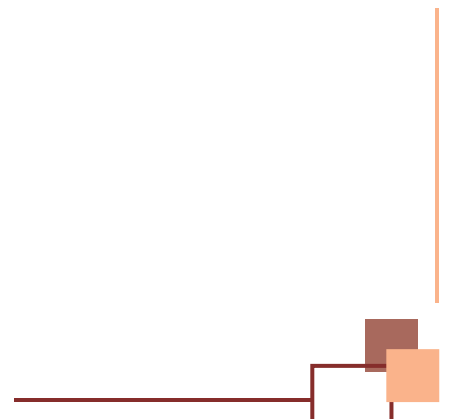
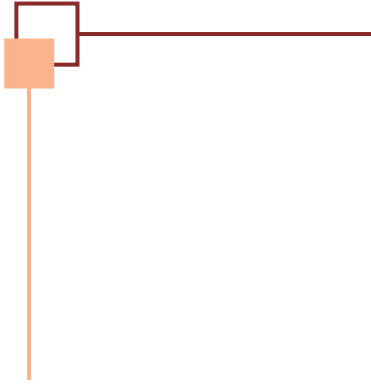


WHAT WE KNOW ABOUT HUMAN RIGHTS

National Survey 2004, Armenia

Yerevan - 2005





This publication presents the findings of the nationwide survey on human rights in Armenia which was conducted within the “Promoting Human Rights and Facilitating Public Awareness of the Public Defender’s Office in Armenia” project in October, 2004. The Survey was designed and conducted, and the report was prepared by the Turpanjian Center for Policy Analysis at the American University of Armenia.

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INTRODUCTION

Respect of human rights continues to be one of the key priorities for the UN. A widely accepted belief is that the full realization of human rights is essential for the promotion of peace, security, economic development and social equality. Bearing this in mind, the UN has been mainstreaming human rights into its various activities and programmes since the 1990s. A rights-based approach adopted by the UN is considered to be the best way of “empowering people to advance their own claims, prevent discrimination and marginalization, and bridge the accountability deficits that have chronically crippled development progress.”¹ UN Armenia, in its Development Assistance Framework for 2005 – 2009 signed by the Government of Armenia in December 2004, reiterated its commitment to implement programmes in Armenia that assist the Armenian Government, as a principal duty-bearer, as well as to protect and promote the rights of Armenian citizens. The “Promoting Human Rights and Facilitating Public Awareness of the Public Defender’s Office in Armenia” is one of five new human rights projects of the United Nations Development Programme in Armenia launched in 2004. The project is being jointly implemented with National Assembly of the Republic of Armenia² and aims to promote human rights through building public awareness of key human rights issues, including the newly established institution of the Human Rights Defender. The belief is that knowledge of human rights can reduce human rights violations, and increased public awareness of human rights can be a valuable contribution to the process of building durable democracy in Armenia.

One of the objectives of the “Promoting Human Rights and Facilitating Public Awareness of the

Public Defender’s Office in Armenia” project is to launch a public awareness campaign on several human rights issues using the mass media, informal education techniques, existing agencies and nongovernmental networks. This campaign will increase public and professional access to, and awareness of, international human rights standards and of local, national and international mechanisms of protecting these rights. Informal education techniques and existing agencies and nongovernmental networks will also be employed. As envisioned by the project, the campaign needs to be based on a public opinion survey which will provide insight into the level of knowledge of human rights in the country. The Turpanjian Center for Policy Analysis (TCPA) at the American University of Armenia designed and conducted the public opinion survey (hereinafter: the Survey) in autumn, 2004. The purpose of this first-ever nationwide survey on human rights in Armenia was to assess the public’s understanding and level of knowledge about human rights and to determine the Armenian public’s beliefs, attitudes, and behaviour toward the protection and promotion of human rights in Armenia. The survey was conducted with financial support of two other UNDP Projects: ‘Anti-Trafficking Programme: Capacity Building Support and Victims Assistance’³ and ‘Gender and Politics in Southern Caucasus’⁴.

The Turpanjian Centre for Policy Analysis prepared the report, which presents the findings of the Survey. The report summarized the main findings in three main sections: (1) information sources about human rights (2) levels of knowledge about human rights (3) attitudes toward human rights. The findings of the survey in the first section calls attention to the main sources

1. *Opening Statement of the High Commissioner for Human Rights, Second Inter-Agency Workshop on “Implementing a Human Rights-based Approach in the Context of UN Reform,” UN OHCHR, U.S.A., May 2003*

2. *The Netherlands Minister for Development Cooperation provides the funding for the “Promoting Human Rights and Facilitating Public Awareness of the Public Defender’s Office in Armenia” project.*

3. *The “Anti-Trafficking Programme: Capacity Building Support and Victims Assistance” Project was implemented jointly with the Ministry of Foreign Affairs of the Republic of Armenia. The Netherlands Minister for Development Cooperation and the Government of Norway fund this project.*

4. *The “Gender and Politics in Southern Caucasus” Project was implemented with the Ministry of Labor and Social Issues and funded by the Swedish International Development Agency and UNDP Armenia.*

that the Armenian public uses for information on human rights in Armenia and where people can go if they need information about their rights. The assessment of understanding human rights and its main characteristics, the knowledge about the Universal Declaration of Human Rights, and the role and functions of Human Rights Defender of the Republic of Armenia are provided in the second section. The last section of the report illustrates attitudes of the Armenian public towards such issues as how well the state institutions help to protect human rights, the most important human rights problem in Armenia, the state of human rights protection in Armenia, the list of human rights that are often violated in Armenia and discrimination based on gender. The respondents' answers to the question to

name the national values most important to Armenians are also summarized in this section. One can find further details of the Survey results in 32 tables and two appendixes attached at the end of this publication.

The findings of the survey contain very valuable information for programmes of UNDP Armenia that help to design and implement educational and awareness-raising activities on human rights. Our belief is that other organizations engaged in human rights education, policy-makers and academic circles in Armenia will also find the results of this first-ever nationwide survey on human rights a useful tool in their endeavours. Having this in mind, this publication presents the main findings of the Survey to a wider audience.



EXECUTIVE SUMMARY

The United Nations Development Programme/Armenia and the National Assembly of the Republic of Armenia (ROA) have undertaken a new human rights program in Armenia. The program, “Promoting Human Rights and Facilitating Public Awareness of the Public Defender’s Office in Armenia,” aims to facilitate the consolidation of democracy in Armenia and to promote human rights through building public awareness of key human rights issues, including the newly established institution of the Human Rights Defender. The Turpanjian Centre for Policy Analysis (TCPA) at the American University of Armenia was contracted to conduct a public opinion survey in order to provide information for the design of the public awareness campaign. The purpose of this first-ever nationwide survey on human rights in Armenia is to assess the understanding and level of knowledge in the public about human rights and to determine the Armenian public’s beliefs, attitudes, and behavior toward the protection and promotion of human rights in Armenia.

Only about 40 percent of the respondents are at least somewhat satisfied with the protection of human rights in Armenia and only 30 percent are satisfied with how their human rights are protected in Armenia. Nearly all respondents believe that Armenia has serious human rights problems that are not being solved and that the government should change its approach by putting human rights at the top of the list of problems that need to be solved. All of the institutions listed in a separate question were given only barely passing grades for human rights protection, with failing grades going to the National Assembly, courts, government, and police. Overall, respondents provided answers that demonstrated strongly held attitudes.

Four in ten respondents reported that their or a family member’s right to work had been violat-

ed in the past two years, as did three in ten their right to social security and two in ten their rights to health care and to participate in free and fair elections.

Interest levels are high with seven out of ten respondents reporting they are interested in the general issue of human rights in Armenia. However, 60 percent depend on television as their source of information on human rights with most of these respondents unable to name the last news they had heard. Forty percent of the respondents could not say where they would go if they needed information about their rights. About half of the respondents indicated that they had no idea of where to go if they believed the right to the security of their lives or their electoral rights had been violated. Nevertheless, nearly 70 percent of the respondents believe they are informed about human rights in Armenia.

Few respondents could correctly name the office of the Human Rights Defender in Armenia or name the person holding this office and about 40 percent of even these respondents could not name a human rights problem that the ombudsman should address. Only about three percent of the respondents could name the Universal Declaration of Human Rights as the official document setting forth human rights for everyone worldwide. Almost all respondents believe that there are some rights that should never be restricted by governments for any reason, but about half believe that people have human rights only because governments give them to people. Respondents demonstrated difficulty in correctly identifying what is a universal human right with, for example, nearly all respondents believing that driving on safe roads qualifies as such a right.

METHODOLOGY

In order to create a representative sample of Armenians between the ages of 15 and 75, the ROA Statistical Service Agency was contacted for current information on the following parameters: 1) population by marzes; 2) population by rural and urban residents within each of the ten marzes and; 3) population by the twelve communities in Yerevan. Households were selected from the city of Yerevan and from the ten marzes proportionately to reflect the most recent ROA census figures. For each marz, one city and one village was randomly selected using simple random sampling.⁵ For each of the ten cities, detailed maps were procured from the ROA Geodesy and Cartography Center.⁶ A map indicating buildings in Yerevan by community was employed. Each of the ten marz cities and the twelve Yerevan communities was contacted in order to determine the proportion of apartment buildings and single-household dwellings. For each of the marz cities and the Yerevan communities, the maps were employed to randomly select buildings using systematic random sampling. On site in the ten cities and Yerevan, for each apartment building, one household per

building was selected using simple random sampling. Each of the ten villages was contacted to determine the number of households and households were selected on site using systematic random sampling. Within households, respondents were selected randomly. See Tables 1, 2, and 3 for the number of interviews conducted by marz and urban versus rural sampling populations.

UNDP provided TCPA with a list of the information the program required and TCPA designed custom measures and an original questionnaire. To assist in the design of the measures, a search was made by UNDP and TCPA for appropriate human rights surveys that could provide reliable and valid indicators. Several measures were adapted from two human rights surveys conducted in Lithuania in 2001 and 2002 and a human rights survey conducted in the United States in 1997.⁷ The questionnaire was pre-tested in Yerevan and in one village (not in the sample) and adjustments were made accordingly. A total of 1005 interviews were conducted from October 10 through October 30, 2004.⁸ Where needed, qualitative data were recoded and all data were input in SPSS for analysis.

FINDINGS

This section summarizes the survey findings and is divided into three sections: Information sources about human rights, levels of knowledge about human rights, and attitudes toward human rights.

The mean age of respondents was 43 years (see Table 30) and 37 percent were male and 63 percent female (see Table 29; gender proportions were the similar regardless of residency in

Yerevan, marz, urban, or rural areas). Thirty-three percent of the respondents had completed 10 years secondary school and another 57 percent had attended or graduated from a university, college, or technical school (see Table 31). Sixty-two percent of the households had at least one member employed in a full or part time job, including self-employment (see Table 32).

5. For the sampling purposes of this study, cities with less than 1,000 population were counted as villages.

6. These were produced originally for the ROA 2001 census.

7. See Market and Opinion Research Center Vilmorus Ltd. (2002) "Human Rights in Lithuania: Year 2002: Representative Population Survey." Vilnius, Lithuania: UNDP Project Human Rights Action Plan; Market and Opinion Research Center Vilmorus Ltd. (2001) "Human Rights in Lithuania: Year 2001: Representative Population Survey." Vilnius, Lithuania: UNDP Project Human Rights Action Plan; Peter D. Hart Research Associates, Inc. (1997) "Final Adult Survey Data." September 14, 2004. (<http://www1.umn.edu/humanrts/edumat/adultsur.htm>).

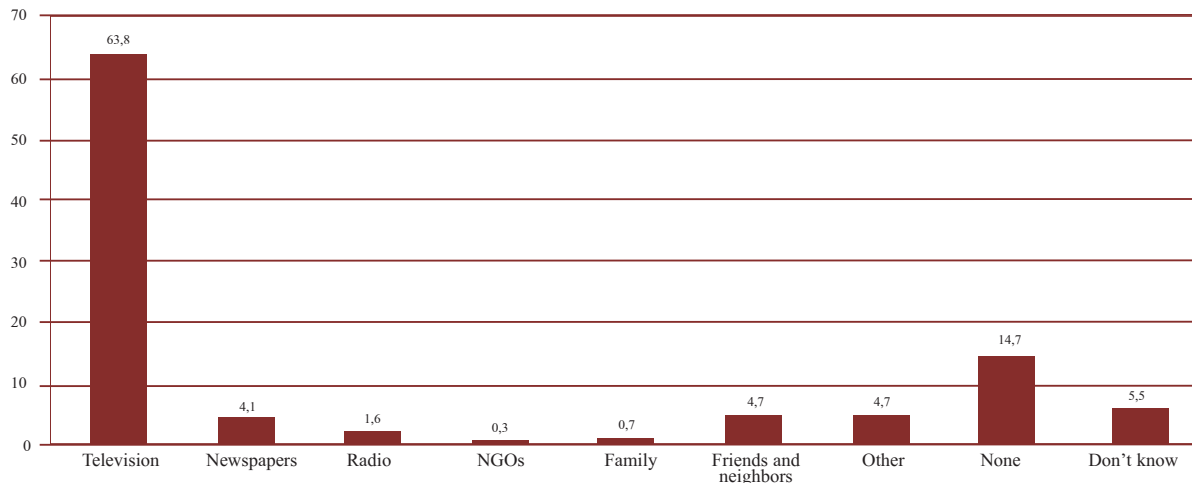
8. One 76 year old woman who lived alone was included in the sample, although the projected cut-off for age was 75. Refusal rate is 14.8 percent.

INFORMATION SOURCES ABOUT HUMAN RIGHTS

Respondents were asked in an open-ended question to name “the one main information source that you use for information about human rights in Armenia.” A full 20 percent of the respondents could not name a source for human rights information, with more rural residents (24 percent) than urban residents (18 percent) unable to provide an answer. Sixty-four percent of the respondents indicated that they use television (see Table 5 and Figure A). Only three respon-

dents indicated non-governmental organizations. Percentages for television as a source were similar for urban residents (64 percent) and rural residents (63 percent; see Table 6). Very few respondents named newspapers (4 percent) or radio (2 percent) as a source of human rights information, although more Yerevan residents reported using newspapers than residents outside Yerevan.

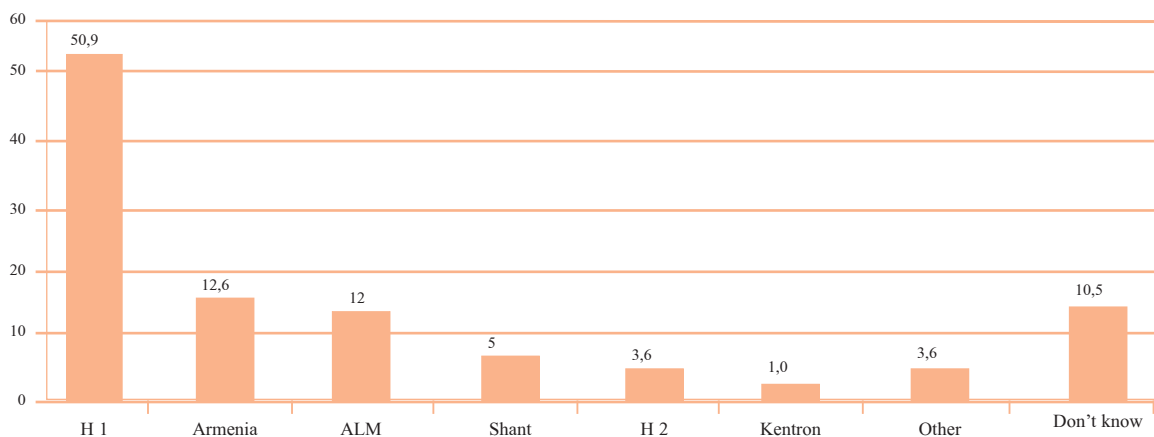
Figure A: Primary information source used for human rights



Of those respondents who said they use television for human rights information, the most watched television channel is the ROA public television station, H1 (51 percent; see Table 7 and Figure B). When compared by Yerevan and the marzes, nearly twice as many marz residents

(39 percent) use H1 than do Yerevan residents (21 percent). Nearly twice as many rural residents (11 percent) than urban residents (six percent) said they use ALM for news about human rights.

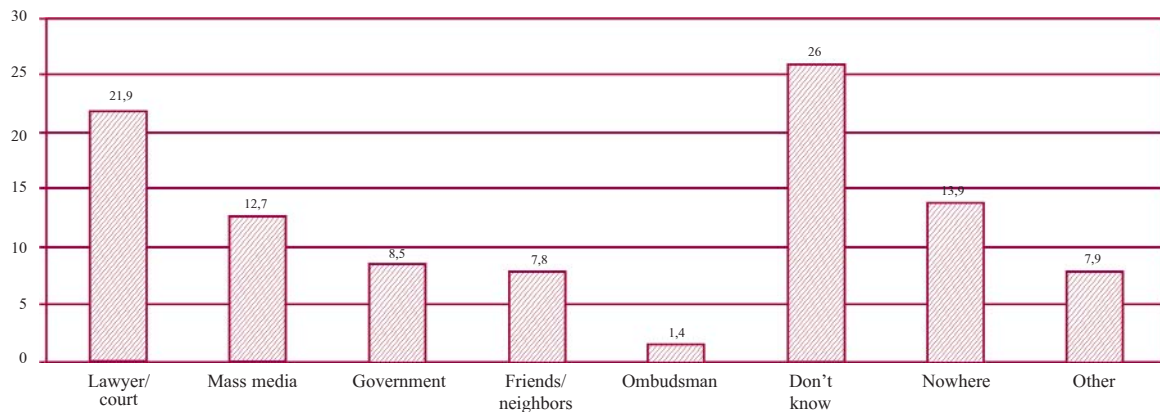
Figure B: Television stations used for human rights information



A follow-up question asking about the latest news heard on the television station was used to check the accuracy of the respondents on the information source measure. Of those respondents who said they use television for news about human rights in Armenia, 67 percent could not

state the last information they had heard on television. This finding indicates that the respondents may not be using television for a source of human rights news at the levels they are claiming.

Figure C: Sources used for seeking information about human rights



In a separate question, respondents were asked where they would go “if you needed information about your rights.” (See Table 8 and Figure C.) Twenty-six percent of the respondents said that they did not know with another 14 percent saying they would not go anywhere. Twenty-two percent said that they would go to a lawyer or to court, 13 percent to the mass media

for information, eight percent said to friends and relatives, and another 9 percent said to government officials. Far more Yerevan residents (29 percent) than marz residents (18 percent) said that they would go to lawyers and courts for such information, while far more marz residents (12 percent) than Yerevan residents (2 percent) said they would go to government offices (see Table 9).

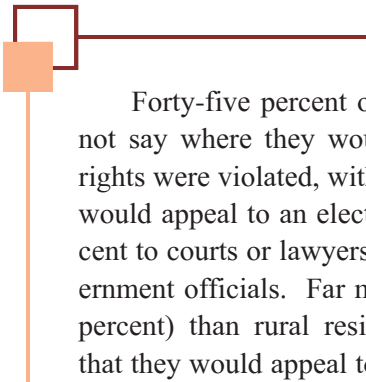
What to do in cases of violation of human rights

A series of three separate open-ended questions were asked about where the respondent would go to appeal if there was a violation of their or a family member’s “right to the protection of the security of your private life,” a violation of “right to receive information from the government,” and a violation of “right to vote in elections.” (See Tables 10, 11, and 12.)

Forty-five percent of the respondents said that they would go nowhere or did not know where to go if they or a family member believed there was a violation of the security of their private life. Twenty-one percent said they would appeal to courts or lawyers, 18 percent to the

police, and 10 percent to government officials. Only about three percent said that they would appeal to the Human Rights Defender. More urban residents (22 percent) than rural residents (12 percent) said they would appeal to police. Similarly, more urban residents (23 percent) than rural residents (17 percent) said they would appeal to a lawyer or the courts.

Nearly 70 percent of the respondents said they did not know or would appeal nowhere if their right to government information had been violated. About 14 percent said they would appeal to government officials with another nine percent saying they would use the courts or a lawyer.



Forty-five percent of the respondents could not say where they would go if their electoral rights were violated, with 23 percent saying they would appeal to an electoral committee, 18 percent to courts or lawyers, and 10 percent to government officials. Far more urban residents (22 percent) than rural residents (11 percent) said that they would appeal to lawyers or courts.

Respondents were asked to evaluate how well-informed they are about human rights in Armenia and 68 percent said that they were at least “somewhat informed.” (See Table 19.) No statistically significant differences were found for urban versus rural residents, Yerevan versus marzes, or gender, and no correlations were found for age.

Levels of knowledge about human rights

Respondents were asked several questions to test levels of knowledge about human rights. The first questions asked about the Human Rights Defender Office in Armenia. Sixteen percent of the respondents were able to correctly name the person appointed to the office, Ms. Larissa Alaverdian, and 16 percent were able to correctly give the title of her position (see Tables 13 and 14; acceptable answers were “ombudsman” or “human rights defender.”) Of the respondents who gave correct answers to these questions, 95 percent gave the correct answer to both questions.

There are some gender differences with 26 percent of males and 10 percent of females being able to name Ms. Alaverdian correctly. Men (26 percent) gave the correct title of Ombudsman or Human Rights Defender at higher rates than women (11 percent). In addition, more respondents in Yerevan (23 percent) than in the marzes (13 percent) and more respondents in urban areas (19 percent) than rural areas (10 percent) correctly named Ms. Alaverdian. Similarly, more respondents in Yerevan (23 percent) than in the marzes (13 percent) and more respondents in urban areas (20 percent) than rural areas (10 percent) correctly named the title of the position.

The 188 respondents who gave the correct name of the Armenian Human Rights Defender

or the correct title of the new institution were asked to give an example of a problem citizens can take to the Human Rights Defender and an example of a problem that should not go to the Human Rights Defender. (The full set of responses can be found in Appendices A and B.) Thirty-six percent of these 188 respondents could not provide an example of the kinds of problems that the Human Rights Defender can address, and many of the examples that were provided could be considered outside the purview of the institution. Responses covered a wide variety of problems and issues from work and property rights, problems in the courts and with government to refugee problems and the violent seizure of power.

Forty-nine percent of the respondents could not provide an example of problems that should not be taken to the Human Rights Defender. About 25 percent of the respondents gave the example of private family problems and personal problems with another six percent saying that those found guilty of a crime should not go to the Human Rights Defender. The responses included some clear misunderstandings about the role of ombudsmen, for example, problems such as voting rights and election issues, problems with employment, problems with the police, and problems of religious sects were incorrectly given as matters that should not go to the ombudsman.

Universal Declaration of Human Rights

In a separate set of questions, respondents were tested for their knowledge about the Universal Declaration of Human Rights in a question that began with asking “as far as you know, is there an official document that sets forth human rights for everyone worldwide.” (See Tables 27a through 27c.) While 27 percent said

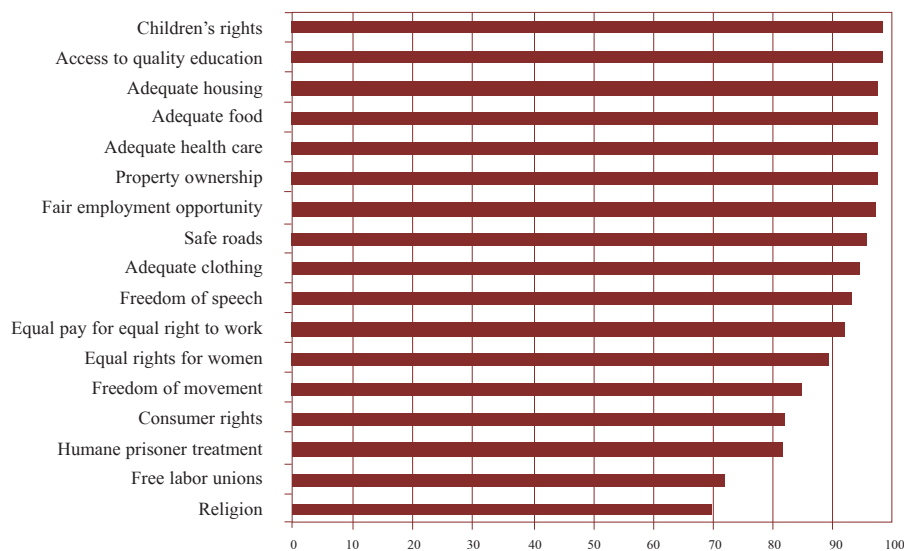
that they know that such a document exists, only 27 (3 percent) of the 1005 respondents could correctly give the name of the Declaration. Of the 978 respondents who could not correctly name the Declaration, 35 percent indicated that they heard about the document before the interview prompted them about the document.

Understanding human rights

A list of 16 rights was read to respondents and they were asked whether or not the rights are universal human rights that should be guaranteed for all people everywhere. Two rights that are not human rights were included in the list and “don’t know” was kept separate from “don’t understand” in order to test knowledge. (See Table 18.) Overall, respondents indicated that all

of the rights listed were human rights, with the right to religion receiving the least “yes” responses (70 percent) and the protection of children’s rights receiving the most “yes” responses (98 percent). Respondents incorrectly said that “consumer rights” (82 percent) and the “right to drive on safe roads” (96 percent) are universal human rights. (See Figure D.)

Figure D: “Yes” answers to the question, “can you please tell me if you think that, yes or no, the item is a universal human right that should be guaranteed for all people everywhere?”



In separate measures, the respondents correctly agreed (98 percent) that “human rights should be guaranteed for all people in the world no matter where they live,” that “there are some rights that should never be restricted by governments for any reason” (91 percent), and that “we

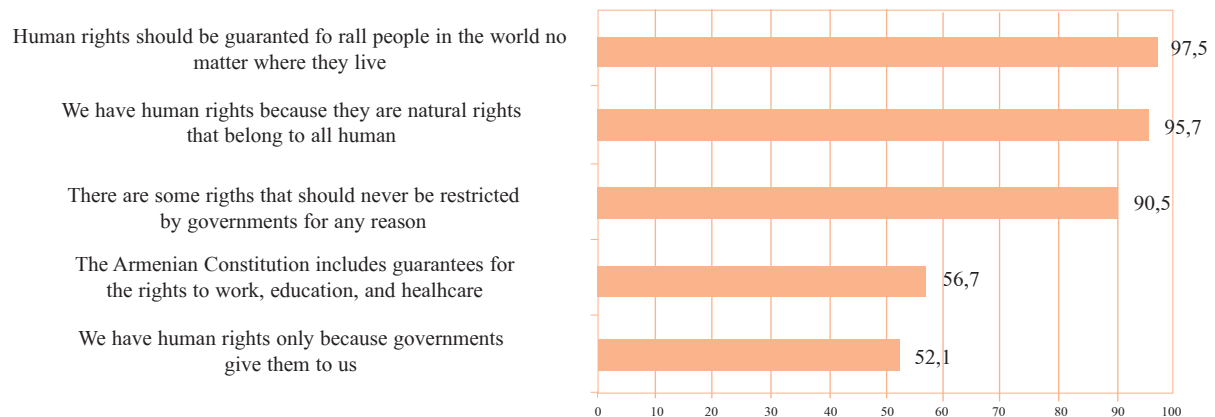
have human rights because they are natural rights that belong to all human beings (96 percent). (See Tables 22b, 22c, 22e, and 23 and Figure E.)

However, more than half of the respondents (52 percent) incorrectly agreed with the statement “we have human rights only because gov-

ernments give them to us.” (See Table 22d.) Only 56 percent of the respondents correctly agreed that the “Armenian Constitution includes guarantees for the rights to work, education, and health care.” (See Table 22f.) Men were somewhat more likely to be correct than women in disagreeing that “we have human rights only because governments give them to us” and, sim-

ilarly, Yerevan and urban residents were more likely to correctly disagree than marz and rural residents. Women were somewhat more correct than men in knowing that the “Armenian Constitution includes guarantees for the rights to work, education, and health care,” as were marz and rural residents.⁹

Figure E: “Yes” responses to questions testing human rights knowledge



Attitudes toward human rights in Armenia

Seventy-one percent of the respondents indicated that they are interested in the general issue of human rights in Armenia with a mean of 2.3 on a scale of 1 to 4 where 1 is very interested and 4 is very uninterested (see Table 4). No statistically significant differences were found for gender, age, urban versus city residents, or for Yerevan versus the ten marzes.

Thirty-nine percent of the respondents indicated that they were at least “somewhat satis-

fied” with the protection of human rights in Armenia. (See Table 20.) About 45 percent indicated that they are “very unsatisfied” with the protection of human rights in Armenia. There is a weak positive correlation between age and satisfaction with older respondents being somewhat more satisfied.¹⁰ Men are somewhat more dissatisfied than women¹¹ and Yerevan respondents are more dissatisfied than marz respondents.¹²

Most important human rights problem

Respondents were asked in an open-ended question to name “the one most important human rights problem in Armenia today.” Responses

were recoded into five categories (see Table 15). Twenty-three percent of the respondents could not name a human rights problem in Armenia

9. Statistical significant difference using t-test; all sig less than .05.

10. Pearson's Product Moment Correlation is .128 with .000 significance.

11. Statistical significant difference using t-test; sig=.014.

12. Statistical significant difference using t-test; sig=.004.

today. Twenty-four percent named a specific human rights violation, which included a wide variety of rights such as children’s rights, soldier’s rights, and the right to work. Another 18 percent named a social injustice or economic

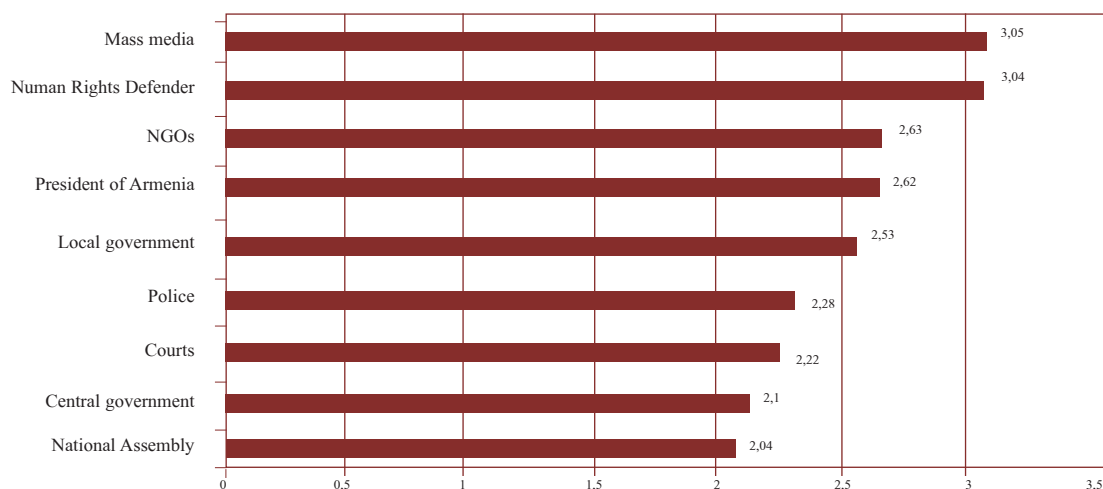
problem, 15 percent said that overall human rights are not protected in Armenia, six percent said that their personal security had been violated, and five percent named a problem surrounding the rule of law.

Institutions protecting human rights

In a separate series of questions, respondents were asked to grade institutions on a scale of 1 (failing) to 5 (excellent) on how well they help to protect human rights in Armenia. None of the institutions received more than an average grade at the middle or passing point of three. The lowest mean grades were given to the National Assembly (2.0), the central government (2.1), courts (2.2), police (2.3), local government (2.5), NGOs (2.6), and the ROA President (2.6). It is

important to note that a large percentage of respondents could not give a grade to the Human Rights Defender (36 percent) or to non-governmental organizations (18 percent). Of those who did provide a grade, about 25 percent gave a failing grade to the Human Rights Defender and 36 percent gave a failing grade to non-governmental organizations. (See Tables 16a through 17 and Figure F.)

Figure F: Grades, on a scale of 1 to 5, for human rights institutions in Armenia



Although it is important to remember that all institutions were given low grades, statistically significant differences were found between urban and rural residents for grades given to the courts, police, National Assembly, and local government with urban respondents giving lower grades.¹³ Statistically significant differences were found between Yerevan and Marz residents for all institutions except NGOs with Yerevan residents giving lower grades. Statistically sig-

nificant weak negative correlations were found between age and the grades given to all the institutions, indicating that younger respondents were slightly more likely to give poorer grades than older respondents.¹⁴ Statistically significant differences were found between men and women for the grades given to all institutions except the National Assembly and local governments, with men giving the lower grades.

13. Statistical significance determined by t-tests; all less than .05.

14. Statistical significance determined by Pearson's Product Moment Correlation; all less than .01.



Armenian national values

In a measure adapted from the 1997 U.S. survey, respondents were asked to name the national values that are most important for Armenians. (See Tables 21a and 21b.) Twenty-one percent of the respondents gave an answer surrounding culture, the arts, language, and

architecture, followed by 15 percent who named patriotism, and nine percent who said religion. Twelve percent could not provide an answer. A wide variety of “other” answers were provided that included everything from creativity to Armenian hospitality.

Gender and human rights

About equal numbers of the respondents agreed and disagreed (36 percent each) with the statement “discrimination based on gender is *not* a problem in Armenia” with an unusually large number of respondents (28 percent) being unable to answer (see Table 22a and Figure G). Interestingly, urban women were the most likely to decline to provide an answer; rural men and women did not answer at the same rate (31 per-

cent) while 21 percent of the urban men refused compared to 30 percent of urban women. No statistically significant differences were found between men and women for this attitude, or for Yerevan versus marzes and rural versus urban residents. However, there is a weak negative correlation for age with younger respondents disagreeing slightly more than older respondents that gender discrimination is not a problem.¹⁵

General human rights protection in Armenia

About 40 percent of the respondents agreed with the statement “in general, the human rights of Armenians are protected better now than ever before” (see Table 22g) while 20 percent of the respondents strongly disagreed with the statement. Men are somewhat more likely to disagree with the statement than are women.¹⁶ and older respondents tend to agree somewhat more than younger respondents.¹⁷ In addition, rural and marz residents are somewhat more likely to disagree with the statement than are urban residents or Yerevan residents.¹⁸

Thirty-two percent of the respondents agreed with the statement “overall, I am satisfied with how my human rights are protected in Armenia” with 33 percent indicating that they

strongly disagree with this statement (see Table 22m).

Nearly all respondents (96 percent) agreed that “overall, Armenia has serious human rights problems that are not being solved” (see Table 22h), with half of the respondents indicating that they “strongly agree” with the statement. And another 84 percent agreed with the statement “human rights are systematically violated in Armenia” (see Table 22k), with nearly 40 percent strongly agreeing. Again, nearly all respondents (98 percent) agreed with the statement “the Armenian government should change its approach and put human rights near the top of the list of problems in this country that must be solved,” with 61 percent saying that they strong-

15. Pearson's Product Moment Correlation is $-.111$, $sig=.003$.

16. Statistical significant difference using *t*-test; $sig=.002$.

17. Pearson's Product Moment Correlation is $.189$, $sig=.000$.

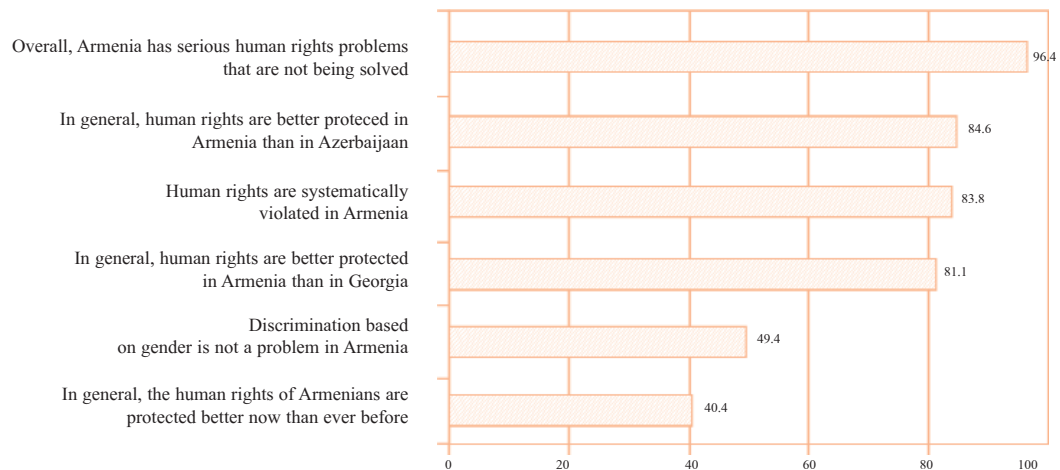
18. Statistical significant difference using *t*-test; $sig=.01$.

ly agree with the statement (see Table 22i).

When it comes to comparisons with the two neighboring nations that were former constituents of the Soviet Union, 47 percent (with an extremely high 44 percent being unable to answer) of the respondents believe that “in gen-

eral, human rights are better protected in Armenia than in Azerbaijan” and 48 percent (with an extremely high 41 percent being unable to answer) believe human rights are better protected in Armenia than in Georgia (see Tables 22i and 22j).

Figure G: Percentage agreeing with statements about human rights in Armenia



Specific human rights protection in Armenia

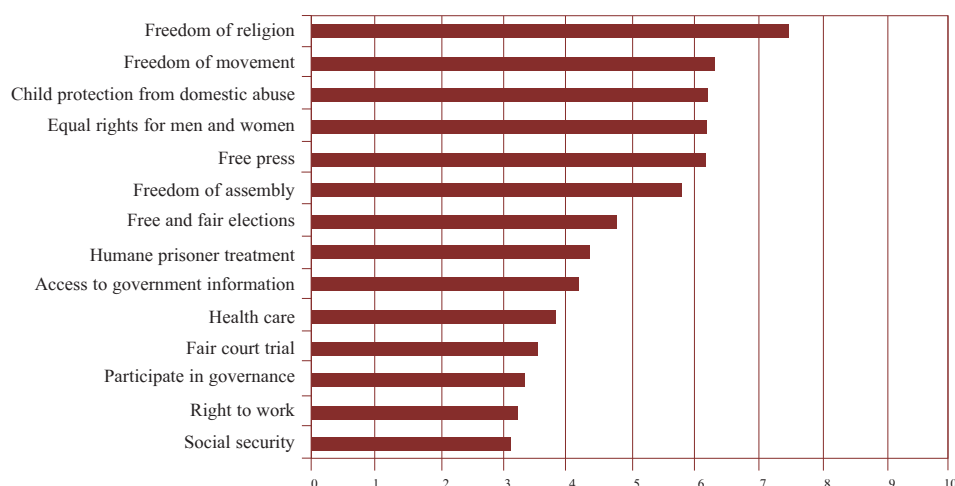
Respondents were read a list of human rights and were asked to rate how well each right is protected in Armenia on a scale of one to ten, where one is “never protected” and ten is “always protected” (see Tables 24a through 24n and Table 25).

Figure H displays the results for the means in descending order for ratings of the 14 rights listed. Respondents rated as least protected in Armenia the rights to social security (3.2 on the scale of one to ten), to work (3.4), to participate in state governance (3.5), to a fair court trial (3.5), and to health care (3.8). The protection of the rights to access to government information (4.2), the rights of prisoners and detainees (4.4), and the right to participate in free and fair elec-

tions (4.8) were also given low ratings. It is important to note that high percentage of “don’t know” responses were given when asked to rate the level of protection of the rights of detainees and prisoners in Armenia (31 percent), the right to participate in state governance (20 percent), right to access to information from government sources (14 percent), and the right to a fair court trial (12 percent).

The highest rating for the protection of a human right in Armenia was given by respondents to freedom of religion (8.1), followed by freedom of movement (6.5), equal enjoyment of all rights for men and women (6.4), children’s right to protection from domestic abuse (6.4), free press (6.3), and freedom of assembly (6.0).

Figure H: Ratings, on a scale of 1 to 10, of the level of human rights protection in Armenia



Statistically significant differences were found based on gender for eight of the 14 rights and in each of the cases female respondents gave higher ratings than did the male respondents. Women rated somewhat higher than men the rights to access to information, fair court trials, free and fair elections, freedom of assembly, free press, the rights of prisoners and detainees, access to health care, and participation in state governance.¹⁹ Rural residents gave somewhat statistically significant higher protection ratings than urban residents to all the rights except the

rights to work, social security, child abuse, and equality for men and women and marz residents gave higher ratings than Yerevan residents to all rights except for equality for men and women and the right to work.²⁰ Younger respondents gave somewhat lower ratings than older respondents to all rights except child abuse, equal rights for men and women, and freedom of religion. In fact, freedom of religion was the one right that older respondents rated somewhat higher than younger respondents.²¹

Violations of human rights in Armenia

Respondents were read the same list of 14 human rights a second time and were asked “can you please tell me, yes or no, which ones – if any – of your or your family’s rights have been violated in the past two years” (see Table 26). Figure I displays the percentages of “yes” responses for each of the rights.

Forty percent of the respondents indicated that the right to work had been violated (interestingly, 36 percent of the respondents who have someone in the household working and 45 percent of the respondents with no one working indicated that the right to work had been violat-

ed). The other two rights indicated most by respondents as having been violated are the right to social security (34 percent) and health care (22 percent).

About 18 percent of the respondents indicated that their right to participate in free and fair elections had been violated. Another nine percent of the respondents said that the right to access to government information had been violated. Nine percent said the right to freedom of movement had been violated, six percent said the right to a fair trial had been violated, and another six percent indicated that the freedom of

19. Statistical significance determined by t-tests; all less than .05.

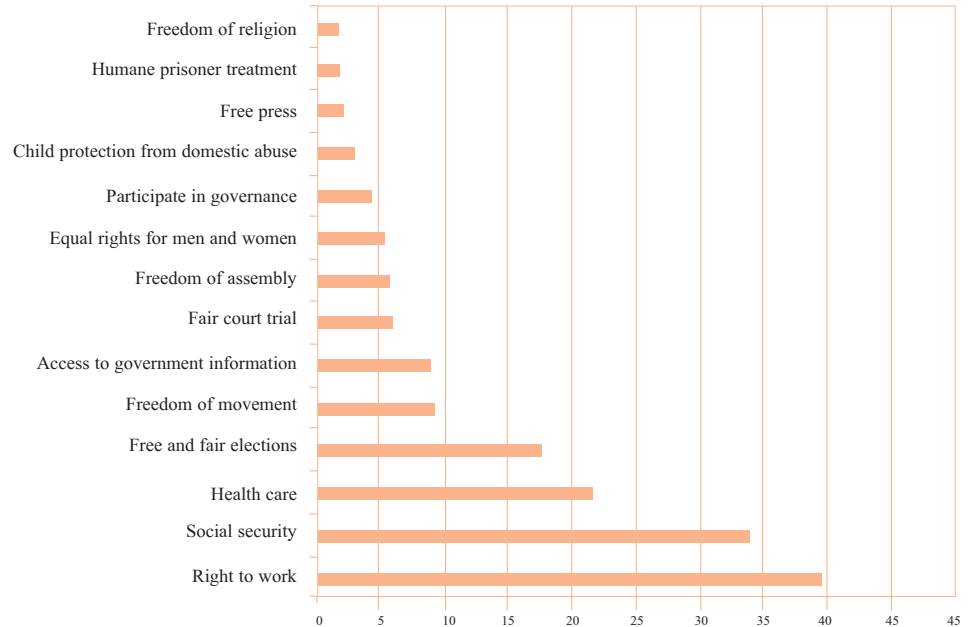
20. Statistical significance determined by t-tests; all less than .05

21. Statistical significance determined by Pearson's Product Moment Correlation; all less than .05.

assembly had been violated. Five percent of the respondents said that equal rights for men and women and four percent said that their right to

participate in governance had been violated in the past two years.

Figure 1: Incidents of violation of human rights during the past two years



Less than five percent of the respondents indicated that child abuse (3 percent), freedom of religion (2 percent), freedom of the press (2 per-

cent), or rights of prisoners and detainees (2 percent) had been violated.

Trafficking in humans

Respondents were read the following statement, “As you may know, some people think that human trafficking is a growing problem in Armenia. One solution to this problem is assisting those who will work abroad by providing mandatory orientation sessions before they leave,” and were then asked for their agreement with such a solution. (See Table 28.)

A little more than half of the respondents (52 percent) could not answer the question because

they do not know what is human trafficking. (Interviewers were told not to provide definitions or to explain so that levels of understanding could be measured.)

Of the remaining 44 percent of the respondents (excluding those who responded “don’t know”), there was overwhelming support for providing mandatory orientation sessions to assist those who are planning to work abroad with 89 percent agreeing to such a solution.

SUMMARY OF MAJOR FINDINGS

This section summarizes the major findings of the report on a nationwide survey of human

rights attitudes, knowledge, and behavior in Armenia.



INFORMATION SOURCES

- ◆ Seven out of ten Armenians are at least “somewhat interested” in the general issue of human rights in Armenia.
- ◆ Six out of ten Armenians use television as their source for information about human rights in Armenia with two out of ten having no source for such information.
- ◆ For those Armenians using television as their source for information, about half depend on H1, the official public television channel, with twice as many marz than Yerevan residents depending on H1.
- ◆ Four out of ten Armenians could not provide an answer when asked where they would go “if you needed information about your rights,” with one out of five saying they would to a lawyer or court.
- ◆ Almost 50 percent of Armenians said they would go nowhere or did not know where to go if they believed the security of their private life had been violated, with 20 percent saying they would appeal to a lawyer or court and 18 percent to the police. Only three percent said they would go to the Human Rights Defender.
- ◆ Seven out of ten Armenians could not say where they would go to appeal if their right to government information had been violated.
- ◆ Almost 50 percent of Armenians could not say where they would to appeal if their electoral rights had been violated, almost 25 percent said they would appeal to an electoral committee, and nearly 20 percent saying to a lawyer or court.
- ◆ Nevertheless, when asked to evaluate how well-informed they are about human rights in Armenia, nearly 70 percent reported that they were at least “somewhat informed.”

LEVELS OF KNOWLEDGE

- ◆ Sixteen percent of Armenians were able to name the person appointed to the office or correctly give the title of the Human Rights Defender Office in Armenia, with more men than women and urban residents than rural residents giving correct answers.
- ◆ Four in ten of those very few Armenians who gave the correct name of the ombudsman or the title of the new institution could not answer a question asking for an example of the kinds of problems the Human Rights Defender should be able to address and others gave incorrect examples.
- ◆ Only three percent of Armenians could correctly answer “Universal Declaration of Human Rights” when asked to name the official document that sets forth human rights for everyone worldwide.
- ◆ Almost all Armenians believe that “there are some rights that should never be restricted by governments for any reason,” and that “we have human rights because they are natural rights that belong to all human beings.” However, only about half of the respondents believe that “we have human rights only because governments give them to us.”
- ◆ Nevertheless, respondents demonstrated difficulty in understanding what is a universal human right when read a list, with most Armenians agreeing that all items on the list are human rights including 96 percent who said that being able to drive on safe roads is a human right.
- ◆ The right to religion received the least “yes” answers on the list of items, with 7 out of ten saying it is a universal human right that should be guaranteed for all people everywhere.
- ◆ Nearly all Armenians correctly agreed that a child’s right to be protected from domestic abuse, access to quality education, adequate housing, adequate food, adequate health care, property ownership, and fair employment opportunities are universal human rights.

ATTITUDES TOWARD HUMAN RIGHTS IN ARMENIA

- ◆ Overall, respondents provided answers that demonstrated strongly held attitudes.
- ◆ Only four out of ten Armenians are at least “somewhat satisfied” with the protection of human rights in Armenia, with older respondents being slightly more satisfied than younger respondents and men slightly more dissatisfied than women.
- ◆ Only four in ten Armenians agree that “in general, the human rights of Armenians are protected better now than ever before.”
- ◆ Only three in ten Armenians agree that “overall, I am satisfied with how my human rights are protected in Armenia.”
- ◆ Nearly all Armenians believe that “overall, Armenia has serious human rights problems that are not being solved.”
- ◆ Eight in ten Armenians believe that “human rights are systematically violated in Armenia.”
- ◆ Nearly all Armenians believe that “the Armenian government should change its approach and put human rights near the top of the list of problems that must be solved in this country.”
- ◆ Armenians are split on the question of discrimination based on gender being a problem in Armenia, with 36 percent believing it is a problem and another 36 percent believing it is not a problem and an unusually large 28 percent being unable to provide an answer.
- ◆ When asked to rate (on a scale of one to ten where one is “never protected”) how well specific human rights are protected in Armenia, the rights to social security, work, participation in state governance, fair court trials, and health care received low scores under four.
- ◆ The highest protection score was given to the right of religion, the only right to receive a rating above eight.
- ◆ None of the nine institutions to which respondents were asked to give a grade received more than an average or passing grade. Failing grades went to the National Assembly, central and local governments, courts, and police.
- ◆ When asked to name the national values more important to Armenians, 20 percent gave answers surrounding the arts and language. Only one in ten named religion.

VIOLATION OF RIGHTS

- ◆ Four in ten Armenians reported that their or a family member’s right to work, three in ten their right to social security, and two in ten their right to health care had been violated in the past two years.
- ◆ Two in ten Armenians reported that their or a family member’s right to participate in free and fair elections had been violated, and one in ten said access to government information and another one in ten said freedom of movement had been violated in the past two years.
- ◆ Six percent of Armenians reported that their or a family member’s right to a fair trial had been violated in the past two years, and another six percent said the right to freedom of assembly had been violated. Five percent said that their right to equality for women and men had been violated in the past two years.

TABLES

Table 1: Number of interviews conducted by Yerevan and ten marzes compared to ROA census data

	Frequency	Percent	ROA 2001 Census data
Yerevan	350	34.8	34.3
Aragatsotn	43	4.3	4.3
Ararat	85	8.5	8.5
Armavir	86	8.6	8.6
Gegharkunik	73	7.3	7.4
Lori	85	8.5	8.9
Kotayk	89	8.9	8.5
Shirak	88	8.8	8.8
Syunik	47	4.7	4.8
Vayots Dzor	17	1.7	1.7
Tavush	42	4.2	4.2
Total	1005	100.0	100.0

Table 2: Number of interviews conducted by urban and rural populations compared to ROA census data

	Frequency	Percent	ROA 2001 Census data
Urban	649	64.6	64.3
Rural	356	35.4	35.7
Total	1005	100.0	100.0

Table 3: Number of interviews conducted by Yerevan and marzes compared to ROA census data

	Frequency	Percent	ROA 2001 Census data
Yerevan	350	34.8	34.3
Marzes	655	65.2	65.7
Total	1005	100.0	100.0

Table 4: Level of interest in human rights in Armenia

	Frequency	Percent	Valid Percent**	Cumulative Percent
very interested	239	23.8	23.9	23.9
somewhat interested	472	47.0	47.2	71.2
somewhat uninterested	59	5.9	5.9	77.1
very uninterested	229	22.8	22.9	100.0
don't know/can't say	6	0.6	100.0	
Total	1005	100.0		

Mode=2 Mean=2.28 Median=2.00 (1=Very interested and 4=Very uninterested; don't know/can't say excluded)

**Valid percent is percentage without don't know/can't say

Table 5: Information source accessed for information about human rights in Armenia

	Frequency	Percent	Cumulative Percent
Television	641	63.8	63.8
Newspapers	41	4.1	67.9
Radio	16	1.6	69.5
NGOs	3	0.3	69.8
Family	7	0.7	70.4
Friends and neighbors	47	4.7	75.1
Other	47	4.7	79.8
None	148	14.7	94.5
Don't know/can't say	55	5.5	100.0
Total	1005	100.0	

Table 6: Breakdowns for Information source accessed for information about human rights in Armenia by urban and rural populations

		Urban	Rural	Total
Television	Count	418	223	641
	Percentage	64.4	62.6	63.8
Newspapers	Count	31	10	41
	Percentage	4.8	2.8	4.1
Radio	Count	9	7	16
	Percentage	1.4	2.0	1.6
NGOs	Count	3	0	3
	Percentage	0.5	0.0	0.3
Family	Count	5	2	7
	Percentage	0.8	0.6	0.7
Friends and neighbors	Count	29	18	47
	Percentage	4.5	5.1	4.7
Other	Count	36	11	47
	Percentage	5.5	3.1	4.7
None	Count	91	57	148
	Percentage	14.0	16.0	14.7
Don't know/can't say	Count	27	28	55
	Percentage	4.2	7.9	5.5
Total	Count	649	56	1005
	Percentage	100.0	100.0	100.0

Table 7: Television source when accessed

	Frequency	Percent
H 1	326	50.9
Armenia	81	12.6
ALM	77	12.0
Shant	32	5.0
H 2	23	3.6
Kentron	12	1.9
Prometevs	7	1.1
Yerevan	5	0.8
Armnews	4	0.6
Yerkir Media	3	0.5
AR	2	0.3
Tsayg	1	0.2
Armenakop	1	0.2
DK	67	10.5
Total	641	100.0

Table 8: Sources for obtaining information about rights

	Frequency	Percent
Courts/lawyers	220	21.9
Mass media/internet	128	12.7
Local/central government officials	85	8.5
Friends/neighbors/relatives /workplace	78	7.8
Human rights defender	14	1.4
Don't know	261	26.0
Nowhere	140	13.9
Other	79	7.9
Total	1005	100.0

Table 9: Breakdowns for Information source accessed for information about human rights in Armenia by Yerevan and marz populations

		Yerevan	Marzes	Total
Lawyer/court	Count	103	117	220
	Percentage	29.4	17.9	21.9
Mass media/internet	Count	36	92	128
	Percentage	10.3	14.0	12.7
Local/central government officials	Count	8	77	85
	Percentage	2.3	11.8	8.5
Friends/neighbors/ relatives/work place	Count	35	43	78
	Percentage	10.0	6.6	7.8
Human rights defender	Count	7	7	14
	Percentage	2.0	1.1	1.4
Don't know	Count	80	181	261
	Percentage	22.9	27.6	26.0
Nowhere	Count	45	95	140
	Percentage	12.9	14.5	13.9
Other	Count	36	43	79
	Percentage	10.3	6.6	7.9
Total	Count	350	655	1005
	Percentage	100.0	100.0	100.0

Table 10: Places to appeal in cases of violation of the right to protect the security of private life

	Frequency	Percent
Courts/lawyers	209	20.8
Police	184	18.3
Local/central government officials	105	10.4
Human rights defender	34	3.4
Nowhere	255	25.4
Don't know	196	19.5
Other	22	2.2
Total	1005	100.0

Table 11: Places to appeal in cases of violation of the right to receive information from the government

	Frequency	Percent
Local/central government officials	142	14.1
Courts/lawyers	86	8.6
Human rights defender	19	1.9
Don't know	385	38.3
Nowhere	304	30.2
Other	69	6.9
Total	1005	100.0

Table 12: Places to appeal in cases of violation of the right to vote in elections

	Frequency	Percent
Electoral committee	232	23.1
Courts/lawyers	181	18.0
Local/central government officials	99	9.9
Police	19	1.9
Human rights defender	2	0.2
Nowhere	311	30.9
Don't know	141	14.0
Other	20	2.0
Total	1005	100.0

Table 13: Name of the person who was appointed to head the institution for human rights protection in Armenia

	Frequency	Percent
Correct	162	16.1
Incorrect	44	4.4
Don't know	799	79.5
Total	1005	100.0

Table 14: Name of the title of the position appointed to head the institution for human rights protection in Armenia

	Frequency	Percent
Correct	164	16.3
Incorrect	21	2.1
Don't know	820	81.6
Total	1005	100.0

Table 15: One most important human rights problem in Armenia today

	Frequency	Percent
Specific human rights violation named	240	23.9
Socio-economic problems/ social injustice	176	17.5
Overall human rights are not protected in Armenia	152	15.1
Personal security is violated	61	6.1
Rule of law not respected	50	5.0
Other	97	9.7
Don't know	229	22.8
Total	1005	100.0

Table 16a: Grade given to the mass media for human rights protection

	Frequency	Percent	Valid Percent	Cumulative Percent
5	151	15.0	16.4	16.4
4	179	17.8	19.4	35.8
3	309	30.7	33.6	69.4
2	126	12.5	13.7	83.1
1	156	15.5	16.9	100.0
Don't know/can't say	84	8.4	100.0	
Total	1005	100.0		

Mean=3.05, Mode=3, Median=3.00 (1=failing and 5=excellent; don't know/can't say excluded)

Table 16b: Grade given to the President of the Republic of Armenia for human rights protection

	Frequency	Percent	Valid Percent	Cumulative Percent
5	163	16.2	17.2	17.2
4	139	13.8	14.7	31.9
3	168	16.7	17.7	49.6
2	126	12.5	13.3	62.9
1	351	34.9	37.1	100.0
Don't know/can't say	58	5.8	100.0	
Total	1005	100.0		

Mean=2.62, Mode=1, Median=2.00 (1=failing and 5=excellent; don't know/can't say excluded)

Table 16c: Grade given to the courts for human rights protection

	Frequency	Percent	Valid Percent	Cumulative Percent
5	75	7.5	8.2	8.2
4	93	9.3	10.2	18.4
3	186	18.5	20.3	38.7
2	161	16.0	17.6	56.3
1	400	39.8	43.7	100.0
Don't know/can't say	90	9.0	100.0	
Total	1005	100.0		

Mean=2.22, Mode=1, Median=2.00 (1=failing and 5=excellent; don't know/can't say excluded)

Table 16d: Grade given to NGOs for human rights protection

	Frequency	Percent	Valid Percent	Cumulative Percent
5	83	8.3	10.1	10.1
4	150	14.9	18.2	28.3
3	224	22.3	27.2	55.5
2	109	10.8	13.2	68.7
1	257	25.6	31.2	100.0
Don't know/can't say	182	18.1	100.0	
Total	1005	100.0		

Mean=2.63, Mode=1, Median=3.00 (1=failing and 5=excellent; don't know/can't say excluded)

Table 16e: Grade given to the police for human rights protection

	Frequency	Percent	Valid Percent	Cumulative Percent
5	98	9.8	10.4	10.4
4	102	10.1	10.8	21.2
3	176	17.5	18.6	39.8
2	155	15.4	16.4	56.2
1	413	41.1	43.8	100.0
Don't know/can't say	61	6.1	100.0	
Total	1005	100.0		

Mean=2.28, Mode=1, Median=2.00 (1=failing and 5=excellent; don't know/can't say excluded)

Table 16f: Grade given to Armenian National Assembly for human rights protection

	Frequency	Percent	Valid Percent	Cumulative Percent
5	69	6.9	7.3	7.3
4	80	8.0	8.5	15.8
3	147	14.6	15.5	31.3
2	173	17.2	18.3	49.6
1	477	47.5	50.4	100.0
Don't know/can't say	59	5.9	100.0	
Total	1005	100.0		

Mean=2.04, Mode=1, Median=1.00 (1=failing and 5=excellent; don't know/can't say excluded)

Table 16g: Grade given to the central government for human rights protection

	Frequency	Percent	Valid Percent	Cumulative Percent
5	54	5.4	5.9	5.9
4	95	9.5	10.5	16.4
3	164	16.3	18.0	34.4
2	169	16.8	18.6	53.0
1	427	42.5	47.0	100.0
Don't know/can't say	96	9.6	100.0	
Total	1005	100.0		

Mean=2.10, Mode=1, Median=2.00 (1=failing and 5=excellent; don't know/can't say excluded)

Table 16h: Grade given to the local government for human rights protection

	Frequency	Percent	Valid Percent	Cumulative Percent
5	126	12.5	13.3	13.3
4	139	13.8	14.7	28.0
3	184	18.3	19.5	47.5
2	157	15.6	16.6	64.1
1	340	33.8	35.9	100.0
Don't know/can't say	59	5.9	100.0	
Total	1005	100.0		

Mean=2.53, Mode=1, Median=2.00 (1=failing and 5=excellent; don't know/can't say excluded)

Table 16i: Grade given to Armenia's human rights defender for human rights protection

	Frequency	Percent	Valid Percent	Cumulative Percent
5	166	16.5	25.8	25.8
4	118	11.7	18.3	44.1
3	113	11.2	17.5	61.6
2	70	7.0	10.9	72.5
1	177	17.6	27.5	100.0
Don't know/can't say	361	35.9	100.0	
Total	1005	100.0		

Mean=3.04, Mode=1, Median=3.00 (1=failing and 5=excellent; don't know/can't say excluded)

Table 17: Means for grades given to institutions for human rights protection in tables 16a through 16i

	Means
Mass media	3.05
President of Armenia	2.62
Courts	2.22
NGOs	2.63
Police	2.28
National Assembly	2.04
Central government	2.10
Local government	2.53
Human Rights Defender	3.04

(1=failing and 5=excellent; don't know/can't say excluded)

Table 18: Agreement on rights that are universal human rights to be guaranteed for all people everywhere (in descending order)

		Yes	No	Don't know	Don't understand	Total
Protection of children's rights	Count	986	16	3	0	1005
	Percentage	98.1	1.6	0.3	0.0	100.0
Access to quality education	Count	985	15	5	0	1005
	Percentage	98.0	1.5	0.5	0.0	100.0
Adequate housing	Count	979	25	1	0	1005
	Percentage	97.4	2.5	0.1	0.0	100.0
Adequate health care	Count	978	22	2	3	1005
	Percentage	97.3	2.2	0.2	0.3	100.0
Adequate food	Count	978	24	2	1	1005
	Percentage	97.3	2.4	0.2	0.1	100.0
Property ownership	Count	976	22	4	3	1005
	Percentage	97.1	2.2	0.4	0.3	100.0
Fair employment opportunity	Count	973	25	5	2	1005
	Percentage	96.8	2.5	0.5	0.2	100.0
To drive on safe roads	Count	960	37	6	2	1005
	Percentage	95.5	3.7	0.6	0.2	100.0
Right to adequate clothing	Count	948	49	7	1	1005
	Percentage	94.3	4.9	0.7	0.1	100.0
Freedom of speech	Count	934	60	10	1	1005
	Percentage	92.9	6.0	1.0	0	100.0
Right to equal pay for equal work	Count	924	66	9	6	1005
	Percentage	91.9	6.6	0.9	0.6	100.0

		Yes	No	Don't know	Don't understand	Total
Equal rights for women	Count	897	95	9	4	1005
	Percentage	89.3	9.5	0.9	0.4	100.0
Freedom of movement	Count	852	90	28	35	1005
	Percentage	84.8	9.0	2.8	3.5	100.0
Consumer rights	Count	822	73	42	68	1005
	Percentage	81.8	7.3	4.2	6.8	100.0
Humane treatment when detained or imprisoned	Count	817	130	49	9	1005
	Percentage	81.3	12.9	4.9	0.9	100.0
Right to form free labor unions	Count	723	122	68	92	1005
	Percentage	71.9	12.1	6.8	9.2	100.0
Right of religion	Count	700	281	21	3	1005
	Percentage	69.7	28.0	2.1	0.3	100.0

Table 19: Level of how well-informed about human rights in Armenia

	Frequency	Percent	Valid Percent	Cumulative Percent
Very well informed	87	8.7	8.7	8.7
Somewhat informed	591	58.8	59.2	67.9
Somewhat not informed	121	12.0	12.1	80.1
Not at all well informed	199	19.8	19.9	100.0
Don't know/can't say	7	0.7	100.0	
Total	1005	100.0		

Mean=2.43, Mode=2, Median=2.00 (1=very well informed and 4=not at all well informed; don't know/can't say excluded)

Table 20: Level of satisfaction with protection of human rights in Armenia

	Frequency	Percent	Valid Percent	Cumulative Percent
Very satisfied	12	1.2	1.2	1.2
Somewhat satisfied	368	36.6	37.6	38.9
Somewhat unsatisfied	155	15.4	15.8	54.7
Very unsatisfied	443	44.1	45.3	100.0
Don't know/can't say	27	2.7	100.0	
Total	1005	100.0		

Mean=3.05, Mode=4, Median=3.00 (1=very satisfied and 4=very unsatisfied; don't know/can't say excluded)

Table 21a: National values that are most important for Armenians (Multiple responses permitted)

	Frequency	Percent
Culture/language	306	20.5
Patriotism	224	15.0
Religion	133	8.9
Other	652	43.7
Don't know	176	11.8
Total	1491	100.0

Table 21b: "Other" responses for table 21a

Family values	70
Hardworking/diligent	64
Armenian customs/traditions	55
Education/intelligence	54
Hospitality	52
Honesty/morality/modesty	52
Independence of Armenia	48
Dignity/honor	46
History	38
Peace/stability/security of the country	37
Humanism/kindness	36
Nature/natural resources	21
State system/army	18
Human rights protection/justice	17
Money/well being of Armenians	10
Friendship	8
Creativity	7
Respect for other nationalities	4
Rule of law	4
Victory of Nagorno-Karabakh war	3
Nuclear station	2
Order	2
Astrology	1
Courage	1
Optimism	1
Yerevan	1
Total	652

Table 22a: Discrimination based on gender is not a problem in Armenia

	Frequency	Percent	Valid Percent	Cumulative Percent
Strongly agree	84	8.4	11.7	11.7
Agree	272	27.1	37.7	49.4
Disagree	291	29.0	40.4	89.7
Strongly disagree	74	7.4	10.3	100.0
Don't know/can't say	284	28.3	100.0	
Total	1005	100.0		

Mean=2.49, Mode=3 Median=3.00 (1=strongly agree and 4=strongly disagree; don't know/can't say excluded)

Table 22b: Human rights should be guaranteed for all people in the world no matter where they live

	Frequency	Percent	Valid Percent	Cumulative Percent
Strongly agree	642	63.9	64.3	64.3
Agree	331	32.9	33.2	97.5
Disagree	23	2.3	2.3	99.8
Strongly disagree	2	0.2	0.2	100.0
Don't know/can't say	7	0.7	100.0	
Total	1005	100.0		

Mean=1.38, Mode=1, Median=1.00 (1=strongly agree and 4=strongly disagree; don't know/can't say excluded)

Table 22c: There are some rights that should never be restricted by governments for any reason

	Frequency	Percent	Valid Percent	Cumulative Percent
Strongly agree	466	46.4	49.4	49.4
Agree	388	38.6	41.1	90.5
Disagree	77	7.7	8.2	98.6
Strongly disagree	13	1.3	1.4	100.0
Don't know/can't say	61	6.1	100.0	
Total	1005	100.0		

Mean=1.62, Mode=1, Median=2.00 (1=strongly agree and 4=strongly disagree; don't know/can't say excluded)

Table 22d: We have human rights only because governments give them to us

	Frequency	Percent	Valid Percent	Cumulative Percent
Strongly agree	140	13.9	14.7	14.7
Agree	355	35.3	37.3	52.1
Disagree	319	31.7	33.5	85.6
Strongly disagree	137	14.0	14.4	100.0
Don't know/can't say	54	5.4	100.0	
Total	1005	100.0		

Mean=2.48, Mode=2, Median=2.00 (1=strongly agree and 4=strongly disagree; don't know/can't say excluded)

Table 22e: We have human rights because they are natural rights that belong to all human beings

	Frequency	Percent	Valid Percent	Cumulative Percent
Strongly agree	511	50.8	52.1	52.1
Agree	427	42.5	43.6	95.7
Disagree	39	3.9	4.0	99.7
Strongly disagree	3	0.3	0.3	100.0
Don't know/can't say	25	2.5	100.0	
Total	1005	100.0		

Mean=1.52, Mode=1, Median=1.00 (1=strongly agree and 4=strongly disagree; don't know/can't say excluded)

Table 22f: Armenian Constitution includes guarantees for the rights to work, education, and health care

	Frequency	Percent	Valid Percent	Cumulative Percent
Strongly agree	183	18.2	19.7	19.7
Agree	340	33.8	36.7	56.4
Disagree	260	25.6	28.0	84.5
Strongly disagree	144	14.3	15.5	100.0
Don't know/can't say	78	7.8	100.0	
Total	1005	100.0		

Mean=2.39, Mode=2, Median=2.00 (1=strongly agree and 4=strongly disagree; don't know/can't say excluded)

Table 22g: In general, the human rights of Armenians are protected better now than ever before

	Frequency	Percent	Valid Percent	Cumulative Percent
Strongly agree	108	10.7	11.3	11.3
Agree	279	27.8	29.1	40.4
Disagree	378	37.6	39.4	79.8
Strongly disagree	194	19.3	20.2	100.0
Don't know/can't say	46	4.6	100.0	
Total	1005	100.0		

Mean=2.69, Mode=3, Median=3.00 (1=strongly agree and 4=strongly disagree; don't know/can't say excluded)

Table 22h: Overall, Armenia has serious human rights problems that are not being solved

	Frequency	Percent	Valid Percent	Cumulative Percent
Strongly agree	491	48.9	50.2	50.2
Agree	453	45.1	46.3	96.4
Disagree	31	3.1	3.2	99.6
Strongly disagree	4	0.4	0.4	100.0
Don't know/can't say	26	2.6	100.0	
Total	1005	100.0		

Mean=1.54, Mode=1, Median=1.00 (1=strongly agree and 4=strongly disagree; don't know/can't say excluded)

Table 22i: In general, human rights are better protected in Armenia than in Azerbaijan

	Frequency	Percent	Valid Percent	Cumulative Percent
Strongly agree	162	16.1	29.0	29.0
Agree	311	30.9	55.6	84.6
Disagree	68	6.8	12.2	96.8
Strongly disagree	18	1.8	3.2	100.0
Don't know/can't say	446	44.4	100.0	
Total	1005	100.0		

Mean=1.90, Mode=2, Median=2.00 (1=strongly agree and 4=strongly disagree; don't know/can't say excluded)

Table 22j: In general, human rights are better protected in Armenia than in Georgia

	Frequency	Percent	Valid Percent	Cumulative Percent
Strongly agree	169	16.8	28.3	28.3
Agree	315	31.3	52.8	81.1
Disagree	91	9.1	15.2	96.3
Strongly disagree	22	2.2	3.7	100.0
Don't know/can't say	408	40.6	100.0	
Total	1005	100.0		

Mean=1.94, Mode=2, Median=2.00 (1=strongly agree and 4=strongly disagree; don't know/can't say excluded)

Table 22k: Human rights are systematically violated in Armenia

	Frequency	Percent	Valid Percent	Cumulative Percent
Strongly agree	375	37.3	38.5	38.5
Agree	440	43.8	45.2	83.8
Disagree	148	14.7	15.2	99.0
Strongly disagree	10	1.0	1.0	100.0
Don't know/can't say	32	3.2	100.0	
Total	1005	100.0		

Mean=1.79, Mode=2, Median=2.00 (1=strongly agree and 4=strongly disagree; don't know/can't say excluded)

Table 22l: The Armenian government should change its approach and put human rights near the top of the list of problems in this country that must be solved

	Frequency	Percent	Valid Percent	Cumulative Percent
Strongly agree	604	60.1	61.4	61.4
Agree	355	35.3	36.1	97.5
Disagree	23	2.3	2.3	99.8
Strongly disagree	2	0.2	0.2	100.0
Don't know/can't say	21	2.1	100.0	
Total	1005	100.0		

Mean=1.41, Mode=1, Median=1.00 (1=strongly agree and 4=strongly disagree; don't know/can't say excluded)

Table 22m: Overall, I am satisfied with how my human rights are protected in Armenia

	Frequency	Percent	Valid Percent	Cumulative Percent
Strongly agree	47	4.7	4.8	4.8
Agree	267	26.6	27.1	31.9
Disagree	348	34.6	35.3	67.2
Strongly disagree	323	32.1	32.8	100.0
Don't know/can't say	20	2.0	100.0	
Total	1005	100.0		

Mean=2.96, Mode=3, Median=3.00 (1=strongly agree and 4=strongly disagree; don't know/can't say excluded)

Table 23: Central tendency for attitude measures in tables 22a through 22m (in descending order)

	Means	Mode	Median
Overall, I am satisfied with how my human rights are protected in Armenia.	2.96	3	3.00
In general, the human rights of Armenians are protected better now than ever before.	2.69	3	3.00
Discrimination based on gender is not a problem in Armenia	2.49	3	3.00
We have human rights only because governments give them to us.	2.48	2	2.00
The Armenian Constitution includes guarantees for the rights to work, education, and health care.	2.39	2	2.00
In general, human rights are better protected in Armenia than in Georgia.	1.94	2	2.00
In general, human rights are better protected in Armenia than in Azerbaijan.	1.90	2	2.00
Human rights are systematically violated in Armenia.	1.79	2	2.00
There are some rights that should never be restricted by governments for any reason.	1.62	1	2.00
Overall, Armenia has serious human rights problems that are not being solved.	1.54	1	1.00
We have human rights because they are natural rights that belong to all human beings.	1.52	1	1.00
The Armenian government should change its approach and put human rights near the top of the list of problems in this country that must be solved.	1.41	1	1.00
Human rights should be guaranteed for all people in the world no matter where they live	1.38	1	1.00

(1=strongly agree and 4=strongly disagree; don't know/can't say excluded)

Table 24a: How protected is the right to work in Armenia

	Frequency	Percent	Valid Percent	Cumulative Percent
10	50	5.0	5.1	5.1
9	6	0.6	0.6	5.7
8	28	2.8	2.9	8.6
7	35	3.5	3.6	12.2
6	29	2.9	3.0	15.2
5	144	14.3	14.7	29.9
4	89	8.9	9.1	39.0
3	144	14.3	14.7	53.7
2	114	11.3	11.7	65.4
1	338	33.6	34.6	100.0
Don't know	25	2.5	100.0	
Don't understand	3	0.3		
Total	1005	100.0		

Mean=3.35, Mode=1, Median=3.00 (1=never protected and 10=always protected; don't know/can't say and don't understand excluded)

Table 24b: How protected is the right to social security in Armenia

	Frequency	Percent	Valid Percent	Cumulative Percent
10	23	2.3	2.4	2.4
9	13	1.3	1.3	3.7
8	38	3.8	3.9	7.6
7	36	3.6	3.7	11.3
6	35	3.5	3.6	14.9
5	133	13.2	13.7	28.6
4	80	8.0	8.3	36.9
3	123	12.2	12.7	49.6
2	121	12.0	12.5	62.1
1	366	36.4	37.8	100.0
Don't know	27	2.7	100.0	
Don't understand	10	1.0		
Total	1005	100.0		

Mean=3.18, Mode=1, Median=2.00 (1=never protected 10=always protected; don't know/can't say and don't understand excluded)

Table 24c: How protected is child's right to be protected from domestic abuse in Armenia

	Frequency	Percent	Valid Percent	Cumulative Percent
10	242	24.1	27.3	27.3
9	67	6.7	7.6	34.9
8	91	9.1	10.3	45.2
7	85	8.5	9.6	54.8
6	38	3.8	4.3	59.1
5	106	10.5	12.0	71.1
4	56	5.6	6.3	77.4
3	47	4.7	5.3	82.7
2	33	3.3	3.7	86.4
1	120	11.9	13.6	100.0
Don't know	95	9.5	100.0	
Don't understand	25	2.5		
Total	1005	100.0		

Mean=6.39, Mode=10, Median=7.00 (1=never protected and 10=always protected; don't know/can't say and don't understand excluded)

Table 24d: How protected is the right to access to information from government in Armenia

	Frequency	Percent	Valid Percent	Cumulative Percent
10	91	9.1	11.1	11.1
9	17	1.7	2.1	13.2
8	47	4.7	5.7	18.9
7	39	3.9	4.8	23.7
6	43	4.3	5.2	28.9
5	128	12.7	15.6	44.5
4	42	4.2	5.1	49.6
3	87	8.7	10.6	60.2
2	76	7.6	9.3	69.5
1	251	25.0	30.6	100.0
Don't know	145	14.4	100.0	
Don't understand	39	3.9		
Total	1005	100.0		

Mean=4.19, Mode=1, Median=3.00 (1=never protected and 10=always protected; don't know/can't say and don't understand excluded)

Table 24e: How protected is the right to participate in free and fair elections in Armenia

	Frequency	Percent	Valid Percent	Cumulative Percent
10	182	18.1	18.6	18.6
9	37	3.7	3.8	22.4
8	76	7.6	7.8	30.2
7	52	5.2	5.3	35.5
6	34	3.4	3.5	39
5	86	8.6	8.8	47.8
4	53	5.3	5.4	53.2
3	85	8.5	8.7	61.9
2	77	7.7	7.9	69.8
1	298	29.7	30.4	100.0
Don't know	25	2.5	100.0	
Don't understand	0	0.0		
Total	1005	100.0		

Mean=4.77, Mode=1, Median=4.00 (1=never protected and 10=always protected; don't know/can't say and don't understand excluded)

Table 24f: How protected is the equal enjoyment of all rights for men and women in Armenia

	Frequency	Percent	Valid Percent	Cumulative Percent
10	252	25.1	26.2	26.2
9	61	6.1	6.3	32.5
8	101	10.0	10.5	43
7	85	8.5	8.8	51.8
6	35	3.5	3.6	55.4
5	144	14.3	15.0	70.4
4	82	8.2	8.5	78.9
3	65	6.5	6.8	85.7
2	37	3.7	3.9	89.6
1	99	9.9	10.3	100.0
Don't know	39	3.9	100.0	
Don't understand	5	0.5		
Total	1005	100.0		

Mean=6.35, Mode=10, Median=7.00 (1=never protected and 10=always protected; don't know/can't say and don't understand excluded)

Table 24g: How protected is the right to freedom of religion in Armenia

	Frequency	Percent	Valid Percent	Cumulative Percent
10	515	51.2	54.4	54.4
9	90	9.0	9.5	63.9
8	80	8.0	8.4	72.3
7	40	4.0	4.2	76.5
6	22	2.2	2.3	78.8
5	82	8.2	8.7	87.5
4	25	2.5	2.6	90.1
3	26	2.6	2.7	92.8
2	16	1.6	1.7	94.5
1	51	5.1	5.4	100.0
Don't know	50	5.0	100.0	
Don't understand	8	0.8		
Total	1005	100.0		

Mean=8.11, Mode=10, Median=10.00 (1=never protected and 10=always protected; don't know/can't say and don't understand excluded)

Table 24h: How protected is the right of freedom of assembly in Armenia

	Frequency	Percent	Valid Percent	Cumulative Percent
10	233	23.2	25.9	25.9
9	41	4.1	4.6	30.5
8	85	8.5	9.4	39.9
7	60	6.0	6.7	46.6
6	53	5.3	5.9	52.5
5	118	11.7	13.1	65.6
4	49	4.9	5.4	71
3	70	7.0	7.8	78.8
2	55	5.5	6.1	84.9
1	137	13.6	15.2	100.0
Don't know	76	7.6	100.0	
Don't understand	28	2.8		
Total	1005	100.0		

Mean=5.95, Mode=10, Median=6.00 (1=never protected and 10=always protected; don't know/can't say and don't understand excluded)

Table 24i: How protected is the right to freedom of movement in Armenia

	Frequency	Percent	Valid Percent	Cumulative Percent
10	287	28.6	30.6	30.6
9	80	8.0	8.5	39.1
8	84	8.4	8.9	48
7	66	6.6	7.0	55
6	38	3.8	4.0	59
5	104	10.3	11.1	70.1
4	59	5.9	6.3	76.4
3	51	5.1	5.4	81.8
2	56	5.6	6.0	87.8
1	114	11.3	12.1	100.0
Don't know	42	4.2	100.0	
Don't understand	24	2.4		
Total	1005	100.0		

Mean=6.48, Mode=10, Median=7.00 (1=never protected and 10=always protected; don't know/can't say and don't understand excluded)

Table 24j: How protected is the right for a free press in Armenia

	Frequency	Percent	Valid Percent	Cumulative Percent
10	243	24.2	26.6	26.6
9	69	6.9	7.6	34.2
8	113	11.2	12.4	46.6
7	72	7.2	7.9	54.5
6	41	4.1	4.5	59
5	101	10.0	11.1	70.1
4	44	4.4	4.8	74.9
3	61	6.1	6.7	81.6
2	35	3.5	3.8	85.4
1	133	13.2	14.6	100.0
Don't know	80	8.0	100.0	
Don't understand	13	1.3		
Total	1005	100.0		

Mean=6.33, Mode=10, Median=7.00 (1=never protected and 10=always protected; don't know/can't say and don't understand excluded)

Table 24k: How protected are the rights of detainees and prisoners in Armenia

	Frequency	Percent	Valid Percent	Cumulative Percent
10	65	6.5	9.5	9.5
9	23	2.3	3.4	12.9
8	45	4.5	6.6	19.5
7	52	5.2	7.6	27.1
6	39	3.9	5.7	32.8
5	84	8.4	12.3	45.1
4	51	5.1	7.5	52.6
3	98	9.8	14.4	67
2	61	6.1	9.0	76
1	163	16.2	23.9	100.0
Don't know	313	31.1	100.0	
Don't understand	11	1.1		
Total	1005	100.0		

Mean=4.43, Mode=1, Median=4.00 (1=never protected and 10=always protected; don't know/can't say and don't understand excluded)

Table 24l: How protected is right to a fair court trial in Armenia

	Frequency	Percent	Valid Percent	Cumulative Percent
10	67	6.7	7.7	7.7
9	11	1.1	1.3	9
8	39	3.9	4.5	13.5
7	46	4.6	5.3	18.8
6	24	2.4	2.7	21.5
5	95	9.5	10.9	32.4
4	54	5.4	6.2	38.6
3	106	10.5	12.1	50.7
2	108	10.7	12.4	63.1
1	324	32.2	37.1	100.0
Don't know	121	12.0	100.0	
Don't understand	10	1.0		
Total	1005	100.0		

Mean=3.54, Mode=1, Median=3.00 (1=never protected and 10=always protected; don't know/can't say and don't understand excluded)

Table 24m: How protected is right to health care in Armenia

	Frequency	Percent	Valid Percent	Cumulative Percent
10	96	9.6	9.8	9.8
9	23	2.3	2.3	12.1
8	36	3.6	3.7	15.8
7	43	4.3	4.4	20.2
6	40	4.0	4.1	24.3
5	106	10.5	10.8	35.1
4	67	6.7	6.8	41.9
3	117	11.6	11.9	53.8
2	130	12.9	13.2	67
1	326	32.4	33.1	100.0
Don't know	18	1.8	100.0	
Don't understand	3	0.3		
Total	1005	100.0		

Mean=3.79, Mode=1, Median=3.00 (1=never protected and 10=always protected; don't know/can't say and don't understand excluded)

Table 24n: How protected is right to participate in state governance in Armenia

	Frequency	Percent	Valid Percent	Cumulative Percent
10	50	5.0	6.7	6.7
9	16	1.6	2.2	8.9
8	33	3.3	4.4	13.3
7	34	3.4	4.6	17.9
6	25	2.5	3.4	21.3
5	90	9.0	12.1	33.4
4	32	3.2	4.3	37.7
3	74	7.4	10.0	47.7
2	91	9.1	12.3	60.0
1	297	29.6	40.0	100.0
Don't know	198	19.7	100.0	
Don't understand	65	6.5		
Total	1005	100.0		

Mean=3.47, Mode=1, Median=2.00 (1=never protected and 10=always protected; don't know/can't say and don't understand excluded)

Table 25: Central tendency for attitude measures in tables 23a through 23n (in descending order)

	Means	Mode	Median
Right to freedom of religion	8.11	10	10.00
Right to freedom of movement	6.48	10	7.00
Children's right to be protected from domestic abuse	6.39	10	7.00
Equal enjoyment of all rights for men and women	6.35	10	7.00
Rights for a free press	6.33	10	7.00
Right of freedom of assembly	5.95	10	6.00
Right to participate in free and fair elections	4.77	1	4.00
Rights of detainees and prisoners	4.43	1	4.00
Right to access to information from government	4.19	1	3.00
Right to health care	3.79	1	3.00
Right to a fair court trial	3.54	1	3.00
Right to participate in the state's governance	3.47	1	2.00
Right to work	3.35	1	3.00
Right to social security	3.18	1	2.00

(1=never protected and 10=always protected; don't know/can't say and don't understand excluded)

Table 26: Violation of respondent/family member right during past two years (in descending order)

		Yes	No	Total
Right to work	Count	398	607	1005
	Percentage	39.6	60.4	100.0
Right to social security	Count	341	664	1005
	Percentage	33.9	66.1	100.0
Right to health care	Count	217	788	1005
	Percentage	21.6	78.4	100.0
Right to participate in free and fair elections	Count	178	827	1005
	Percentage	17.7	82.3	100.0
Right to freedom of movement	Count	92	913	1005
	Percentage	9.2	90.8	100.0
Right to access to information from government	Count	89	916	1005
	Percentage	8.9	91.1	100.0
Right to a fair court trial	Count	59	946	1005
	Percentage	5.9	94.1	100.0
Right of freedom of assembly	Count	56	949	1005
	Percentage	5.6	94.4	100.0
Equal enjoyment of all rights for men and women	Count	52	953	1005
	Percentage	5.2	94.8	100.0
Right to participate in the state's governance	Count	41	964	1005
	Percentage	4.1	95.9	100.0
Children's right to be protected from domestic abuse	Count	28	977	1005
	Percentage	2.8	97.2	100.0
Rights for a free press	Count	20	985	1005
	Percentage	2.0	98.0	100.0
Rights of detainees and prisoners	Count	18	987	1005
	Percentage	1.8	98.2	100.0
Right to freedom of religion	Count	16	989	1005
	Percentage	1.6	98.4	100.0

Table 27a: Awareness that an official document that sets forth human rights for everyone worldwide exists

	Frequency	Percent
Yes	271	27.0
No	400	39.8
Don't know/can't say	334	33.2
Total	1005	100.0

Table 27b: Ability to correctly name the Universal Declaration of Human Rights

	Frequency	Percent
Correct	27	10.0
Incorrect	125	46.1
Don't know/can't say	119	43.9
Total	271	100.0

Table 27c: For respondents who did not answer correctly, had ever heard of Universal Declaration of Human Rights before now

	Frequency	Percent
Yes	345	35.3
No	633	64.7
Total	978	100.0

Table 28: Attitude toward solving human trafficking by providing mandatory orientation sessions to assist those planning to work abroad

	Frequency	Percent	Valid Percent	Cumulative Percent
Strongly agree	276	27.5	62.4	62.4
Agree	119	11.8	26.9	89.4
Disagree	18	1.8	4.1	93.4
Strongly disagree	29	2.9	6.6	100.0
Don't know/can't say	42	4.2	100.0	
Don't understand	521	51.8		
Total	1005	100.0		

Mean=1.55, Mode=1, Median=1.00 (1=strongly agree and 4=strongly disagree; don't know/can't say and don't understand excluded)

Table 29: Gender

	Frequency	Percent
Male	375	37.3
Female	630	62.7
Total	1005	100.0

Table 30: Age

	Mean	Median
	42.65	43.00
	Min	Max
	15	76

Table 31: Highest level of education obtained

	Frequency	Percent	Cumulative Percent
Primary school (4 years)	6	0.6	0.6
Incomplete secondary school	17	1.7	2.3
Secondary school 8 years	68	6.8	9.1
Secondary school 10 years	331	32.9	42.0
University, college, technical school	331	32.9	74.9
Completed university degree (4 or 5 years)	239	23.8	98.7
Advanced graduate university degree	13	1.3	100.0
Total	1005	100.0	

Table 32: Any one in household with full or part time job and/or self-employment

	Frequency	Percent
Yes	620	38.5
No	385	38.5
Total	1005	100.0

Appendix A: Problems appropriate to bring to the Human Rights Defender in Armenia

Employment	3
Work-related issues	1
The right to work is violated	1
The protection of the employment right	1
In cases when there is discrimination in workplace	1
Recover rights of employment	1
If someone doesn't give me a job	1
When there is a violation of rights — for example when you are fired without reason	5
When salary is not being paid by the organization	1
When people are being moved from their own houses, like in North Avenue	1
If unfairly take me out of home	1
Home property issue	2
If you are forced to leave your house	1
Property rights issues	1
The right to live in an apartment	1
Injustice in the court	1
Court case without justification	1
If I am involved in judicial issue, and if decision is unfair	1
To take someone to jail without informing family	1
In case my application is not accepted in the court	1
If there is violation in the court, if there is injustice	1
When court doesn't defend my rights	1
When court gives wrong decision	1
Unfair verdict	2
In case of being illegally sued	1
In case of illegal arrest	2
If the court has refused the case	1
If the court is already concerned with the issue	1
When wrongly accused of something by the court	1
When there is an obvious violation of my rights in the court	1
Violation of fair trial	1
In case of unjust decision of court	1
If any of my rights are violated	14
Can turn to Human Rights Defender with any question	10
If local government can not solve any problem	1
Issues connected with the city hall, for example corruption in city district	1
When the government forbids meetings/demonstrations	1
When human rights are violated by the government	1
Unfairness in marzpetaran	1
If nobody can help — even the village government	1
If anybody refuses my complaint	1
If I need some document from the Ministry and I am rejected	1
When my rights are violated by the police	1

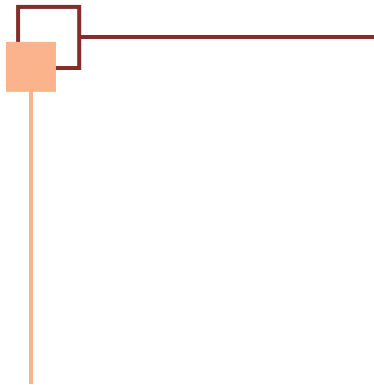
Events of 12th of April	1
In case of violation of the right to vote	16
In case you are not allowed to leave the country	1
Somebody is not allowed to leave the country	1
Arrested man is beaten	1
Citizen is missing	1
Divorce, abandonment of parents by their children	1
If someone can't defend his interests	1
If I have conflict in the street and I can not defend myself	1
When someone is in prison	1
In case of violation of right of ownership of land	1
In case of violation of the rights of the victims/criminals	1
Killing of Armenian officer in Budapest	1
Mothers of soldiers can take their problems	1
Problems concerning military service	1
On questions of my living conditions	1
On the question of optimization in schools	1
Police restricts a person's freedom	1
Problems concerning citizenship	1
Protection of consumer right	1
To ask for social assistance	1
To protect refugee's rights	1
Violation of freedom of speech	1
Violent seizure of power	1
When someone offends me	3
When someone borrows money from me and does not want to return it	1
When the law has acted against you	1
When there is infringement on inviolability of my person	1
When we do not know the laws	1
Don't know	68
Total	188

Appendix B: Problems not appropriate to bring to the Human Rights Defender in Armenia

All problems can be taken to Ombudsman	3
All cases other than state issues	3
Cannot go to defender if you committed a crime and you are guilty	12
If there are criminal and economic issues	1
In case you are incorrect	2
Court case	1
Cannot go to the defender for the daily problems — for example quarrel between wife and husband	1
Election issues	1
Private family problems	23
Personal issues	19
If it is noisy or if the apartment above is leaking the water, problems with neighbors	9
Social issues, such as getting job, aid, increasing living conditions	5
If local government can solve	1
If the problem is possible to solve in other levels	1
Illegal actions of road police	1
Little administrative questions	3
Political and global issues	2
Religious sects problem	1
There are no such cases	1
Violation of voting rights	1
When applying for divorce	1
When having problems with co-workers at the workplace	1
When having problems with tax collection department in business	1
When I get a denial at the embassy	1
When it is just a matter of taking money from you	1
Don't know	92
Total	188

Acronyms

AUA	American University of Armenia
CIS	Commonwealth of Independent States
H1	Armenian Public Television First Channel
NGO	Non-governmental organization
TCPA	Turpanjian Center of Policy Analysis
UN	United Nations
UNDP	United Nations Development Programme
USA	United States of America



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