

## Evaluation of the Rwanda Threshold Program: Endline Questionnaire

January 19, 2012

### 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:	<input type="text"/>	Supervisor Number:	<input type="text"/> <input type="text"/> <input type="text"/>
Completed Questionnaire Checked and Approved by Supervisor:		Check if yes: <input type="checkbox"/>	
Date Approved:	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>		
	DD / MM / YYYY		

### FOR DATA ENTRY SUPERVISOR

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Completed Questionnaire checked and approved by office:	Check if yes: <input type="checkbox"/>		
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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?		
			Male	Female	Head of Household	Spouse	Son or Daughter	Brother or Sister	Mother or Father	Grandson or Granddaugh- ter	Other Relative	Other Non- Relative		Yes	No	
<input type="checkbox"/> [Check box if the appendix table was used]																
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"/>	8 <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"/>	8 <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"/>	8 <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"/>	8 <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"/>	8 <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"/>	8 <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"/>	8 <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"/>	8 <input type="checkbox"/>	_ _	1 <input type="checkbox"/>	0 <input type="checkbox"/>	

**DEMOGRAPHIC INFORMATION** (Interviewer Fills Out)

9. District Code: |\_|\_| NUMBER

10. Sector Code: |\_|\_|\_|\_| NUMBER

11. Is the respondent's home located on a hill, in a valley or on flat land?

- 1 ☐ Hill  
2 ☐ Valley  
3 ☐ Flat land

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

\_\_\_\_\_

13. Age of Primary Respondent (See previous table):

|\_|\_| NUMBER

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

- 1 ☐ Male  
2 ☐ Female

15. Relation to Head of Household of Primary Respondent:

- 1 ☐ Head of Household  
2 ☐ Spouse  
3 ☐ Son or Daughter  
4 ☐ Brother or Sister  
5 ☐ Mother or Father  
6 ☐ Grandson or Granddaughter  
7 ☐ Other Relative  
8 ☐ Other Non-Relative

16. Years of Completed Education for Primary Respondent (See previous table):

|\_|\_| NUMBER

**DEMOGRAPHIC INFORMATION** (*Questions*)**17. What is the primary language you speak at home?**

- 1 ☐ Kinyarwanda  
 2 ☐ French  
 3 ☐ English  
 4 ☐ Other

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

- 1 ☐ 1-10  
 2 ☐ 11-20  
 3 ☐ More than 20

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

|\_|\_| NUMBER

**20. Do you earn income for your household?**

- 1 ☐ Yes  
 0 ☐ No

**20a. How do you earn income for your household?**

- 1 ☐ Self-employed, agriculture  
 2 ☐ Self-employed, business  
 3 ☐ Employee, state or public sector  
 4 ☐ Employee, private sector  
 5 ☐ Student  
 6 ☐ Unemployed

**21. What is your primary profession?**

- 1 ☐ Laborer  
 2 ☐ Business person  
 3 ☐ Farmer  
 4 ☐ Tailor  
 5 ☐ Teacher  
 6 ☐ Civil servant  
 7 ☐ Student  
 8 ☐ Unemployed  
 9 ☐ Other

**22. How many years have you been in this profession?**

|\_|\_| NUMBER

**23. What is the material of the roof of your home?**

- 1 ☐ Straw/thatch  
 2 ☐ Tin  
 3 ☐ Tile  
 4 ☐ Other

**24. 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

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

- 1 ☐ Dirt  
 2 ☐ Wood  
 3 ☐ Tile  
 4 ☐ Cement  
 5 ☐ Other

**26. Do you own a mattress?**

- 1 ☐ Yes  
 0 ☐ No

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

- 1 ☐ Yes  
 0 ☐ No

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

Q.28a Food	Q.28b Clothing	Q.28c Housing
RWF  _ _ _ _ _ _ _	RWF  _ _ _ _ _ _ _	RWF  _ _ _ _ _ _ _

**29. 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.*

**30. 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  
 d ☐ Don't know

**31. 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  
 d ☐ Don't know

32. 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

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

\_\_\_\_ YEAR

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

\_\_\_\_ YEAR

35. Do you own a radio?

- 1 ☐ Yes  
0 ☐ No

36. Do you listen to the radio?

1 ☐ Yes

0 ☐ No → SKIP TO Q.36b

36a. If yes, 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  
d ☐ Don't know

36b. If no, 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.69

37. 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"/>

38. Do you believe that the local news you hear on the radio reflects a reliable or accurate account of what is happening?

- 1 ☐ Yes  
0 ☐ No  
d ☐ Don't know

38a. If yes, how reliable or accurate is the local news?

- 1 ☐ It is somewhat accurate  
2 ☐ It is very accurate

39. How often are you able to listen to radio programming that is in your primary language?

- 1 ☐ Always  
2 ☐ Sometimes  
3 ☐ Never

40. 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 ☐ Ishingiro Community Radio  
7 ☐ Isangano Community Radio  
8 ☐ Other Local Station(s)

41. 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 ☐ Ishingiro Community Radio  
7 ☐ Isangano Community Radio  
8 ☐ Other Local Station(s)

42. 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 ☐ Ishingiro Community Radio  
7 ☐ Isangano Community Radio  
8 ☐ Other Local Station(s)

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

\_\_\_\_ NUMBER

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

- 1 ☐ Yes  
0 ☐ No

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

- 1 ☐ Yes  
0 ☐ No

46. 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 ☐ Yes  
0 ☐ No  
d ☐ Don't know

46a. If yes, how reliable or accurate is the local news?

- 1 ☐ It is somewhat accurate  
2 ☐ It is very accurate

47. 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"/>	d <input type="checkbox"/>
b. British Broadcasting Corporation (BBC) .....	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	d <input type="checkbox"/>
c. Voice of America (VOA) .....	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	d <input type="checkbox"/>
d. Radio Rwanda .....	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	d <input type="checkbox"/>
e. Contact FM .....	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	d <input type="checkbox"/>
f. Ishingiro Community Radio .....	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	d <input type="checkbox"/>
g. Isangano Community Radio .....	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	d <input type="checkbox"/>
h. Other Local Station(s) .....	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	d <input type="checkbox"/>

48. Can you find reliable or accurate news on the radio?

- 1 ☐ Yes  
0 ☐ No  
d ☐ Don't know

48a. If yes, 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

49. Are you pleased with the radio broadcasting that is available to you?

- 1 ☐ Yes  
0 ☐ No → SKIP TO Q.49b  
d ☐ Don't know

49a. If yes, how pleased are you with the radio broadcasting that is available to you?

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

49b. If no, how displeased are you with the radio broadcasting that is available to you?

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

50. 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 ☐ Ishingiro Community Radio  
7 ☐ Isangano Community Radio  
8 ☐ Other Local Station(s)

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

|\_|\_| NUMBER

52. Do you believe that the national news you hear on that radio station reflects a reliable or accurate account of what is happening?

- 1 ☐ Yes  
0 ☐ No  
d ☐ Don't know

52a. If yes, how reliable or accurate is the national news on that radio station?

- 1 ☐ It is very accurate  
2 ☐ It is somewhat accurate  
3 ☐ Neutral/Not sure

53. 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 ☐ Ishingiro Community Radio  
7 ☐ Isangano Community Radio  
8 ☐ Other Local Station(s)

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

\_\_\_\_ NUMBER

55. Do you believe that the international news you hear on that radio station reflects a reliable or accurate account of what is happening?

- 1 ☐ Yes  
0 ☐ No  
d ☐ Don't know

55a. If yes, how reliable or accurate is the international news on that radio station?

- 1 ☐ It is very accurate  
2 ☐ It is somewhat accurate  
3 ☐ Neutral/Not sure

56. The next set of questions is about Ishingiro Community Radio and Isangano Community Radio. Have you heard of either of these stations?

- 1 ☐ Ishingiro Community Radio only  
2 ☐ Isangano Community Radio only  
3 ☐ Both radio stations  
4 ☐ Neither radio station

→ SKIP TO Q.57

→ SKIP TO Q.69

56a. Which radio station do you listen to more often?

- 1 ☐ Ishingiro Community Radio  
2 ☐ Isangano Community Radio  
3 ☐ I don't listen to either station

→ SKIP TO Q.69

56b. Please think of the station you listen to less often. How many hours per week do you listen to Ishingiro/Isangano Community Radio?

\_\_\_\_ NUMBER

IN Q.57-Q.68, ONLY REFER TO THE STATION SELECTED IN Q.56a

(IF RESPONDENT LISTENS TO BOTH STATIONS: Now I would like to ask you some questions about the station that you listen to more often.)

57. Typically, how many hours per week do you listen to (Ishingiro/Isangano)?

\_\_\_\_ NUMBER

58. How often do you listen to (Ishingiro/Isangano)?

- 1 ☐ Every day  
2 ☐ A few times a week  
3 ☐ A few times a month  
4 ☐ Less than once a month  
d ☐ Don't know

59. What kind of programming do you prefer to listen to on (Ishingiro/Isangano)?

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

60. How often do you listen to international news on (Ishingiro/Isangano)?

- 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

61. How often do you listen to national news on (Ishingiro/Isangano)?

- 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

62. How often do you listen to local news on (Ishingiro/Isangano)?

- 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. Does (Ishingiro/Isangano) provide information about government decisions in your district?

- 1 ☐ Yes  
0 ☐ No

64. Does (Ishingiro/Isangano) provide information about the local elections for officials in your district?

- 1 ☐ Yes  
0 ☐ No

65. Does (Ishingiro/Isangano) broadcast in your primary language?

- 1 ☐ Yes  
0 ☐ No

65a. How often does (Ishingiro/Isangano) broadcast in your primary language?

- 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

**66. Are you pleased with (Ishingiro/Isangano)?**

- 1 ☐ Yes  
0 ☐ No → **SKIP TO Q.66c**  
d ☐ Don't know

**66a. If yes, how pleased are you with that station?**

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

**66b. What do you find most pleasing about (Ishingiro/Isangano)?**

- 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

**CONTINUE TO Q.67**

**66c. If no, how displeased are you with that station?**

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

**66d. What do you find most displeasing about (Ishingiro/Isangano)?**

- 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

**67. Do you think that (Ishingiro/Isangano) compared to other radio stations provides trustworthy local news and information about important events in your district?**

- 1 ☐ Yes  
0 ☐ No → **SKIP TO Q.67b**  
d ☐ Don't know

**67a. If yes, how trustworthy is the local news and information on that radio station compared to other stations?**

- 1 ☐ It is much more trustworthy  
2 ☐ It is somewhat more trustworthy  
3 ☐ It is the same

**67b. If no, how trustworthy is the local news and information on that radio station compared to other stations?**

- 1 ☐ It is much less trustworthy  
2 ☐ It is somewhat less trustworthy  
3 ☐ It is the same

**68. Do you think that (Ishingiro/Isangano) compared to other radio stations provides trustworthy national news?**

- 1 ☐ Yes  
0 ☐ No → **SKIP TO Q.68b**  
d ☐ Don't know

**68a. If yes, how trustworthy is the national news on that radio station compared to other stations?**

- 1 ☐ It is much more trustworthy  
2 ☐ It is somewhat more trustworthy  
3 ☐ It is the same

**68b. If no, how trustworthy is the national news on that radio station compared to other stations?**

- 1 ☐ It is much less trustworthy  
2 ☐ It is somewhat less trustworthy  
3 ☐ It is the same

### **CIVIC PARTICIPATION (ACTIVITIES)**

*Now I am going to ask you some questions about your local government. The study values your answers to these questions, even if you feel that some of the topics may not apply to you. It is important for the study that we ask everyone the same questions. Please remember that you can stop me at any time if you have a question as well.*

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

- 1 ☐ Yes  
0 ☐ No

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

- 1 ☐ Yes  
0 ☐ No

**71. Do you know the name of your District Mayor?**

- 1 ☐ Yes  
0 ☐ No

**71a. If yes, what is the name of your District Mayor?**

Name: \_\_\_\_\_

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

- 1 ☐ Yes  
0 ☐ No

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

- 1 ☐ Yes  
0 ☐ No

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

- 1 ☐ Yes  
0 ☐ No

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

- 1 ☐ Yes  
0 ☐ No

76. In your district, are you aware of any public meetings held by the government?

- 1 ☐ Yes  
0 ☐ No

76a. If yes, did you or a member of your household attend any of these meetings?

- 1 ☐ Yes  
0 ☐ No

77. 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.85

78. How did you hear about these meetings?

MARK ALL THAT APPLY

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

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

- 1 ☐ Yes  
0 ☐ No → SKIP TO Q.85

79a. If yes, how many attendances in the last 12 months?

|\_|\_| NUMBER

80. Did you attend these any of these events?

- 1 ☐ Yes  
0 ☐ No → SKIP TO Q.85

80a. If yes, how useful was it to attend these events?

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

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

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

82. 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

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

- 1 ☐ Yes  
0 ☐ No

83a. If yes, to what degree do you think officials were influenced at this meeting?

- 1 ☐ Very influenced  
2 ☐ Somewhat influenced  
3 ☐ Neutral/Not influenced

84. 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

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

- 1 ☐ Yes  
0 ☐ No → SKIP TO Q.94

86. How did you hear about these meetings?

MARK ALL THAT APPLY

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

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

- 1 ☐ Yes  
0 ☐ No → SKIP TO Q.94

87a. If yes, how many times did you or a member of the household participate in the last 12 months?

|\_|\_|\_| NUMBER



88. Did you attend any of these events?

- 1 ☐ Yes  
0 ☐ No → SKIP TO Q.94

89. Was it useful to attend these events?

- 1 ☐ Yes  
0 ☐ No

89a. If yes, how useful was the attendance?

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

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

\_\_\_\_\_, \_\_\_\_\_ NUMBER

91. 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

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

- 1 ☐ Yes  
0 ☐ No

92a. If yes, to what degree do you think officials were influenced at this meeting?

- 1 ☐ Very influenced  
2 ☐ Somewhat influenced  
3 ☐ Neutral/Not influenced

93. 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

94. 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.102

95. 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 ☐ Improving a public service or facility  
8 ☐ Other

95a. How urgent was the request?

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

96. Which type of government official did you want to contact about this request?

MARK ONLY ONE

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

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

- 1 ☐ Yes  
0 ☐ No → SKIP TO Q.100

98. How difficult was it to reach the official?

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

99. What was the result of the request?

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

100. Are you satisfied with how government officials responded to this request?

- 1 ☐ Yes  
0 ☐ No → SKIP TO Q.101b

101a. If yes, how satisfied are you with the response?

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

101b. If no, how dissatisfied are you with the response?

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

102. 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.106

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

- 1 ☐ Yes  
0 ☐ No

104. Do you think the work of NGOs in your district reflects citizens' needs and priorities?

- 1 ☐ Yes  
0 ☐ No → SKIP TO Q.104b

104a. If yes, to what extent do they reflect citizens' needs and priorities?

- 1 ☐ Only in some areas  
2 ☐ To a large extent  
3 ☐ Completely  
d ☐ Don't know

104b. If no, to what extent do they reflect citizens' needs and priorities?

- 1 ☐ Rarely  
2 ☐ Never  
d ☐ Don't know

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

- 1 ☐ Yes  
0 ☐ No

106. 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.110

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

- 1 ☐ Yes  
0 ☐ No → SKIP TO Q.110

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

- 1 ☐ Yes  
0 ☐ No

109. Do you feel that the district JADF reflects citizens' priorities?

- 1 ☐ Yes  
0 ☐ No → SKIP TO Q.109b

109a. If yes, to what extent do they reflect citizens' priorities?

- 1 ☐ Only in some areas  
2 ☐ To a large extent  
3 ☐ Completely  
d ☐ Don't know

109b. If no, to what extent do they reflect citizens' priorities?

- 1 ☐ Rarely  
2 ☐ Never  
d ☐ Don't know

110. Not including the meetings and groups we just discussed, do you participate in any other organizations in your community? These could be church groups, gender associations, sports clubs, or other organizations.

- 1 ☐ Yes  
0 ☐ No

110a. In a typical month, how many times do you participate in a meeting or gathering held by these other organizations?

|\_|\_| NUMBER

#### CIVIC PARTICIPATION (OPINIONS AND PERCEPTIONS)

111. Could your voice influence government policies in your district?

- 1 ☐ Yes  
0 ☐ No  
d ☐ Don't know

112. Does government listen to the voices of ordinary citizens in your district?

- 1 ☐ Yes  
0 ☐ No → SKIP TO Q.112b  
d ☐ Don't know

112a. If yes, to what extent does government listen to ordinary citizens in your district?

- 1 ☐ Always  
2 ☐ Sometimes  
d ☐ Don't know

112b. If no, to what extent does government listen to ordinary citizens in your district?

- 1 ☐ Rarely  
2 ☐ Never  
d ☐ Don't know

113. 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

114. Do you think that it is disrespectful to openly disagree with a government official?

- 1 ☐ Yes  
0 ☐ No  
d ☐ Don't know

115. Do local government officials consult with citizens?

- 1 ☐ Yes  
0 ☐ No  
d ☐ Don't know

115a. If yes, is that consultation...

- 1 ☐ Too much,  
2 ☐ Right amount, or  
3 ☐ Too little?

**116. Do citizens have influence on local government decision-making?**

- 1 ☐ Yes  
0 ☐ No  
d ☐ Don't know

**116a. If yes, is that influence...**

- 1 ☐ Too much,  
2 ☐ Right amount, or  
3 ☐ Too little?

**117. Do you think that women and men have equal influence over the decisions taken by local authorities?**

- 1 ☐ Yes → **SKIP TO Q.118**  
0 ☐ No  
d ☐ Don't know

**117a. If no, who has the stronger influence?**

- 1 ☐ Men  
2 ☐ Women

**118. Do the decisions of those in power in your district administration reflect citizens' priorities?**

- 1 ☐ Yes  
0 ☐ No → **SKIP TO Q.118b**  
d ☐ Don't know

**118a. If yes, to what extent do the decisions of those in power in your district administration reflect citizens' priorities?**

- 1 ☐ Only in some areas  
2 ☐ To a large extent  
3 ☐ Completely

**118b. If no, to what extent do the decisions of those in power in your district administration reflect citizens' priorities?**

- 1 ☐ Rarely  
2 ☐ Never  
d ☐ Don't know

**119. Have you ever received information about the government's budget for your district?**

- 1 ☐ Yes  
0 ☐ No

**120. 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

**121. 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

**122. 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

**123. 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.125**

**124. 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

## **PUBLIC SERVICES**

*Now I'm going to ask you some questions about your satisfaction with local public services.*

**125. Are you satisfied with your drinking water service?**

- 1 ☐ Yes  
0 ☐ No → **SKIP TO Q.125b**  
d ☐ Don't know

**125a. If yes, how satisfied are you?**

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

**125b. If no, how dissatisfied are you?**

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

**126. Are you satisfied with the maintenance of your local roads? (By "local roads" I mean all government-maintained roads in your district that your household uses.)**

- 1 ☐ Yes  
 0 ☐ No → **SKIP TO Q.126b**  
 d ☐ Don't know

**126a. If yes, how satisfied are you?**

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

**126b. If no, how dissatisfied are you?**

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

**127. Are you satisfied with construction of new local roads?**

- 1 ☐ Yes  
 0 ☐ No → **SKIP TO Q.127b**  
 d ☐ Don't know

**127a. If yes, how satisfied are you?**

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

**127b. If no, how dissatisfied are you?**

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

**128. Are you satisfied with your waste collection services?**

- 1 ☐ Yes  
 0 ☐ No → **SKIP TO Q.128b**  
 d ☐ Don't know

**128a. If yes, how satisfied are you?**

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

**128b. If no, how dissatisfied are you?**

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

**129. Are you satisfied with the quality of education at local public schools?**

- 1 ☐ Yes  
 0 ☐ No → **SKIP TO Q.129b**  
 d ☐ Don't know

**129a. If yes, how satisfied are you?**

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

**129b. If no, how dissatisfied are you?**

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

**130. Are you satisfied with the quality of your local health facilities?**

- 1 ☐ Yes  
 0 ☐ No → **SKIP TO Q.130b**  
 d ☐ Don't know

**130a. If yes, how satisfied are you?**

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

**130b. If no, how dissatisfied are you?**

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

#### **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 250 blue boxes in 30 districts.*

**131. 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.149**

**132. Have you seen any of these blue boxes?**

- 1 ☐ Yes  
 0 ☐ No

133. Is there a blue box that you feel is conveniently accessible to you?
- 1 ☐ Yes  
0 ☐ No
134. About how close is the nearest blue box to your home?
- Distance:       Meters
135. How many blue boxes are within 5km of your home?
- NUMBER
136. 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
- 136a. 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  
d ☐ Don't know
137. Before this interview, were you aware that the blue boxes could be used to submit complaints?
- 1 ☐ Yes  
0 ☐ No
138. Before this interview were you aware that the blue boxes could be used to submit commendations?
- 1 ☐ Yes  
0 ☐ No
139. Do you know anyone who has used a blue box?
- 1 ☐ Yes  
0 ☐ No
- 139a. Do you know anyone who has received a response after using a blue box?
- 1 ☐ Yes  
0 ☐ No
140. Have you ever used a blue box?
- 1 ☐ Yes  
0 ☐ No
- 140a. Have you ever received a response after using a blue box?
- 1 ☐ Yes  
0 ☐ No
141. Do you have to include your name on the blue box submission form?
- 1 ☐ Yes  
0 ☐ No  
d ☐ Don't know

142. Have you ever wanted to use a blue box but felt that you were not able to do so?
- 1 ☐ Yes  
0 ☐ No
- 142a. What is the primary reason you were 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  
d ☐ Don't know
143. Do you think that police officials read the complaints and commendations submitted through the blue boxes?
- 1 ☐ Yes  
0 ☐ No  
d ☐ Don't know
144. 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)**
145. Do you believe that complaints/commendations from blue boxes have improved RNP responsiveness to citizens?
- 1 ☐ Yes  
0 ☐ No  
d ☐ Don't know
- 145a. If yes, how has the RNP responsiveness improved?
- 1 ☐ A little improvement      3 ☐ A large improvement  
2 ☐ Some improvement
146. Do you believe that complaints/commendations from blue boxes have decreased RNP corruption?
- 1 ☐ Yes  
0 ☐ No  
d ☐ Don't know
- 146a. If yes, to what extent has corruption decreased?
- 1 ☐ A little reduction      3 ☐ A large reduction  
2 ☐ Some reduction
147. If you submitted a complaint or commendation to the RNP, do you think your information would be taken seriously?
- 1 ☐ Yes  
0 ☐ No  
d ☐ Don't know
- 147a. If yes, how likely do you think it is that your information would be taken seriously?
- 1 ☐ Very likely      4 ☐ Not at all likely  
2 ☐ Likely      d ☐ Don't know  
3 ☐ Not very likely

148. Do you believe that the blue boxes have improved your ability to communicate your opinions to the RNP?

- 1 ☐ Yes  
0 ☐ No  
d ☐ Don't know

148a. If yes, how much has your ability to communicate your opinions to the RNP improved?

- 1 ☐ Very little  
2 ☐ Somewhat  
3 ☐ Very much

149. During the past two years, approximately how many times have you spoken with an RNP officer?

\_\_\_\_

150. Have you ever wanted to send a complaint or commendation to the RNP?

- 1 ☐ Yes  
0 ☐ No

151. Do you believe that the RNP punishes police officers who engage in corruption or commit other crimes?

- 1 ☐ Yes  
0 ☐ No  
d ☐ Don't know

152. Do you think the RNP would enforce the law if a local government official committed a serious crime?

- 1 ☐ Yes  
0 ☐ No → SKIP TO Q.152b  
d ☐ Don't know

152a. If yes, how likely is that enforcement?

- 1 ☐ Very likely  
2 ☐ Somewhat likely

152b. If no, how unlikely is that enforcement?

- 1 ☐ Very unlikely  
2 ☐ Somewhat unlikely

153. Do you think that the RNP would enforce the law if you committed a serious crime?

- 1 ☐ Yes  
0 ☐ No → SKIP TO Q.153b  
d ☐ Don't know

153a. If yes, how likely is that enforcement?

- 1 ☐ Very likely  
2 ☐ Somewhat likely

153b. If no, how unlikely is that enforcement?

- 1 ☐ Very unlikely  
2 ☐ Somewhat unlikely

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

154a. Fair – actions are impartial and transparent

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

154b. Honest – not subject to corruption

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

154c. Consistent – actions are the same between different types of people

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

154d. Effective enforcers of the law – police are respected by citizens

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

155. 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  
d ☐ Don't know

156. If the RNP created a radio show where citizens could call and provide comments on the police, would you consider using it to report a complaint or commendation?

- 1 ☐ Yes  
0 ☐ No

157. In general, are you satisfied with the service of the RNP?

- 1 ☐ Yes  
0 ☐ No → SKIP TO Q.157b  
d ☐ Don't know

157a. If yes, how satisfied are you?

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

157b. If no, how dissatisfied are you?

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