_|_| NUMBER

IF "0," SKIP TO Q.90

84. How useful was it to attend these events?

- 1 ☐ Very useful
- 2 ☐ Somewhat useful
- 3 ☐ Not useful
- 4 ☐ Didn't attend

85. Typically, how many citizens attend one of these events?

|_|, |_|_|_| NUMBER

86. Of the citizens who attended these events, how many spoke or asked questions during the meeting?

- 1 ☐ More than half
- 2 ☐ Between 10% and half
- 3 ☐ Less than 10%
- 4 ☐ None; only government officials spoke

87. Do you think citizens influenced government officials at these meetings?

- 1 ☐ Yes
- 0 ☐ No

88. How many times did you speak or ask a question at these events?

- 1 ☐ More than once
- 2 ☐ Once
- 3 ☐ None, but I wanted to participate
- 4 ☐ None; and I did not want to participate

89. Did you learn anything new at these meetings?

- 1 ☐ Yes
- 0 ☐ No

90. In your district, are you aware of any public meetings related issues other than the government budget held in the last 12 months?

- 1 ☐ Yes
- 0 ☐ No → SKIP TO Q.97

91. How did you hear about these meetings?

MARK ONLY ONE

- 1 ☐ Radio
- 2 ☐ Television
- 3 ☐ Newspaper
- 4 ☐ Internet
- 5 ☐ Conversations with others
- 6 ☐ Public meetings
- 7 ☐ Public message board
- 8 ☐ Don't know

92. In the last 12 months, how many times have you or a member of your household participated in a public meeting related to issues other than the government budget?

|_|_| NUMBER

IF "0," SKIP TO Q.99

93. How useful was it to attend these events?

- 1 ☐ Very useful
- 2 ☐ Somewhat useful
- 3 ☐ Not useful
- 4 ☐ Didn't attend

94. Typically, how many citizens attend one of these events?

|_|, |_|_|_| NUMBER

95. Of the citizens who attended these events, how many spoke or asked questions during the meeting?

- 1 ☐ More than half
- 2 ☐ Between 10% and half
- 3 ☐ Less than 10%
- 4 ☐ None; only government officials spoke

96. Do you think citizens influenced government officials at these meetings?

- 1 ☐ Yes
- 0 ☐ No

97. How many times did you speak or ask a question at these events?

- 1 ☐ More than once
- 2 ☐ Once
- 3 ☐ None, but I wanted to participate
- 4 ☐ None, and I did not want to participate

98. Did you learn anything new at these meetings?

- 1 ☐ Yes
- 0 ☐ No

99. Please think of the most recent time you made a request to a government official in your district regarding official government business. Have you made a request in the last 12 months?

- 1 ☐ Yes
- 0 ☐ No → SKIP TO Q.106

100. What was the request about?

MARK ONLY ONE

- 1 ☐ Issuing a license or official document
- 2 ☐ Paying taxes, fees, or charges
- 3 ☐ Requesting government help or support
- 4 ☐ Changing an existing rule or policy
- 5 ☐ Requesting a new rule or policy
- 6 ☐ Accessing information
- 7 ☐ Other (Specify) _____

100a. How urgent was the request?

- 1 ☐ Not urgent
2 ☐ Somewhat urgent
3 ☐ Very urgent

101. Which type of government official did you want to contact about this request? Please specify if it was a district, sector, cell, or Umudugudu official.

MARK ONLY ONE

- 1 ☐ District official
2 ☐ Sector official
3 ☐ Cell official
4 ☐ Umudugudu official

102. Were you able to speak with the government official you wanted to consider this request?

- 1 ☐ Yes
0 ☐ No → SKIP TO Q.104

103. How difficult was it to reach the official?

- 1 ☐ Not difficult
2 ☐ Somewhat difficult
3 ☐ Very difficult

104. What was the result of the request?

- 1 ☐ Prompt action taken
2 ☐ Delayed action taken
3 ☐ No action taken

105. Overall, how satisfied are you with how government officials responded to this request?

- 1 ☐ Completely satisfied
2 ☐ Partially satisfied
3 ☐ Neutral/Not sure
4 ☐ Partially dissatisfied
5 ☐ Completely dissatisfied

106. Now I am going to ask a few questions about community service organizations and non-governmental organizations (NGOs). Are you aware of any NGOs working in your district?

- 1 ☐ Yes
0 ☐ No → SKIP TO Q.109

107. In the last 12 months, have you participated in an activity or meeting organized by an NGO?

- 1 ☐ Yes
0 ☐ No

108. To what extent do you think the work of NGOs in your district reflect citizens' needs and priorities?

- 1 ☐ Never
2 ☐ Almost Never
3 ☐ Only in some areas
4 ☐ To a large extent
5 ☐ Completely
6 ☐ Don't know

109. Do you think the NGOs in your district are able to influence the decisions of government officials?

- 1 ☐ Yes
0 ☐ No

110. Now I am going to ask you a few questions about the Joint Action Development Forum (JADF). The JADF is a group of government officials and NGOs that meet to discuss the district's development priorities. Have you ever heard of the Joint Action Development Forum (JADF)?

- 1 ☐ Yes
0 ☐ No → SKIP TO Q.114

111. Are you familiar with your district's Joint Action Development Forum (JADF)?

- 1 ☐ Yes
0 ☐ No → SKIP TO Q.114

112. In the last 12 months, have you participated in an activity or meeting organized by your district's JADF?

- 1 ☐ Yes
0 ☐ No

113. To what extent do you feel that the district JADF reflects citizens' priorities?

- 1 ☐ Never
2 ☐ Almost Never
3 ☐ Only in some areas
4 ☐ To a large extent
5 ☐ Completely
6 ☐ Don't know

CIVIC PARTICIPATION (OPINIONS AND PERCEPTIONS)

114. Do you agree or disagree with the statement that your voice could influence government policies in your district?

- 1 ☐ Agree
2 ☐ Disagree
6 ☐ Don't know

115. Do you agree or disagree with the statement that the government listens to the voices of ordinary citizens in your district?
- 1 ☐ Agree
2 ☐ Disagree
d ☐ Don't know
116. Do you think you can openly disagree with a government official in your district without facing negative consequences for yourself or your family?
- 1 ☐ Yes
0 ☐ No
d ☐ Don't know
117. Do local government officials consult with citizens too much, the right amount, or too little?
- 1 ☐ Too much
2 ☐ Right amount
3 ☐ Too little
d ☐ Don't know
118. In general, do citizens have too much influence on local government decision-making, the right amount of influence, or too little influence?
- 1 ☐ Too much
2 ☐ Right amount
3 ☐ Too little
d ☐ Don't know
119. Do you think that women and men have equal influence over the decisions taken by local authorities?
- 1 ☐ No, men's influence is stronger
2 ☐ No, women's influence is stronger
3 ☐ Yes, men and women have equal influence
d ☐ Don't know
120. To what extent do you feel that the decisions of those in power in your district administration reflect citizens' priorities?
- 1 ☐ Never
2 ☐ Almost Never
3 ☐ Only in some areas
4 ☐ To a large extent
5 ☐ Completely
d ☐ Don't know
121. Have you ever received information about the government's budget for your district?
- 1 ☐ Yes
0 ☐ No
122. If you had a question about the district budget, do you think you would be able to access that information?
- 1 ☐ Yes
0 ☐ No
d ☐ Don't know

123. If you had a question about how the district government was spending money, do you think you would be able to access that information?
- 1 ☐ Yes
0 ☐ No
d ☐ Don't know
124. If you had a question about the salaries of district government officials, do you think you would be able to access that information?
- 1 ☐ Yes
0 ☐ No
d ☐ Don't know
125. Do you have enough information to decide whether your district government is performing better or worse than other district governments?
- 1 ☐ Yes
0 ☐ No → SKIP TO Q.127
126. Do you think your district government is performing better, the same, or worse than other districts?
- 1 ☐ Better than other districts
2 ☐ The same as other districts
3 ☐ Worse than other districts

WATER SERVICES

127. What is your main source of water?
- MARK ONLY ONE
- 1 ☐ Bore well/hand pump
2 ☐ Public tap
3 ☐ Open well
4 ☐ Household water supply/piped
128. Have you made a request to a government official related to your drinking water service in the past 12 months?
- 1 ☐ Yes
0 ☐ No → SKIP TO Q.129
- 128a. How urgent was the request?
- 1 ☐ Not urgent
2 ☐ Somewhat urgent
3 ☐ Very urgent
- 128b. Which government official(s) did you contact?
- MARK ALL THAT APPLY
- 1 ☐ National official
2 ☐ District official
3 ☐ Sector official
4 ☐ Cell official
5 ☐ Umudugudu official
- 128c. What was the result of the request?
- 1 ☐ Prompt action taken
2 ☐ Delayed action taken
3 ☐ No action taken

129. How satisfied are you with the responsiveness of officials in your district to requests about water services?

- 1 ☐ Completely satisfied
- 2 ☐ Partially satisfied
- 3 ☐ Neutral/Not sure
- 4 ☐ Partially dissatisfied
- 5 ☐ Completely dissatisfied

130. Overall, how satisfied are you with your drinking water service?

- 1 ☐ Completely satisfied
- 2 ☐ Partially satisfied
- 3 ☐ Neutral/Not sure
- 4 ☐ Partially dissatisfied
- 5 ☐ Completely dissatisfied

LOCAL ROAD CONDITIONS

Before I start the section on local roads, I would like to give you a definition of local roads that we want you to have in mind: Local roads are all the government-maintained roads in your district that your household uses.

131. What type of road connects your household with other parts of the village/city?

- 1 ☐ Asphalt/cement paved
- 2 ☐ Brick
- 3 ☐ Stone
- 4 ☐ Dirt/clay
- 5 ☐ No road available

132. Have you made a request to a government official related to local road conditions past 12 months?

- 1 ☐ Yes
- 0 ☐ No → SKIP TO Q.133

➤132a. How urgent was the request?

- 1 ☐ Not urgent
- 2 ☐ Somewhat urgent
- 3 ☐ Very urgent

➤132b. Which government official(s) did you contact?

MARK ALL THAT APPLY

- 1 ☐ National official
- 2 ☐ District official
- 3 ☐ Sector official
- 4 ☐ Cell official
- 5 ☐ Umdugudu official

➤132c. What was the result of the request?

- 1 ☐ Prompt action taken
- 2 ☐ Delayed action taken
- 3 ☐ No action taken

133. How satisfied are you with the responsiveness of officials in your district to requests about local road conditions?

- 1 ☐ Completely satisfied
- 2 ☐ Partially satisfied
- 3 ☐ Neutral/Not sure
- 4 ☐ Partially dissatisfied
- 5 ☐ Completely dissatisfied

134. Overall, how satisfied are you with the maintenance of your local roads?

- 1 ☐ Completely satisfied
- 2 ☐ Partially satisfied
- 3 ☐ Neutral/Not sure
- 4 ☐ Partially dissatisfied
- 5 ☐ Completely dissatisfied

135. Overall, how satisfied are you with construction of new local roads?

- 1 ☐ Completely satisfied
- 2 ☐ Partially satisfied
- 3 ☐ Neutral/Not sure
- 4 ☐ Partially dissatisfied
- 5 ☐ Completely dissatisfied

WASTE COLLECTION

136. How do you dispose of your household garbage?

- 1 ☐ Burn
- 2 ☐ Bury
- 3 ☐ Dump without using an official collection area
- 4 ☐ Dump at an official collection area

137. Have you made a request to a government official related to your waste collection service in the past 12 months?

- 1 ☐ Yes
- 0 ☐ No → SKIP TO Q.139

➤138a. How urgent was the request?

- 1 ☐ Not urgent
- 2 ☐ Somewhat urgent
- 3 ☐ Very urgent

➤138b. Which government official(s) did you contact?

MARK ALL THAT APPLY

- 1 ☐ National official
- 2 ☐ District official
- 3 ☐ Sector official
- 4 ☐ Cell official
- 5 ☐ Umdugudu official

➤138c. What was the result of the request?

- 1 ☐ Prompt action taken
- 2 ☐ Delayed action taken
- 3 ☐ No action taken

139. How satisfied are you with the responsiveness of officials in your district to requests about waste collection services?

- 1 ☐ Completely satisfied
- 2 ☐ Partially satisfied
- 3 ☐ Neutral/Not sure
- 4 ☐ Partially dissatisfied
- 5 ☐ Completely dissatisfied

140. Overall, how satisfied are you with your waste collection services?

- 1 ☐ Completely satisfied
 2 ☐ Partially satisfied
 3 ☐ Neutral/Not sure
 4 ☐ Partially dissatisfied
 5 ☐ Completely dissatisfied

EDUCATION SERVICES

141. How many children of school age (6 – 18) do you have?

|_|_| NUMBER

IF "0," SKIP TO Q.147

142. How many of your children attend a government-run school?

|_|_| NUMBER

IF "0," SKIP TO Q.147

143. How satisfied are you with the responsiveness of your child's school teachers and administrators to parental needs and requests?

- 1 ☐ Completely satisfied
 2 ☐ Partially satisfied
 3 ☐ Neutral/Not sure
 4 ☐ Partially dissatisfied
 5 ☐ Completely dissatisfied

144. Have you made a request to a government official related to public schools in the past 12 months?

- 1 ☐ Yes
 0 ☐ No → SKIP TO Q.145

➤144a. How urgent was the request?

- 1 ☐ Not urgent
 2 ☐ Somewhat urgent
 3 ☐ Very urgent

➤144b. Which government official(s) did you contact?

MARK ALL THAT APPLY

- 1 ☐ National official
 2 ☐ District official
 3 ☐ Sector official
 4 ☐ Cell official
 5 ☐ Umudugudu official

➤144c. What was the result of the request?

- 1 ☐ Prompt action taken
 2 ☐ Delayed action taken
 3 ☐ No action taken

145. How satisfied are you with the responsiveness of officials in your district to requests about public school services?

- 1 ☐ Completely satisfied
 2 ☐ Partially satisfied
 3 ☐ Neutral/Not sure
 4 ☐ Partially dissatisfied
 5 ☐ Completely dissatisfied

146. Overall, how satisfied are you with the quality of education at public schools in your village?

- 1 ☐ Completely satisfied
 2 ☐ Partially satisfied
 3 ☐ Neutral/Not sure
 4 ☐ Partially dissatisfied

RWANDAN NATIONAL POLICE (COMPLAINT/ COMMENDATION PROCEDURES)

The following section refers to the blue boxes that were installed by the Rwandan National Police, to provide a public place for citizens to submit commendations or complaints regarding police behavior. There are currently approximately 200 blue boxes in 25 districts.

147. Are you aware of the blue boxes installed in public areas for citizens to post complaints/ commendations about local police?

- 1 ☐ Yes
 0 ☐ No → SKIP TO Q.163

148. Have you seen any of these blue boxes?

- 1 ☐ Yes
 0 ☐ No

149. Is there a blue box that you feel is conveniently accessible to you?

- 1 ☐ Yes
 0 ☐ No

150. About how close is the nearest blue box to your home?

Distance: |_|_|, |_|_|_| Meters

151. How many blue boxes are within 5km of your home?

|_|_| NUMBER

152. Have you seen or received any information about what the blue boxes are for and/or how citizens can use them?

- 1 ☐ Yes
 0 ☐ No → SKIP TO Q.153

152a. How did you obtain this information?

- 1 ☐ Information posted by the blue box
 2 ☐ Information posted on a public notice board
 3 ☐ Pamphlet
 4 ☐ Radio
 5 ☐ Television
 6 ☐ Newspaper
 7 ☐ Conversations with people
 8 ☐ Other (*Specify*)

d ☐ Don't know

153. Do you know anyone who has used a blue box?

- 1 ☐ Yes
0 ☐ No

154. Have you ever used a blue box?

- 1 ☐ Yes
0 ☐ No

155. Do you have to include your name on the blue box submission form?

- 1 ☐ Yes
2 ☐ No
d ☐ Don't know

156. Have you ever wanted to use a blue box but felt that you were not able to do so?

- 1 ☐ Yes
0 ☐ No → SKIP TO Q.157

156a. Why were you not able to use the blue box?

- 1 ☐ The box was located in too public a place (you did not wish others to see you)
2 ☐ The box was too far away
3 ☐ You felt that the document you submitted would not be anonymous (the police would be able to identify you by the document)
4 ☐ Other reason (*Specify*)

- d ☐ Don't know

157. Do you think that police officials read the complaints and commendations submitted through the blue boxes?

- 1 ☐ Yes
0 ☐ No
d ☐ Don't know

158. Do you think that police officials respond to the complaints and commendations submitted through the blue boxes?

- 1 ☐ Yes
0 ☐ No
d ☐ Don't know

RWANDAN NATIONAL POLICE (CONFIDENCE IN POLICE)

159. To what extent do you believe that complaints/commendations from blue boxes have improved RNP responsiveness to citizens?

- 1 ☐ No improvement at all
2 ☐ A little improvement
3 ☐ Some improvement
4 ☐ A large improvement
d ☐ Don't know

160. To what extent do you believe that complaints/commendations from blue boxes have decreased RNP corruption?

- 1 ☐ No reduction at all
2 ☐ A little reduction
3 ☐ Some reduction
4 ☐ A large reduction
d ☐ Don't know

161. If you submitted a complaint or commendation to the RNP, how likely do you think it is that your information would be taken seriously?

- 1 ☐ Very likely
2 ☐ Likely
3 ☐ Not very likely
4 ☐ Not at all likely
d ☐ Don't know

162. To what extent do you believe that the blue boxes have improved your ability to communicate your opinions to the RNP?

- 1 ☐ Not at all
2 ☐ Somewhat
3 ☐ Very much
d ☐ Don't know

163. How likely do you think it is that the RNP would enforce the law if a local government official committed a serious crime?

- 1 ☐ Very likely
2 ☐ Likely
3 ☐ Not very likely
4 ☐ Not at all likely
d ☐ Don't know

164. How likely do you think it is that the RNP would enforce the law if you committed a serious crime?

- 1 ☐ Very likely
2 ☐ Likely
3 ☐ Not very likely
4 ☐ Not at all likely
d ☐ Don't know

165. How likely do you think it is that the RNP could enforce the law if you did not pay tax on some of your income?

- 1 ☐ Very likely
2 ☐ Likely
3 ☐ Not very likely
4 ☐ Not at all likely
d ☐ Don't know

166. To what extent are you confident that the RNP would protect you and your family from crime?

- ☐ 1 Very confident
- ☐ 2 Somewhat confident
- ☐ 3 Neutral/Don't Know
- ☐ 4 Not very confident
- ☐ 5 Not at all confident

167. To what extent do you agree or disagree that the RNP force is:

167a. Fair – actions are impartial, and transparent

- ☐ 1 Strongly agree
- ☐ 2 Agree
- ☐ 3 Neither agree nor disagree
- ☐ 4 Disagree
- ☐ 5 Strongly disagree
- ☐ 6 Don't know

167b. Honest – not subject to corruption

- ☐ 1 Strongly agree
- ☐ 2 Agree
- ☐ 3 Neither agree nor disagree
- ☐ 4 Disagree
- ☐ 5 Strongly disagree
- ☐ 6 Don't know

167c. Consistent – actions are the same between different types of people

- ☐ 1 Strongly agree
- ☐ 2 Agree
- ☐ 3 Neither agree nor disagree
- ☐ 4 Disagree
- ☐ 5 Strongly disagree
- ☐ 6 Don't know

167d. Effective enforcers of the law – police are respected by citizens

- ☐ 1 Strongly agree
- ☐ 2 Agree
- ☐ 3 Neither agree nor disagree
- ☐ 4 Disagree
- ☐ 5 Strongly disagree
- ☐ 6 Don't know

168. If you had a complaint or commendation to report to the RNP today, how would you be *most* likely to communicate your information?

- ☐ 1 Putting a message in a blue box
- ☐ 2 Speaking directly with the police officer
- ☐ 3 Speaking with the police supervisor
- ☐ 4 Speaking with a local government official
- ☐ 5 Writing to a local government official
- ☐ 6 Don't know

169. In general, to what extent are you satisfied with the service of the RNP?

- ☐ 1 Completely satisfied
- ☐ 2 Partially satisfied
- ☐ 3 Neutral/Not sure
- ☐ 4 Partially dissatisfied
- ☐ 5 Completely dissatisfied