

**Governance**

**Barometer**

**Survey**

**Bangladesh**

**2010**





# Governance Barometer Survey Bangladesh 2010

Syeda Salina Aziz  
Elvira Graner

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## ACRONYMS

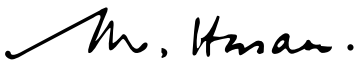
BBS	Bangladesh Bureau of Statistics
DHS	Demographic and Health Survey (GOB and Macro International)
GOB	Government of Bangladesh
HIES	Household Income and Expenditure Survey (GOB/BBS)
IGS	Institute of Governance Studies (BRAC University, Dhaka)
MICS	Multiple Integrated Cluster Survey (UNICEF 2009)
SOG	State of Governance Report
UNDP	United Nations Development Programme
UNICEF	United Nations International Children's (Emergency) Fund
WFP	World Food Programme

## Preface

We are pleased to place before you the Governance Barometer Survey 2010, a detailed quantitative study of various issues ranging from quality of services delivered to understanding of democracy to the level of citizens' trust on government institutions. The Institute of Governance Studies of BRAC University has been conducting such surveys since 2007. The findings of such nationwide surveys are to be found in The State of Governance in Bangladesh (SOG) reports of 2007 and 2008.

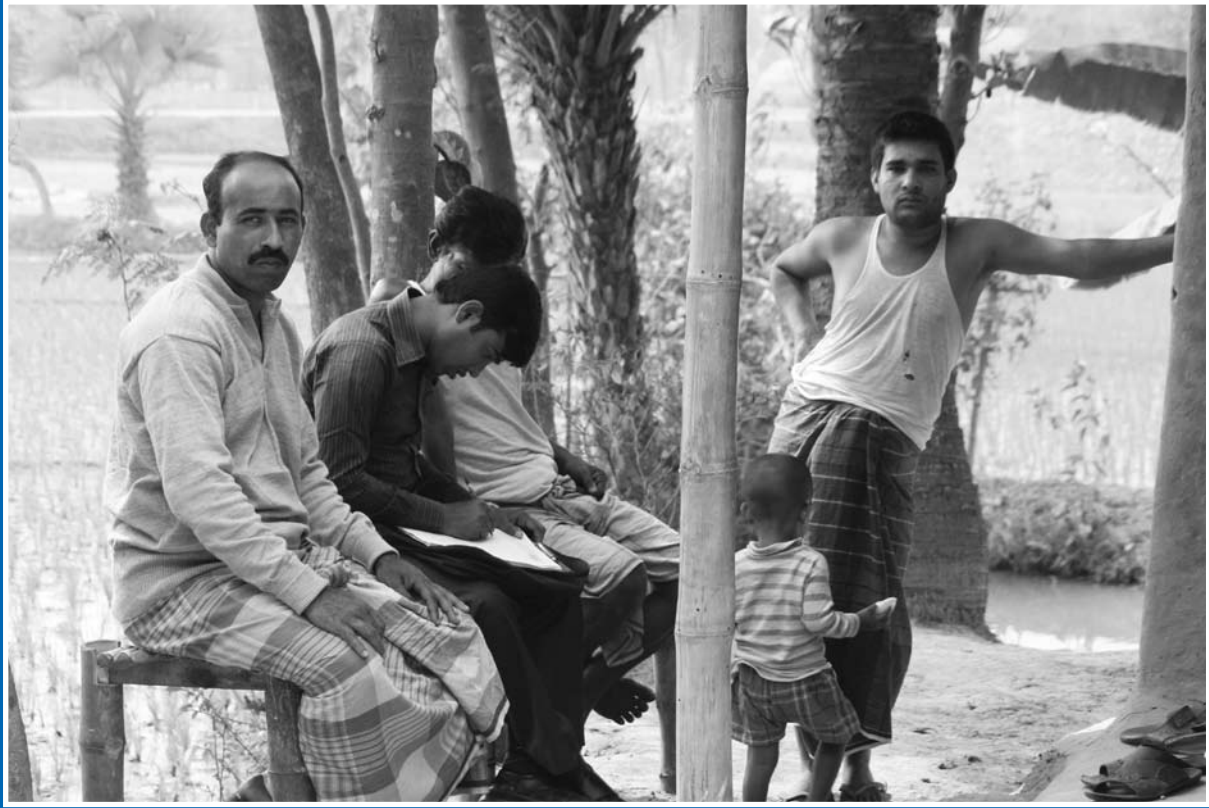
During the designing of the SOG 2009 report we decided to publish the survey findings as a separate publication for two reasons. First, the sectoral nature of the 2009 report called for a distinct dissemination and policy advocacy strategy. Second, the survey findings justified a separate report given the richness of the information unearthed.

We are very pleased to inform the readers that the Governance Barometer Survey 2010 was fully put together by an IGS team of scholars. We take this opportunity to particularly acknowledge the tireless efforts of Dr. Elvira Graner and Syeda Salina Aziz. They were involved from its inception, and our heartfelt gratitude to both of them for giving us an excellent product. We also put on record the financial and technical support of the Affiliated Network for Social Accountability, South Asia Region (ANSA-SAR). Finally, the administrative and financial teams of IGS should be thanked for their continuous support.



Manzoor Hasan  
Advisor





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# 1. Governance Barometer Survey – an Introduction





## 1.1 Rationale of the Governance Barometer Survey

IGS conceptualises governance as the exercise of political, economic and administrative authority to manage a country's affairs. It is thus a complex interplay of mechanisms, processes, relationships and institutions through which citizens articulate their interests, demand their rights, exercise their obligations and mediate their differences. Good governance, as the optimal form of governance, refers to a situation where public resources are managed effectively, efficiently, equitably and in response to critical needs of society. IGS strongly believes that both sides of the governance equation need to be taken into cognizance while analysing gaps and prescribing reforms. The Institute also recognises the fact that in a democracy, people's voice need to be heard and responded to in a timely and objective manner.

IGS' flagship product, the annual State of Governance (SOG) Report was conceptualised in 2006 as a response to a strongly felt need to shift the discourse on governance from anecdotal frames to a more solid ground by providing robust, regular evidence and analysis of the issues, in particular to enable assessment of change over time. One core component of the last two SOGs (i.e. 2007 and 2008) was a nationwide governance perceptions survey. The objectives of this 'bottom up' feedback, broadly speaking, were to gauge public perceptions about the state of governance, the political system and political culture in Bangladesh. They also attempted to ascertain citizens' perceptions and opinions about the institutional reform initiatives of the last governments, especially their effectiveness, sustainability and impact on the political system in Bangladesh. Both surveys also aimed to determine public opinion about service delivery in education, health, water, and electricity. The base line data of these two surveys have set the foundation for mapping and analysing longitudinal trends.

In line with the precedence set, while preparing the SOG 2009 a similar survey was conducted. However, when analysing the data in some depth the enormous richness of the data base and the possibilities of deeper interpretations became quite apparent, resulting in the production of an independent knowledge product – the Governance Barometer 2010.

The 'Governance Barometer Survey 2010' is a comprehensive approach to capturing the perceptions of the citizens in Bangladesh on current social and political issues. The elected democratic government completed the first year of their five year tenure in January 2010. From this perspective, the year 2009 was a crucial year in the political arena of Bangladesh. The new government has faced quite a few challenges in keeping their pre-election pledges and promises. From a positive angle, one can say that it is marked by a year of 'change and transition' towards improvement by the ruling party, while the critics' view is less positive.

Against the backdrop of this complexity, IGS' nationwide survey on governance is based on a systematic and comparative study conducted in a non-biased manner. It reflects the independent opinions of people from different social strata and pays special attention to evaluating the performance of the current government and also to evaluating performance against the pledges they made during election time. As a continuation of the previous years, the survey also repeats the basic questions on living standards, service delivery and accessibility, as well as trust and perceptions of corruption.

We have chosen the title 'Governance Barometer Survey' as we see this survey as a tool with which to measure, or at least to proxy, the political atmosphere in the country. A 'Barometer', as a technical tool for measuring atmospheric variations, seemed a most appropriate metaphor to use.

## 1.2 Objective of the Survey

The objective of the survey is to determine citizens' assessment of the quality of their government by making the following measurements of their perceptions and opinions:

1. Perception of government performance
2. User satisfaction with government services and functions
3. Extent to which government institutions and professionals are trusted
4. Perception of corruption
5. Perception of law and order
6. Understanding of democracy
7. Opinions of their living standards
8. Evaluation of service delivery
9. Evaluation of elected representatives

## 1.3 Methodology of the Governance Barometer Survey

Similarly to the last two surveys, this survey has also been conducted among 4,000 households, from a population of approximately 160 million (i.e. a confidence interval of  $\pm 1.5$  percent and with 95 per cent confidence level). Based on overall demographic data in terms of gender proportions and urbanisation rates, the sample is based on a 70/30 rural - urban and 50/50 male - female proportion. A three stage stratified cluster sampling was undertaken. At the first stage, from six administrative divisions of Bangladesh, 33 districts were selected randomly – proportionately from each division. Thus, the number of districts under a certain division reflects the proportion of the number of districts included in that particular division. As a second step, from each district, villages were selected randomly as Primary Sampling Units (PSU). A total of 200 PSUs have been selected from 33 districts. The list of villages was prepared using the Population Census 2001 and each village was selected randomly from the list.

A third step was to select 20 households from each PSU. For this purpose, villages have been divided into three or four blocks, following a segmentation method, and each segment/block constituted about 150 households, depending on the number of households in that village. One block/segment was selected randomly from these blocks, and from the selected block the required number of households was listed and visited to interview the required number of respondents. For most districts the sample size was 100 or 120 households, i.e. 20 households from five (or six) PSUs, whereas Dhaka and a few other major cities had larger samples.

This technique of cluster sampling might give rise to some distortion. When investigating infrastructure, such a clustering of 5 or 6 units might distort figures, as infrastructure usually is available to the entire cluster, particularly in regard to electricity. Distortion might also arise because rural-urban classifications are based on administrative divisions. As a result, semi-urban locations might be recorded as rural ones or rural areas might be classified as urban ones (as in Gazipur), whereas the features of the localities are clearly different.

The Survey itself was funded by the Affiliated Network of Social Accountability, South Asia Region which is based at IGS. The questionnaire was designed by the IGS research team in early January 2010 in English. This was translated and (re-translated) into Bangla and a pre-testing of the questionnaire was carried out in the second week of February. After incorporating the changes recommended by the pre-test, the survey questionnaire was modified accordingly. The survey itself was contracted to Nielsen Bangladesh. It was carried out from mid to end February 2010 by altogether 85 enumerators, and most of them had worked for Nielsen before. As a first step, Nielsen conducted a one-week's training course, which consisted of both class room training and field trials. After the first part of the training, the skills of the interviewers were evaluated and they were allowed to join the field teams, if found satisfactory.

In terms of quality control, quality checks were made by supervisors on a daily basis and data entry was supervised in Dhaka by a team of statisticians. Continuous supervision during the listing and data collection period was carried out, in order to provide consistent and high-quality data. Supervision was carried out at all stages of the survey, i.e. during data collection, scrutiny and data entry. Spot checks and back checks were carried out by supervisors and field executives. For proper monitoring of fieldwork and ensuring the quality of data collected, emphasis was placed on the scrutiny of schedules by the supervisors, on a daily basis. Observations of some of the interviews were carried out by field staff. Spot checks were carried out to verify the accuracy of information collected and visits were made by research professionals to monitor fieldwork and provide technical guidance to field staff. About 20 per cent of spot checks were carried out during the data collection.

The first step of editing was done in the field and, in addition, office editing of all completed schedules was carried out by trained office editors as per the data entry programme. This includes coding of open ended questions, identification details and consistency checks before starting the data entry process. Data entry was carried out under the supervision of a Senior Operation Executive and core team members. A software FoxPro package was used for entering the data. In the next step, this was converted to an SPSS file for analysis. Computer based checks were done and, based on the errors generated, inconsistencies were removed and the base data was cleaned.

The survey itself followed a structured questionnaire, and this contained thematic sections as well as a demographic and economic one. The latter was based on a household roster that included all members of the households, and their demographic (age, gender, education) and socio-economic profile (such as main occupation). This section was followed by more general questions addressing infrastructure and access to services. For measuring perception, we used a four point scaling system. This scaling is different from the survey done for last year's State of Governance Report, when we applied a five-tier (or three-tier) classification. Our experience was that, usually, the largest group chooses the middle field and we purposively aimed at avoiding this. This year, we deliberately excluded the 'average' option in order to motivate people to come up with a more specific response. At the same time, this slightly jeopardises comparability between the two years. Unlike the 2007 and 2008 surveys, we have also tried to incorporate citizens' perceptions on different services and situations alongside with their experience, where this is applicable.

## 1.4 Outline of this Report

The report is divided into five chapters. Chapter 1 includes the rationale, objectives, methodology and outline of this report, as well as an executive summary. Chapter 2 focuses on the socio-economic characteristics of the sample households (n = 4,002) and all household members as enumerated in the roster (n = 19,391). The latter includes age and gender composition as well as educational attainments. The analysis of incomes and land holding patterns provides a brief economic sketch of incomes during 2009, including food security. Analysis has been carried out by dis-aggregating rural-urban categories, as well as gender. For further details, some analysis will be presented in the form of maps for the 33 districts covered in the sample.

Chapter 3 concentrates on infrastructure and service delivery. Given the current initiative of nation-wide electrification by the year 2020 and the current government's policy of 'Digital Bangladesh' (see IGS 2010) the current state of infrastructure in regard to electricity and telephones is of particular interest. This regional pattern of (dis-)connectedness has been partly modified by recent changes in the form of a wide dissemination of mobile phones. Yet, even this recent innovation has a particular regional pattern, and an even more pronounced social one. The chapter also includes assessments of satisfaction with various services, mainly from the public but also from the private sector. In addition, we have asked about the current and previous standards of living, as well as an outlook for the future.

Chapter 4 focuses on perceptions of trustworthiness and corruption. This is based on a selection of different institutions and professions. Respondents were provided with options in the form of a two-scale matrix, i.e. 'these people are trustworthy in general' versus 'these people are not trustworthy in general'. Among the twenty professions, we included a variety of public offices, such as politicians, MPs, police, military, judges, (other) government officials, religious leaders, business people, health workers and doctors as well as teachers. As we had asked these questions in the previous surveys we will also provide a timeline for the past three years. In regard to corruption, respondents were asked to apply a four-tier scale (highly corrupt, somewhat corrupt, not corrupt and not at all corrupt) and an additional category (do not know). This includes ten different sectors, mainly services rendered by the government (health, education, police, tax, local government, roads and highways) but also private entities (such as private organisations, NGOs and the banking sector).

Chapter 5 addresses perceptions about the current government's performance during their first year of office. We have selected ten issues that were of relevance during the election campaign. These issues include corruption control, controlling the price hike of essentials, creating employment and facilitating overseas employment. In addition, we have also asked about understanding of democracy in more general terms. The first part was an open-ended question that allowed for a free definition of democracy. This was followed by a list of five definitions and respondents were asked to rank these. The criteria include elections, rule by consent, free public debates, ability to participate in decision making as well as the ability to access information about the government.

The report includes fifty figures and a few maps. The annex also provides some tables with more detailed figures that we felt could be of interest but would interrupt the flow of information in the text. The two versions of the questionnaires (English and Bangla) are given in the annex for those interested in the exact formulation of the questions.

## 1.5 Executive Summary

1. Our survey is based on a total of 4,002 households and interviews were carried out during February 2010. The demographic data documents the impressive results in expanding education. At the same time, it also documents some worrying figures about out-of-school children, even among the present generation. The socio-economic parameters indicate that average monthly incomes are at about 9,940 Taka, with pronounced rural-urban disparities. Almost half of the households experience food insecurity for a part of the year. Again, urban-rural disparities are pronounced, and in the latter regions more than half of the households face food insufficiency.
2. Assessments of the government's ability to provide infrastructure and services shows that overall the government has been most successful in providing education and health care and least successful in providing electricity. While all urban areas have access to electric power, most rural areas are still without electricity. Overall, the past year has brought electricity to quite a number of urban households, but much less so for rural ones. Electricity delivery is unsatisfactory and this does not suggest that the government is on target to meet its goal of providing universal access to electricity by 2020. At the same time, the government's role in telecommunication services has been sidelined by the private sector, particularly in mobile phone services.

The utilisation of public services, power supply, water supply, and sanitation services tend to be concentrated in urban areas, while health care, education, and roads are more widely available. Overall, the absence of power supply, water supply, and sanitation services in rural areas have been identified as core problems that require attention.

4. For measuring accessibility we have considered both physical accessibility and whether interaction with officials is seen to be easy or difficult. When assessing interactions with different offices, respondents were asked to rate these in a four-tier scale, with one additional category of 'do not know'. The two service providers with the highest confirmation of 'very easy to interact with' are local government offices and private banks. At the other end of the scale, there is a widespread perception that ministries as well as passport offices and manpower agencies are very difficult to interact with.
5. In regard to being satisfied with the activities of their elected representatives, most respondents stated that they were somewhat satisfied, both at the national and local level. Locational variations are not pronounced, although in urban areas people are slightly more satisfied than in rural areas.
6. For assessing standards of living, we have provided a four-tier classification scale, with the two extremes 'very good' and 'very bad' as well as 'somewhat good' (and bad). The majority of the respondents described their living standard as 'somewhat good', followed by a significant percentage stating it as 'somewhat bad'. At the same time, less than ten per cent of the respondents said their living standard was very bad and even less stated it as 'very good'. When re-assessing their previous year's standard of living, about one third of respondents felt that it had improved. In terms of expectations for the future, a cross-tabulation of present and expected living standards shows an interesting pattern, as expectations are generally quite high, a phenomenon that could also be observed in the previous year.

7. When addressing corruption, there is a general lack of trust in many professions and organisations. Among all professions, money lenders and the police are the least trusted professions. Alarmingly, nearly half of the respondents also said that they have no trust in politicians, other than MPs. Nevertheless, a higher percentage of respondents trust the elected representatives, both MPs and local government representatives. On the other hand, nearly all respondents think that teachers are the most trustworthy among all professions, followed by the military and religious leaders.
8. When asked about their perception of how democratic various governments have been, more than half of the respondents ranked the current government in the highest category, as opposed to less than ten per cent who perceive it to be either completely or partially undemocratic. Compared to that, a lower proportion views the previous elected government as completely democratic, along with 16 per cent who view it as somewhat or completely undemocratic.
9. Overall, the definition of democracy is not an easy exercise. Nearly half of all respondents could not clearly express their understanding. Not surprisingly, this percentage was higher in rural areas and among female respondents. Among those who provided a definition, the largest group described democracy as 'freedom of movement' or as 'express own opinion'. Other ideas include 'voting right', 'equal rights of all people', or a 'government elected by people'. In a second stage, we provided a set of five definitions, and requested respondents to rank these. When doing so, 'election' is the most preferred definition of democracy. A similarly high rank was given to 'free public debate' and to the definition 'rule of consent'.



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## 2. Demographic and Socio-economic Profiles





## 2.1 Age, Gender and Education

For demographic data, the Governance Barometer Survey included a detailed household roster for all household members. The 4,002 households had a total population of altogether 19,391 persons. Overall, average family sizes are 4.79 and this is slightly higher than the national average of 4.7 in 2005 (GOB/BBS 2006). A locational disaggregation shows that urban households are slightly smaller (4.7) in comparison to rural ones (4.9; see Figure 2.1). Variations across the districts are more pronounced, with the lowest average size of 4.4 persons (Khulna and Rajshahi) and larger households of 5.5 to 5.7 persons (in Brahmanbaria and Sylhet). However, in both rural and urban areas the largest group is four-person households (25 per cent in rural and 30 per cent in urban areas). Overall, nearly 50 per cent of all urban households have sizes of 4 or 5 persons, a percentage that is only slightly lower in rural areas (48.2 per cent).

When considering the age composition of the population, the median age is 24 from our sample households, compared to 23.3 at national level. Overall, the age groups below 14 account for 30.1 per cent of all, and this is again slightly lower than other sources suggest (34.6 per cent; GOB/BBS 2006). A gender disaggregation shows that the male-female ratio is 1.04, compared to a national average of 0.93. The gender composition has a pronounced pattern when disaggregated by age group. In the lowest age group (younger than 10) boys slightly outnumber girls. Between 11 and 50, girls/women slightly outnumber boys/men. However, the two age groups 50 to 60 and 60 to 70 show extremely high incidences of missing women (see Figure 2.2). This phenomenon is difficult to explain, but possibly it can be interpreted as an indicator for high maternal mortality rates when these women were at their reproductive ages during the 1980s and (early) 1990s.

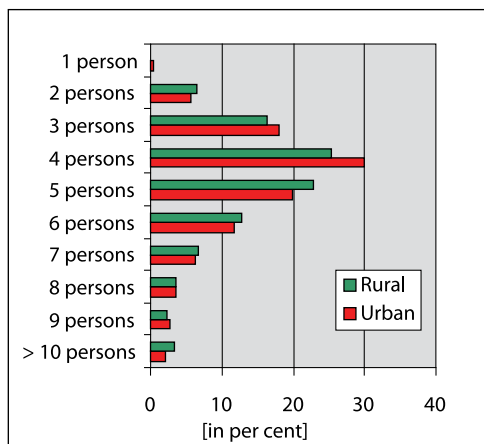


Figure 2.1 Household sizes in urban and rural areas (n = 4,002 households)

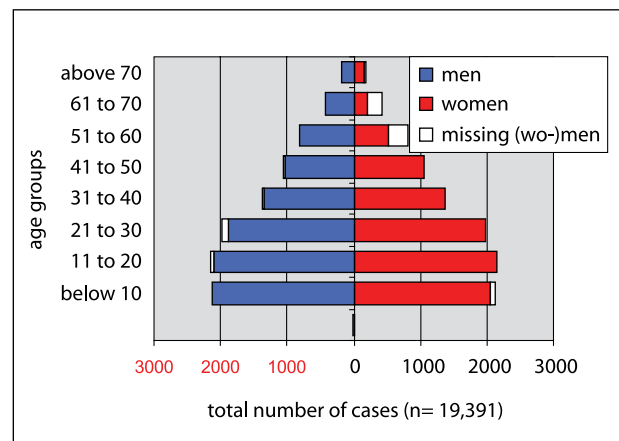


Figure 2.2 Age and gender composition of the survey population (n = 19,391)

In regard to education, there have been significant improvements in expanding education and in aiming at reaching the Millennium Development Goals (see GOB and UNDP 2008). In terms of literacy rates, these have increased substantially over the past two decades. Among the age group of 40 to 50-year olds, only about two thirds are literate, and gender disparities are pronounced. Among the age group 21-30, i.e. the school population during the mid/late 1990s, the percentage of literate persons has increased to more than 85 per cent (see Figure 2.3). This is a substantial success, particularly compared with the low changes that

had occurred before. In addition, among the 21 to 30 age group, most had even progressed to secondary education. Among the current student population (6-17 year olds), the percentage of illiterates has even further declined.

Today, nearly all students aged 6 to 14 attend school, and in the age group 11-14, drop-outs are minimal (see Figure 2.4). Yet, drop-out rates increase rapidly once students are above the age of 14. Indeed, there is only one single age group (10 year olds) where enrolment is de facto complete (i.e. 100 per cent). Among 7 to 8 year olds, rates are at about 90 per cent and increase to 95 per cent for 9-year olds. As mentioned by many other authors, enrolment of girls is (slightly) higher than for boys (for instance UNICEF 2010). While this pattern is promising, it also needs to be pointed out that quite a number of students who are older than 10 years have already dropped out of school. Among 12-year olds this proportion is already higher than 10 per cent, and among the 15-year group it is more than 20 per cent (see Figure 2.4). Above all, a large proportion of 12-year olds has yet to complete their primary education (see Figure 2.5, below; for detailed figures see Table A1).

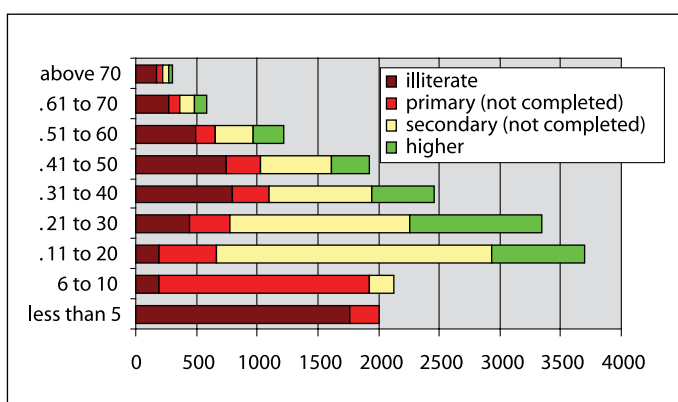


Figure 2.3 Demographic profile and literacy (n = 19,391)

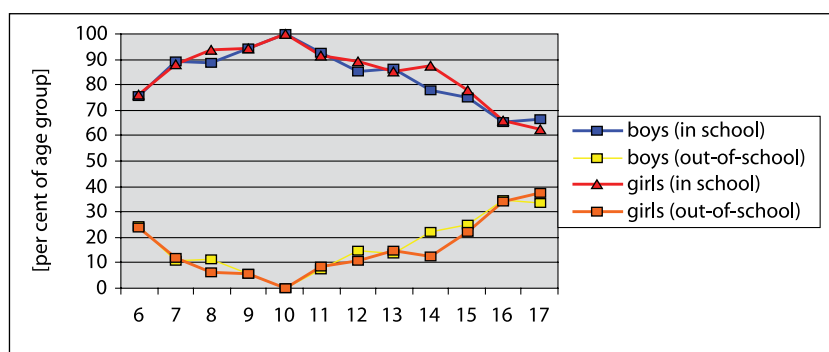


Figure 2.4 School attendance of the current school-age population (6 to 17)

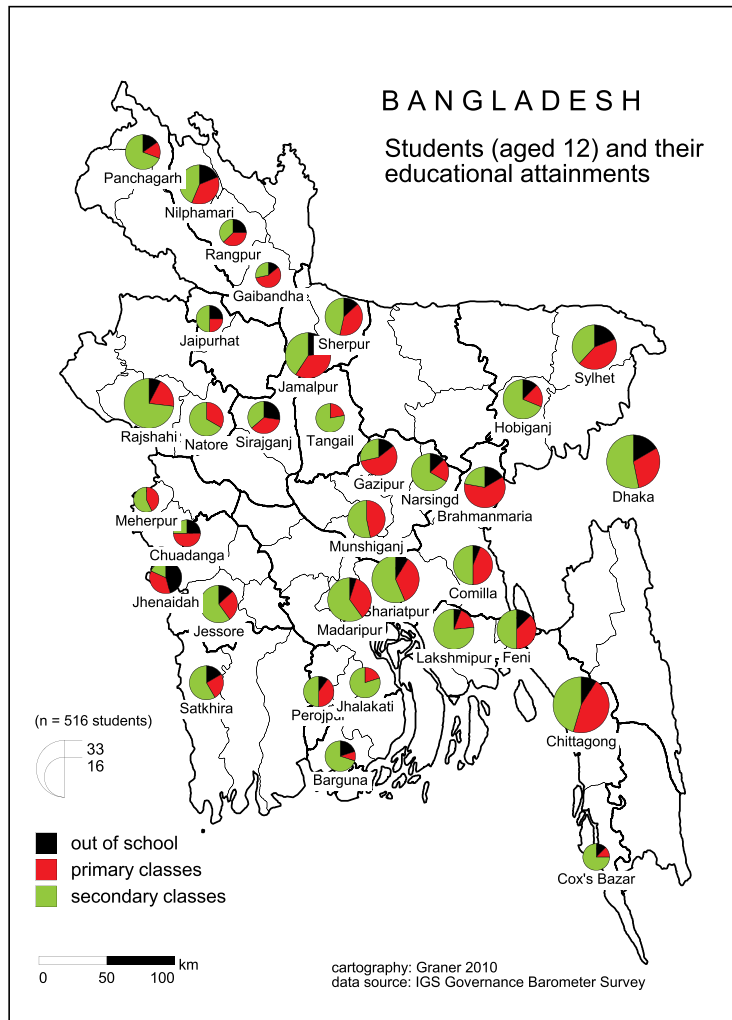


Figure 2.5 School attendance and out-of-school population among 12-year olds

Overall, literacy rates of women at their core reproductive age (20-40) are quite high, and in most districts, rates are currently above 90 per cent. Nevertheless, some districts still have values of more than 20 per cent illiterate women in this age group and in some places, rates are even 20 to 30 per cent. The latter are highly concentrated in the north-western districts (Jamalpur, Nilphamari, and Sherpur) but also in some other parts (such as Sirajgonj or Gazipur). In the latter, the high number of less educated women migrants in the garment industry might contribute to this pattern.

Increasing rates of literacy and educational attainments are also obvious when compared to data from the Population Census 2001 and the Poverty Monitoring Survey 2004. Overall, all data sets document gradual increases. The population without any schooling has decreased from more than 40 per cent in 2001 to about 25 per cent currently. These surveys document that this was mainly a shift towards primary education, as the share of population increased to nearly 40 per cent. In addition, the current survey indicates that in more recent years the proportion of secondary students has been increasing, from less than 20 per cent to nearly 30 per cent, i.e. an increase of nearly 50 per cent (see Figure 2.3).

## 2.2 Occupations and Incomes

Given the regional distribution of the sample households, the survey includes a broad spectrum of occupations. Students account for 27 per cent of the sample. The remaining 73 per cent, from largest to smallest group size, consist of homemakers, the self-employed, employed wage earners, day labourers, and the unemployed. In rural areas, self employment mainly refers to agriculture, but not exclusively (see Figure 2.6; for detailed figures see Table A2). In urban areas self-employment mainly refers to business. Wage labour is slightly more pronounced in rural areas (7 versus 5 per cent), and interestingly both rural and urban areas have agricultural as well as non-agricultural forms (although in inverse proportions).

Overall, service holders are primarily concentrated in urban areas (14 per cent), whereas in rural areas their proportion is less than 5 per cent. Among all persons included in the household roster, about 8 per cent are unemployed. Six per cent are included in the residual category 'other group', and these are partly professionals, such as doctors, lawyers, and journalists, local government representatives and politicians. In regard to migration, less than 10 per cent of all households had labour migrants, and internal migration was slightly more frequent than international labour migration. The latter is more pronounced in rural areas (4 versus 2.7 per cent), and destination countries are mainly the Gulf region (for more details see IGS 2010).

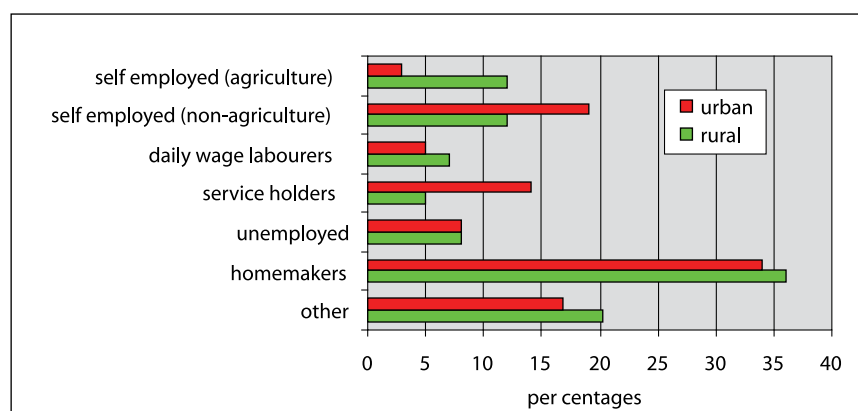


Figure 2.6 Occupational profiles of economic active respondents (n = 12,850)

When assessing incomes, our survey included voluntary disclosure, and most interviewees did so (yet, keeping in mind Panse's law about potential distortions, Panse 1967). On average, monthly mean incomes are 9,940 Taka. In rural areas, incomes are lower at 8,461 Taka against 13,338 Taka in urban areas. Overall, there are marked regional variations across districts, ranging from 20,341 Taka per month in Dhaka to less than 6,000 Taka per month in Gaibandha, Sirajgonj and Joypurhat (see Figures 2.8, 2.9 and 2.10; for detailed figures see Table A3). Nationally and at the district level the income data show a large variation and a skewed distribution as evidenced by an overall median income of 7,000 Taka per month compared with the average of 9,940 Taka (i.e. 70 per cent).

A frequency distribution confirms the skewness (see Figures 2.7 and 2.8), with 40 per cent of the respondents earning less than 5,000, all together 77 per cent less than 10,000, and only 3 per cent more than 20,000 Taka per month. Again, there are pronounced regional disparities, and in rural areas nearly half of all households

fall into the first category, whereas it is less than 25 per cent in urban areas. This distribution differs somewhat from that reported by the Household Income and Expenditure Survey of 2005 (GOB/BBS 2006) possibly due to inflation and rising incomes since 2005 as well as some differences in survey methodology, as the HIES was based on expenditures.

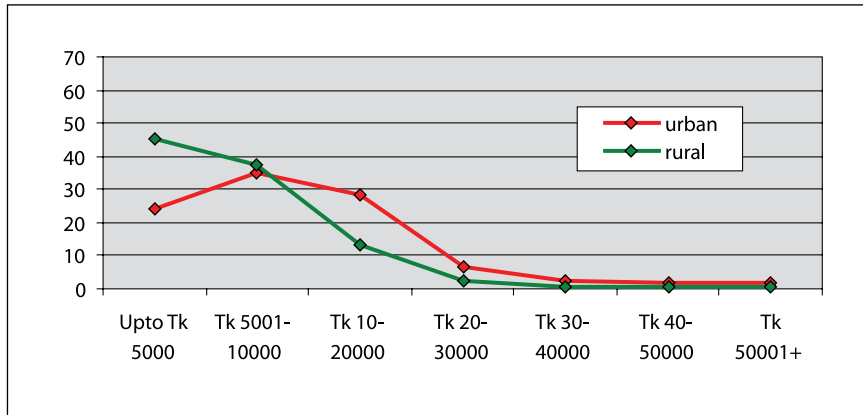


Figure 2.7 Rural urban variations in monthly household incomes

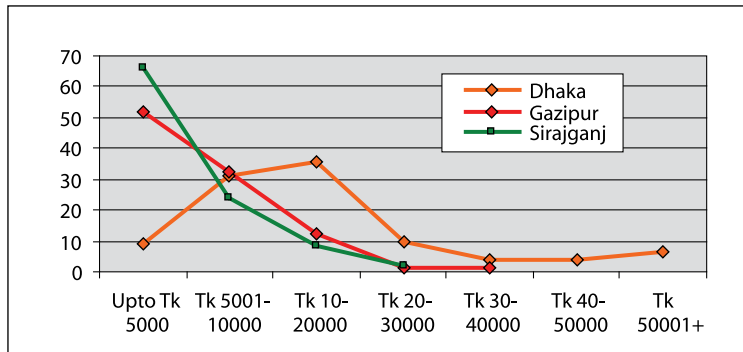


Figure 2.8 Monthly household incomes in three sample districts

A regional analysis documents that among all districts, Rajshahi has the highest overall number of households in the lowest income group of less than 5,000 Taka, particularly in regard to its population size. At the same time, Gaibanda, Siragonj and Netore all had more than 60 per cent of households in this lowest-income group, whereas Munshigonj and Feni feature as the districts with the largest numbers of households in higher incomes groups (see Figure 2.9). In regard to social disparities within one region (i.e. district), income disparities are quite high in Dhaka, where median and average incomes vary by 60 per cent. Yet, disparities are even higher in Hobigonj, Rajshahi and Panchagorh (64 to 69 per cent), although absolute figures are much lower than in Dhaka. On the other hand, income disparities are lowest in Chuadanga, Laxmipur, Jamalpur, Meherpur, and Brahmanbaria, at 11 to 14 per cent difference (see Figure 2.10).

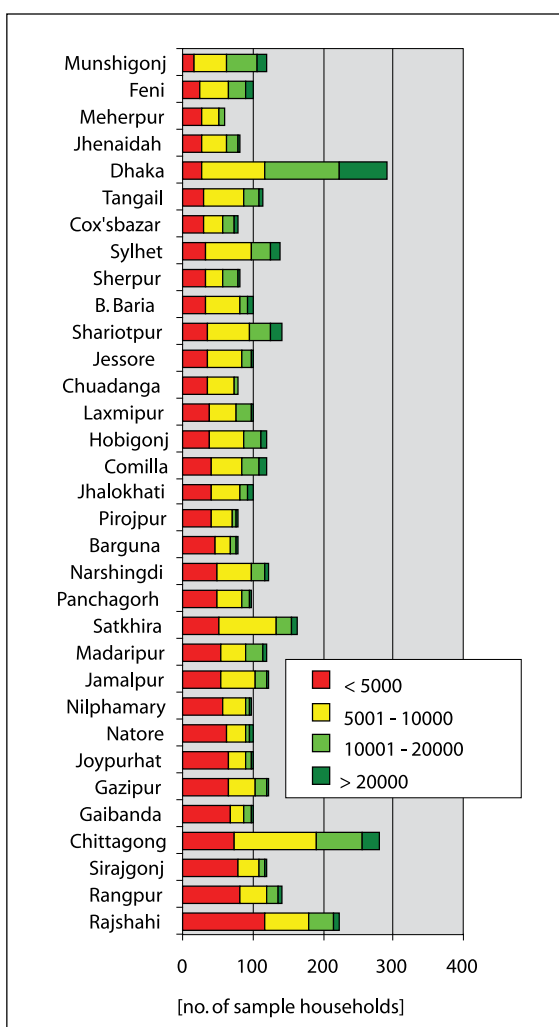


Figure 2.9 District-level variations in household incomes (ranked on lowest-incomes)

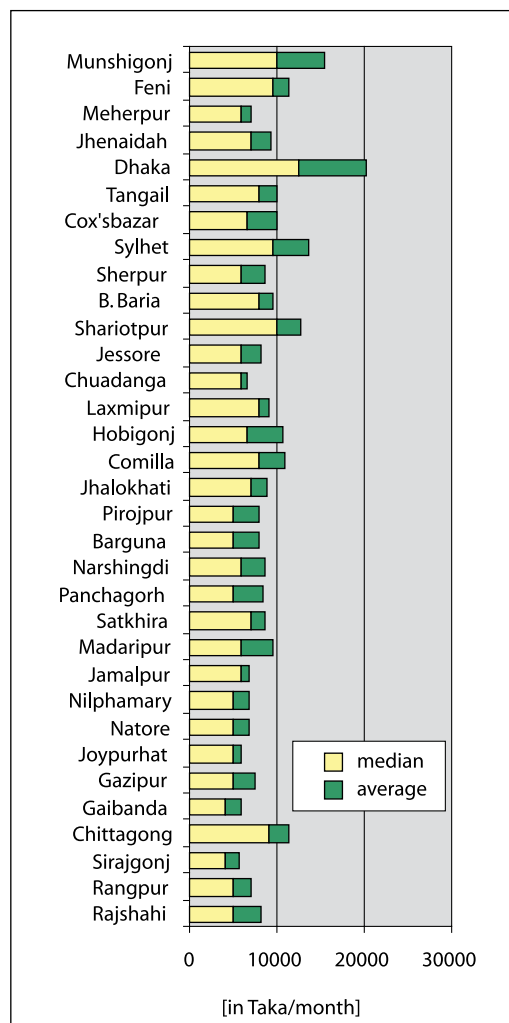


Figure 2.10 Monthly median and average household incomes (district-level)

### 2.3 Land Holdings and Food Security

At the national level, more than 80 per cent of the households own a homestead. Home ownership is higher in rural areas (89 per cent), compared with 59 per cent in urban areas. At the same time, average sizes are much lower in the latter areas, at 9 decimals compared to 16 decimals in rural areas. Residence continuity is high with an average duration of continued residency in the same location of 27 years, with the median slightly lower (at 25 years). In rural areas 85 per cent of households have lived in the same location for 10 years or more and 11 per cent 50 years or more. The corresponding figures for urban areas are 70 and 7 per cent respectively. In terms of building material, 32 per cent among the rural households live in houses made from mud, bamboo, and/or straw, while 44 per cent live in houses made of wood or corrugated iron. In urban areas, the majority live in brick houses (69 per cent). In urban areas 35 per cent of households live in rented apartments or rooms with an average rent of 3,500 Taka per month for a one or two-room flat. In rural areas, rental is negligible.

Agriculture is of high importance in rural areas, both in the form of self-employment and wage labour. At the same time, in rural areas more than 50 per cent do not own cultivable land. A district-level analysis shows a notable regional variation, and landlessness is only below 50 per cent in less than 10 of the 33 districts, whereas it is above 55 per cent in an equal number of localities. At the other end of the social spectrum, a high percentage of people, more than 10 per cent in urban and 30 per cent in rural areas, hold more than 0.5 acres

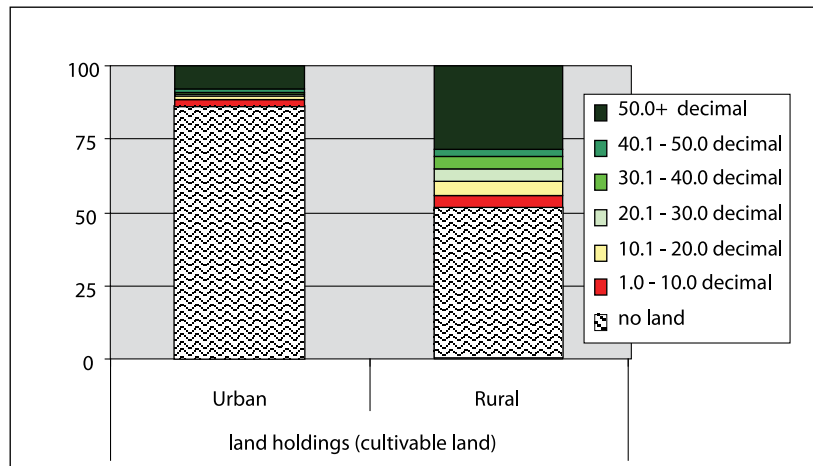


Figure 2.1 Land holding patterns in urban and rural areas

of land (i.e. 50 decimals; see Figure 2.11).

In order to assess food security, we asked, based on their incomes and/or production of food grains, how many months a year households have sufficient food. Based on their self-assessments, the majority of the households do not have access to sufficient food for the entire year (see Figure 2.12). Overall, 48 per cent of the households experience from food insufficiency for a part of the year. This problem persists for six months of the year for 13.4 per cent of the households. Again, urban-rural disparities are pronounced, and in the latter regions more than half of households face food insufficiency, compared to less than 40 per cent in urban areas. In regard to regional variations in food sufficiency, northern districts suffer the highest degree of food insufficiency with 60 per cent of households reporting food insufficiency for 6 months or more (see Figure 2.12; for detailed figures see Table A4, annex). At the same time, nearly 18 per cent of households in urban areas have surplus supplies of food, compared to only about 10 per cent of households in rural areas.

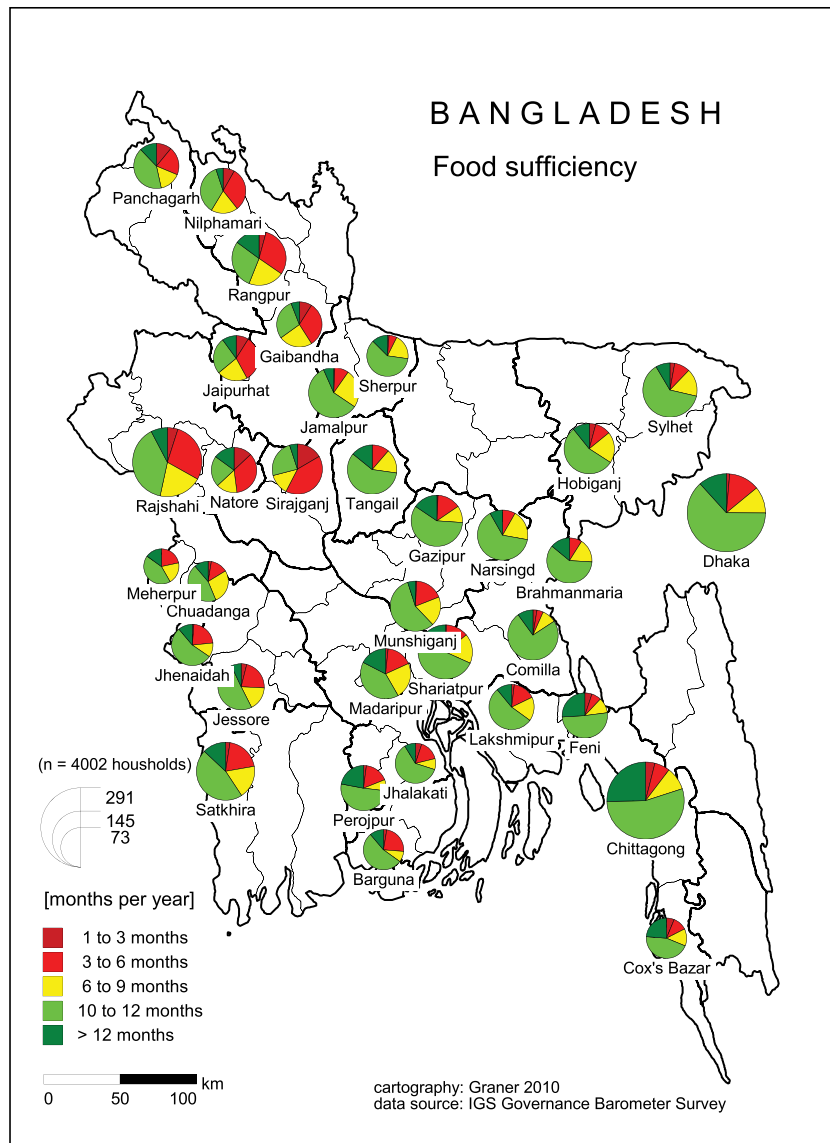


Figure 2.12 District-level food (in-)sufficiency





Dhaka v/2010

### 3. Infrastructure and Service Delivery – A Challenging Task



### 3.1 Infrastructure and Service Delivery – Election Promises

In this section we look at the government’s ability to provide the necessary infrastructure and services that it is expected to provide. This also includes an assessment of whether citizens are satisfied with the government’s performance. We find that overall the government has been most successful in providing widespread availability of education and health care and least successful in providing electricity. While all urban areas have access to electric power, more than 40 per cent of rural areas are still without electricity. Dissatisfaction with government performance in regard to electricity was highest in our last year’s perception survey (IGS 2009) and has remained so, until today. Overall, the government’s role in telecommunication services has been sidelined by the private sector particularly in mobile phone service.

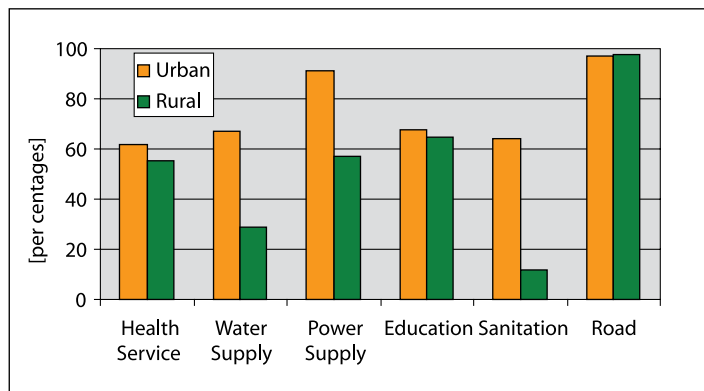


Figure 3.1 Access to core public services (urban and rural)

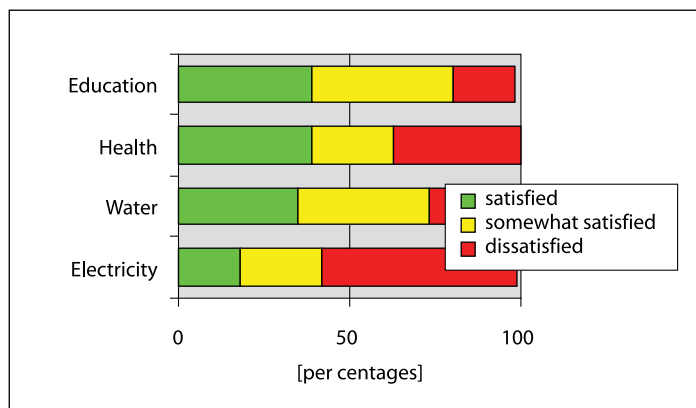


Figure 3.2 (Dis-)Satisfaction with services in 2008 (based on State of Governance Report)

### 3.2 Providing Electricity – A Long Way to 2020

The Government’s vision of providing electricity to the entire country by 2020 was an expression of political will that needs to tackle quite a large gap when compared to the current situation (see CPD 2007). Overall, 68 per cent of households have access to electric power – somewhat higher than the 62 per cent figure published by the Bangladesh Bureau of Statistics (GOB/BBS 2010). As expected, electricity availability is much higher in urban areas, at 80 per cent and lower in rural areas at nearly 60 per cent. There is a pronounced regional variation in the data, with the proportion of households having access to electricity being as low as 30 per cent in some districts (as for instance in Jamalpur and Barguna) and as high as 75 per cent in others (see Figure 3.3, below).

When analysing the history of electrification, on average, households have electricity connections for less than seven years, whereas half of all households (i.e. the median value) have had connections for three years only. In urban areas, 40 per cent of households have been connected for more than 10 years, particularly in Dhaka, Chittagong, Comilla, and Rajshahi. This figure is much lower in rural areas (see Figure 3.3) where some of the districts have seen a major advancement in electrification during the past one or two years only, mainly in the north western region (see Figure 3.4, below).

Within the past five years, the number of households with electricity nearly doubled in urban areas, when compared to electrification prior to about the year 2005. Compared to this phase, the past two years have seen less substantial changes. Nevertheless, the past year (i.e. the current government) has brought electricity to quite a number of urban households, but much less so for rural ones, where the last year has seen an extreme slow-down even when compared to the previous year. Overall, we find electricity delivery to be unsatisfactory and a problem area. Thus, our data do not suggest that the government is on target to meet its goal of providing universal access to electricity by 2020.

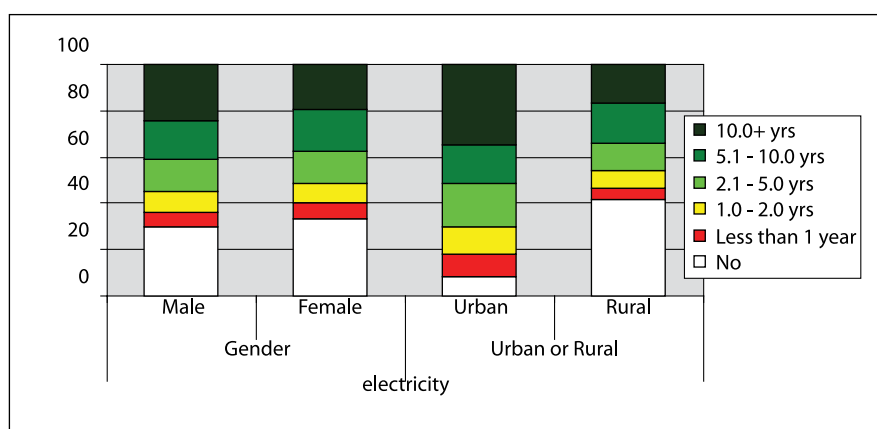


Figure 3.3 History of electrification for different households (urban - rural)

In addition to this overall locational pattern, the distribution of electrification has a pronounced regional pattern (see Figure 3.4, below). Households located in the northern districts have an extremely low coverage, even when compared to rural areas in many other parts of the country. Overall, Jamalpur, Sirajgonj, and

Rangpur have the lowest rates, at 30 to 45 per cent. Similarly low values can only be found in Barguna and Madaripur. On the other hand, households in Dhaka along with Munshigonj, Chuadanga, Comilla and Rajshahi have a comparatively high coverage of more than 75 per cent.

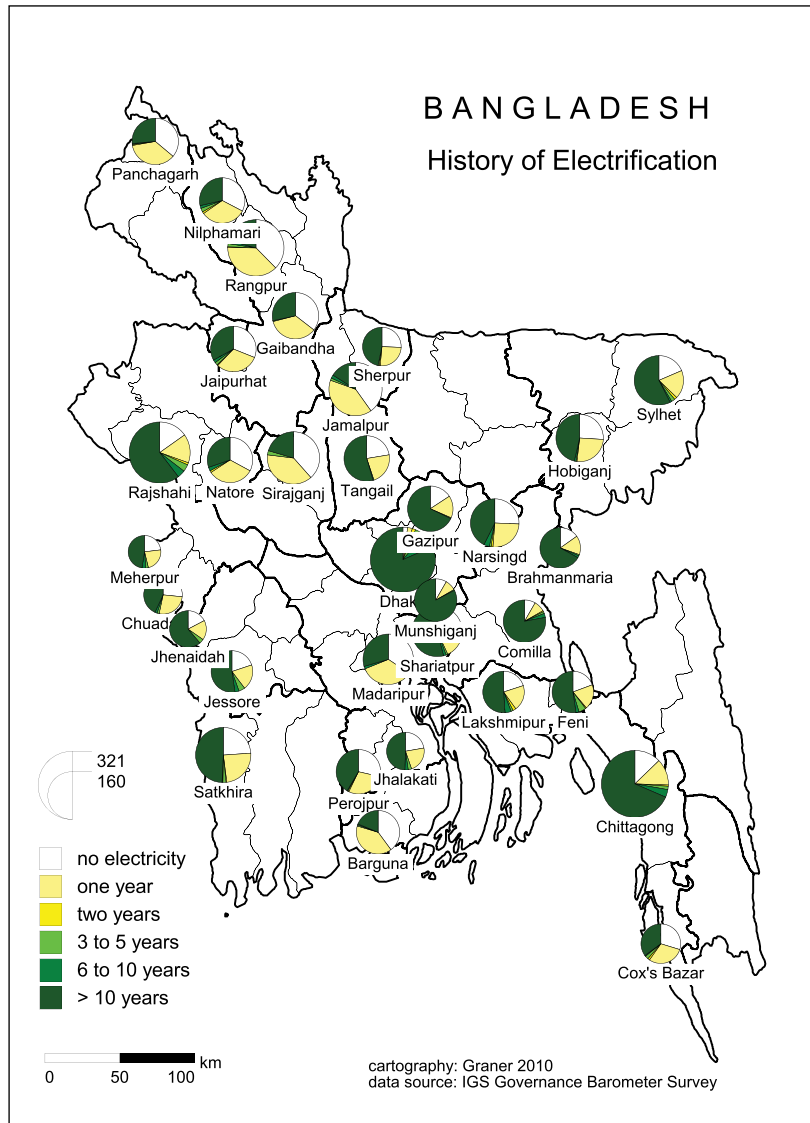


Figure 3.4 History of electrification of districts

### 3.3 Telecommunication - The Mobile Phone Revolution

Two questions regarding telecommunication focused on the penetration of telephones and mobile phones across the country. The dramatic difference between landline telephone connectivity – a government controlled monopoly – and private sector supplied mobile phone coverage is pronounced. At a national average, only about four per cent of households have telephone connections. The availability of landline telephones in rural areas is dismally low at 1 per cent but much higher in urban areas, where 10 per cent of households have landline connections. Yet, even in Dhaka, where there is the highest concentration of landlines, only 12 per cent of all households have access. In other major urban areas, landline connectivity is slightly lower, at around 8 to 9 per cent.

By contrast, mobile phone connectivity is substantially higher with 70 per cent of households having access to this form of communication. Most of these connections have been in place for one to five years (see Figure 3.6). There is some variation in mobile phone connectivity across districts with urban regions having more connectivity and the northern regions with lower than average connectivity. Interestingly, in both rural and urban areas the numbers of new subscribers during the past year is lower than the number of those who registered in the year before. One pronounced difference between urban and rural areas is that in urban areas the largest number of households subscribed between 2005 and 2008 whereas in rural areas the largest fraction subscribed more recently, between 2008 and 2009. A regional analysis shows that, yet again, the north-western areas lag behind (see Figure 3.7, below).

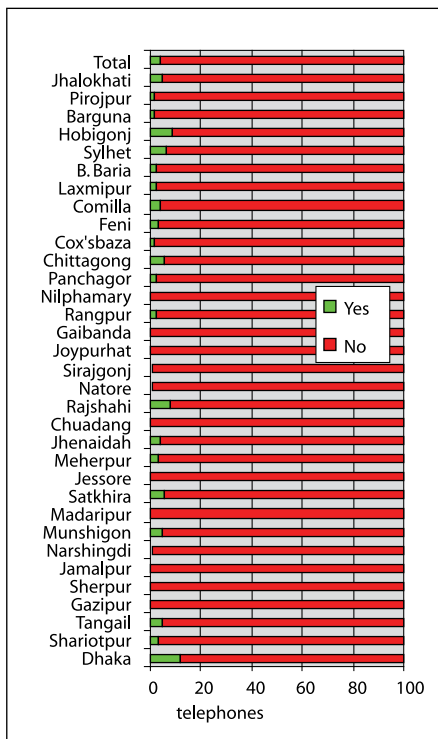


Figure 3.5 District-level distribution of telephones

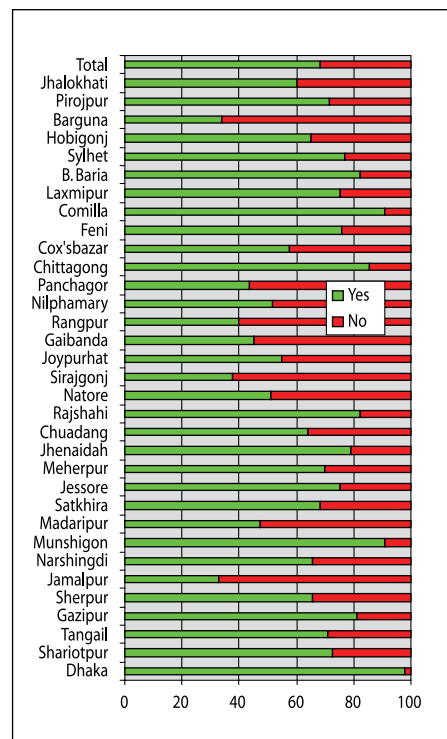


Figure 3.6 District-level distributions of mobile phones

When analysing the regional distribution of mobile phones, there are pronounced differences in comparison to electrification (see chapter 3.1, above). Overall, a large majority of all households had at least one member with a mobile phone (70.6 per cent), as of February 2010 (slightly higher than 68.4 per cent with electricity). Again, there are pronounced regional disparities. Coverage was above 70 per cent in more than half of the sampled districts. In contrast, most north-eastern districts have comparatively low figures (Nilphamari is lowest). As expected, all urban areas have a wide coverage, as do neighbouring districts of these areas. When compared to regular telephones (at less than 2 per cent) this documents the vast and rapid increases in telecommunication over the past five years.

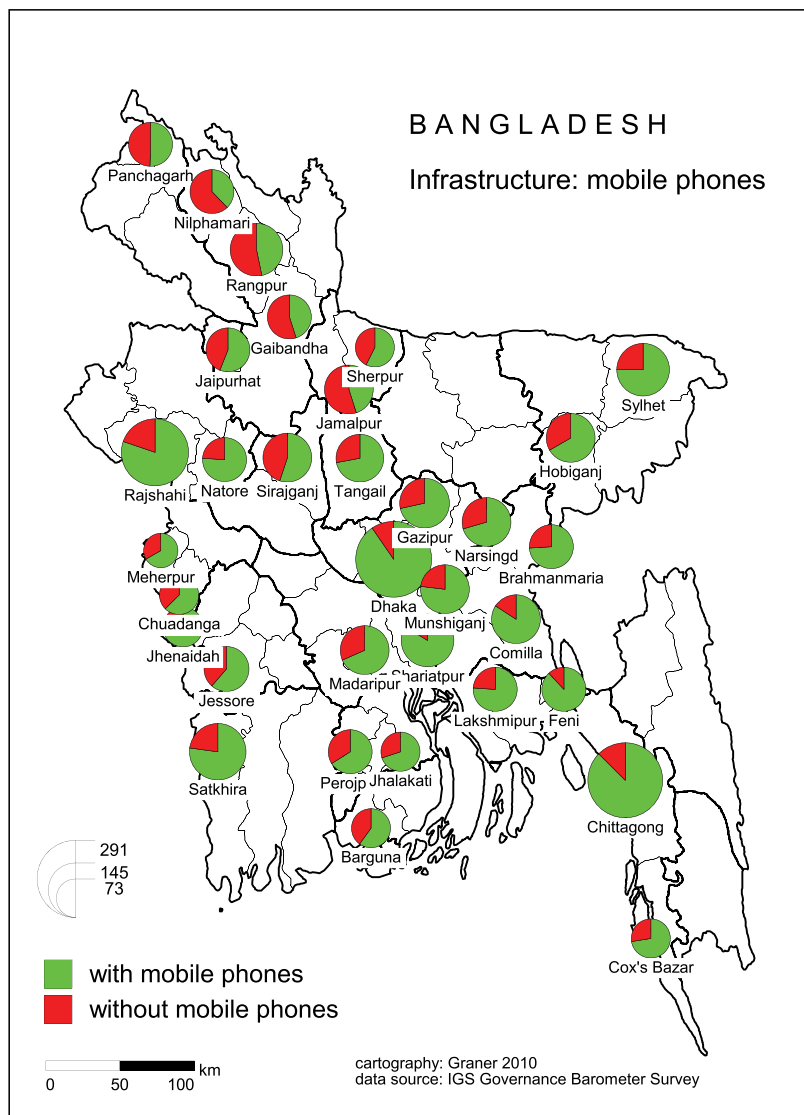


Figure 3.7 District-level distributions of mobile telephones

Television, as another major type of telecommunication, has a rather low distribution rate, at present less than 40 per cent in rural areas. In terms of years of ownership, most rural households with television acquired their TV sets during the last 5 years as electricity became available, while in urban areas the largest group in terms of years of ownership occurs in the 5-10 year group (Figure 3.9).

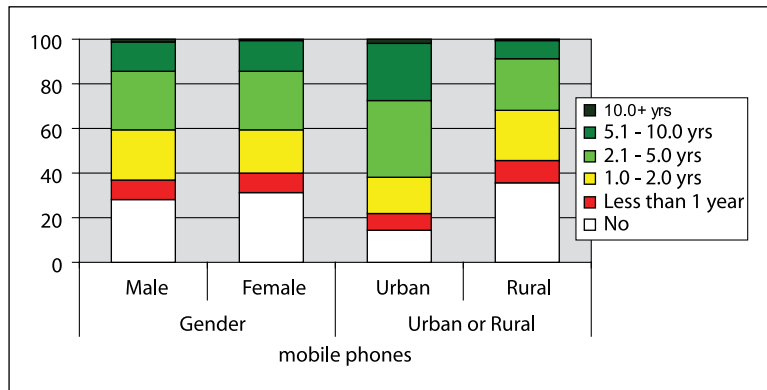


Figure 3.8 Time lines of owning mobile phones (by gender and location)

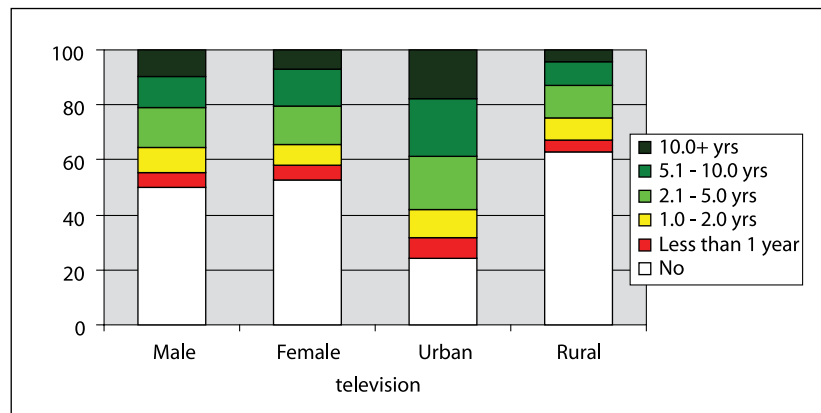


Figure 3.9 Time lines of owning TV sets (by gender and location)



### 3.4 Utilisation of Services and Levels of Satisfaction

The survey measured utilisation of and user satisfaction with a range of infrastructure and services provided by the government, comprising roads, sanitation, education, power supply, water supply, and health care. As elaborated above, the survey shows that the utilisation of public services is limited particularly in rural areas (see Figure 3.1).

The utilisation data show that power supply, water supply, and sanitation services tend to be concentrated in urban areas with low utilisation in rural areas; while health care, education, and roads are more widely available with roads the most widely utilised service of the six services studied. These data allow us to identify the absence of power supply, water supply, and sanitation services in rural areas as a problem that requires attention.

In regard to service delivery, the respondents were asked to rate the level of satisfaction for different services provided by the government. In addition to gathering information about perceptions, we also asked them if they had used the service within the last 12 months. Although perception is a strong key to assess the services, experience with services provides us with a closer look to that particular service by gathering the users' experiences. The survey data also reveals that, for those who did not utilise public services during the 12 months prior to the survey, the responses do not show great variations.

Overall, the level of satisfaction with the power supply is extremely low among all users (see Figure 3.10, below). Only less than 10 per cent of the respondents stated that they are fully satisfied with the electricity service, while 60 per cent argued that they are either completely or somewhat dissatisfied. By contrast, about 20 per cent of the respondents are fully satisfied with services in health and sanitation, and even more so in regard to services in education and water supply.

Dissatisfaction with power supply is a common feature in both rural and urban areas with rural users more dissatisfied than urban users. Other patterns in the satisfaction data show that there is more dissatisfaction with health services in urban areas (15 per cent) than in rural areas (10 per cent). Males are slightly more dissatisfied with education than females, and urban users are more dissatisfied with education services than rural users (see Figure 3.11). Since services in urban areas tend to be better than those in rural areas, the data seem to imply that urban users have correspondingly higher expectations than rural users.

If we look at the chi-square value of the contingency table, correlating utilisation and level of satisfaction of public services, it shows that for all of the above mentioned services the two variables (utilisation and level of satisfaction) has a significant correlation<sup>1</sup>. This implies that how people rate the service quality is significantly affected by their utilisation of any particular services.

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1 The chi-square values for health, water, power supply, public education, sanitation, and roads are all found statistically significant (chi square = 208, 682, 296, 203, 776, 333 respectively, df =4, N= 4002, level of significance =.05) .

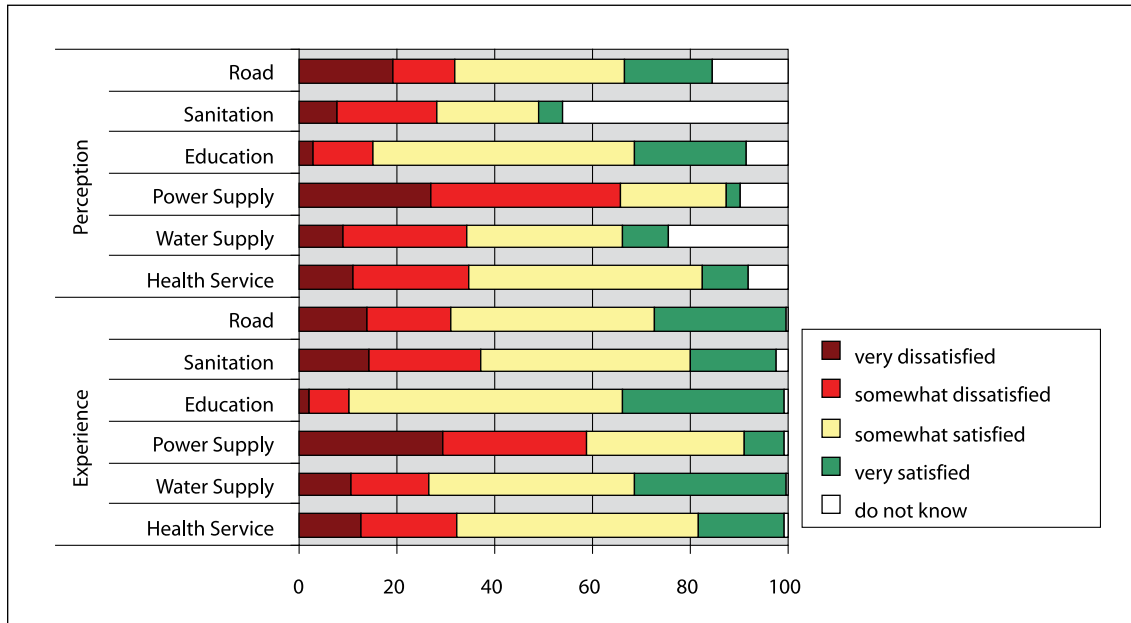


Figure 3.10 Satisfaction with services (by users' feedback)

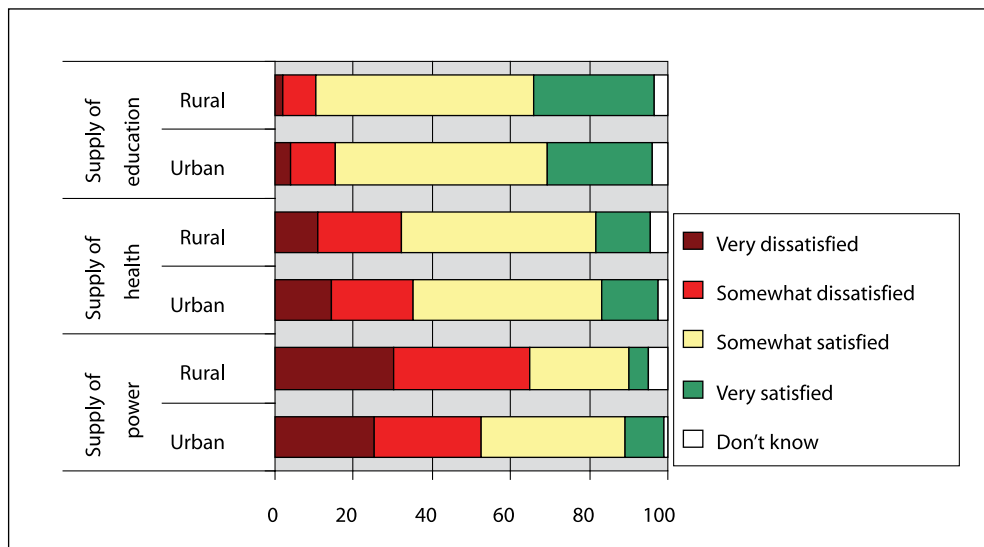


Figure 3.11 Satisfaction with the supply of power, health and education services

### 3.5 Access and Interaction with Public Offices

For the current survey the term accessibility to (public) offices has been measured in the form of two components, namely physical accessibility and interaction. The first refers to whether the offices are located at a convenient place so that people can easily go there. The second one aims at capturing whether interaction with officials is easy to ensure the proper services. For the latter, the survey asked the respondents to rate the level of physical accessibility and the level of interactivity during the past twelve months.

Among all offices, local government offices are the ones most visited. Almost 50 per cent of respondents had visited their respective local government office in the previous 12 months, either union councils, city corporations or municipalities. Forty per cent had visited government banks and utility offices, and 30 per cent had visited private banks. Police stations in both urban and rural areas were also frequently visited. Tax offices and ministries were the least visited.

Generally, a rural-urban disaggregation of visiting different offices shows distinctive variations. Overall, urban respondents are more likely to visit government offices. The only exception where utilisation by rural households exceeds urban ones are visits to local government offices and agriculture extension offices (see Figure 3.12). Yet, it is somehow a surprise that even in rural areas only a little more than 20 per cent visited agricultural extension offices. What is also of surprise, and a concern, is that tax offices, even in urban areas, are not visited by more than 10 per cent (and 2 per cent in rural areas). Although rural residents own more agricultural land, they visited their land office less than their urban counterparts. In regard to service providers from the private sector our survey includes banks, and these have a similar utilisation pattern in both urban and rural areas, at 50 per cent versus 35 per cent. At the same time, there was no difference in visitation data between government banks and private banks.

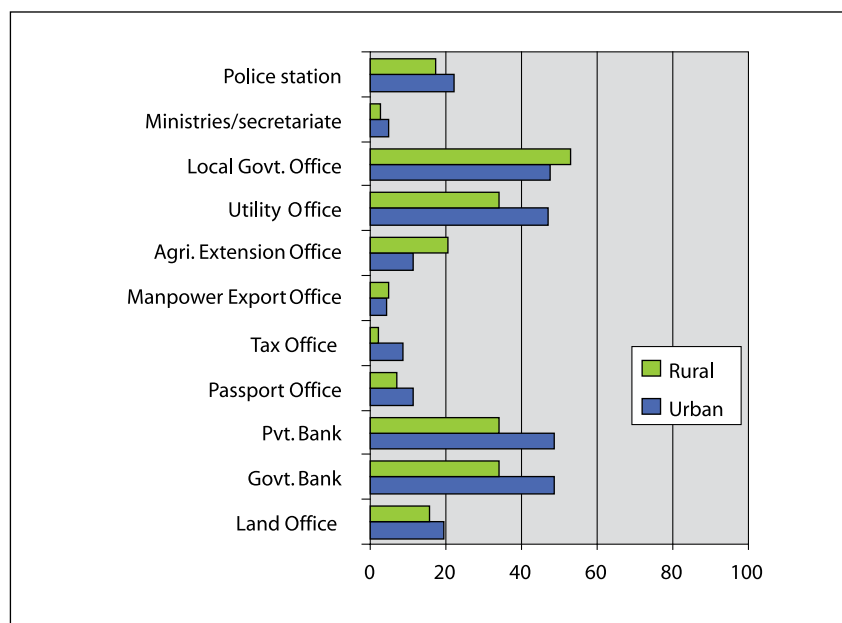


Figure 3.12 Visits to different offices (rural and urban)

When assessing the accessibility of offices, 40 per cent of the respondents said that Ministries and Secretaries are physically inaccessible to them, and this was by far the highest negative rating. The second group, where around 20 per cent said that offices are not accessible, are passport offices and manpower exporting agencies, as well as police stations. At the same time, these offices are also the ones where many respondents lack experience, and have opted for the 'do not know' category. In terms of accessibility, local government offices are located in most convenient locations according to more than half of the respondents, followed by banks. More than 50 per cent of the respondents said that private banks are very accessible, a figure that is only slightly lower for government banks (45 per cent). Forty per cent of the respondents also think that police stations and utility offices are easy to access (Figure 3.13).

It is notable that perceptions about physical accessibility do not vary strongly from the opinions gathered from experience, even though perceptions are usually slightly lower than opinions based on experience. It also shows that many people do not have ideas about the locations of different offices, including ministries and secretariats, tax and manpower export offices. Local government offices and banks are perceived as the most accessible institutions, followed by police stations and utility providers. Compared to this, less than five per cent of the respondents perceive ministries as accessible. Again, the response from the survey households regarding accessibility is subdivided into two groups, those who visited the office and those who did not.

Again, a chi-square test shows that the the ratings about accessibility are influenced by a visit to that particular office. The correlations between these two variables are significant for all the offices which are considered in the questionnaire<sup>2</sup>.

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2 The results are all significant for Land offices, govt. banks, private banks, passport office, income-tax office, manpower export office, agriculture extension office, utility providers office, local govt. office, ministries and police stations (chi square values = 133, 225, 303, 193, 143, 70, 159, 284, 95, 52 and 67 respectively with df =4, n= 4002, Level of significance = .05)

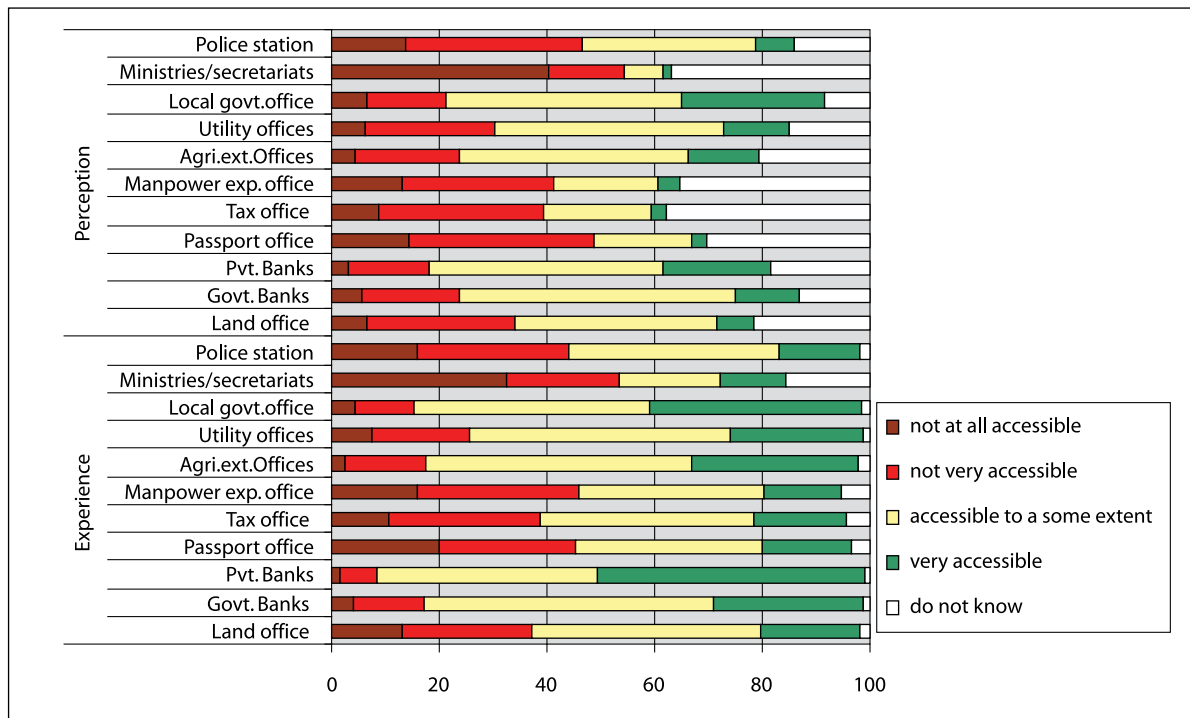


Figure 3.13 Physical accessibility of different offices

When assessing interactions with different offices, respondents were asked to rate these in a four-tier scale, with one additional category of ‘do not know’ (or ‘can not say’). The two service providers with the highest confirmation of ‘very easy to interact with’ are local government offices and private banks, with more than 50 per cent of answers in this category. At the other end of the scale, there is a widespread perception that ministries as well as passport offices and manpower agencies are very difficult to interact with (only 20 per cent). While the latter is only of importance to less than 5 to 10 per cent of the population, passport offices need to significantly improve their services. People who visited the utility offices and banks last year find it easy to interact with the people who work in these offices. It is again notable that people are not very informed about the activities of the ministries, tax offices and passport offices.

A rural-urban disaggregation does not show a strong pattern. Generally the ‘do not know’ category is more pronounced in rural than in urban areas, and among women (see Figures 3.15). For a district-level analysis we have selected interaction with local government offices as these are by far the most frequently used entities. In some localities interaction seems to be quite problematic. In some districts 25 per cent or more of the respondents have stated that interaction is either difficult or very difficult, as in Tangail, Rangpur or in Jamalpur. In Sherpur and in Perjpur dissatisfaction is most pronounced (see Figure 3.16). Again, Dhaka also has a high percentage of persons who assess interaction as difficult, yet again this might be due to higher expectations and a more critical assessment.

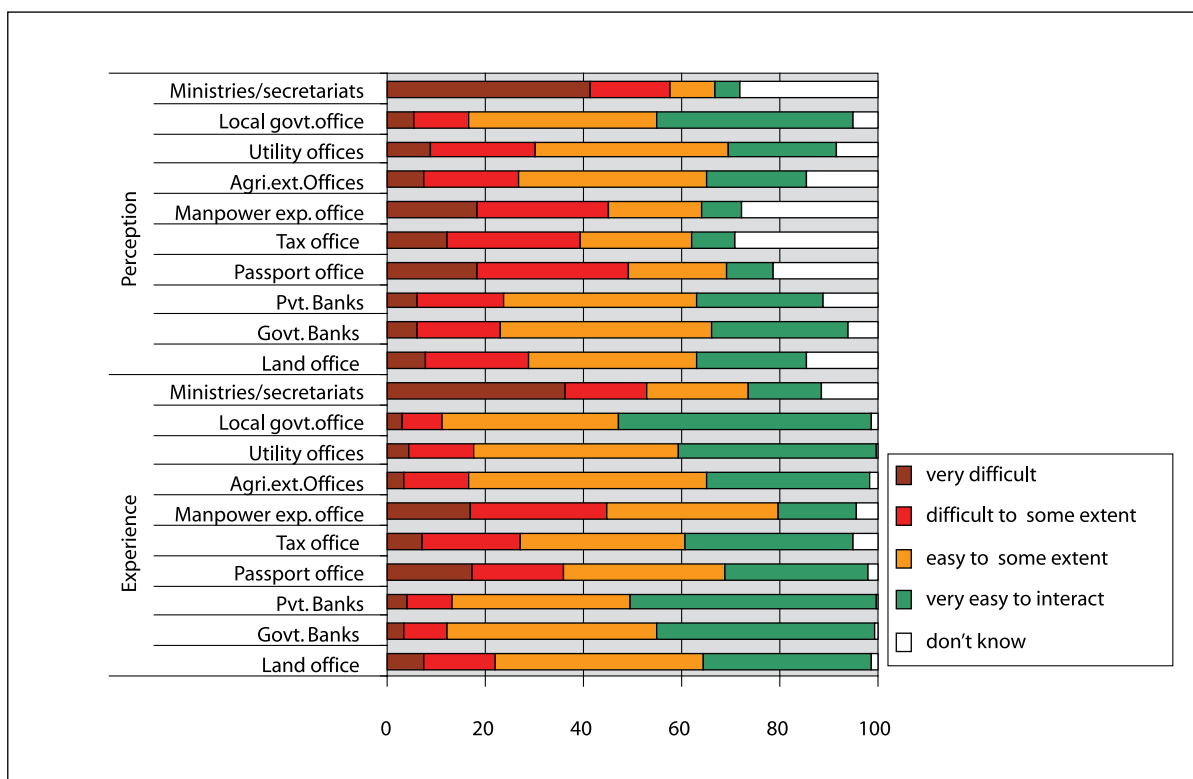
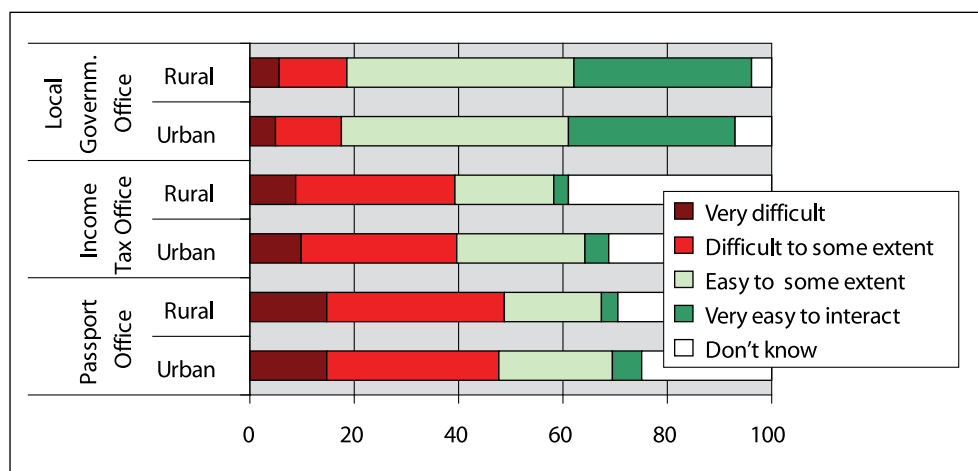


Figure 3.14 Interaction with different public and private offices



Figures 3.15 Interaction with different government offices (four-scale)

Again, the chi-square test reveals that rating interaction and visits to such offices (if visited or not) are significantly correlated<sup>3</sup>.

3 The results are all significant for land offices, government banks, private banks, passport office, income-tax office, manpower export office, agriculture extension office, utility providers office, local govt. office, ministries and police stations (chi square values = 240, 321, 490, 276, 173, 108, 248, 299, 166, 110, 129 respectively with df=4, N= 4002, Level of significance = .05)

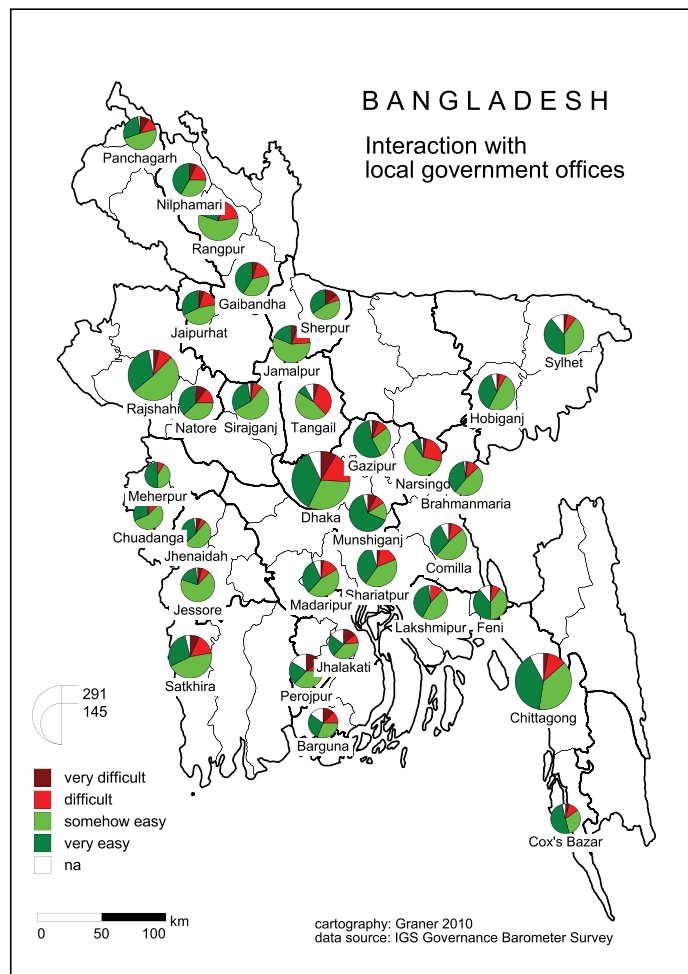


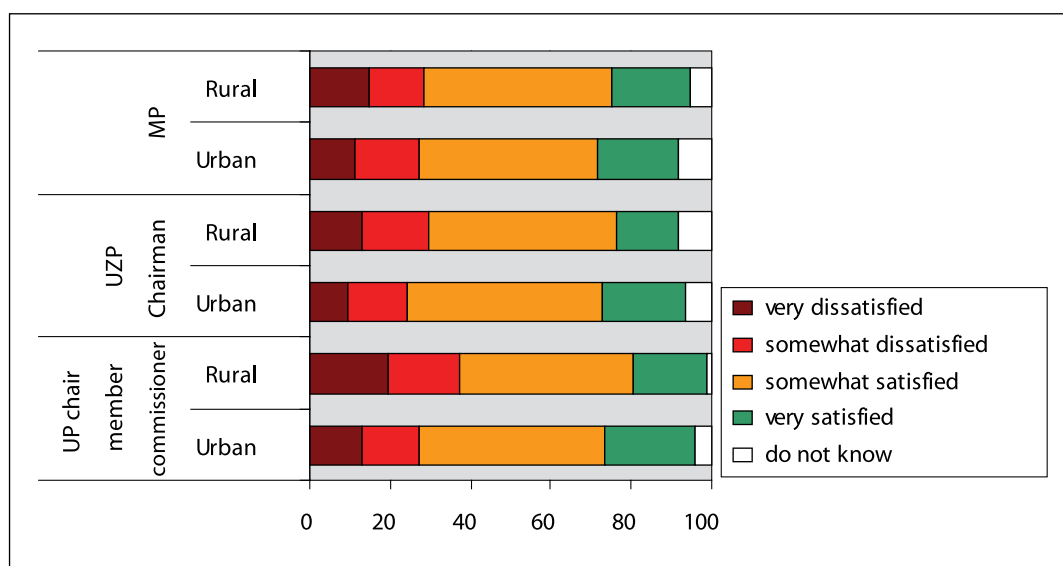
Figure 3.16 Assessment of interaction with Local Government Offices (district-level)

### 3.6 Assessment of the Performance of Elected Representatives

Right after the parliamentary election of 2008, Upazilla Parishad (UZP) elections were held on 22nd January 2009. The tension between the ‘power-sharing’ of UZP chairman and MPs became visible when the current government amended the existing UZP bill and passed it. In this bill, the government retained the role of MPs as advisers in local government bodies, a move that was strongly opposed by the UZP chairpersons and vice chairpersons. In our 2008 Perception Survey, we asked respondents about the possibilities of conflicts and cooperation between the UZP chairman and MPs along with the UP chairpersons. Half of the respondents expressed that there will be conflicts if the different layers are elected from different political parties. In this survey, with the backdrop of this tension, we wanted to assess the performance of the representatives from these three tiers of administration.

The majority of respondents are somewhat satisfied about the activities of their elected representatives both at the national and local level (Figure 3.17). Locational variations are not pronounced, although in urban

areas people are slightly more satisfied than in rural areas. Disparities between urban and rural areas are lowest in regard to MPs. In rural localities, people might be more aware about the performance of Union Parishad representatives and the level of dissatisfaction could be higher due to this reason. Nearly 40 per cent of respondents in rural areas are either completely or somewhat dissatisfied with the performance of UP representatives, compared to less than 30 per cent in regard to ward commissioners in urban areas. The level of complete satisfaction is also higher in urban areas. Overall, people in both urban and rural areas are less aware about the UZP chairperson’s performance than the other two representatives, although the level of satisfaction is moderately low. The level of satisfaction regarding the MPs’ performance is also higher in urban areas and the level of dissatisfaction is higher in rural areas in contrast to that in urban ones.



Figures 3.17 Satisfaction with different government officials (four-scale)

### 3.7 Perceptions of Living Standards

When we asked about perceptions in regard to living standards in our past surveys (2007 and 2008), the largest single group (more than 40 per cent) opted for the category ‘not so good and not so bad’. As elaborated above, people generally avoid choosing extreme formulations and if possible chose a middle option. In order to obtain a clearer response, this year, we have only provided four instead of five categories, namely the two extremes ‘very good’ and ‘very bad’ as well as ‘somewhat good’ (and bad). This year, a majority (54.2 per cent) of respondents described their living standard as ‘somewhat good’, and 31 per cent as ‘somewhat bad’. At the same time, only nine per cent of respondents said their living standard was very bad and five per cent stated it as ‘very good’ (see Figure 3.18).

When comparing rural and urban localities, the category of ‘somewhat bad’ was mentioned less frequently in urban areas. Similarly, residents in urban areas tend to classify their living standard as ‘very good’. Overall, women have a higher tendency to report their standard of living in the higher two categories, mainly in the ‘somewhat good’ category (see Figure 3.18) while men tend to perceive their living standards as bad or very



bad. For urban residents, this might reflect higher incomes and better access to services. However, a statistical correlation does not confirm this hypothesis (the correlation is only .283).

When comparing the current and the previous two surveys, the 2007 Survey had the largest share of extreme perceptions, both good and bad. Last year's survey was one with the lowest share of extreme cases, varying altogether between 5 and 9 per cent. The large number of respondents in the middle category (more than 50 per cent in 2008) this year opted for 'good' rather than bad (see Figure 3.19, below). When re-assessing their previous year's standard of living, about one third of the respondents feel that they have improved, a large majority from the 'somewhat bad' to the 'somewhat good' category, and some of them even from the 'very bad' category. At the same time a slightly larger share had been in the better category last year and has changed for the worse (see Figure 3.20, below).

In terms of expectations for the future, a cross-tabulation of present and expected living standards shows an interesting pattern, as well. Expectations are generally quite high, a pattern we also observed last year.

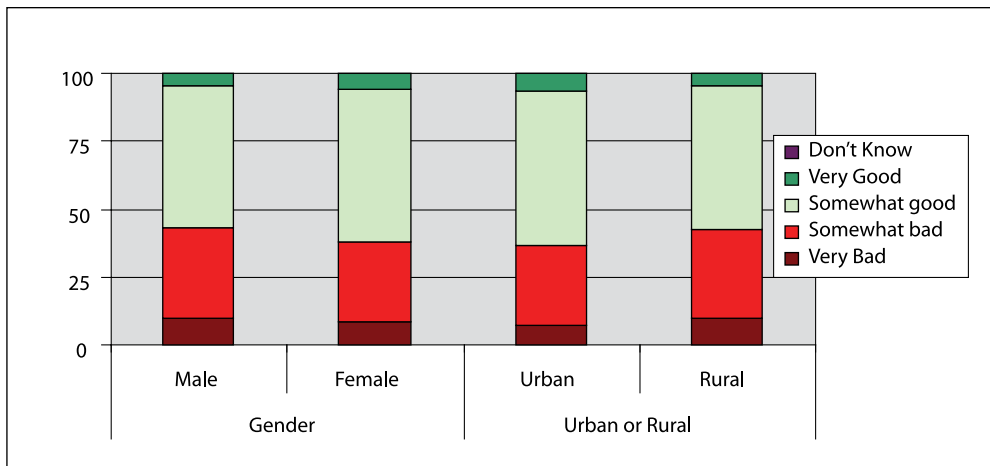


Figure 3.18 Perceptions of current standards of living

The majority of people who assess their current living standard as being 'somewhat good' have even higher expectations for the future. Among those who described their living standard as 'somewhat bad,' 69 per cent expect to reach a standard of 'somewhat good' in the future, and 19 per cent among them even expect a very good standard of living. Overall, less than 1 per cent expect a low standard (see Figure 3.21).

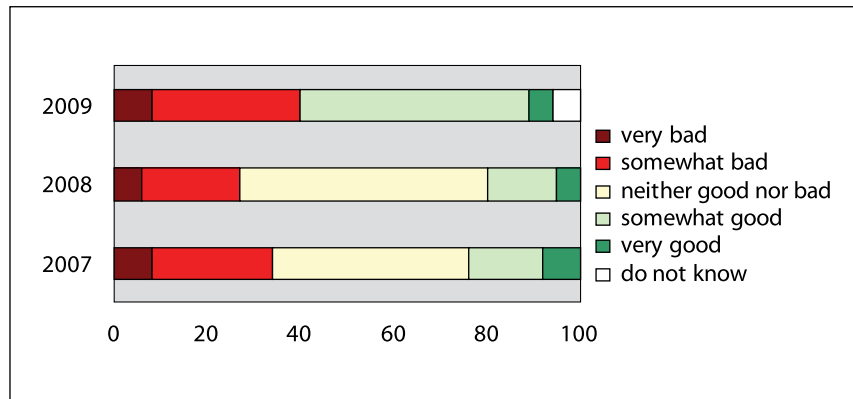


Figure 3.19 Comparison of standards of living with our previous surveys (2007 and 2008)

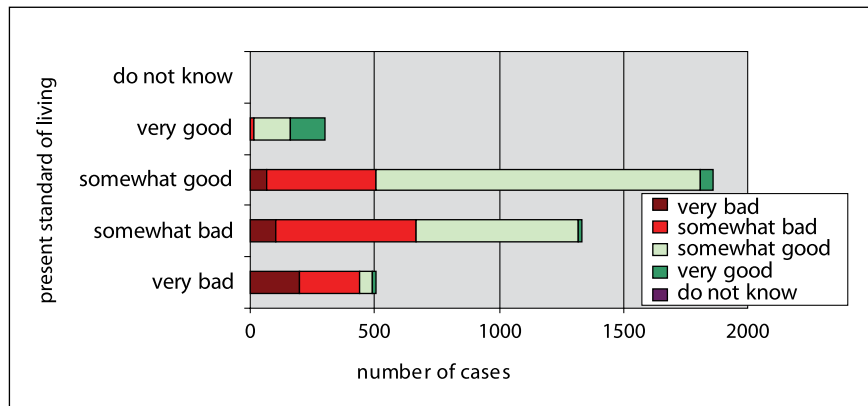


Figure 3.20 Comparison of current standards of living with those of the previous year.

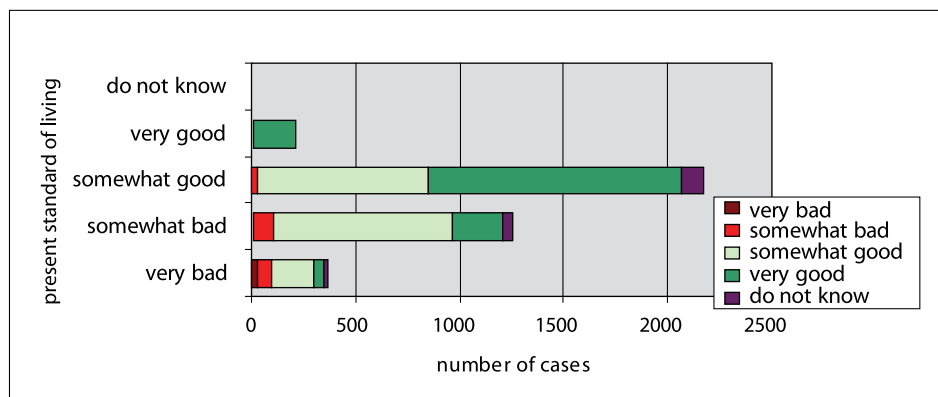


Figure 3.21 Expectations about future living standards (compared to current)



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## 4. Perceptions of Trust versus Corruption



### 4.1 Trust versus Corruption

Corruption has, for many years, been recognised as one of the major problems of Bangladesh, and this is clearly reflected in public attitudes (see TIB 2009). In general, a lack of trust in certain professions is reflected in public opinion or in the media. Our Governance Barometer Survey 2010, as a continuation of the two previous surveys carried out for the State of Governance Reports (2007 and 2008), includes a section on trust where respondents were given a set of professions and organisations and were asked to state whether they would rate them as trustworthy or not. In order to avoid a high concentration of answers in the middle range (trust or mistrust somewhat), this was one of the few questions where we only allowed for a binary coding (trust or mistrust), in addition to a third category of ‘do not know’.

### 4.2 Assessing Trustworthiness

Among all professions, money lenders and the police are the least trusted professions (see Figure 4.1). More than 70 per cent of respondents said that money lenders are not trustworthy while more than half of all respondents stated that they do not trust the police. Alarming, nearly 50 per cent also said that they have no trust in politicians (other than MPs). Interestingly, a higher percentage of respondents trust the elected representatives, 76 per cent for MPs and 74 per cent for local government representatives. On the other hand, 96 per cent of all respondents think that teachers are highly trustworthy among all professions, followed by the military (94 per cent) and religious leaders (93 per cent). Doctors and health workers as well as intellectuals are, similarly, groups who receive a high level of trust. In regard to the private sector, as many as 35 per cent said that they do not trust the leading business people. Banks and NGO staff have about 20 per cent who mistrust them. For a disaggregation by locality and gender we have chosen the police and political parties, as

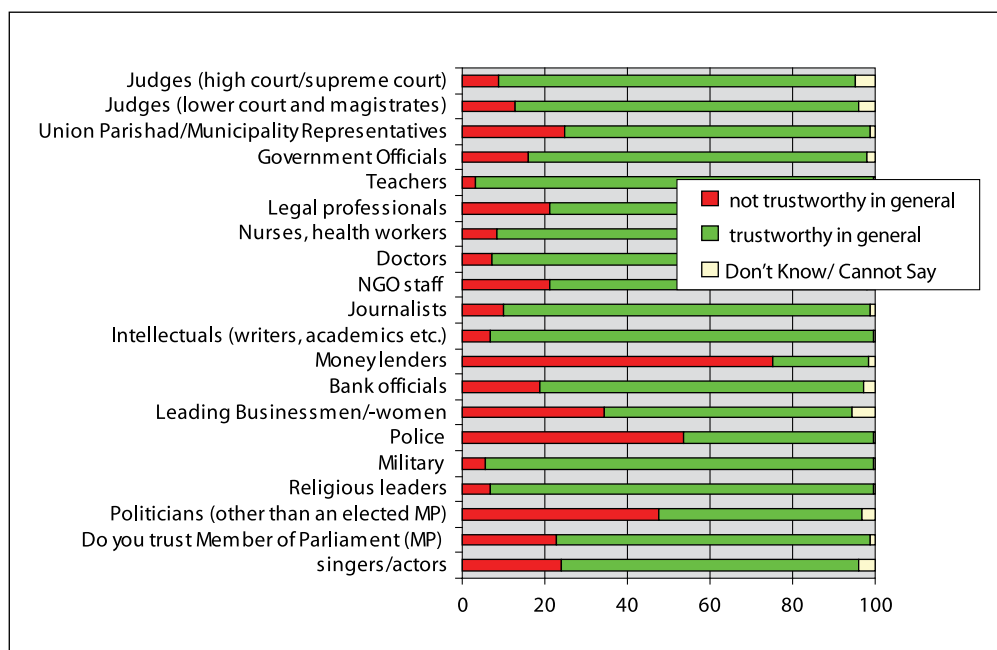
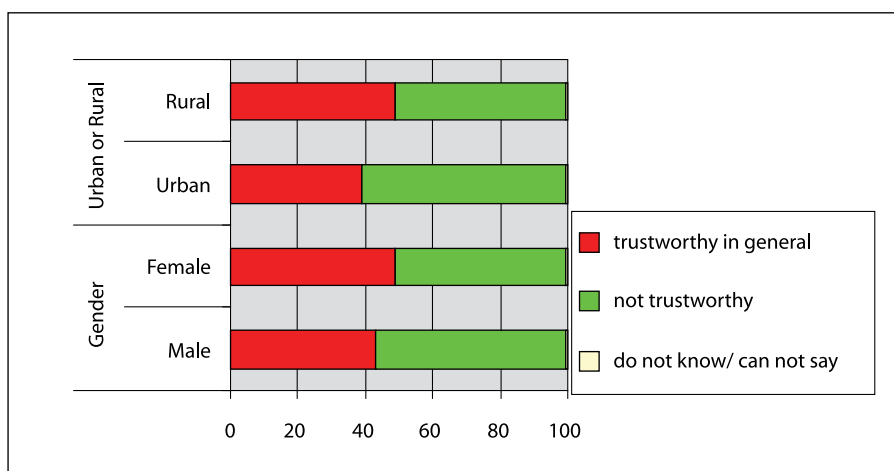


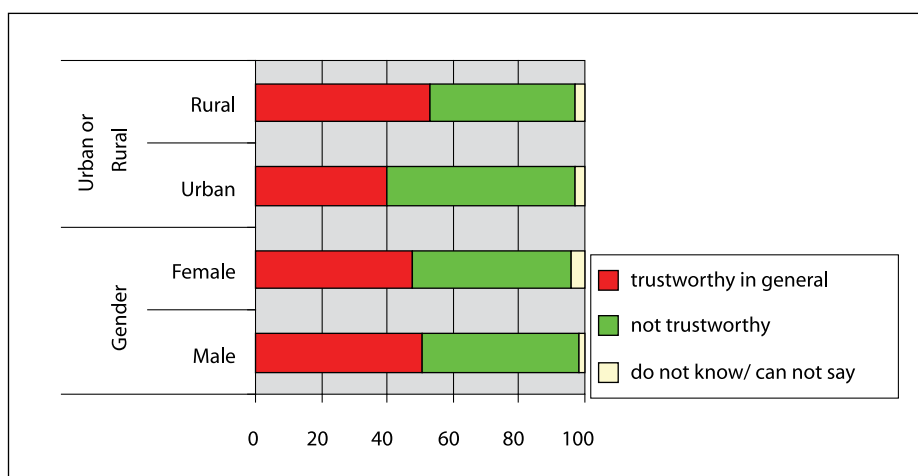
Figure 4.1 Expressing (mis-)trust in various professions and organisations

these are the groups that are most distrusted, along with money lenders from the private sector. Interestingly, mistrust towards the police is significantly higher in rural areas and among women, where nearly 50 per cent mistrust them (see Figures 4.2 and 4.3, for detailed figures see Table A6, annex). On the other hand, mistrusting political parties is more pronounced in urban areas, but there is no significant gender dimension.

A district level analysis of mistrust towards the police shows significant variations. Mistrust is highest in some of the eastern districts, such as Brahmanbaria and Feni, where 70 per cent or more mistrust the police. On the other hand, in most of the north-western districts trust is more prevalent, and in Nilphamari the value is even above 60 per cent (see Figure 4.4, below). Nevertheless, these data overall show an alarmingly low level of trust and the urgent need to counterbalance such a bad image.



Figures 4.2 (Mis-)Trust in the police (by gender and locality)



Figures 4.3 (Mis-)Trust in political parties (by gender and locality)

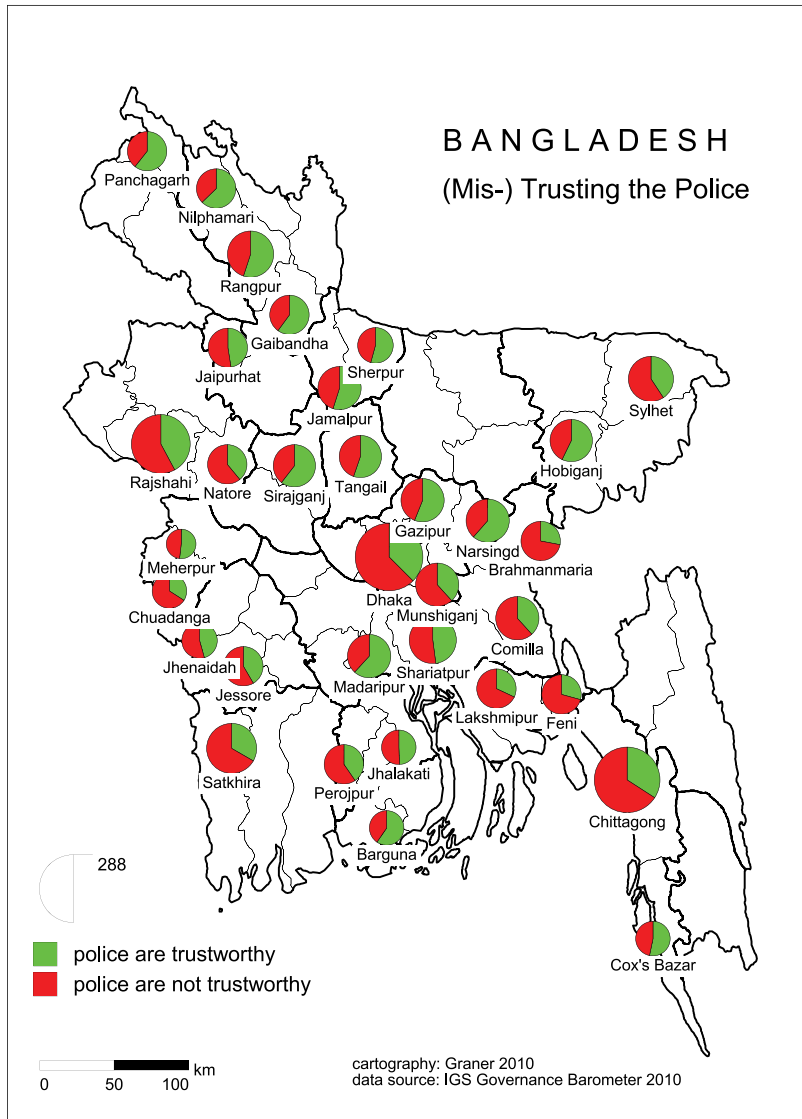


Figure 4.4 Expressing (mis-)trust for the police (district-level)

The series of surveys that have been carried out by IGS during the past years for the State of Governance Reports (2007 and 2008) allows us to have an assessment of a three-year trend in trust in different professions. This shows a rather interesting pattern. The overall trust in various professions was highest in 2009 whereas it was lowest in 2007. At the same time, the patterns are very similar in all three years, police and politicians are the least trusted among the professions, whereas teachers, military and religious leaders are the highest trusted professions. Some of the professions had a tremendous increase in trustworthiness. Among MPs, assessments nearly doubled and among local government officials increases have been high, as well (see Figure 4.5). Over the same period, the police could only slightly improve their trustworthiness.

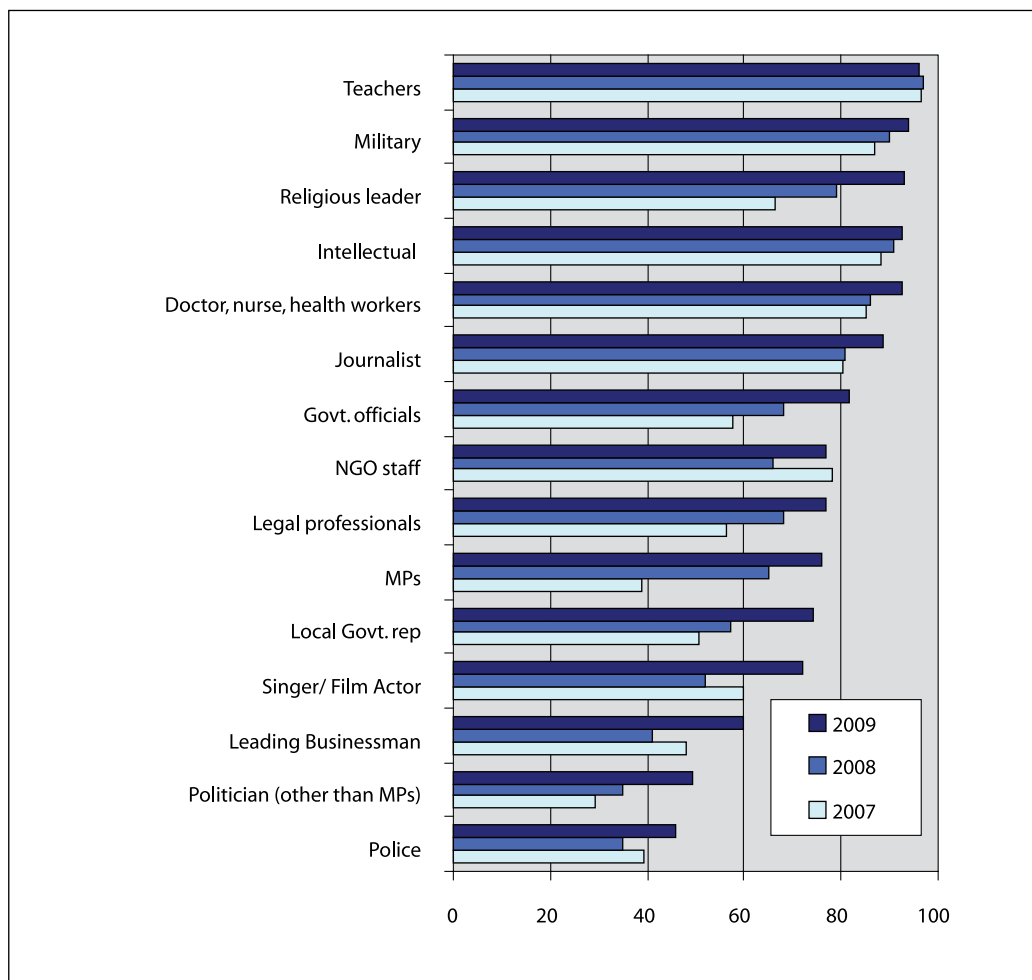


Figure 4.5 Time lines of trust in various professions (2007 to 2009)

### 4.3 Addressing Corruption

Perceptions about corruption usually follow a similar pattern as the one for trust/mistrust. When asked to share their perceptions about corruption in different organisations, the Bangladesh police, roads and highways, the power sector and customs have been classified as the most corrupt institutions. More than 75 per cent of respondents perceived the police as either highly or somewhat corrupt, a figure that is even higher than for the power sector and roads and highways (70 per cent). Worse still, the police not only hold this ‘top’ position in regard to overall corruption but also in terms of having the single largest value for ‘being highly corrupt’, and this value is nearly double as for other entities.

At the other end of the scale, people perceive that the education sector and banks are the least corrupt organisations, with less than 5 per cent in the ‘highly corrupt’ category and 20 to 25 per cent in the ‘somewhat corrupt’ one. At the same time, education is also the sector with the highest single value of ‘not at all corrupt’ (20 per cent). All other institutions and organisations, such as private organisations, NGOs, courts and local government offices are also viewed as less corrupt. Overall, urban - rural variations are not very pronounced



(see Figures 4.7 - 4.9), although urban residents have a significantly higher perception of corruption among NGOs. Among them, more than 50 per cent stated that NGOs are either somewhat or even highly corrupt, and there is also a pronounced perception for the latter category (see Figure 4.9).

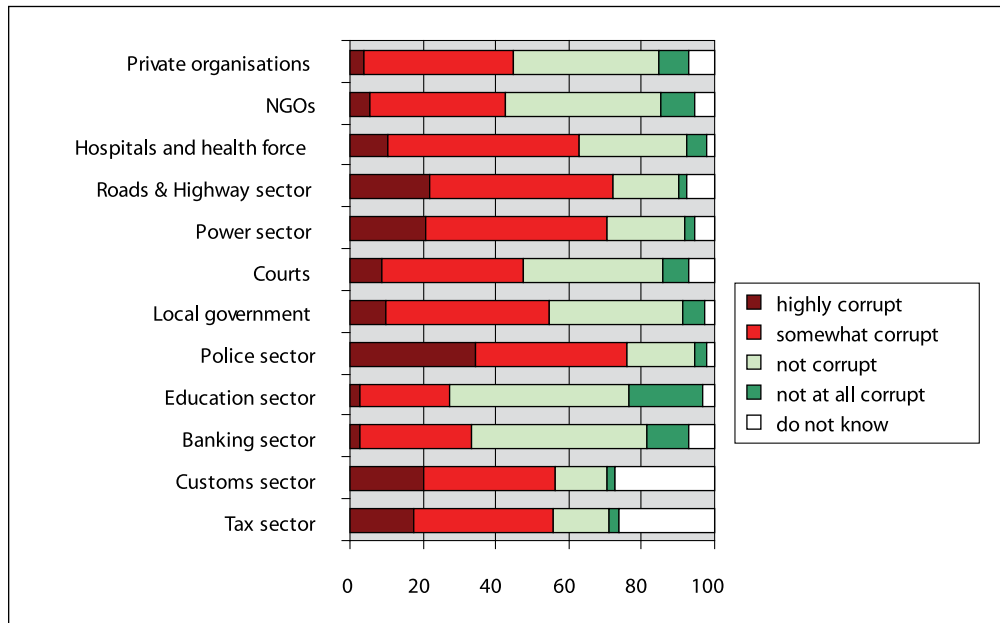


Figure 4.6 Perceptions about corruption

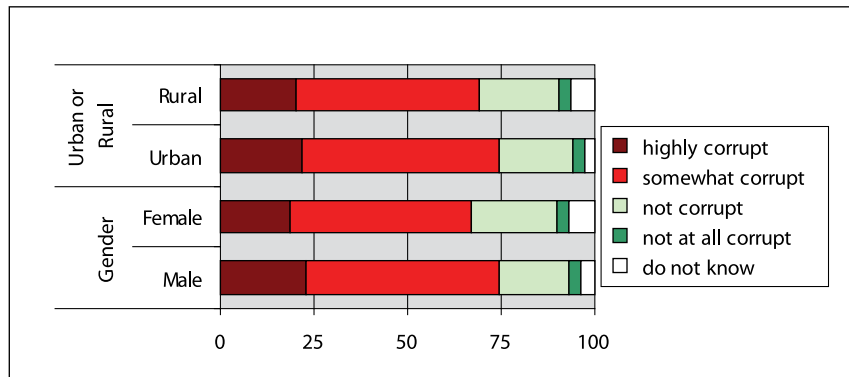


Figure 4.7 Perceptions about corruption in the power sector

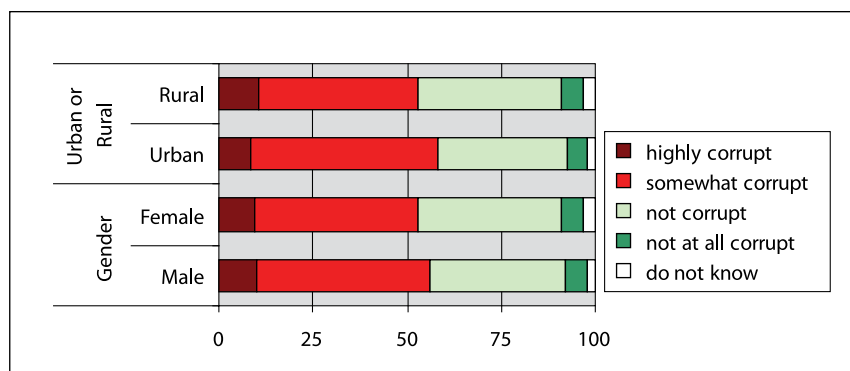


Figure 4.8 Perceptions about corruption in local government offices

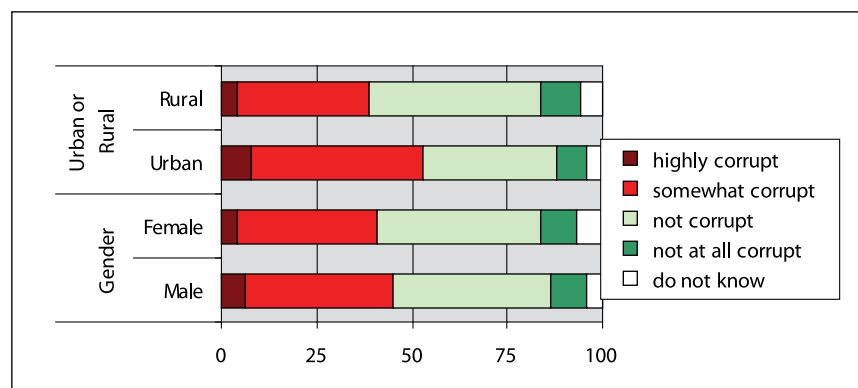


Figure 4.9 Perceptions about corruption in NGOs

The series of perception surveys done for the last two SOGs allows for a preliminary trend analysis over the past three years. As elaborated above, one methodological constraint is that the first two surveys were based on a five-tier classification, whereas the current one has a four-tier one. For the trend analysis we have chosen those six institutions/organisations among the list of ten which reveal some interesting trends. When comparing the three years' trends, we can see that, generally, peoples' perceptions about corruption are much more critical in 2008 and 2009 than they were in 2007. For some institutions the perception about corruption has increased dramatically, for instance the power sector, the police or tax offices. Even worse, both the power sector and the police had extremely favourable assessments back in 2007, when more than 40 per cent of the respondents rated them as 'not at all corrupt'. On the other hand, for the education sector corruption is seen as much less severe in 2009 than in 2007.

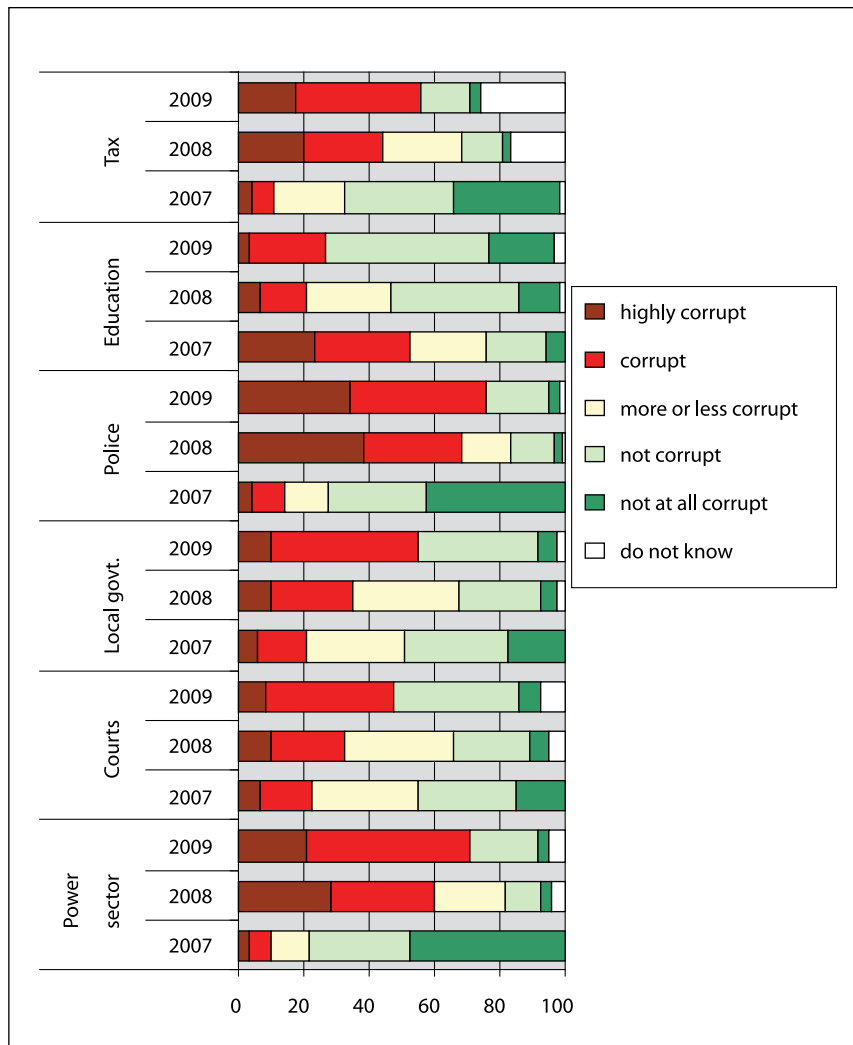


Figure 4.10 Time lines of perceiving corruption (2007 to 2009)





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## 5. Government Performance and Democracy



### 5.1 Government Performance and Democracy

One of the objectives of the Governance Barometer Survey was to assess the performance of the current elected government, as they have completed the first year of their office in January 2010. In order to do this, we have concentrated on some specific sectors which had been prioritised in their election manifesto. Along with this, the objective was to investigate the understanding of people about democracy, and this was formulated as an open-ended question. We also asked them to evaluate the state of democracy under different governments in Bangladesh.

### 5.2 Government Performance - How Satisfied Are People ?

Based on the election manifesto of the Awami League, their agenda prioritised control of price hikes, control of corruption, provision of an adequate supply of electricity as well as maintenance of a stable law and order situation. In addition, employment and income generation as well as provision for international migration are important areas for policy decisions, and we have included these issues in our assessment. The majority of respondents are rather critical about the government’s performance. The strongest level of dissatisfaction was voiced about (not) managing the price hike of essentials and ensuring an adequate supply of electricity.

On the other hand, dissatisfaction was comparatively low in regard to gas, mainly due to the fact that gas coverage is low (nearly 25 per cent of respondents do not have a clear idea about this issue). Among the others, about 40 per cent are either somewhat or even very dissatisfied with the gas supply. The data also suggest that an increasing price hike and low food availability are two other major concerns of the people which have remained untackled by policy makers. Two fields where satisfaction is comparatively high are the improvement in managing the law and order situation and in controlling corruption. Among all respondents, only 10 per cent are highly dissatisfied with these two fields.

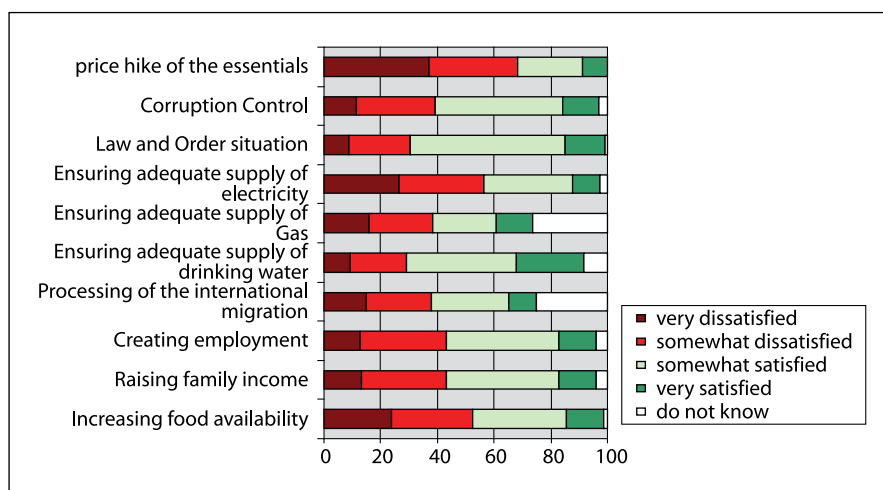


Figure 5.1 Levels of satisfaction in regard to ten different fields of government activities

In order to assess the state of democracy under the current government as well as the previous two governments, the survey asked the respondents to rate the democratic conditions on a four-tier scale, with the two extremes of 'completely undemocratic' and 'completely democratic' and two middle categories 'somewhat democratic' or undemocratic.

When asked about their perceptions on how democratic various governments actually are, more than half of the respondents (54.8 per cent) ranked the current government in the highest category, as opposed to about 8 per cent who perceive that it is either completely or partially undemocratic (see Figure 5.2). Compared to that, a lower proportion (41 per cent) views the previous elected government as completely democratic, along with 16 per cent who view it as somewhat or completely undemocratic. However, when assessing the perception of democracy under the last caretaker government, more than 50 per cent of the respondents rated this as somewhat or even completely undemocratic (30 per cent). Only a minority of 17 per cent perceive that it was completely democratic, with an additional 24 per cent who view it as somewhat democratic (see Figure 5.2).

Interestingly, the urban-rural variation shows that compared to urban respondents, a higher percentage of rural respondents perceives the current government as more democratic, while gender disparities are minimal (see Figure 5.3).

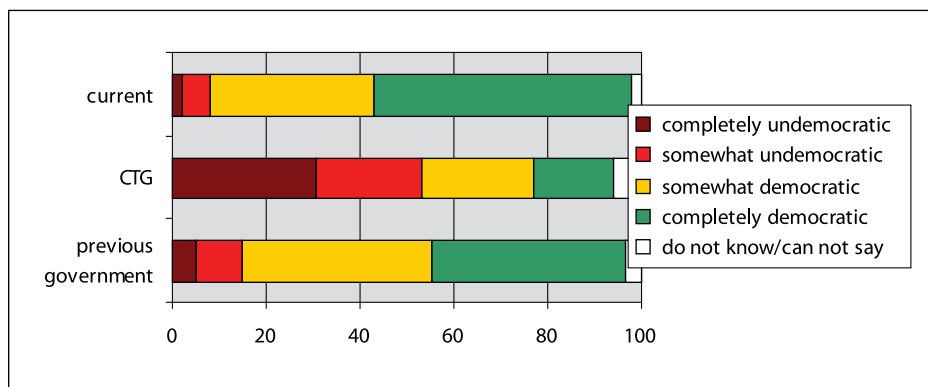


Figure 5.2 Rating of democracy during the last three governments

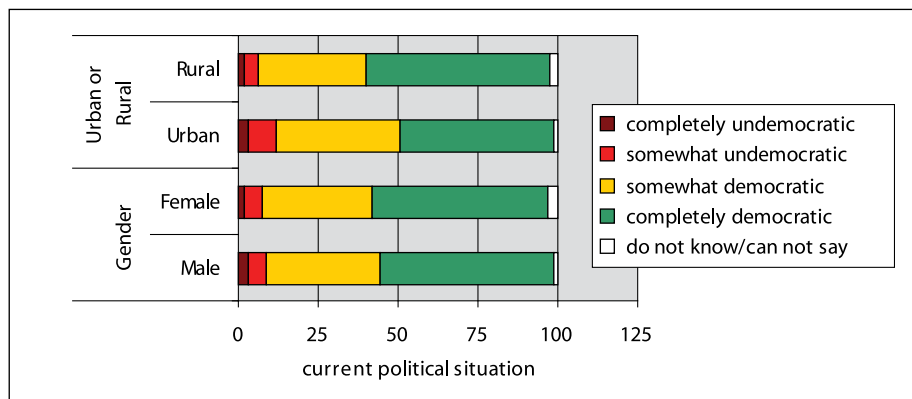


Figure 5.3 Rating of the current government in terms of democracy (by gender and locality)



### 5.3 Defining Democracy - An Open-ended Question

Alongside the assessment of democratic conditions in Bangladesh, we included a subsection intended to address the general understanding of democracy. In order to capture a wide range of ideas we sub-divided this section into two different types of questions. The first question was an open-ended one (indeed the only open-ended question in the entire survey). By doing so, we aimed to avoid suggesting any definitions from our side and instead to provide the opportunity for respondents to come up with their own definitions, based on their experience.

The open-ended question allowed for three responses about what they understand by 'democracy'. Responses were recoded under similar definitions and among the 4,002 interviewees there were altogether 56 different definitions, and some of the more elaborate examples we have included below (see Box 5.1). As the question allowed for multiple responses, we transferred the responses to multiple responses so that the responses reflect the percentage of responses rather than the percentage of respondents. Overall, about 46 per cent of the respondents could not express their understanding. Not surprisingly, this percentage was higher in rural areas and among female respondents.

Among those who provided a clear definition, approximately 12 per cent described democracy as 'freedom of movement' and ten per cent as 'freedom to express own opinion'. The next group of definitions had five to six percentage points, such as 'voting right', 'equal right to all people', and 'right to oneself', and 'government elected by people'. A further three per cent defined democracy as 'meeting the basic demand'. 'Judiciary and justice' were defined as democracy in three per cent of the responses where 'equal rights for all', 'meeting basic demands', 'working together', 'work for the country' each of these were mentioned more or less by one per cent of respondents.

When considering regional variations, the criteria of 'free movement' and 'express free opinion' was significantly more pronounced in urban areas (see Figure 5.4). A similar pattern can also be found for 'equal rights'. Interestingly, there is a similar pattern in regard to gender, where men express a higher interest in these two aspects, as well. For women, the right to vote was as important as for men.

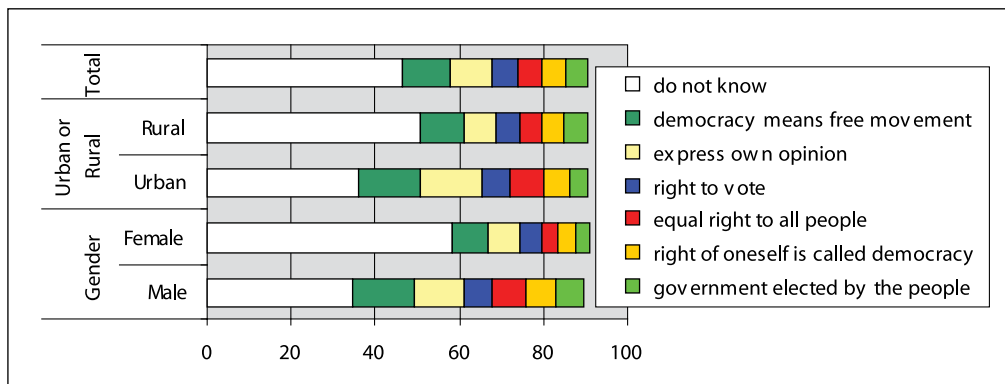


Figure 5.4 Defining democracy - an open-ended question

Save the basic demand of the people	Hindus and Muslims have the right to live together
Running the judiciary system in a good manner	Abide by Islamic law and order
The justice will run for the government	The system running in our country is called democracy
Working all together is called democracy	Indecision
Run the country by justice	No nepotism
To ensure peace	Build a free and sovereign country
To get the requirements from the government according to demand	Running by the unified opinion by the political leader
To see everyone in same sight	Giving up fundamentalist politics
Working for the development of the country	Right to education and health
Serve the people	Whatever the crime is, no one is killed by crossfire
When there is law and order	Election after every four years as in the USA
Where the people are the source of all power	Sacrifice
Changing government after every five years	I understand what is democracy but I can not express it
Inform the people about the activity of the government	Right to do business
If there is no corruption	Son of the king could not be a the king
Participation in different work of government	Ruling of the prime minister
Availability of food and clothes	Same person can not be the prime minister for two consecutive periods
Free judiciary system	Recognition of the Father of the nation
The expression of unified opinion	Increase the accountability of the Bur orates?
Organise the election properly	Love the people of the country
Solve the unemployment problem	Protect the independence of the country is called
Power to the people	Running the country above personal interest
Protect the independence of the country	We understand government as democracy
Development of free thoughts	The constitution of a country is called democracy

Box 5.1 Defining democracy – some interesting examples

In a second stage, our Survey also provided respondents with five definitions of democracy and asked them to rank them according to preference. When analysing these, we converted the ranking by multiplying the first rank by 5, in descending weighting (i.e. the second rank by 4, and the fifth rank by 1). Also any option with 'no rank' is multiplied by 0. The summed up scores of each attribute was then indexed to 100.

Among all respondents, 'election' is the most preferred definition of democracy, with 80 per cent of the weighted ranking. A similarly high rank (71 per cent) was given to 'free public debate' as a major defining factor for democracy, and 60 per cent ranking goes to the definition as 'rule of consent.' 'Ability to participate in decision making' and 'ability to access information on government activities' receive 50 per cent and 40 per cent, respectively.

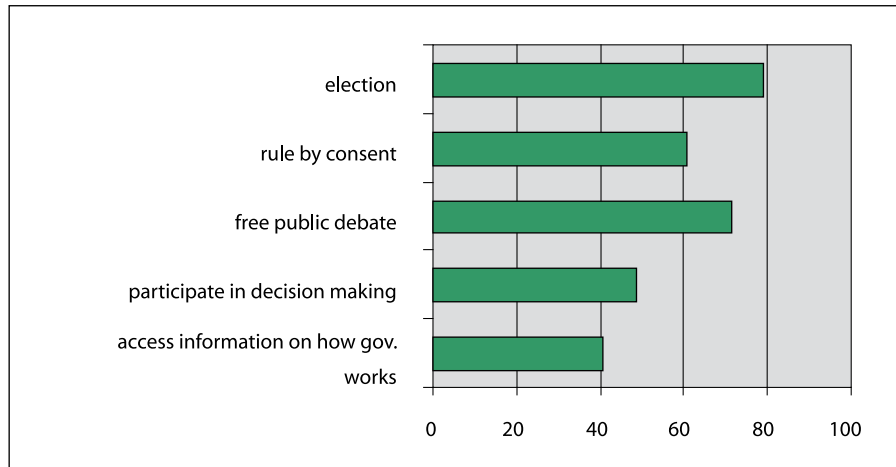


Figure 5.5 Definitions of democracy (ranked, for methodology see above)

Among other possible definitions, the criteria of 'rule by consent' still has more than 50 percentage points, whereas the 'ability to access information' and the 'ability to participate in decision making' seem to be less important. When considering a statistical distribution, the latter three have some remarkable differences. The comparatively low overall rank of the criteria 'Rule by consent' is largely due to the fact that most respondents have ranked it as either second or third important, i.e. the aspect is not given a high weighting. Access to information, on the other hand, is either ranked very high or extremely low (i.e. a so-called U-shaped distribution, see Figure 5.7, below).

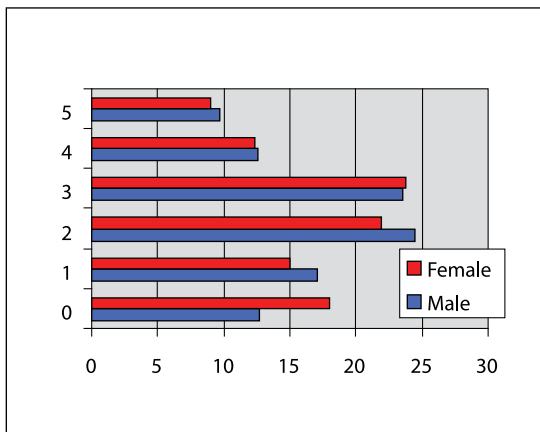


Figure 5.6 Definition of democracy as 'Rule by consent' (gender-disaggregated ranking)

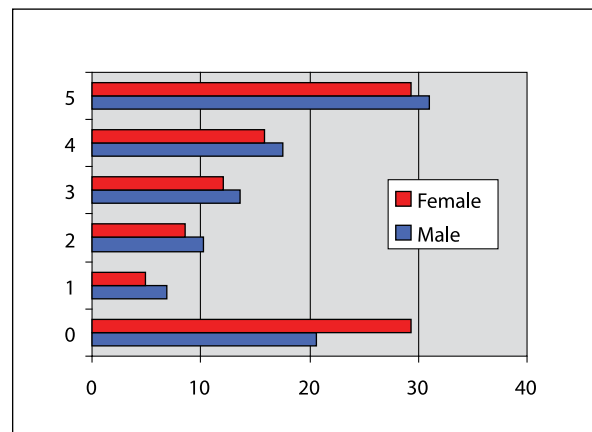


Figure 5.7 Definition of democracy as 'Ability to access information' (gender-disaggregated ranking)



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## 7. Annex





## 7.1 Selected Tables

**Table A1 Educational achievements of current school age population (6-17)**

age	out-of-school	class 1	class 2	class 3	class 4	class 5	class 6	class 7	class 8	class 9	class 10	SSC or	total
6	102	249	34	4	0	0	0	0	0	0	0	0	395
7	51	228	110	32	1	1	0	0	0	0	0	0	430
8	40	99	141	128	27	8	4	0	1	0	0	0	456
9	19	26	68	108	75	21	4	2	0	0	0	0	332
10	0	14	58	114	135	115	38	9	2	1	3	0	499
11	27	3	15	31	56	68	91	23	11	0	0	0	336
12	65	1	14	25	51	77	112	92	41	14	2	1	507
13	50	0	2	6	18	31	42	61	90	40	5	1	359
14	74	0	6	3	7	19	21	70	66	88	51	9	428
15	89	0	0	4	5	6	11	18	45	54	95	37	379
16	120	0	0	2	3	6	7	6	20	37	62	60	339
17	101	0	0	0	0	4	1	4	7	13	37	46	230
<b>total</b>	738	620	448	457	378	356	331	285	283	247	255	154	4552

**Table A2 Occupational profiles (in per cent)**

	urban	rural	all	urban	rural	all
	total numbers			per cent		
Student	70	190	260	10.82	11.51	11.31
Housewife	180	557	737	27.82	33.74	32.07
Self employed (agri)	9	173	182	1.39	10.48	7.92
Self-employed (non-agri)	117	220	337	18.08	13.33	14.66
Day-labourer (agri)	7	46	53	1.08	2.79	2.31
Day labourer (non-agri)	18	57	75	2.78	3.45	3.26
Regular job holder (govt.)	17	13	30	2.63	0.79	1.31
Regular job holder (non-govt.)	101	103	204	15.61	6.24	8.88
Unemployed	91	219	310	14.06	13.26	13.49
Irregular service-holder (govt./non-govt.)	6	10	16	0.93	0.61	0.70
Political Leader	0	1	1	0.00	0.06	0.04
Employed at NGO	2	2	4	0.31	0.12	0.17
School teacher	6	13	19	0.93	0.79	0.83
College/ University teacher	0	2	2	0.00	0.12	0.09
Advocate/Lawyer/Barrister	1	2	3	0.15	0.12	0.13
Doctor (at least MBBS)	1	1	2	0.15	0.06	0.09
Madrassa teacher	0	2	2	0.00	0.12	0.09
Others	8	11	19	1.24	0.67	0.83
non applicable	83	219	302	12.83	13.26	13.14
	647	1651	2298			

**Table A3 Average mean and median incomes and incomes groups (in Taka/month and in per cent)**

ID	District	Mean incomes	Median incomes	< 5,000	5,001-10,000	10,001-20,000	10,001-10,000	sample size
1	Dhaka	20,341	12,500	27	91	104	69	291
2	Shariatpur	12,623	10,000	36	58	30	18	142
3	Tangail	10,004	8,000	30	56	23	5	114
4	Gazipur	7,390	5,000	64	40	15	4	123
5	Sherpur	8,662	6,000	34	23	22	2	81
6	Jamalpur	6,869	6,000	54	50	17	1	122
7	Narshingdi	8,657	6,000	48	49	21	4	122
8	Munshigonj	15,467	10,000	17	46	42	16	121
9	Madaripur	9,550	6,000	54	35	24	7	120
10	Satkhira	8,539	7,000	53	79	23	7	162
11	Jessore	8,094	6,000	36	48	14	3	101
12	Meherpur	7,025	6,000	26	26	8	0	60
13	Jhenaidah	9,415	7,000	27	36	16	2	81
14	Chuadanga	6,698	6,000	36	37	5	2	80
15	Rajshahi	8,228	5,000	117	62	35	9	223
16	Natore	6,833	5,000	63	26	6	5	100
17	Sirajgonj	5,783	4,000	79	29	10	2	120
18	Joypurhat	5,965	5,000	64	26	8	2	100
19	Gaibanda	5,880	4,000	67	21	9	3	100
20	Rangpur	7,093	5,000	81	39	17	4	141
21	Nilphamary	6,745	5,000	58	32	5	4	99
22	Panchagorh	8,479	5,000	50	33	12	4	99
23	Chittagong	11,264	9,000	74	116	67	23	280
24	Cox's Bazar	10,006	6,500	31	25	18	6	80
25	Feni	11,435	9,500	24	41	26	9	100
26	Comilla	10,845	8,000	40	45	24	11	120
27	Laxmipur	9,088	8,000	37	40	20	3	100
28	B. Baria	9,465	8,000	34	47	11	8	100
29	Sylhet	13,551	9,500	32	65	27	16	140
30	Hobigonj	10,654	6,500	37	51	23	9	120
31	Barguna	7,853	5,000	45	24	7	4	80
33	Pirojpur	8,056	5,000	42	28	5	5	80
33	Jhalokhati	8,793	7,000	41	40	12	7	100
				1558	1464	706	274	4002

**Table A4 Food security at the district-level (absolute cases)**

ID	District	3 months	6 months	9 months	10 months	12 months	more than 12 months	sample size
1	Dhaka	1	31	10	20	159	34	291
2	Shariatpur	1	19	16	11	50	33	142
3	Tangail	0	13	5	7	59	16	114
4	Gazipur	1	16	1	10	62	19	123
5	Sherpur	0	5	3	4	41	10	81
6	Jamalpur	0	8	5	8	61	8	122
7	Narshingdi	0	10	5	8	67	10	122
8	Munshigonj	1	17	5	9	54	6	121
9	Madaripur	2	16	6	7	38	21	120
10	Satkhira	1	26	12	11	57	21	162
11	Jessore	2	21	8	12	36	7	101
12	Meherpur	0	12	5	6	15	9	60
13	Jhenaidah	1	14	3	10	28	9	81
14	Chuadanga	0	11	9	11	23	9	80
15	Rajshahi	0	48	14	16	66	17	223
16	Natore	4	26	1	1	19	15	100
17	Sirajgonj	8	22	4	6	19	6	120
18	Joypurhat	4	27	4	6	18	10	100
19	Gaibanda	5	16	11	8	15	6	100
20	Rangpur	4	29	12	18	23	21	141
21	Nilphamary	1	24	4	17	16	5	99
22	Panchagorh	1	14	5	10	28	12	99
23	Chittagong	3	12	9	20	127	71	280
24	Cox's Bazar	0	6	5	5	31	19	80
25	Feni	3	4	2	7	42	26	100
26	Comilla	2	3	8	8	73	12	120
27	Laxmipur	1	10	7	12	38	11	100
28	B. Baria	0	8	10	11	49	14	100
29	Sylhet	4	12	9	14	71	12	140
30	Hobigonj	0	11	10	21	43	13	120
31	Barguna	0	17	3	1	41	9	80
33	Pirojpur	2	12	0	1	44	7	80
33	Jhalokhati	0	16	1	2	48	22	100
	total	52	536	212	318	1561	520	4002

**Table A5 Infrastructure for electricity and mobile phones (n = 4002 households)**

ID	District	electricity- Yes	Electri- city-No	pc E-Yes	Pc E-No	mobile- Yes	mobile- No	Pc M-No	Pc M-yes	sample
1	Dhaka	284	7	97.6	2.4	263	28	90.4	9.6	291
2	Shariatpur	103	39	72.5	27.5	119	23	83.8	16.2	142
3	Tangail	81	33	71.1	28.9	82	32	71.9	28.1	114
4	Gazipur	100	23	81.3	18.7	88	35	71.5	28.5	123
5	Sherpur	53	28	65.4	34.6	46	35	56.8	43.2	81
6	Jalalpur	40	82	32.8	67.2	55	67	45.1	54.9	122
7	Narshingdi	80	42	65.6	34.4	86	36	70.5	29.5	122
8	Munshigonj	110	11	90.9	9.1	93	28	76.9	23.1	121
9	Madaripur	57	63	47.5	52.5	82	38	68.3	31.7	120
10	Satkhira	111	51	68.5	31.5	125	37	77.2	22.8	162
11	Jessore	76	25	75.2	24.8	62	39	61.4	38.6	101
12	Meherpur	42	18	70.0	30.0	40	20	66.7	33.3	60
13	Jhenaidah	64	17	79.0	21.0	60	21	74.1	25.9	81
14	Chuadanga	51	29	63.8	36.3	50	30	62.5	37.5	80
15	Rajshahi	183	40	82.1	17.9	179	44	80.3	19.7	223
16	Natore	51	49	51.0	49.0	76	24	76.0	24.0	100
17	Sirajgonj	45	75	37.5	62.5	66	54	55.0	45.0	120
18	Joypurhat	55	45	55.0	45.0	56	44	56.0	44.0	100
19	Gaibanda	45	55	45.0	55.0	45	55	45.0	55.0	100
20	Rangpur	56	85	39.7	60.3	66	75	46.8	53.2	141
21	Nilphamary	51	48	51.5	48.5	38	61	38.4	61.6	99
22	Panchagorh	43	56	43.4	56.6	50	49	50.5	49.5	99
23	Chittagong	239	41	85.4	14.6	245	35	87.5	12.5	280
24	Cox's Bazar	46	34	57.5	42.5	58	22	72.5	27.5	80
25	Feni	76	24	76.0	24.0	88	12	88.0	12.0	100
26	Comilla	109	11	90.8	9.2	101	19	84.2	15.8	120
27	Laxmipur	75	25	75.0	25.0	76	24	76.0	24.0	100
28	B. Baria	82	18	82.0	18.0	74	26	74.0	26.0	100
29	Sylhet	108	32	77.1	22.9	105	35	75.0	25.0	140
30	Hobigonj	78	42	65.0	35.0	80	40	66.7	33.3	120
31	Barguna	27	53	33.8	66.3	48	32	60.0	40.0	80
33	Jhalokhati	60	40	60.0	40.0	56	24	70.0	30.0	80
33	Pirojpur	57	23	71.3	28.8	66	34	66.0	34.0	100
	Total	2738	1264	68.4	31.6	2824	1178	70.6	29.4	4002

E-no no electricity (E-yes: electricity available)

M-no no mobile phones

pc per cent

**Table A6 Time Lines of Perceptions of Trust and Corruption**

		Highly corrupt	Corrupt	More or less Corrupt	Not corrupt	Not at all corrupt	Don't know	total
Private Organisations	2007	11.3	27.7	33.5	21.3	6.1	0.1	100
	2008	2.4	8.2	36.5	39.8	8.9	4.3	100
	2009	3.9	40.7		40.2	8.4	6.9	100
NGO	2007							100
	2008	3.3	14.4	33.9	38.3	5.9	4.3	100
	2009	5.2	37.6		42.3	9.4	5.5	100
Health sector	2007	7.4	16.8	22.9	37.1	15.7	0.1	100
	2008	10.8	25.2	28.4	28.1	5.1	2.5	100
	2009	10.2	52.6		29.4	5.4	2.4	100
Roads & Highway	2007	4.0	8.6	21.0	39.7	26.6	0.1	100
	2008	17.7	28.7	28.3	15.1	4.0	6.2	100
	2009	22.1	50.2		17.6	2.5	7.6	100
Power sector	2007	3.5	6.9	11.3	30.5	47.7	0.0	100
	2008	28.1	31.7	21.8	11.0	2.9	4.6	100
	2009	20.7	49.9		21.0	2.9	5.4	100
Courts	2007	6.5	16.4	32.2	30.2	14.6	0.1	100
	2008	10.0	22.5	33.1	23.4	6.5	4.7	100
	2009	8.5	39.3		38.1	6.9	7.1	100
Local govt.	2007	5.8	15.0	29.8	31.7	17.7	0.0	100
	2008	10.2	24.5	32.7	25.5	5.0	2.2	100
	2009	9.8	44.8		36.9	5.8	2.7	100
Police	2007	4.1	9.9	13.5	30.3	42.1	0.0	100
	2008	37.9	30.5	15.0	13.6	2.5	0.6	100
	2009	34.2	41.9		18.6	3.3	1.9	100
Education	2007	23.7	29.0	23.2	18.3	5.7	0.1	100
	2008	7.0	13.7	26.3	39.0	12.1	2.1	100
	2009	2.9	24.1		49.2	20.3	3.5	100
Bank	2007	15.0	23.9	33.3	21.3	6.3	0.2	100
	2008	4.9	11.7	26.5	41.1	10.5	5.3	100
	2009	2.8	30.4		48.4	11.1	7.3	100
Customs	2007	4.2	6.6	21.5	29.8	36.6	1.3	100
	2008	23.4	23.1	22.8	10.6	2.5	17.6	100
	2009	20.4	35.9		14.0	2.2	27.4	100
Tax Offices	2007	4.2	6.6	21.8	33.1	32.9	1.4	100
	2008	20.0	23.8	24.8	12.0	2.7	16.8	100
	2009	17.6	38.3		15.0	2.8	26.2	100

**Table A7 Defining Democracy (in per cent)**

	Gender		Urban or Rural		Total
	Male	Female	Urban	Rural	
do not know	34.4	58.1	36.2	50.5	46.2
free movement	14.9	8.7	14.4	10.7	11.8
express own opinion	11.9	7.6	14.7	7.6	9.7
right to vote	6.4	5.4	6.8	5.5	5.9
equal right to all people	8.1	3.7	7.8	5.0	5.9
right of oneself	7.1	4.4	6.1	5.6	5.7
government elected by the people	6.8	3.4	4.6	5.3	5.1
save the basic demand of the people	4.0	1.7	4.2	2.3	2.9
running the judiciary system in good manner	2.6	1.2	2.4	1.6	1.9
the justice will run for the government	2.2	1.4	2.2	1.6	1.8
working all together	2.1	1.4	1.4	1.9	1.7
run the country in justice	2.0	0.8	1.7	1.2	1.4
to ensure the peace	1.0	1.5	1.3	1.2	1.2
to get the requirements from the government as per the demand	1.2	1.0	1.2	1.0	1.1
to see everyone in same sight	1.3	0.5	0.7	1.0	0.9
working for the development of the country	0.8	1.0	0.7	1.0	0.9
serve the people	0.7	0.9	1.0	0.7	0.8
when there is law and order	0.9	0.8	1.2	0.6	0.8
where the people is the source of all power	1.1	0.4	0.8	0.7	0.7
changing government after every five years	0.8	0.5	0.3	0.8	0.6

## 7.1 Questionnaires

### Nielsen Bangladesh Survey Conducted for the State of Governance Report 2009

Job #:	SR. 0021002	SP NO.				CENTER NAME	CODE
PROJECT	BG Barometer Survey	H. H. SL.					
NAME OF RESPONDENT Father/Husband's Name		S P TYPE	M - 1	F - 2	CENTER TYPE	Urban	1
Mother's Name						RURAL	2
ADDRESS IN FULL							
District..... Upazila .....						INTERVIEW TIME	
Union ..... Village .....						Start	End
Mouza/Road .....							
LANDMARKS							
TELEPHONE ( IF ANY )	HOME		WORK		MOBILE		
NAME OF INTERVIEWER		CODE		DATE OF INTERVIEW		2010	SIGN
CHECK DETAILS		CODE	ACCOMPANY	BACK CHECK	SCRUTINY		REMARKS
			CODE	DATE	CODE	DATE	
NAME OF FS							
NAME OF FC							
NAME OF OTHER OFFICIAL							
FIELD EXECUTIVE							
NAME OF CODER							
I ..... hereby promise that the data collected is fully authentic.						Signature of Interviewer	

### Informed Consent

Good morning/afternoon/evening..... I am from Nielsen Bangladesh, an international research agency. At present we are conducting a general opinion survey throughout the country. I would like to interview you as a part of the survey. Your information is very important to us. Your views will be used for research purposes only and your identity will be kept strictly confidential. Your views can contribute to policy making and the national interest of the country. This will take approximately 35 minutes, I hope you can spare that much of time. If you are not interested to response, you can ignore; even any point of time of your interview. This is to clarify further that you will never be asked to pay any amount to the interviewer.

সালাম - আদাব । আমি ..... । আমি Nielsen Bangladesh নামের একটি আন্তর্জাতিক গবেষণা প্রতিষ্ঠান থেকে এসেছি । বর্তমানে আমরা একটি জনমত জরিপ পরিচালনা করছি । এই গবেষণার অংশ হিসেবে আমি আপনার সাক্ষাৎকার নিতে চাই । আপনার মূল্যবান তথ্য আমাদের জন্য খুবই গুরুত্বপূর্ণ । আপনার দেয়া তথ্য বা মতামত দেশের সামগ্রিক উন্নয়নে সহায়তা করবে । সম্পূর্ণ সাক্ষাৎকারটি নিতে প্রায় ৩৫ মিনিট সময়ের প্রয়োজন হবে, আর আশা করি আপনি এ ব্যাপারে আমাকে সহযোগিতা করবেন । আপনি চাইলে সাক্ষাৎকার চলাকালে যে কোন একটি প্রশ্নের উত্তর নাও দিতে পারেন বা পুরো সাক্ষাৎকারটি বন্ধ করে দিতে পারবেন । আপনার দেয়া তথ্য সম্পূর্ণ গোপন রাখা হবে এবং তা শুধুমাত্র গবেষণার কাজে ব্যবহার করা হবে ।

## SECTION A: Background Information

- QA1. How long have you lived in this area (years/months)? আপনি কতদিন যাবত এই এলাকায় বসবাস করছেন (এই গ্রামে/এই ওয়ার্ডে)?..... বছর ..... মাস
- QA2. How long have you lived in this house (years/months)? আপনি এই বাড়িতে কতদিন যাবত বাস করছেন? ..... বছর ..... মাস
- QA3. How many occupied households are there in this homestead? এই বাড়িতে খানার সংখ্যা কয়টি? ..... টি
- QA4. Would you please tell us your religion আপনি কোন ধর্মের অনুসারী?

		code কোড			code কোড
Muslim	ইসলাম	1	Buddhist	বৌদ্ধ	3
Hindu	হিন্দু	2	Christian	খৃষ্টান	4
Other (please specify)	অন্যান্য (উল্লেখ করুন) ...				

- QA5. Would you please tell us your ethnicity আপনি কোন গোত্রের অন্তর্ভুক্ত?

		code কোড
Bengali	বাঙালী	1
Bihari origin	বিহারী	2
Tribal	আদিবাসী	3
Other (please specify) .....	অন্যান্য (উল্লেখ করুন) .....	



## HOUSEHOLD INFORMATION

QA6. এখানে বসবাসকারী খানার সদস্য কারা? (বয়সের ক্রম অনুসারে বড় থেকে ছোট সবার নাম লিপিবদ্ধ করুন এবং যথাযথ কোড করুন)

	A. নাম	B. পরিবার প্রধানের সাথে সম্পর্ক	C. লিঙ্গ পুরুষ-1, মহিলা-2	D. বয়স (বছরে)	E. শিক্ষাগত যোগ্যতা	F. বৈবাহিক অবস্থা	G. মূল পেশা	H. উপার্জনক্ষম কি না? হ্যাঁ-1, না-2	I. উপার্জনের ধরন
1									
(&c)									

Head	01	Son/daughter in-law	04	Brother/Sister	07	Other relatives	10
Spouse	02	Parents	05	Brother/sister-in-law	08	Non-relative	11
Son/daughter	03	Parent-in-law	06	Grand Parents	09		

No education	01	up to class 4	05	up to class 8	09	HSC or equivalent /	13	Diploma	17
up to class 1	02	up to class 5	06	up to class 9	10	University/college graduate (BA/Bcom/BSc)	14	Religion based education	18
up to class 2	03	up to class 6	07	up to class 10	11	MA/Mcom/MSc /	15	Non-formal education/	19
up to class 3	04	up to class 7	08	SSC or equivalent	12	PhD	16	Vocational	20

Never married	1	Married (living with spouse)	2	Separated/divorced	3	Widow	4
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Student	01	Day labourer (non-agri)	06	Political Leader	11	Advocate/Lawyer/Barrister	16
Housewife	02	Regular job holder (govt.)	07	Employed to NGO	12	Doctor (at least MBBS)	17
Self employed (agri)	03	Regular job holder (non-govt.)	08	School teacher	13	Local govt. representative (current or former)	18
Self-employed (non-agri)	04	Unemployed	09	Journalist	14	Madrassa teacher	19
Day-labourer (agri)	05	Irregular service-holder (govt./non-govt.)	10	College/ University teacher	15	Others (Specify)....	

12 months in a year	1	Few months a year (seasonal)	2	N/A	9
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Instruction: Q.A6 এর জন্য নিচের কোডগুলো ব্যবহার করুন।

B. সম্পর্ক	কোড	Relationship/সম্পর্ক	কোড	Relationship/সম্পর্ক	কোড	Relationship/সম্পর্ক	কোড
খানা প্রধান	01	পুত্র/পুত্রবধূ	04	ভাই/বোন	07	অন্য আত্মীয়	10
স্বামী/স্ত্রী	02	পিতা/মাতা	05	ননদ/দেবর/ ভাবী/ শালা/ শালী/দুলাভাই	08	অনাত্মীয়	11
পুত্র/কন্যা	03	শ্বশুর/ শাশুড়ি	06	দাদা-দাদী/নানা-নানী	09		

E. শিক্ষাগত যোগ্যতা	কোড	কোড	কোড	কোড	কোড	কোড	কোড		
কোন শিক্ষা নেই	01	৪র্থ শ্রেণী পর্যন্ত	05	৮ম শ্রেণী পর্যন্ত	09	এইচএসসি অথবা সমমান	13	ডিপ্লোমা	17
১ম শ্রেণী পর্যন্ত	02	৫ম শ্রেণী পর্যন্ত	06	৯ম শ্রেণী পর্যন্ত	10	স্নাতক বা সমমান (বিএ/ বিকম/বিএসসি)	14	ধর্মভিত্তিক শিক্ষা	18
২য় শ্রেণী পর্যন্ত	03	৬ষ্ঠ শ্রেণী পর্যন্ত	07	১০ম শ্রেণী পর্যন্ত	11	এমএ/এমকম/এমএসসি	15	অপ্রাতিষ্ঠানিক শিক্ষা	19
৩য় শ্রেণী পর্যন্ত	04	৭ম শ্রেণী পর্যন্ত	08	এসএসসি অথবা সমমান	12	পিএইচডি	16	কারিগরী	20

F. বৈবাহিক অবস্থা:	অবিবাহিত	1	বিবাহিত (স্বামী/স্ত্রীর সাথে থাকে)	2	বিচ্ছিন্ন/ তালাকপ্রাপ্ত(গ্ত)	3	বিধবা/বিগত্নিক	4
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G. মূল পেশা	কোড	কোড	কোড	কোড	কোড		
ছাত্র/ছাত্রী	01	দিনমজুর (অ-কৃষি)	06	রাজনৈতিক নেতা	11	আইনজীবী	16
গৃহবধূ	02	নিয়মিত চাকুরী (সরকারী)	07	এনজিও কর্মী	12	ডাক্তার (এমবিবিএস)	17
স্ব কর্মসংস্থান (কৃষি)	03	নিয়মিত চাকুরী (বেসরকারী)	08	স্কুল শিক্ষক	13	স্থানীয় সরকার প্রতিনিধি (বর্তমান/ প্রাক্তন)	18
স্ব কর্মসংস্থান (অ-কৃষি)	04	বেকার	09	সাংবাদিক	14	মাদ্রাসা শিক্ষক	19
দিনমজুর (কৃষি)	05	অনিয়মিত চাকুরী (সরকারী/বেসরকারী)	10	কলেজ/ বিশ্ববিদ্যালয় শিক্ষক	15	অন্যান্য (উল্লেখ করুন) ....	

I. উপার্জনের ধরন:	বছরে ১২ মাস	1	বছরে কয়েক মাস (মৌসুমী)	2
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### Land ownership and Well-Being

#### জমির মালিকানা, স্বচ্ছলতা-সূচক এর সামাজিক যোগাযোগ

QA7. How much land does your household own? আপনার খানার মালিকানাধীন জমির পরিমাণ কতটুকু?

Type of land	জমির ধরন	Amount in decimal	শতাংশে পরিমাণ
Homestead	ভিটাবাড়ী		
Cultivable	কৃষি জমি		
Rented House	ভাড়া বাড়ি	Amount of Rent ..... [in Taka]	ভাড়া হলে কত টাকা ..... (টাকা)

QA8. What is the main construction material of the walls of the house? আপনার বাড়ির দেয়াল কি দিয়ে তৈরী?

hay/bamboo/mud	খড়/বাঁশ/মাটি	1
Cl sheet/wood	টিন/কাঠ	2
Brick/cement	ইট/সিমেন্ট	3

QA9. How many rooms does the house have (excluding the ones used for business)?...

আপনার বাড়ীতে কয়টি ঘর আছে? (ব্যবসার জন্য ব্যবহৃত ঘর বাদ দিয়ে) ..... (টি)

QA10 Does the house have a separate kitchen? আপনার খানায় কি আলাদা রান্নাঘর আছে?

Yes	হ্যাঁ	1
No	না	2

QA11 What type of latrine does this household use? আপনার খানার সদস্যরা সাধারণত কোন ধরনের পায়খানা ব্যবহার করে?

Open field	খোলা মাঠ/পায়খানা নেই	1
Kacha latrine	কাঁচা পায়খানা	2
Sanitary latrine	স্বাস্থ্য সম্মত পায়খানা	3

QA12 Does any household member work for a daily wage? আপনার খানার কোন সদস্য কি দৈনিক ভিত্তিতে কাজ করে?

Yes	হ্যাঁ	1
No	না	2

QA13 How much is your monthly household income? (Optional) ----- BDT

আপনার খানার মাসিক আয় কত (ঐচ্ছিক)? ----- (টাকা)

QA14. Do all children ages 6 to 17 go to school? আপনার খানার ৬ থেকে ১৭ বছর বয়সী সকল শিশু কি স্কুলে যায়?

Yes	হ্যাঁ	1
No	না	2
N/A	প্রযোজ্য নয়	9

QA15. Does this household have electricity connection? আপনার খানায় কি বিদ্যুৎ সংযোগ আছে?

Yes	হ্যাঁ	1	Since when.....(Years).....(Months) হ্যাঁ হলে, কত বছর/মাস থেকে ..... বছর..... (মাস)
No	না	2	

QA16. Does the household own a television set? আপনার খানায় কি টেলিভিশন আছে?

Yes	হ্যাঁ	1	Since when.....(Years).....(Months) হ্যাঁ হলে, কত বছর/মাস থেকে ..... বছর..... (মাস)
No	না	2	

QA17. Does this household have telephone connection? আপনার খানায় কি টেলিফোন সংযোগ আছে?

Yes	হ্যাঁ	1	Since when.....(Years).....(Months) হ্যাঁ হলে, কত বছর/মাস থেকে ..... বছর..... (মাস)
No	না	2	

QA18. Do any household members have a mobile phone? আপনার খানার কোন সদস্যের কি মোবাইল ফোন আছে?

Yes	হ্যাঁ	1	Since when.....(Years).....(Months) হ্যাঁ হলে, কত বছর/মাস থেকে ..... বছর..... (মাস)
No	না	2	

QA19. Based on your production/income, how many months per year are you food sufficient?

আপনার উৎপাদন এবং উপার্জনের কথা চিন্তা করলে বছরে কত মাস আপনি খাদ্যে স্বয়ংসম্পূর্ণ থাকেন?

less than 1 month	১ মাসের কম	01	7 months	৭ মাস	08
1 month	১ মাস	02	8 months	৮ মাস	09
2 months	২ মাস	03	9 months	৯ মাস	10
3 months	৩ মাস	04	10 months	১০ মাস	11
4 months	৪ মাস	05	11 months	১১ মাস	12
5 months	৫ মাস	06	12 months	১২ মাস	13
6 months	৬ মাস	07	more than 12 months	১২ মাসের বেশি	14

QA20. Are you [or any of your HH members] a member of a NGO/MFI? আপনি বা আপনার খানার কেউ কি কোন এনজিও/ক্ষুদ্র ঋণ সংস্থার সদস্য?

Yes	হ্যাঁ	1
No	না	2

QA21. If yes, what is the number of NGOs that you [or any of your HH members] a member?

যদি হ্যাঁ হয়, আপনি বা আপনার খানার সদস্যরা কতটি এনজিওর সদস্য? ..... (টি)

QA22. Are you [or any of your HH members] an active member of a political party? আপনি বা আপনার খানার কোন সদস্য কি কোন রাজনৈতিক দলের সক্রিয় সদস্য?

Yes	হ্যাঁ	1
No	না	2

QA23. In last 12 months, did you [or any of your HH members] migrate in any place within the country? (go to QA24 only if they say yes to QA23, otherwise go to QA25)

গত ১২ মাসের ভিতরে আপনি বা আপনার খানার সদস্যদের কেউ কি নিজের এলাকা ছেড়ে দেশের ভেতরে অন্য কোন এলাকায় বসবাস করতে শুরু করেছেন? (উত্তর হ্যাঁ হলে Q.24এ যান, অন্যথায় Q.25 এ যান)

Yes	হ্যাঁ	1
No	না	2

QA24. If yes, what was the reason for migration? যদি হ্যাঁ হয়, কি কারণে গিয়েছেন?

Due to food shortage	খাদ্য স্বল্পতার কারণে	01
Due to unemployment	বেকারত্বের কারণে	02
Others (specify).....	অন্যান্য (উল্লেখ করুন) .....	

QA25. During the last 12 months, did any of your HH members migrate abroad for residency/job?

গত ১২ মাসে আপনার খানার কোন সদস্য কি দেশের বাইরে থাকার জন্য/চাকুরীর জন্য গিয়েছেন?

Yes	হ্যাঁ	1	If yes, which country .....
No	না	2	যদি হ্যাঁ হয়, কোন দেশে .....

**SECTION B: LIVING STANDARD AND SERVICE DELIVERY**

QB1. QB1. Please think of a staircase where the lowest stair means 1 and the highest means 4. In the same way suppose 1 depicts that your living standard is very low and 4 depicts that your living standard is very high.

অনুগ্রহ করে একটি সিঁড়ির কথা চিন্তা করে এই প্রশ্নের উত্তর দিন। যেখানে সব থেকে নিচের সিঁড়ির মান হচ্ছে ১ এবং সবচেয়ে উপরের সিঁড়ি হচ্ছে ৪। যেমন মনে করুন, ১ মানে আপনার জীবনযাত্রার মান খুব নিচে আর ৪ মানে খুব উপরে।

		Very Bad	Some-what bad	Some-what good	Very Good	Don't Know
		খুব খারাপ	কিছুটা খারাপ	কিছুটা ভাল	খুব ভাল	জানি না
B1.1	Your living standard at present বর্তমানে আপনার জীবন যাত্রার মান	1	2	3	4	9
B1.2	Your living standard during this month last year গত বছর এই সময়ে আপনার জীবন যাত্রার মান	1	2	3	4	9
B1.3	Considering all aspects of national and personal life, please tell us what you expect your living standard to be after 1 year? জাতীয় এবং আপনার ব্যক্তিগত জীবনের সবকিছু বিবেচনা করে আগামী বছর আপনার জীবনযাত্রার মান কেমন হবে বলে আপনি মনে করেন	1	2	3	4	9

QB2. Let us now discuss various services that the government provides through different institutions. I will talk about different services one by one, please tell me if you have used these services in last 12 months and please rate the performance of each service based on your experience/ perception. Here 1 depicts very dissatisfied and 4 depicts very satisfied.

আমি আপনাকে কয়েকটি সেবার কথা বলব। আপনি দয়া করে আমাকে বলবেন এদের কোনটি আপনি গত ১২ মাসে ব্যবহার করেছেন। তার ভিত্তিতে আপনি তাদের সেবার মান সম্পর্কে আপনার মতামত বলুন। যদি ব্যবহার নাও করে থাকেন, তবুও সেবা সম্পর্কে আপনার ধারণা বলুন।

Sl. no.		QB2.a Did you use the service in 12 months? আপনি কি গত ১২ মাসের মধ্যে এই সেবাটি নিয়েছেন		QB2.b Quality of services সেবার মান				
		yes	no	Very dissatisfied	Somewhat dissatisfied	Somewhat satisfied	Very satisfied	Do not know
		হ্যাঁ	না	খুবই অসন্তুষ্ট	কিছুটা অসন্তুষ্ট	কিছুটা সন্তুষ্ট	খুবই সন্তুষ্ট	জানি না
B2.1	Public Health Service i.e. government hospitals, health clinic etc. স্বাস্থ্য সেবা, যেমন সরকারী হাসপাতাল, ক্লিনিক ইত্যাদি	1	2	1	2	3	4	9
B2.2	Water Supply পানি সরবরাহ	1	2	1	2	3	4	9
B2.3	Public Education বিদ্যুৎ সরবরাহ	1	2	1	2	3	4	9
B2.4	Public Education সরকারী শিক্ষা ব্যবস্থা	1	2	1	2	3	4	9
B2.5	Sanitation পয়নিষ্কাশন	1	2	1	2	3	4	9
B2.6	Roads সরকারী রাস্তা	1	2	1	2	3	4	9

QB3. To what extent do you perceive the accessibility of the following offices in last one year?

SI No	offices	QB3.a Visited or not in the last 12 months		QB3.b Physical Accessibility					QB3.c Interaction with the offices				
		Yes	No	Not at all accessible	Not very accessible	Accessible to a some extent	Very accessible	Don't know	Very difficult	Difficult to some extent	Easy to some extent	Very easy to interact	Don't know
B3.1	Land office	1	2	1	2	3	4	9	1	2	3	4	9
B3.2	Government Bank	1	2	1	2	3	4	9	1	2	3	4	9
B3.3	Private Bank	1	2	1	2	3	4	9	1	2	3	4	9
B3.4	Passport office	1	2	1	2	3	4	9	1	2	3	4	9
B3.5	Income tax office	1	2	1	2	3	4	9	1	2	3	4	9
B3.6	Manpower exporting office.	1	2	1	2	3	4	9	1	2	3	4	9
B3.7	Agriculture extension Offices (Fertilizers, pesticides distribution authorities)	1	2	1	2	3	4	9	1	2	3	4	9
B3.8	Office of the utility provider (Electricity, phone, gas office)	1	2	1	2	3	4	9	1	2	3	4	9
B3.9	Local govt. office (Upazila, Union Parishad office, Municipality)	1	2	1	2	3	4	9	1	2	3	4	9
B3.10	Ministries/secretariats	1	2	1	2	3	4	9	1	2	3	4	9
B3.11	Police station (thana)	1	2	1	2	3	4	9	1	2	3	4	9

QB4. How would you evaluate the performance of the elected representatives in last 12 months, i.e. the local govt. representatives and the MPs in terms of work they are doing? Here 1 depicts very dissatisfied and 4 depicts very satisfied.

Sl. no.		Very dissatisfied	Somewhat dissatisfied	Somewhat satisfied	Very satisfied	Don't Know
B4.1	UP chairman and Members	1	2	3	4	9
B4.2	UZP chairman	1	2	3	4	9
B4.3	Member of Parliament	1	2	3	4	9

QB3. এখন আমি কিছু সরকারী সেবা অফিসের নাম পড়ে শোনাবো। আপনি আমাকে বলবেন ওই অফিসে যাওয়া এবং সেখানে কাজ করা আপনার জন্য কতটুকু সুবিধাজনক ছিল অথবা ছিল না?

SI No	অফিস সেবা	QB3.a ১২ মাসে আপনি গিয়েছেন কি না		QB3.b অফিস টিতে যাওয়া সহজ ও সুবিধাজনক কি না					QB3.c অফিসারের সাথে কথা বলা এবং নিয়মকানুন সহজ/কঠিন				
		হ্যাঁ	না	খুবই অসুবিধাজনক	কিছুটা অসুবিধাজনক	কিছুটা সুবিধাজনক	খুবই সুবিধাজনক	জানি না	খুবই কঠিন	কিছুটা কঠিন	কিছুটা সহজ	খুব সহজ	জানি না
B3.1	ভূমি অফিস	1	2	1	2	3	4	9	1	2	3	4	9
B3.2	সরকারী ব্যাংক	1	2	1	2	3	4	9	1	2	3	4	9
B3.3	বেসরকারী ব্যাংক	1	2	1	2	3	4	9	1	2	3	4	9
B3.4	পাসপোর্ট অফিস	1	2	1	2	3	4	9	1	2	3	4	9
B3.5	আয়কর অফিস	1	2	1	2	3	4	9	1	2	3	4	9
B3.6	জনশক্তি রফতানি অফিস	1	2	1	2	3	4	9	1	2	3	4	9
B3.7	কৃষি সম্প্রসারণ অধিদপ্তর (সার, কীটনাশক সরবরাহকারী)	1	2	1	2	3	4	9	1	2	3	4	9
B3.8	বিদ্যুৎ, ফোন, গ্যাস, পানি ইত্যাদি সেবা প্রদানকারী অফিস	1	2	1	2	3	4	9	1	2	3	4	9
B3.9	স্থানীয় সরকার অফিস (উপজেলা, ইউনিয়ন পরিষদ অফিস, মিউনিসিপ্যালিটি)	1	2	1	2	3	4	9	1	2	3	4	9
B3.10	মন্ত্রণালয়/ সচিবালয়	1	2	1	2	3	4	9	1	2	3	4	9
B3.11	থানা	1	2	1	2	3	4	9	1	2	3	4	9

QB4. গত ১২ মাসে আপনার এলাকায় নির্বাচিত জনপ্রতিনিধি (যেমন এমপি, ইউপি চেয়ারম্যান) যেসব কাজ করছেন, সেসব সম্পর্কে আপনি কতটুকু সন্তুষ্ট বা অসন্তুষ্ট আমাদের বলুন।

Sl.no.		খুবই অসন্তুষ্ট	কিছুটা অসন্তুষ্ট	কিছুটা সন্তুষ্ট	খুব সন্তুষ্ট	জানি না
B4.1	ইউনিয়ন পরিষদের চেয়ারম্যান এবং মেম্বার/কমিশনার	1	2	3	4	9
B4.2	উপজেলা পরিষদের চেয়ারম্যান/সিটি মেয়র	1	2	3	4	9
B4.3	এমপি	1	2	3	4	9

## SECTION C: TRACKING PERFORMANCE OF THE GOVERNMENT

QC1. What is your overall assessment of the performance of government? সবকিছু মিলিয়ে সরকারের কার্যক্রম সম্পর্কে আপনার মূল্যায়ন কি?

	মূল্যায়ন	কোড
Very dissatisfied	খুবই অসন্তোষজনক	1
Somewhat dissatisfied	কিছুটা অসন্তোষজনক	2
Somewhat satisfied	কিছুটা সন্তোষজনক	3
Very satisfied	খুবই সন্তোষজনক	4
Do not know/ can not say	জানি না/বলতে পারি না	9

QC2. What do you perceive about the government's performance in the following sectors in last 12 months? গত ১২ মাসের নিম্নের বিভিন্ন খাতে সরকারের কর্মকান্ড সম্পর্কে আপনার ধারণা কি?

Sl. no.		Very dissatisfied	Somewhat dissatisfied	Somewhat satisfied	Very satisfied	Do not know
		খুবই অসন্তোষজনক	কিছুটা অসন্তোষজনক	কিছুটা সন্তোষজনক	খুবই সন্তোষজনক	জানি না
C3.1	Managing the price hike of the essentials নিত্য প্রয়োজনীয় জিনিসপত্রের দাম নিয়ন্ত্রণে রাখা	1	2	3	4	9
C3.2	Corruption control in govt. দুর্নীতি কমানো	1	2	3	4	9
C3.3	Law and Order situation আইন-শৃঙ্খলা বজায় রাখা	1	2	3	4	9
C3.4	Ensuring adequate supply of electricity প্রয়োজনীয় বিদ্যুৎ সরবরাহ করা	1	2	3	4	9
C3.5	Ensuring adequate supply of gas প্রয়োজনীয় গ্যাস সরবরাহ করা	1	2	3	4	9
C3.6	Ensuring adequate supply of drinking water নিরাপদ খাবার পানি সরবরাহ করা	1	2	3	4	9
C3.7	Processing of the international migration আন্তর্জাতিক শ্রমিক অভিবাসন	1	2	3	4	9
C3.8	a) Creating employment দারিদ্র বিমোচনের জন্য: a) কর্মসংস্থানের সুযোগ তৈরী	1	2	3	4	9
C3.9	b) Raising family income b) আয় বাড়ানোর ব্যবস্থা করা	1	2	3	4	9
C3.10	c) Increasing food availability (both the price and supply of food) c) খাদ্য সহজলভ্য করা (খাবারের দাম কমানো এবং সরবরাহ বাড়ানো)	1	2	3	4	9



**SECTION D: POLITICAL ENGAGEMENT AND CITIZEN PARTICIPATION**

QD1. Please tell us if you generally trust these organisations or not. Read out. এখন আমি আপনাকে কিছু সংস্থা/প্রতিষ্ঠানের নাম পড়ে শোনাব। অনুগ্রহ করে বলুন এই সংস্থাগুলোর ওপর সাধারণভাবে আপনার আস্থা আছে কি না:

SI no			আস্থার মাত্রা		
			আস্থা আছে	আস্থা নেই	জানি না
D1.1	Private organisations	বেসরকারী সংস্থা/কোম্পানী	1	2	9
D1.2	NGOs	এনজিও	1	2	9
D1.3	Political parties	রাজনৈতিক দল	1	2	9
D1.4	Local government i.e. Union Parishad, Municipality	স্থানীয় সরকার	1	2	9
D1.5	Anti-corruption Commission	দুর্নীতি দমন কমিশন	1	2	9
D1.6	Election Commission	নির্বাচন কমিশন	1	2	9
D1.7	Lower Courts (civil and criminal)	নিম্ন আদালত	1	2	9
D1.8	High Court/Supreme Court	উচ্চ আদালত/সুপ্রীম কোর্ট/হাইকোর্ট	1	2	9
D1.9	Parliament	সংসদ	1	2	9
D1.10	Government Hospital	সরকারী হাসপাতাল	1	2	9
D1.11	Private Hospital	বেসরকারী হাসপাতাল	1	2	9

QD2. Please tell us which of the following types of professionals you trust. Read out. There must be one code in each row?

অনুগ্রহ করে আমাদের বলুন কোন পেশার মানুষদের প্রতি আপনি আস্থাশীল?

SI No.			trustworthy in general	not trustworthy in general	do not know/ can not say
	Types of professionals	পেশার ধরন	আস্থা রাখা যায়	আস্থা রাখা যায়না	জানি না/ বলতে পারি না
D2.1	Singer/Actor	গায়ক/অভিনেতা	1	2	9
D2.2	Member of Parliament (MP)	সংসদ সদস্য/এমপি	1	2	9
D2.3	Politician (other than an elected MP)	অন্যান্য রাজনীতিবিদ	1	2	9
D2.4	Religious leader	ধর্মীয় নেতা	1	2	9
D2.5	Military	সেনাবাহিনী/আর্মি	1	2	9
D2.6	Police	পুলিশ	1	2	9
D2.7	Leading Businessman	নেতৃস্থানীয় ব্যবসায়ী	1	2	9
D2.8	Bank officials	ব্যাংক-এর অফিসার	1	2	9
D2.9	Money lenders	অর্থ কারবারী/মহাজন	1	2	9
D2.10	Intellectual (writers, academics etc.)	বুদ্ধিজীবী (লেখক/শিক্ষক)	1	2	9
D2.11	Journalist	সাংবাদিক	1	2	9
D2.12	NGO staff	এনজিও কর্মী	1	2	9
D2.13	Doctor	ডাক্তার	1	2	9
D2.14	Nurse, health workers	নার্স/স্বাস্থ্যকর্মী	1	2	9
D2.15	Legal professionals	আইনজীবী/উকিল	1	2	9
D2.16	Teachers	শিক্ষক	1	2	9

SI No.			trustworthy in general	not trustworthy in general	do not know/ can not say
	Types of professionals	পেশার ধরন	আস্থা রাখা যায়	আস্থা রাখা যায়না	জানি না/ বলতে পারি না
D2.17	Government Officials	সরকারী অফিসার	1	2	9
D2.18	Union Parishad/Municipality Representative (Chairman, member)	ইউনিয়ন পরিষদ/ মিউনিসিপ্যালিটি প্রতিনিধি (চেয়ারম্যান, মেম্বর)	1	2	9
D2.19	Judge (lower court and magistrates)	বিচারক (নিম্ন আদালত এবং ম্যাজিস্ট্রেট)	1	2	9
D2.20	Judge (high court/supreme court)	বিচারক (উচ্চ আদালত/ সুপ্রিমকোর্ট/হাইকোর্ট)	1	2	9

QD3. Corruption has been one of the main problems of Bangladesh for the last 10 to 15 years. Please look at this card and tell us, from your own experience and understanding, how corrupt different organizations are?

আমাদের দেশের অনেকগুলো সমস্যার মধ্যে একটি প্রধান সমস্যা হচ্ছে দুর্নীতি। বিগত ১০ থেকে ১৫ বছরের অভিজ্ঞতার আলোকে বলুন নিম্নের সংস্থাগুলো কেমন/কতটা দুর্নীতিগ্রস্ত। যেখানে ১ হচ্ছে পুরোপুরি দুর্নীতিগ্রস্ত এবং ৪ হচ্ছে একেবারেই দুর্নীতিগ্রস্ত নয়।

SI no			রেটিং				
			Highly corrupt	Somewhat corrupt	Not corrupt	Not at all corrupt	do not know
	Institutions	সংস্থা	পুরোপুরি দুর্নীতিগ্রস্ত	কিছুটা দুর্নীতিগ্রস্ত	দুর্নীতিগ্রস্ত নয়	একেবারে দুর্নীতিগ্রস্ত নয়	জানি না
D3.1	Private Organisation	বেসরকারী প্রতিষ্ঠান	1	2	3	4	9
D3.2	NGOs	এনজিও	1	2	3	4	9
D3.3	Hospitals and Health force	হাসপাতাল এবং স্বাস্থ্যসেবা	1	2	3	4	9
D3.4	Roads & Highway	সড়ক ও জনপথ	1	2	3	4	9
D3.5	Power sector	বিদ্যুৎ বিভাগ	1	2	3	4	9
D3.6	Courts	আদালত	1	2	3	4	9
D3.7	Local government	স্থানীয় সরকার	1	2	3	4	9
D3.8	Police	পুলিশ	1	2	3	4	9
D3.9	Education	শিক্ষাখাত	1	2	3	4	9
D3.10	Bank	ব্যাংক	1	2	3	4	9
D3.11	Customs	কাষ্টমস	1	2	3	4	9
D3.12	Tax	কর/ট্যাক্স	1	2	3	4	9

**SECTION E: LAW AND ORDER**

QE1. How would you evaluate the law and order condition in your locality in last 12 months ?

গত ১২ মাসে আপনার এলাকার আইন-শৃঙ্খলা পরিস্থিতি সম্পর্কে আপনার মতামত বলুন?

LAW AND ORDER situation	আইন শৃঙ্খলা পরিস্থিতি	কোড
Very dissatisfied	খুবই অসন্তোষজনক	1
Somewhat dissatisfied	কিছুটা অসন্তোষজনক	2
Somewhat satisfied	কিছুটা সন্তোষজনক	3
Very satisfied	খুবই সন্তোষজনক	4
Don't Know/Can't Say	জানি না/বলতে পারি না (পড়ে শোনাবেন না)	9

QE2. Below there are few statements regarding the law and order condition of the country? Please tell us to what extent you agree or disagree with the statements

আমি এবার দেশের আইন-শৃঙ্খলা পরিস্থিতির উপর ভিত্তি করে কিছু বক্তব্য পড়ে শোনাবো, এগুলো শোনার পর অনুগ্রহ আপনি বলবেন কোন বক্তব্যের সাথে একমত বা দ্বিমত?

SI No			রেটিং				
			Com-pletely disagree	Some-what disagree	Some-what agreed	Totally agree	Do not know
			সম্পূর্ণ দ্বিমত	কিছুটা দ্বিমত	কিছুটা একমত	সম্পূর্ণ একমত	জানি না
E2.1	Police was active in my locality in last 12 months compared to previous year	আগের বছরের তুলনায় গত ১২ মাসে পুলিশ আমার এলাকায় ভাল কাজ করেছে	1	2	3	4	9
E2.2	The court is working swiftly in last 12 months compared to previous year	আগের বছরের তুলনায় গত ১২ মাস আদালত সুষ্ঠুভাবে কার্যক্রম পরিচালনা করেছে	1	2	3	4	9
E2.3	The incidence of hijacking, theft, and other sort of crime has decreased in last 12 months compared to previous year	আগের বছরের তুলনায় গত ১২ মাসে ছিনতাই, চুরি ও অন্যান্য অপরাধ কমেছে	1	2	3	4	9
E2.4	Human right violation by law enforcing agencies has decreased in last 12 months compared to previous year	আগের বছরের তুলনায় গত ১২ মাস আইন প্রয়োগকারী সংস্থার হাতে মানবাধিকার লঙ্ঘন কমেছে	1	2	3	4	9

## SECTION F: DEMOCRACY

QF1. To you, what does “democracy” mean? What else? (OPEN-ENDED; ALLOW UP TO 3 RESPONSES)

আপনি গণতন্ত্র বলতে কি বুঝেন? (সর্বোচ্চ ৩টি পর্যন্ত মতামত নেয়া যেতে পারে)

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QF2. What does democracy mean for you? (Rank according to importance. So if E2.3 is the first option you chose to define democracy, give it a rank of 1)

এখন আমি আপনাকে গণতন্ত্র সম্পর্কে ৫টি মন্তব্য পড়ে শোনাব। সেগুলোকে আপনি গুরুত্ব অনুসারে সাজান। (উদাহরণস্বরূপ: যদি প্রথম মতামত হয়, তবে এটাকে ১ম ক্রম দিন।)

Sl no		গণতন্ত্রের অর্থ	ক্রমানুসার
F2.1	Election every five years	প্রতি পাঁচ বছর পর পর নির্বাচন	
F2.2	Rule by consent	ঐকমত্যের ভিত্তিতে শাসন	
F2.3	Free public debate	স্বাধীনভাবে মতামত প্রকাশের সুযোগ	
F2.4	Ability to participate in decision making	সিদ্ধান্ত গ্রহণের ক্ষেত্রে অংশগ্রহণের সুযোগ	
F 2.5	Ability to access information on how govt. works	সরকারের কার্যক্রম সম্পর্কিত তথ্য পাওয়ার সুযোগ	

QF3. What is the most effective way for a citizen such as yourself to participate in a democratic society? (Rank according to importance. So if QE3.3 is the first option you chose to define democracy, give it a rank of 1)

নাগরিক হিসেবে আপনি একটি গণতান্ত্রিক সমাজে কিভাবে ভূমিকা রাখতে পারেন? (উদাহরণস্বরূপ: যদি প্রথম মতামত হয়, তবে এটাকে ১ম ক্রম দিন।)

Sl no		গণতন্ত্রের অর্থ	ক্রমানুসার
F3.1	By voting	ভোটের মাধ্যমে	
F3.2	Keeping informed	তথ্য জানার মাধ্যমে	
F3.3	Keeping informed and participating in public discussion making	তথ্য জানা এবং আলোচনায় অংশগ্রহণ করার মাধ্যমে	
F3.4	Participating in protests	প্রতিবাদী হওয়া	
F3.5	Using other forms to express content or discontent	সন্তুষ্টি বা অসন্তুষ্টি অন্য কোন উপায়ে প্রকাশ করা	
F3.6	Others (please specify) .....	অন্যান্য...	

QF4. How satisfied or dissatisfied you are about the overall democratic condition of the country?

দেশের সার্বিক গণতান্ত্রিক ব্যবস্থায় আপনি কতটা সন্তুষ্ট বা অসন্তুষ্ট?

মতামত		কোড
Very dissatisfied	খুবই অসন্তুষ্ট	1
Somewhat dissatisfied	কিছুটা অসন্তুষ্ট	2
Somewhat satisfied	কিছুটা সন্তুষ্ট	3
Very satisfied	খুবই সন্তুষ্ট	4
Do not know/ can not say	জানি না/বলতে পারি না	9

QF5. Where would you place our country on this scale during বর্তমান এবং বিগত দুটি সরকারের শাসনামলে দেশে গণতান্ত্রিক ব্যবস্থা কেমন ছিল বলে আপনি মনে করেন?

Sl.no.	Period	সময়	Complete-ly undemo-cratic	Somewhat undemo-cratic	Somewhat demo-cratic	Complete-ly demo-cratic	do not know/can't say
			সম্পূর্ণ অগণতান্ত্রিক	কিছুটা অগণতান্ত্রিক	কিছুটা গণতান্ত্রিক	সম্পূর্ণ গণতান্ত্রিক	বলতে পারিনা
F5.1	Current government	বর্তমান নির্বাচিত সরকার	1	2	3	4	9
F5.2	Caretaker govt.	তত্ত্বাবধায়ক সরকার	1	2	3	4	9
F5.3	Previous elected government	বিগত নির্বাচিত সরকার	1	2	3	4	9

“ধন্যবাদ দিয়ে সাক্ষাৎকার শেষ করুন”





