CENTER FOR REGIONAL DEVELOPMENT
TRANSPARENCY INTERNATIONAL ARMENIA

2006 CORRUPTION PERCEPTION IN ARMENIA

UNDP Armenia

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EXECUTIVE SUMMARY

This nationwide corruption perception survey was implemented by the Center for Regional Development/ Transparency International Armenia (CRD/TI Armenia) in August 2006, with the support of the United Nations Development Program (UNDP) Armenia Office. The survey was conducted to give people a voice for sharing their thoughts on corruption, to specify problematic areas, to reveal manifestations of corruption, and to identify possible solutions to combat corruption. It is hoped that the survey results will facilitate public debates in the country. The survey data are to be introduced to state officials, businesses, civil society experts, the donor community and journalists who can provide input to the development of more effective anti-corruption policy in Armenia.

The survey questionnaire was developed based on the one used by CRD/TI Armenia for the 2002 country corruption survey to ensure a comparison with the previous data. The 2006 representative sample of randomly selected 1,500 households covered all Marzes of Armenia, along with Yerevan City, with a statistical error of 2.6%. The sample was proportionally distributed over urban and rural settlements (31 cities and 40 villages).

The results of the presented survey indicated that people in Armenia are still very much concerned about corruption. More than half of all respondents considered corruption as crime and immoral behavior. In 2006, nearly five times more interviewees than in 2002 stated that corruption has always existed in Armenia. The majority of interviewees believe that the level of corruption has increased during the last three years.

Most people still think that bribery and abuse of public office for personal gain are the main manifestations of corruption. They still believe that the state authorities are those who mainly initiate corruption and that more corruption occurs in the high level of the Armenian government system.

The responses concerning the most corrupt institutions have changed since 2002. While the prosecution system was mentioned again in 2006, the Prime Minister's Office and the courts were replaced by the Prime Minister and the Ministers. In 2002, the respondents were given the opportunity to prioritize the three most corrupt choices among all the listed institutions, but they had difficulty (or refused) to make a selection. In 2006, the interviewees answered the same question by choosing the President, the Prime Minister and Ministers as the first, the second and the third most corrupt state institutions.

As to the most corrupt sectors and services, the traffic police is still perceived by the public as very corrupt. In addition, the majority of respondents selected the electoral system and the tax service as most corrupt, while in 2002 the military and health sector were given similar marks. In 2006, education and health sectors were placed together with the traffic police in the group of the first three choices of the most corrupt sectors and services in Armenia.

The 2006 survey revealed new sectors to which unofficial payments were made, as reported by interviewees. These are the State Registrar, the Office of Enforcement of Court Decisions, foreign embassies, environment-related services, condominiums, as well as the Register of Civil Acts, in addition to healthcare, education, traffic police, tax, customs, cadastre, military, local self-government bodies, notary offices, etc., which were also mentioned in 2002.

Whereas the majority of the 2002 respondents thought that the main causes of corruption are poor law enforcement, imperfect legislation and inefficient control and punishment mechanisms, in 2006 an increased number of interviewees were inclined to see public tolerance as one of the major causes of corruption in Armenia.

In 2006, many respondents said they can not justify corruption at all, which was not the case in 2002, and can be seen as a positive trend. Another positive tendency for the year of 2006 was that many more people

answered that they would not take bribes since it is unacceptable for them and much less would take bribes because everyone does.

According to the findings of the 2006 survey, the public is not aware about the Anti-Corruption Strategy, the Anti-Corruption Council and its Monitoring Commission, as well as about Armenia's international obligations in the fight against corruption. Answering the question about the effectiveness of the fight against corruption in Armenia, almost the same percentage of the 2006 respondents said it is somewhat effective, and merely the same percentage thought it is not effective, if compared to 2002.

Most of the 2006 respondents were alarmed by a negative impact of corruption on the legitimacy of the Armenian authorities and the morale of the society, which did not come across in 2002. The majority of interviewees named the President, the Government, the National Assembly, the law enforcement bodies and the judiciary to be responsible for the corruption situation in the country.

While prioritizing the solutions to improve the current situation, most respondents pointed to a necessity of ensuring free and fair elections. They also referred to strengthening law enforcement and punishment of those involved in corruption as a key to the success of reducing corruption in the country. In 2006, the majority of interviewees still believe that the President of the country could play a determining role in reducing corruption in Armenia, whereas more than half of them assume that people themselves cannot do anything.

The public opinion regarding the possibility to fight corruption in Armenia has not changed since 2002. Nearly a third of respondents said again that corruption cannot be eliminated, almost half of them noted that it can be limited to a certain degree, and one fifth thought that it can be substantially reduced.

BACKGROUND INFORMATION

Armenia's Corruption Ranking

Corruption is abuse of power for private gain. "According-to-the rule" corruption takes place when a state official receives private gain for performing his/her duties defined by the law, for something that is required according to the rules. "Against-the-rule" corruption occurs when a state official gains benefits for a service, which he/she has no legal right to provide and thus violates the law.

The phenomenon of corruption manifests itself in different forms and dimensions and can infect all basic institutions and values within a society, which in its turn negatively affects the political, social and economic development of a country. Ordinary citizens can face small scale or "petty" corruption in their everyday life in such areas as traffic police, education, public health, etc. Large scale or "grand" corruption is less visible for the public and less detectable; it usually involves political and economic elites. Areas of grand corruption are public procurement, use of international assistance, etc. Whereas the said examples refer to the realm of administrative corruption, bribing voters and/or members of electoral commissions, and using administrative resources during elections are classical examples of political corruption.

According to Transparency International (TI) 2006 Corruption Perception Index (CPI)[1], among 163 examined countries Armenia is placed in the group of countries with a score below 3.0 (on a "10-0" scale, where "10" is the cleanest country and "0" – the most corrupt one), which implies that corruption here is perceived as rampant. No progress has been made during the last three years, with the Armenia's CPI equal to 3.1, 2.9 and 2.9 in 2004, 2005 and 2006, respectively.

[1] http://www.transparency.org/policy_and_research/surveys_indices/cpi

The 2005 Business Environment and Entrepreneurial Performance Study (BEEPS) revealed that, compared with 2002, corruption became a more serious problem impeding business activities in Armenia[2]. The surveyed firms stated that though the frequency of bribes decreased, the amount of bribes as a share of annual sales raised in comparison with 2002, while in the case of other post-communist countries it declined. In the opinion of the interviewed firms, unofficial payments are most often made to obtain government contracts, to issue business licenses and permits, to get connected and maintained public services (electricity and telephone), to deal with taxes and tax collection, occupational health, safety, fire, building and environmental inspections, as well as with customs/imports and the courts. The firms participating in the survey also pointed to the increased influence on the context of new legislation, rules and decrees, or, in other words, to the growing evidence of state capture.

According to *Nations in Transit* report published by Freedom House in 2006[3], corruption at all levels of government has not changed in Armenia. Since 1999 the country's index of corruption of 5.75 has remained unchanged (on a "1-7" scale, where "1" means absolutely clean and "7" – absolutely corrupt). The 2006 Gallup Corruption Index ranked Armenia as 69th out of 101 calculated countries, with a score of 82 (where the lowest score indicates that the population is least likely and the highest score - most likely - to perceive corruption as widespread)[4].

The recent World Bank report *Anticorruption in Transition 3: Who Is Succeeding…and Why?* underlined that in spite of the development of the Anti-Corruption Strategy and its Action Plan in 2003 and creation of the high-level Anti-Corruption Council in 2004, the situation in Armenia, along many dimensions of corruption, was significantly worse in 2005 compared with 2002[5].

Anti-Corruption Institutional Framework

The abovementioned Anti-Corruption Strategy and its Action Plan were finalized and approved by the Coalition Government formed after the 2003 Parliamentary elections. The Government of Armenia adopted an approach aimed at improving relevant legislation and strengthening the existing law-enforcement bodies. Specific legal or procedural instruments for investigating and prosecuting corruption offences are not in place in Armenia. Most of the corruption-related crimes such as bribery, abuse of power, misuse of power, forgery, etc., are investigated by the prosecution bodies. A special Anti-Corruption Department was established in the Office of the Prosecutor General in April 2004 to coordinate corruption-related investigative activities of the prosecution bodies, the Police and the National Security Service.

The Armenian Anti-Corruption Strategy and its Action Plan are incorporated in one document, under the same title. The goal of the Strategy is to overcome corruption, elimination of its causes, form a healthy moral and psychological environment in the country, which will, in its turn, promote the establishment of democratic institutions, civil society and the rule of law, free competitive market, economic development and reduction of poverty[6].

According to the Anti-Corruption Strategy, the major instruments in the fight against corruption in Armenia are the establishment of a system of fair governance based on the rule of law, disclosure of corrupt practices and holding liable the persons involved in corruption, and promotion of public awareness and development and implementation of the codes of conduct and ethical norms for state officials[7]. The Action Plan incorporates about 100 measures (including sub-measures)[8]. The largest number of measures (44)

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2 http://www.info.worldbank.org/governance/beeps
3 http://www.freedomhouse.hu/nit.html
4 http://www.galluppoll.com/content/?ci=25612&pg=1
5 *Anticorruption in Transition 3: Who Is Succeeding… and Why?* The World Bank, 2006, p. 63.
6 *Anti-Corruption Strategy and Its Action Plan*. Yerevan. 2003, pp. 5-6.
7 *Ibid.*, pp. 15-18.
8 *Ibid.*, pp. 51-68.

relates to the economic sphere, 7 to the political sphere, 13 to public administration, 7 to law enforcement bodies, and 10 to the judicial system. The overwhelming majority of the measures were implemented in the period from December 2003 to the end of 2006.

In June 2004, the Anti-Corruption Council and its Monitoring Commission were formed to support the implementation of anti-corruption policy of the Armenian Government[9]. The Council is headed by the Prime Minister and comprised of the National Assembly Deputy Speaker, the Head of the Staff of the Government, the Minister of Justice, the Prosecutor General, the Adviser to the President on anti-corruption matters (since June 2006, this position has been occupied by the Assistant to the President[10]), the Chairman of the Central Bank, the Chairman of the State Commission for the Protection of Economic Competition, the Chairman of the Chamber of Control and the Head of the Oversight Service under the President of Armenia.

The main functions of Council are to coordinate implementation of the Anti-Corruption Strategy, to discuss proposals submitted by the Monitoring Commission, to analyze the performance of those responsible for implementation of anti-corruption measures, to organize and coordinate development and implementation of anti-corruption programs of the ministries.

The Monitoring Commission is headed by a representative of the President of Armenia (formerly, the Presidential Advisor and, currently, the Presidential Assistant). Other members are the Head of the Armenian delegation to the Group of European Countries against Corruption (GRECO), the Secretary of the Commission on Public Sector Reform, a representative of the Government Staff, as well as representatives of the National Assembly factions and groups. The NGO sector is represented by CRD/TI Armenia as well as one NGO appointed by each faction and group of the National Assembly for one year period. As the opposition factions *Justice* and *National Unity* boycott the Monitoring Commission, the latter is lacking 4 members (2 representatives from the opposition and 2 members from NGOs to be nominated by them).

The Monitoring Commission has the following functions: to monitor the implementation of the Anti-Corruption Strategy and ministerial anti-corruption programs by involving the civil society and the media; to study and summarize international and local experience in anti-corruption; to monitor the implementation of Armenia's international obligations in the field of anti-corruption and to carry out expert analysis to reveal possible corruption risks in legal drafts[11].

The Commission collects statistics on corruption offences (see the 2005 data on the government web-site[12]) and tracks the implementation of the Action Plan measures based on the information received from responsible state institutions. The implementation of international obligations within the framework of anti-corruption conventions signed and ratified by Armenia is also checked based on the reports of corresponding government agencies. Twelve working groups of NGOs were established under the Monitoring Commission in 2005, though they did not function in 2006. Similarly, during 2006 the Anti-Corruption Council and the Monitoring Commission had only 3 and 2 meetings, respectively.

Armenia's International Obligations

Armenia is subject to international monitoring for evaluating its compliance to international anti-corruption standards. It became a member of GRECO[13] in January 2004, and signed and ratified the Council of Europe Criminal Law Convention on Corruption and Civil Law Convention on Corruption in June 2004 and December

9 Decree NH-100-N of the President of Armenia from June 1, 2004.
10 Decree NH-144-N of the President of Armenia from June 21, 2006.
11 Decree NH-100-N of the President of Armenia from June 1, 2004.
12 http://www.gov.am/armversion/premier_2/pdf/prog_d_2.pdf
13 http://www.greco.coe.int

2004, correspondingly. The country is also involved in the Istanbul Anti-Corruption Action Plan[14] developed for 8 former Soviet republics by the Organization for Economic Cooperation and Development (OECD).

Armenia's first GRECO Evaluation Report was adopted on March 10, 2006. It combined the first and second round assessments on the efficiency of the implementation of the anti-corruption measures carried out by the Armenian Government. The report indicated that corruption in Armenia "…is a major problem that affects many sectors of the public service"[15] and provided 24 recommendations directed to improve the current situation in the field of anti-corruption[16]. The deadline for the implementation of the GRECO recommendations is September 30, 2007.

The majority of the GRECO recommendations are of a preventive and detective nature and mainly (20 out of 24 recommendations) aim at adopting or improving laws and regulations. Training of public officials and auditors is foreseen by 6 recommendations, while one recommendation requires conducting relevant studies to reveal a more complete picture on the phenomenon of corruption and its manifestations in Armenia. The public participation component is included only in one recommendation, which points to a necessity to inform the public on a regular basis about anti-corruption measures and results of their implementation.

The OECD Istanbul Action Plan includes Armenia, Azerbaijan, Georgia, Kazakhstan, Kyrgyzstan, Russia, Tajikistan and Ukraine. It is directed at improving anti-corruption policies of these countries through the implementation of the recommendations developed by international experts. Recommendations for Armenia were developed and adopted during the Paris Meeting during June 15-18, 2004. The Armenian Government regularly reports to the OECD Anti-Corruption Network Secretariat on the implementation of the recommendations (the country's reports were submitted on December 2004, June and October 2005, June and December 2006).

Totally, there are 24 OECD recommendations, which are categorized into three groups (pillars): 1) "National Anti-Corruption Policy and Institutions" (7 recommendations); 2) "Legislation and Criminalization of Corruption" (8 recommendations); and 3) "Transparency of Civil Service and Financial Control Issues" (9 recommendations). The OECD Recommendations 1, 5, 8, 10, 12, 17 and 20 completely or partially coincide with the relevant GRECO recommendations. In December 2006, the 6th OECD Monitoring Meeting in Paris examined Armenia's progress in implementing the 2004 recommendations and adopted the country's monitoring report. The report highlighted a number of positive aspects, where progress has been achieved, but also stated that many of the implemented measures are only initial steps and much remains to be done to reduce the burden of corruption in various spheres of public and business life[17].

In May 2005, Armenia signed the United Nations Convention against Corruption (UNCAC)[18], which was ratified by the National Assembly in October 2006. The UNCAC provides an effective framework for combating corruption around the world. The Convention focuses on preventive measures; criminalization of corruption and law enforcement; international cooperation; asset recovery; technical assistance and information exchange; as well as mechanisms for implementation of the Convention provisions. A decision was made at the First Conference of State Parties to the UNCAC held in Jordan in December 2006 to set up a full scale review mechanism to cover mandatory and non-mandatory provisions, as well as to establish an international fund for experts in legal cases and a global capacity-building program with a focus on the judiciary and law enforcement agencies.

14 http://www.oecd.org/corruption/acn
15 http://www.greco.coe.int/evaluations
16 http://www.greco.coe.int/evaluations
17 http://www.oecd.org/document/35/0,2340,en_2649_34857_37846947_1_1_1_1,00.html
18 http://www.unodc.org/pdf/crime/convention_corruption/signing/Convention-e.pdf

In November 2006, the European Union and Armenia ratified the Action Plan within the framework of the European Neighborhood Policy (ENP), which includes the fight against corruption as a priority area[19]. Among specific priorities for action set out within the ENP Action Plan for Armenia, particular attention has been given to 8 anti-corruption measures such as ensuring adequate prosecution and conviction of corruption-related offences; compliance of the Criminal Code with international standards; development of the Code of Ethics for judges and prosecutors; adoption of sanctions in case of wrong declaration of assets and income by officials; increase of the salary of the judges, etc. Almost all the measures listed in the ENP Action Plan are also incorporated in the abovementioned Conventions, as well as the GRECO and OECD recommendations.

SURVEY FINDINGS

According to the observations of the enumerators, the majority of respondents (74.0%) were cooperative, 13.0% of them - cautious, 7.0% - indifferent, 4.0% - displeased and 2.0% showed attitudes different from the mentioned ones. In general, citizens of rural areas were much friendlier than those from urban areas. Likewise, residents of the downtown area of Yerevan were more hostile towards enumerators when compared to those living in remote Communities of the City.

The vast majority of the 2006 interviewees (96.0%) indicated TV, which was listed along with radio, print media, Internet and other sources, as the main sources of the corruption-related information.

Out of 1,500 of the surveyed respondents, 40.0% were male and 60.0% were female; 23.5% belonged to the age group of "18-30"; 29.3% - "31-45"; 31.7% - "46-60"; and 15.5% - "61 and above". The three biggest educational groups were: those with secondary (36.0%), higher (31.0%) and vocational education (28.0%), while 3.0% had incomplete secondary education and 1.0% - scientific degree. Almost the same gender, age and education profiles were registered for the 2002 corruption perception survey[20].

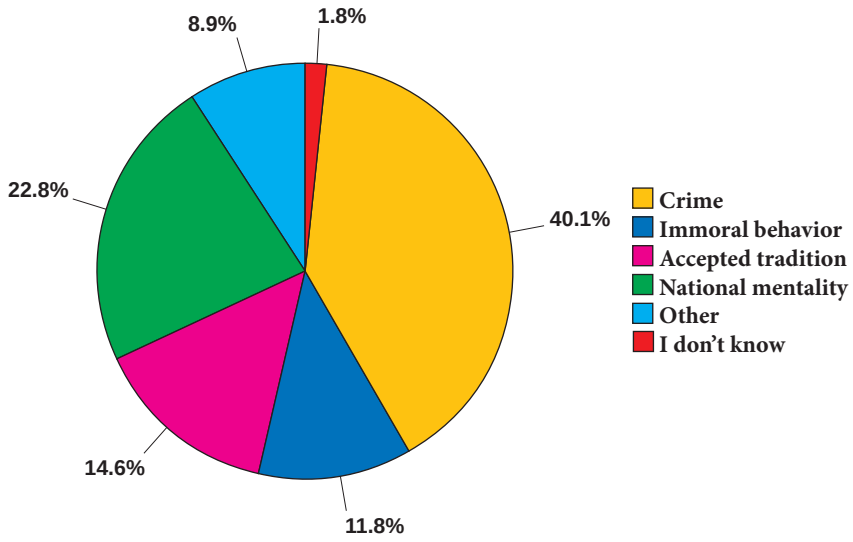
The occupational profile for 2006 was somewhat different from the one for 2002. In 2006, the largest percentage of interviewed respondents (23.0%) were housewives; 20.0% - public sector employees; 15.0% - retired; 12.0% involved in agriculture; by 8.0% - private sector employees and self-employed persons, 5.0% - unemployed, 4.0% - students; 3.0% - civil servants; 1.0% - entrepreneurs and 0.5% - people working abroad. The number of unemployed respondents was much higher in 2002 (33.2%), whereas there were far fewer housewives (below 2.7%) surveyed four years ago[21].

The majority of respondents (65.0%) assessed their living standards as medium; 9.0% and 15.0% - as very bad and bad; and 2.0% and 9.0% - as very good and good, respectively. Meanwhile, the average monthly income was reported to be below 10,000 AMD by 5.0%; 11-25,000 AMD – by 19.0%; 26-50,000 AMD – by 30.0%; 51-100,000 AMD – by 26.0%; 101-200,000 AMD – by 14.0% and above 200,000 AMD – by 5.0%. The sources of income for the surveyed households were as follows: salary (45.0%); income from self-employment (24.0%); pensions (13.0%); remittances from abroad (13.0%); and welfare (4.0%).

Question 1 "What is corruption?" was asked only during the 2006 survey; and 40.1% of all the respondents answered that corruption is crime; 11.8% - immoral behavior; 14.6% - accepted tradition; 22.8% - national mentality; whereas 8.9% provided with other answers, mostly mentioning "bribe" (*see Fig. 1*).

[19] http://www.delarm.cec.eu.int/en/press/16_11_2006.pdf
[20] *Country Corruption Assessment: Public Opinion Survey,* CRD/TI Armenia, Yerevan, 2002, p.2.
[21] *Ibid*, p.2.

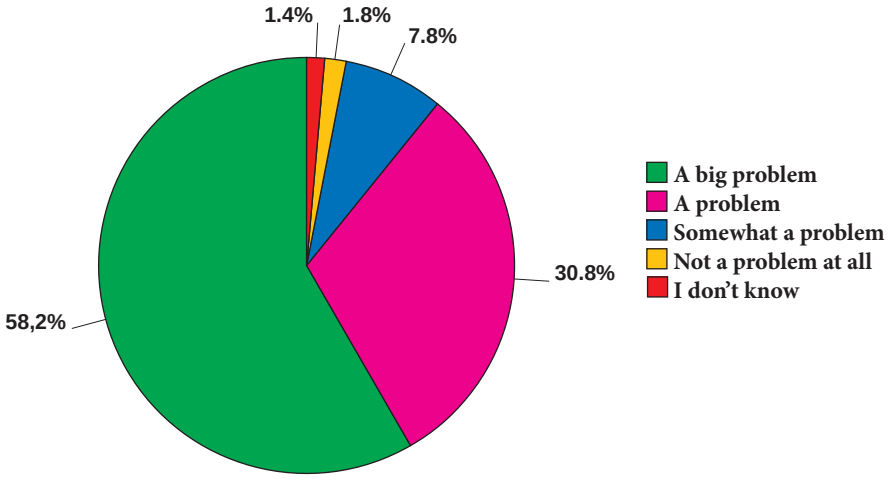
Fig. 1. What is corruption?



Cross-tabulation by all demographic categories indicated that the majority of them regarded corruption as "crime" (*see Fig.1 in Annexes 3, 4, 5 and 7 and Tab. 1 in Annex 6*). No significant difference was identified in the case of urban and rural population (*see Fig.1 in Annex 8*), while the share of "crime" answers was higher among respondents from Vayots Dzor if compared to those from Yerevan and other Marzes (*see Fig. 1 in Annex 9*).

In 2002, corruption was cumulatively seen as a problematic issue for 80.0% of interviewees, and only 4.0% thought that it is not problematic[22]. The 2006 survey findings indicated that the increased percentage of respondents (about 89.0%) said that corruption is a problem (30.8%) and a big problem (58.2%) in Armenia; and less people (1.8%) did not find it problematic (*see Fig. 2*).

Fig. 2. Is corruption a problem in Armenia?

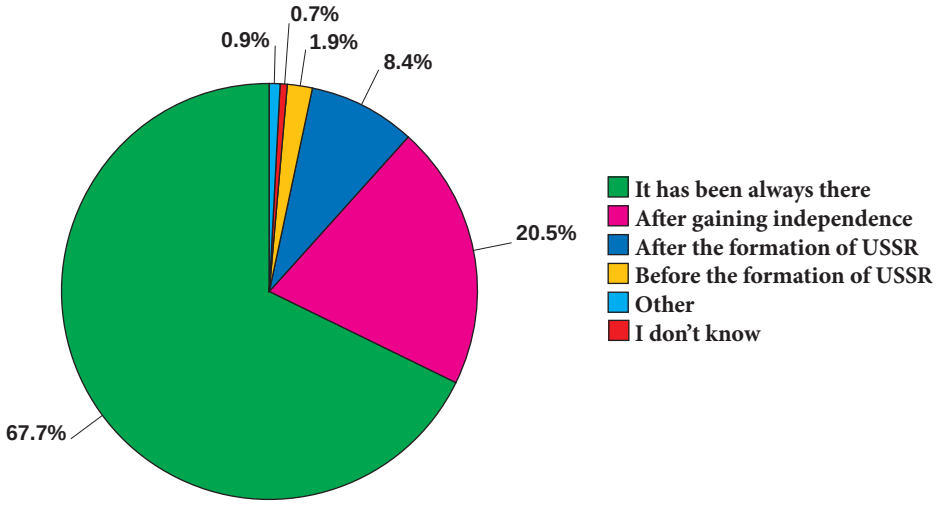


Corruption was considered to be a problem or a big problem by the majority of respondents within all demographic categories (*see Fig. 2 in Annexes 3, 4, 5 and 7 and Tab. 2 in Annex 6)*. The vast majority of people in both urban and rural settlements shared the same opinion (*see Fig. 2 in Annex 8)*, along with respondents in all territorial-administrative units (*see Fig. 2 in Annex 9*).

[22] *Country Corruption Assessment: Public Opinion Survey,* CRD/TI Armenia, Yerevan, 2002, p.2.

Fig. 3 demonstrates that 67.7% of respondents believed that corruption had always existed in Armenia; 20.5% thought it had appeared after gaining independence; 8.4% noted that it happened after the formation of the USSR; and 1.9% mentioned ''before the formation of the USSR". In 2002, only 14.1% of respondents said that corruption was always there; 27.5% selected ''after gaining independence"; 25.1% - ''after the formation of the USSR"; and 31.6% - ''before the formation of the USSR"[23].

Fig. 3. Since when has corruption existed in the Armenian society?



Answers to the question concerning the recent changes of the level of corruption are presented in *Fig. 4*. About one third of the interviewees (33.5%) noted that the level of corruption in the country had significantly increased during the last three years; 30.5% said it had increased; 23.3% supposed it had not changed; and only 7.6% mentioned that it had decreased. Though in 2002, the same question was asked concerning the last five years, yet the distribution of answers was close to the 2006 pattern (34.4%, 32.6%, 24.8% and 2.8%)[24].

Fig. 4. In the recent three years, how has the level of corruption been changed in Armenia?

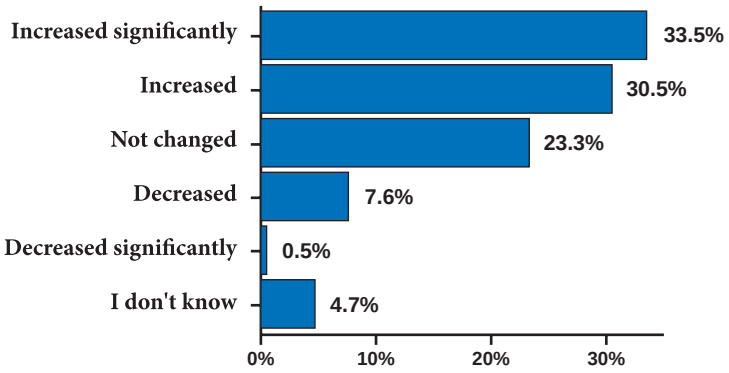
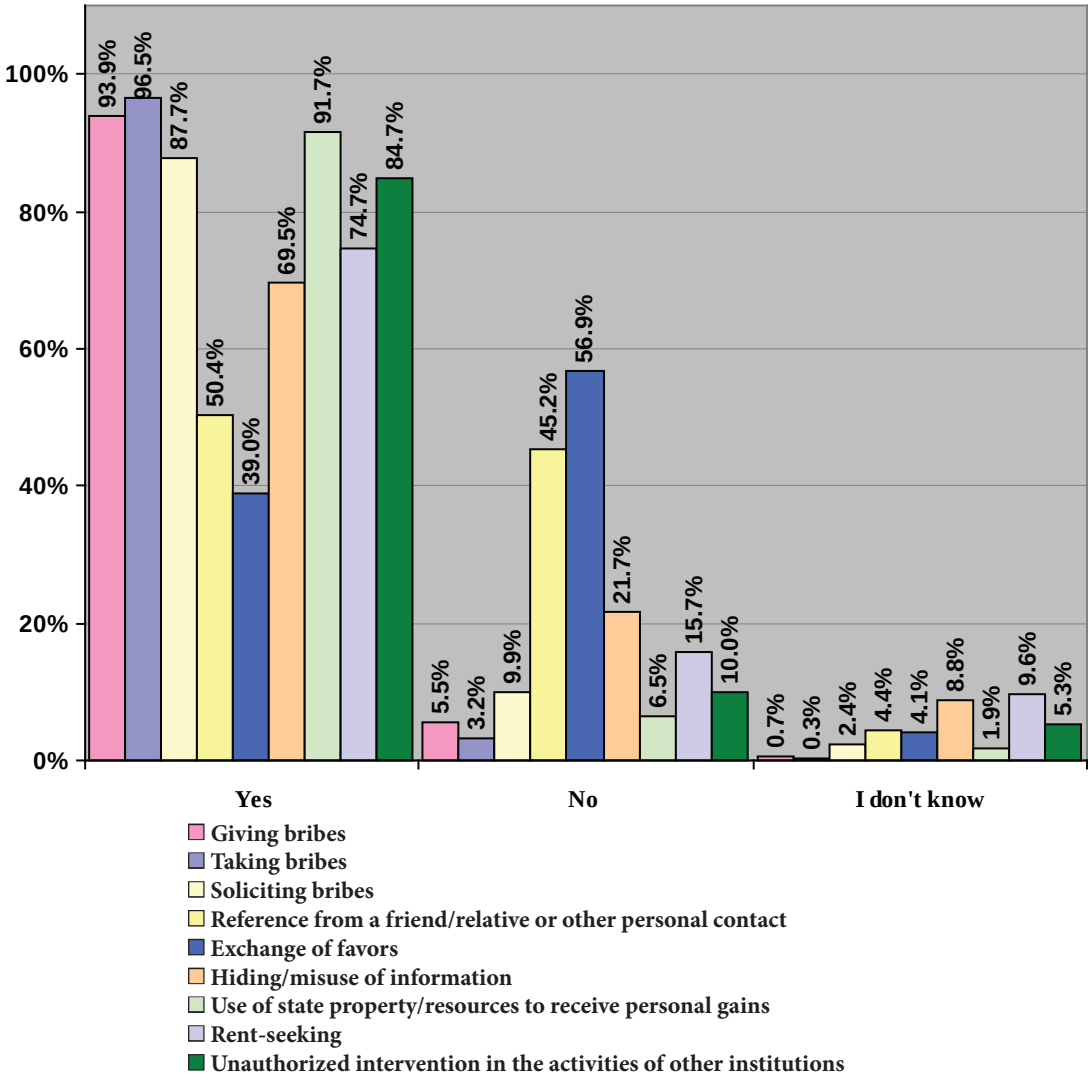


Fig. 5 shows that "giving bribes" and "taking bribes", as well as "use of state property/resources for personal gains" are the three most frequent answers to the question related to manifestations of corruption. In 2002, almost all the respondents associated corruption with "giving bribes" (96.5%); "taking bribes" (93.5%) and "abuse of power" (91.7%)[25].

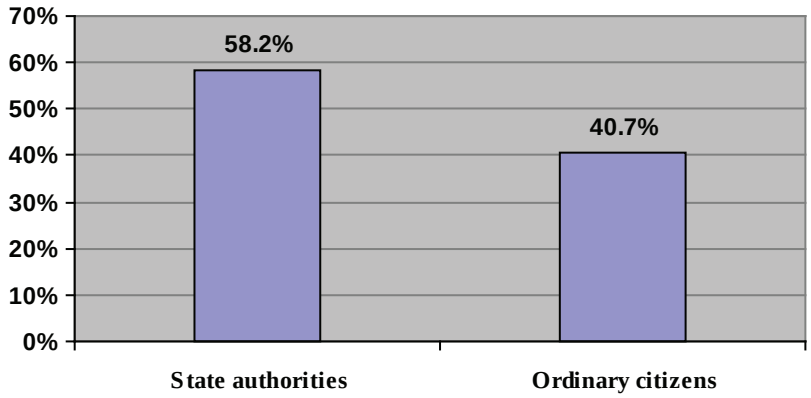
[23] *Country Corruption Assessment: Public Opinion Survey,* CRD/TI Armenia, Yerevan, 2002, p.2.
[24] *Ibid*., p.2.
[25] *Ibid*., p.2.

Fig. 5. Which of the listed below would you consider to be a manifestation of corruption?



When asked "Who initiates corruption in Armenia?", the largest number of the 2006 respondents (58.2%) pointed to state authorities as the first choice; 38.8% - to state authorities as the second choice; and 34.3% - to political parties as the third choice (*see Fig. 6.1, 6.2 and 6.3*). In 2002, the overwhelming majority of interviewees (94.5%) referred to state authorities, as well, but had no possibility to prioritize choices[26].

Fig. 6.1. Who initiates corruption in Armenia (first choice)?
(100.0% of respondents answered this question)



[26] *Country Corruption Assessment: Public Opinion Survey,* CRD/TI Armenia, Yerevan, 2002, pp.2-3.

Fig. 6.2. Who initiates corruption in Armenia (second choice)?
(85.6% of respondents answered this question)

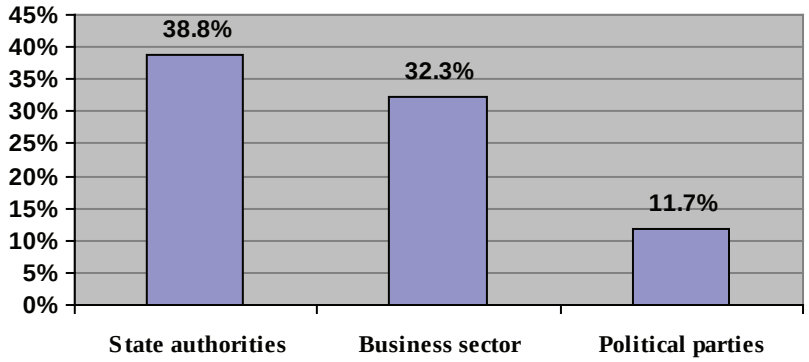
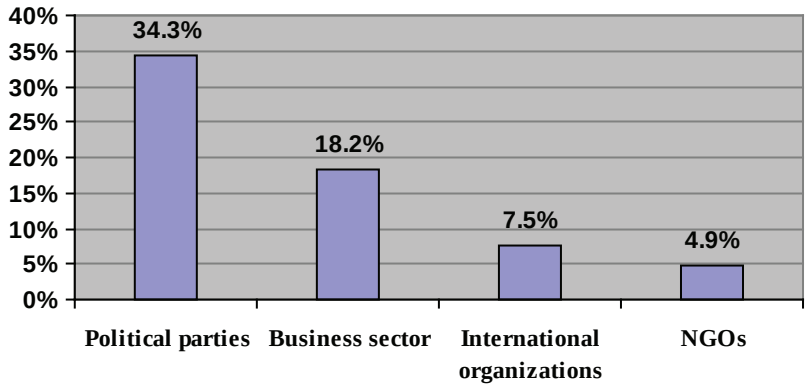
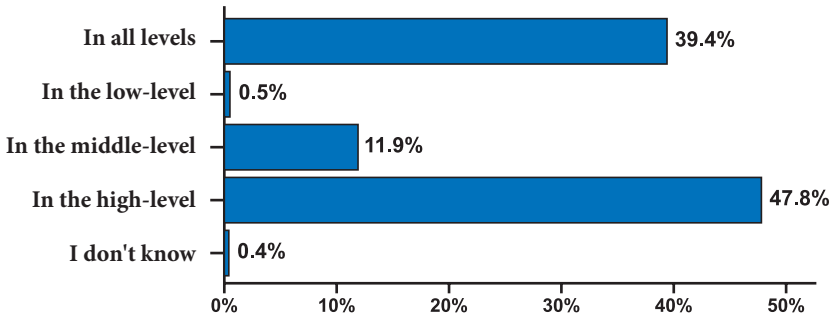


Fig. 6.3. Who initiates corruption in Armenia (third choice)?
(66.9% of respondents answered this question)



The 2006 distribution of answers to the question "Where does corruption occur within the Armenian government system?" was very similar to the 2002 pattern[27]: almost half of interviewees (47.8%) said that corruption exists in the high level of the Armenian government system; 39.4% believed it occurs in all levels; 11.9% - in the middle level; and only 0.5% pointed to the low level (*see Fig. 7*).

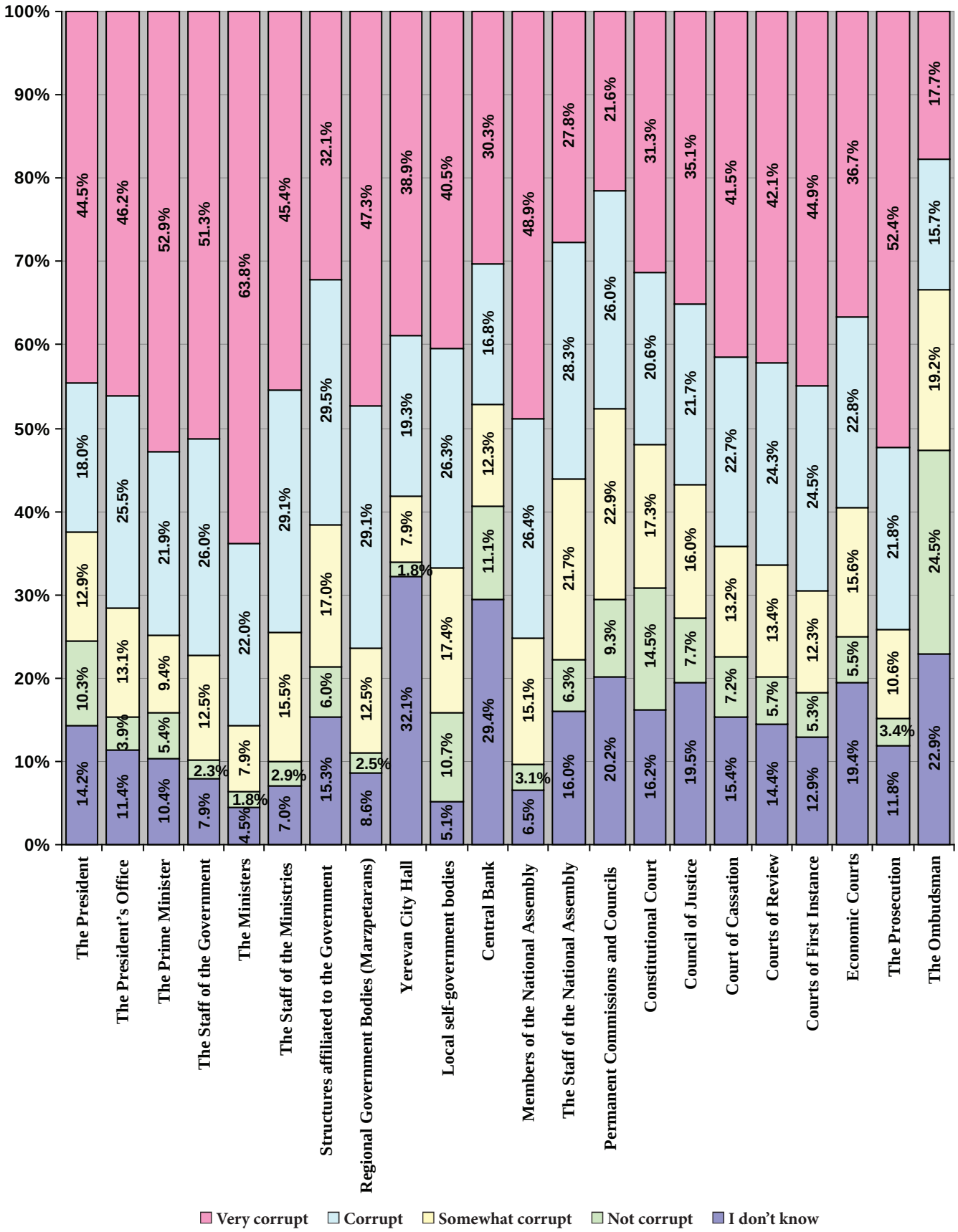
Fig. 7. Where does corruption occur within the Armenian government system?



According to the 2002 data, the following 3 state institutions were most frequently pointed out as extremely corrupt: courts (45.4% of respondents), the Prosecutor's Office (43.3%) and the Prime Minister's Office (34.4%). When asked to particularly name the three most corrupt institutions, the interviewees mainly said that it is difficult to specify as all institutions are corrupt[28]. In the meantime, in 2006, 63.8% of respondents marked Ministers; 52.9% - the Prime Minister; and 52.4% - the prosecution system as very corrupt, out of the listed 22 institutions (*see Fig. 8*).

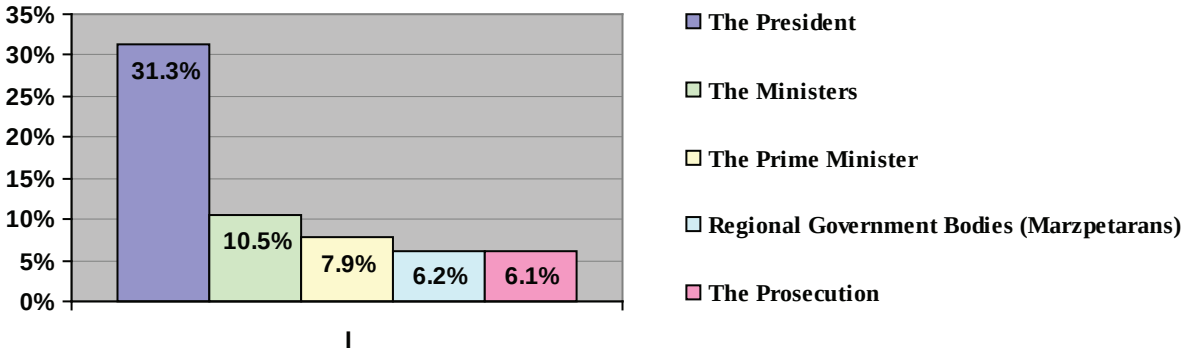
[27] *Country Corruption Assessment: Public Opinion Survey,* CRD/TI Armenia, Yerevan, 2002, p.3.
[28] *Ibid*., p.3.

Fig. 8. How would you evaluate the level of corruption in the following state institutions?



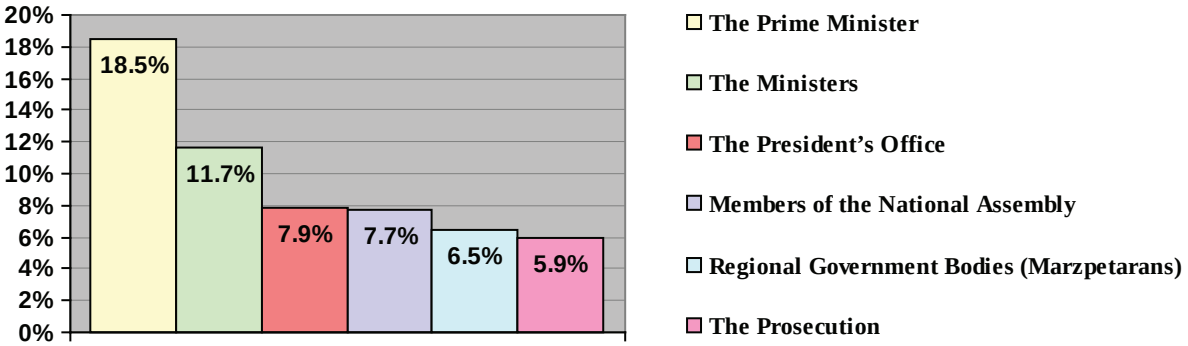
While selecting the most corrupt state institution as the first, second and third choices, most interviewees mentioned the President (*see Fig. 8.1*); the Prime Minister (*see Fig. 8.2*) and the Ministers (*see Fig.8.3*), accordingly.

Fig. 8.1. Which is the first most corrupt state institution?
(98.4% of respondents answered this question)



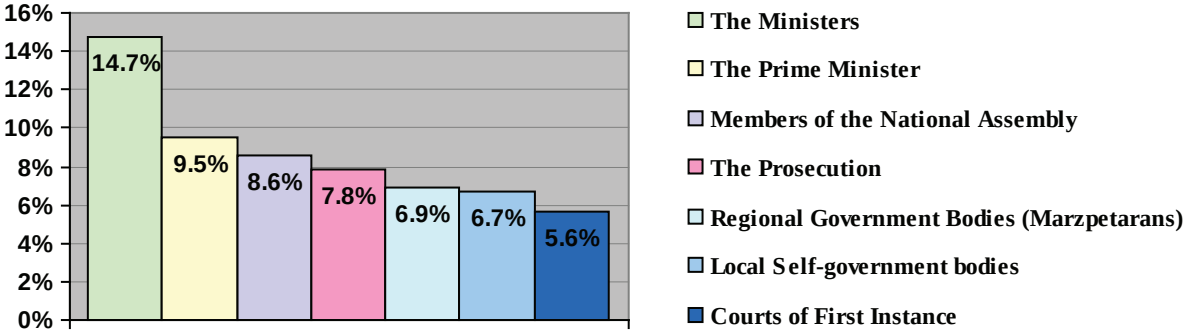
I

Fig. 8.2. Which is the second most corrupt state institution?
(97.6% of respondents answered this question)



II

Fig. 8.3. Which is the third most corrupt state institution?
(96.6% of respondents answered this question)



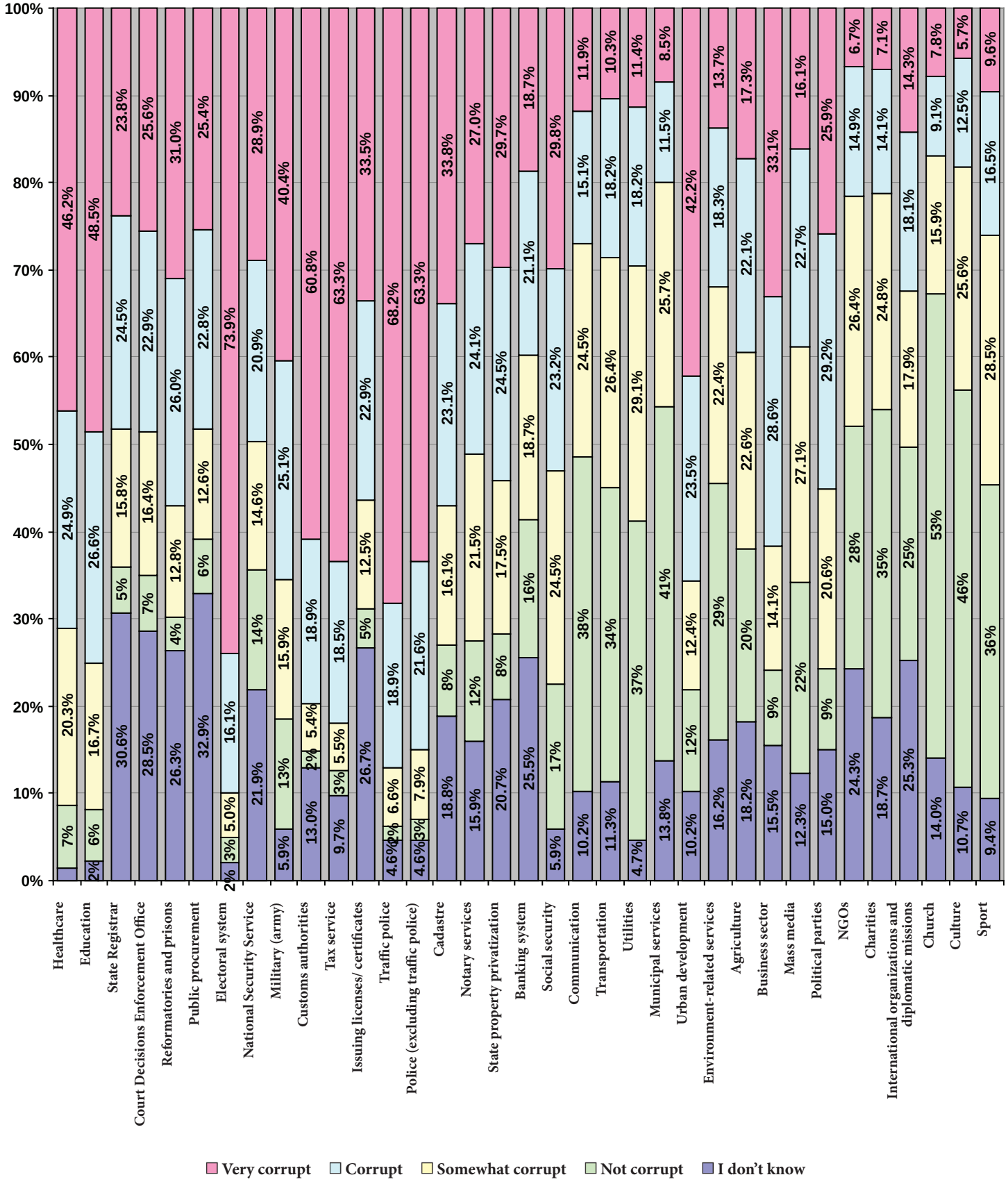
III

The President was also mentioned to be the first choice among the three most corrupt state institutions by all demographic categories (*see Fig. 3 in Annexes 3, 4, 5 and 7 and Tab. 3 in Annex 6*). Similarly, most respondents from both urban and rural areas as well as interviewees in all territorial-administrative units, with the highest number of people from Armavir Marz, indicated the President (*see Fig. 3 in Annexes 8 and 9*).

Fig. 9 demonstrated the most corrupt sectors/services in Armenia, as perceived by respondents in 2006. Out of listed 35 options, the electoral system was marked as very corrupt by 73.9%, the traffic police – by 68.2%, and the tax service – by 63.3%. According to findings of the 2002 survey, the traffic police was selected by 51.5% as extremely corrupt; the military was in the second place (46.6%) and healthcare was the third (43.2%). Four years ago, the interviewees refused to select specific sectors or services as the first, second and third choices since they perceived them all as corrupt[29].

[29] *Country Corruption Assessment: Public Opinion Survey,* CRD/TI Armenia, Yerevan, 2002, p.3.

Fig. 9. How would you evaluate the level of corruption in the following sectors/services?



In 2006, respondents made a selection of the first, second and third most corruption sectors and services (*see Fig. 9.1, 9.2 and 9.3*). The first choice was most frequently given to healthcare, the second - to education and the third – to the traffic police (all other responses were below 3.0%).

Fig. 9.1. Which is the first most corrupt sector/service?
(99.5% of respondents answered this question)

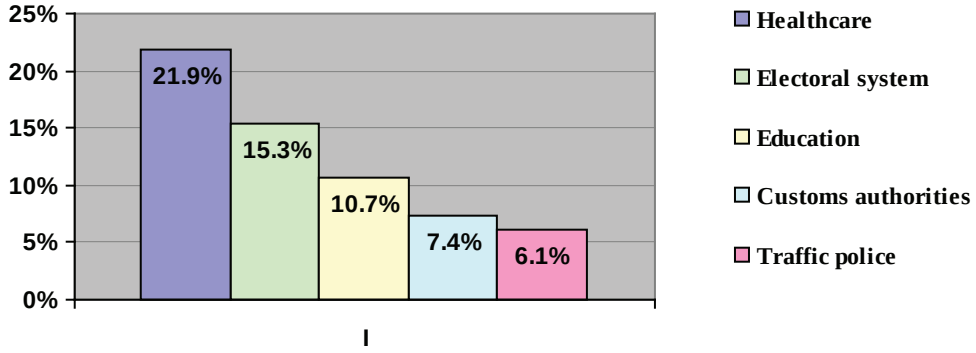


Fig. 9.2. Which is the second most corrupt sector/service?
(99.4% of respondents answered this question)

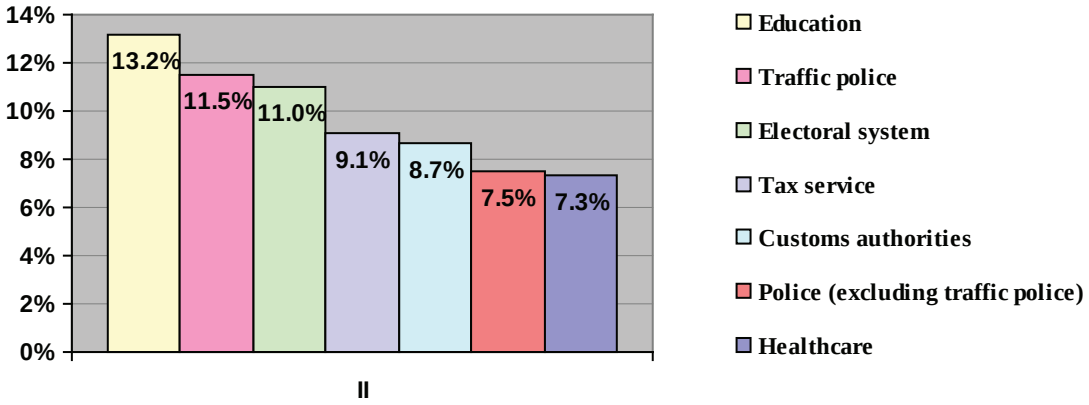
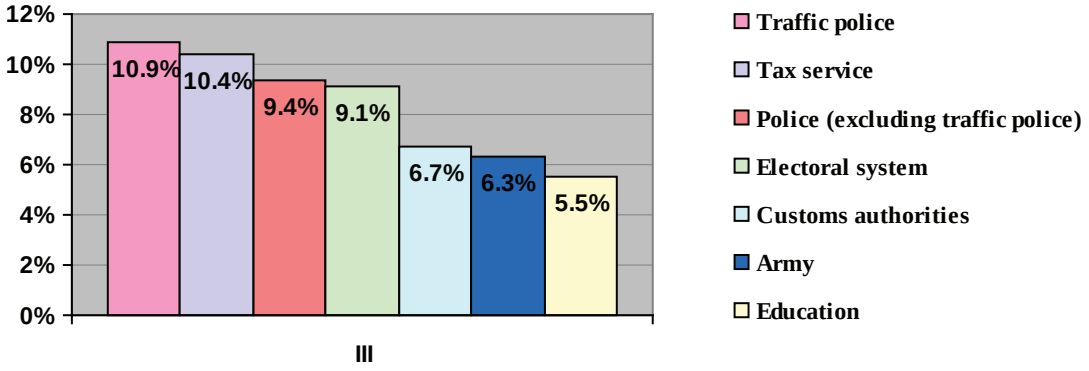


Fig. 9.3. Which is the third most corrupt sector/service?
(98.7% of respondents answered this question)



Cross-tabulation by gender and age indicated no differences in the pattern of first choice responses (*see Fig. 4 in Annexes 3 and 4)*. People with higher education first of all stressed the electoral system, while all other groups mentioned healthcare (*see Fig.4 in Annex 5)*.

Healthcare was also the first most corrupt sector according to the opinion of the largest percentage of respondents within occupational groups, whereas the biggest proportion of students thought that education is the most corrupt area and self-employed people marked the electoral system as such (*see Tab. 4 in Annex 6)*. Among the income groups, those with a monthly income below 50,000 AMD selected healthcare; respondents with income from 51,000 to 100,000 AMD chose education and elections as the first most corrupt areas; interviewees with income from 101,000 to 200,000 AMD referred to the electoral system; and

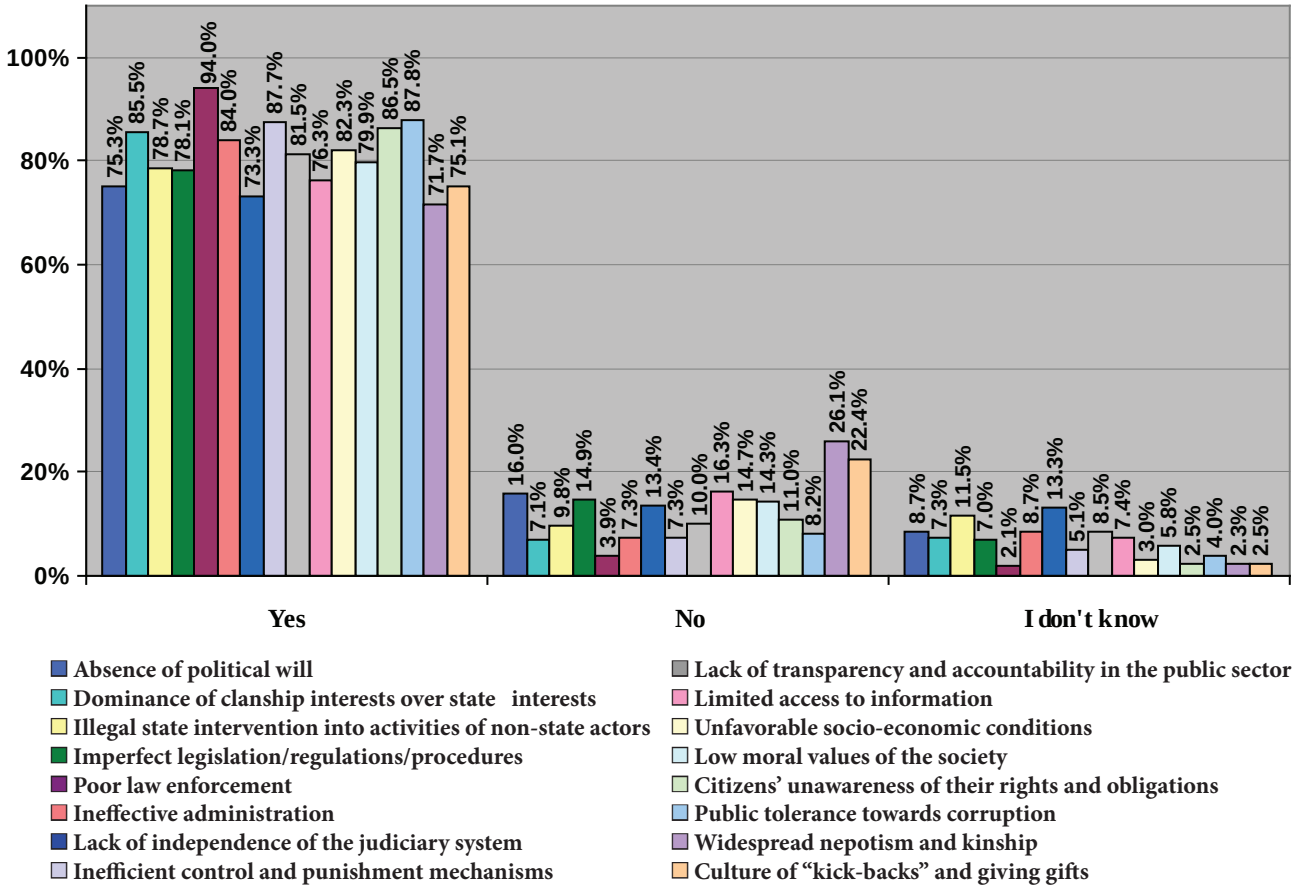
those with income above 200,000AMD indicated the customs authorities (*see Fig.4 in Annex 7).* A higher percentage of people from rural areas than from cities pointed to healthcare as the most corrupt sector (*see Fig. 4 in Annex 8).*

Only 28.3% of all the 2006 interviewees provided positive answers to the question "During the last three years, have you or anyone in your family made "unofficial payments"?", whereas 68.7% answered negatively and 3.0% refused to answer the question. As seen in *Annex 10*, the traffic police, health and education were most frequently mentioned as sectors, to which unofficial payments were made by respondents, with the amount of reported payments varying from 1 to 6,000 USD.

In 2002, respondents were asked about unofficial payments made during the previous year only, and the most frequently noted sectors were healthcare, military and education. The range of the payments varied from 1 to 5,000 USD[30]. In addition to the mentioned sectors, the 2006 year survey results revealed new sectors/services where unofficial payments were made such as the State Registrar, the Office of Enforcement of Court Decisions, foreign embassies, environment-related services, condominiums and the Register of Civil Acts.

Fig. 10 demonstrates the distribution of answers to the question concerning causes of corruption. The overwhelming majority of interviewees said that the main causes of corruption in Armenia are poor law enforcement (94.0%); public tolerance towards corruption (87.8%) and inefficient control and punishment mechanisms (87.7%). In 2002, the majority of respondents (83.8%) thought that corruption was mainly caused by poor law enforcement, 69.3% explained it by imperfect legislation/regulations/procedures and 59.0% emphasized the absence of appropriate control and punishment mechanisms. Yet, only 36.5% of respondents mentioned public tolerance as a major cause of corruption[31].

Fig. 10. Which are the main causes of corruption in Armenia?



[30] *Country Corruption Assessment: Public Opinion Survey,* CRD/TI Armenia, Yerevan, 2002, p.11.

[31] *Ibid.,* p.3.

When suggested to choose the three main causes of corruption, the 2006 survey respondents selected "absence of political will" as the first choice and "poor law enforcement" as the second and third ones (*see Fig. 10.1, 10.2 and 10.3*).

Fig. 10.1. Which is the first main cause of corruption?
(99.8% of respondents answered this question)

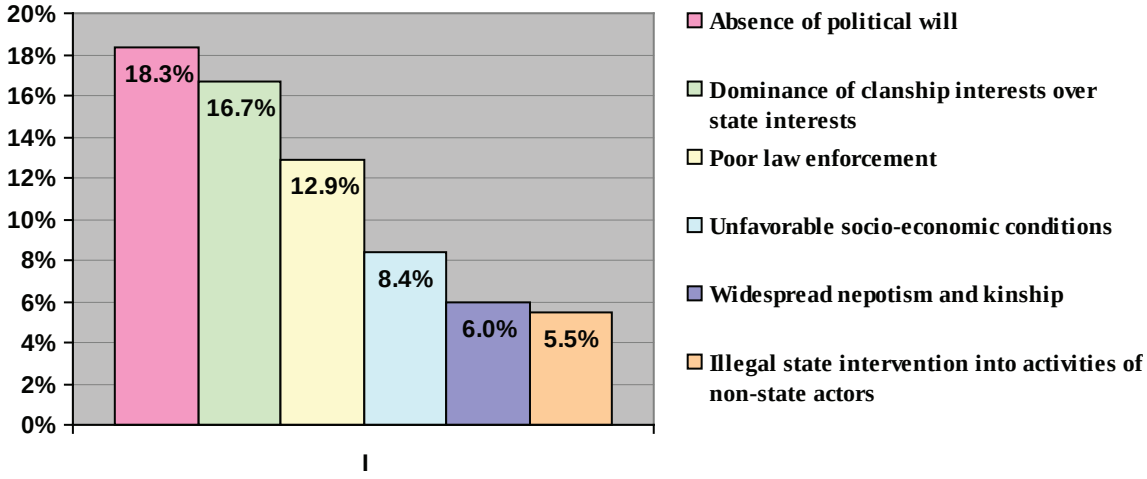


Fig. 10.2. Which is the second main cause of corruption?
(99.6% of respondents answered this question)

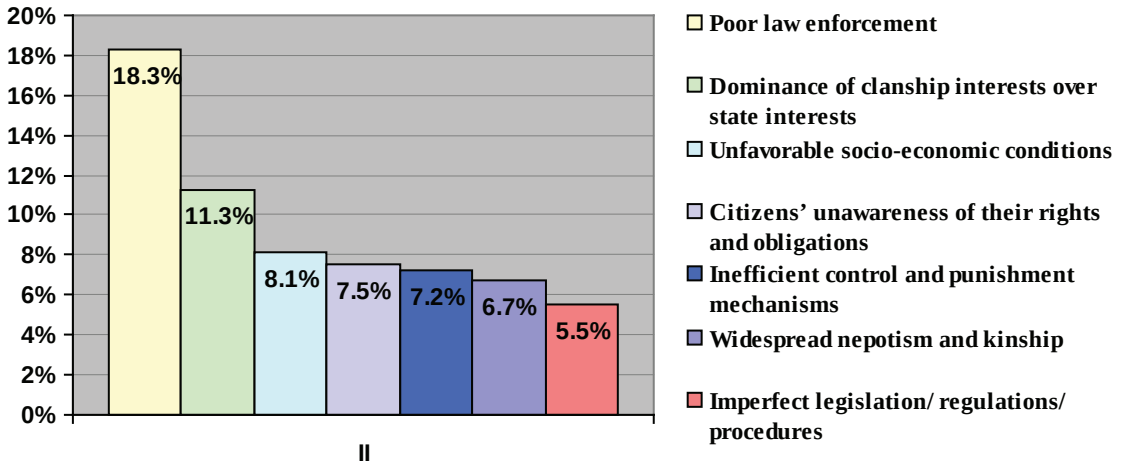
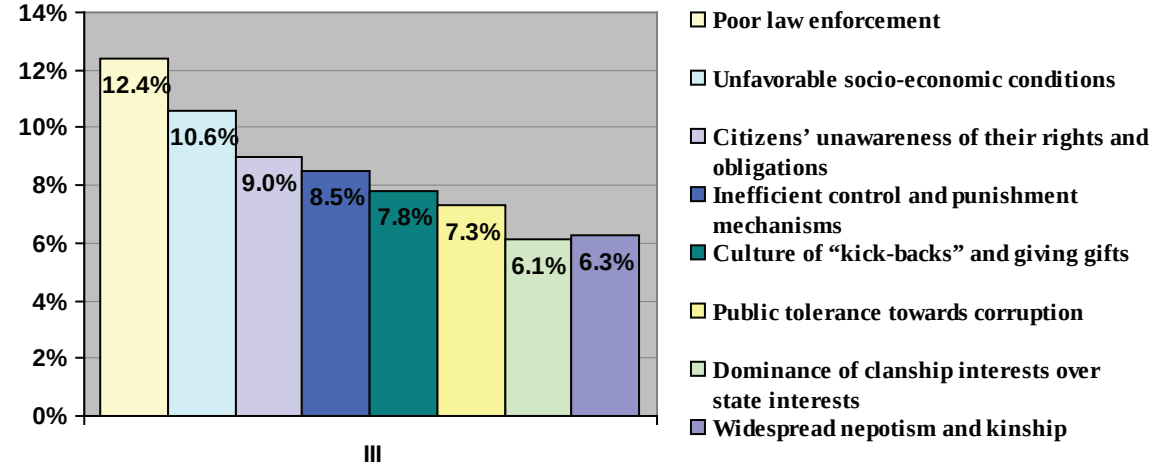


Fig. 10.3. Which is the third main cause of corruption?
(99.1% of respondents answered this question)



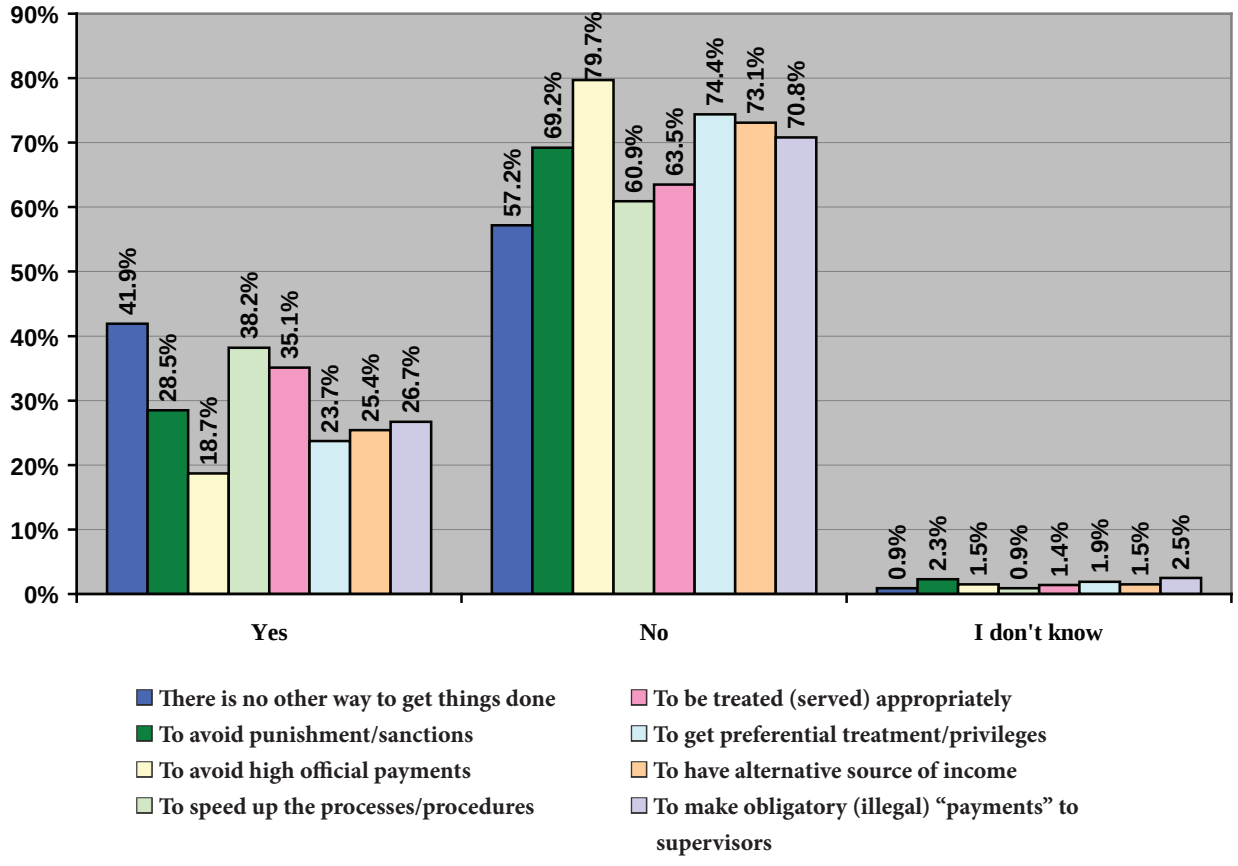
"Absence of political will" was most frequently chosen by both men and women as the first major cause of corruption *(see Fig. 5 in Annex 3)*. The respondents above 46 tended to prioritize "dominance of clanship groups" rather than "absence of political will" *(see Fig. 5 in Annex 4)*. Interviewees with incomplete secondary, secondary and vocational education selected "absence of political will", while a larger percentage of people with higher education pointed to "dominance of clanship interests over state interests" *(see Fig.5 in Annex 5)*.

According to cross-tabulation by occupation, "absence of political will" and "dominance of clanship interests over state interests" were indicated by almost all occupational groups. In addition, "poor law enforcement" was chosen in the first place by those involved in agriculture, whereas students selected both "absence of political will" and "poor law enforcement" *(see Tab.5 in Annex 6)*. "Absence of political will" and "dominance of clanship interests over state interests" were also most frequently mentioned by respondents of income groups *(see Fig.5 in Annex 7)*.

Respondents from rural areas seemed to be more concerned about "absence of political will" and those from urban areas more emphasized "dominance of clanship interests over state interests" *(see Fig.5 in Annex 8)*. The largest groups of respondents in Vayots Dzor Marz were more alarmed with "absence of political will", while residents of Tavush Marz more frequently referred to "dominance of clanship interests over state interests"; and in Shirak Marz the major concern was "poor law enforcement" *(see Fig. 5 in Annex 9)*.

As shown in *Fig. 11*, "there is no other way to get things done" (41.9%); "to speed up the processes/procedures" (38.2%); and "to be treated (served) appropriately" (35.1%) were among the most frequently selected justifications of corrupt practices in 2006. Four years ago, more than a half of the surveyed households also explained the corrupt behavior by the willingness to speed up the processes/procedures (61.6%) as well as by the absence of other ways to get things done (60.0%)[32].

Fig. 11. What are the main justifications of corrupt practices?



[32] *Country Corruption Assessment: Public Opinion Survey,* CRD/TI Armenia, Yerevan, 2002, p.3.

Fig.11.1, 11.2 and *11.3* indicate that while answering the question to specify three main justifications of corruption the 2006 respondents again referred to the same options: "there is no other way to get things done" (as the first choice); "to speed up the processes/procedures" (as the second choice); and "to be treated appropriately (as the third choice).

Fig. 11.1. Which is the first main justification of corrupt practices?
(39.0% of respondents did not agree with any justification at all)

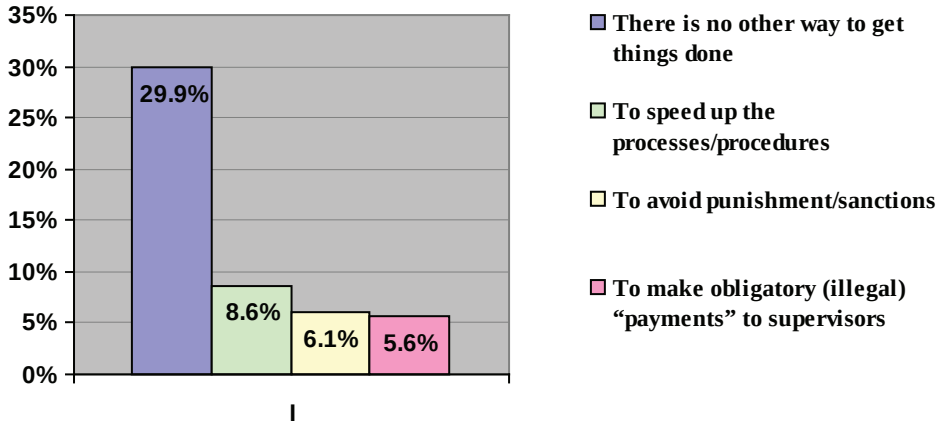


Fig. 11.2. Which is the second main justification of corrupt practices?
(39.0% of respondents did not agree with any justification at all
and 12.0% of respondents did not answer to this question)

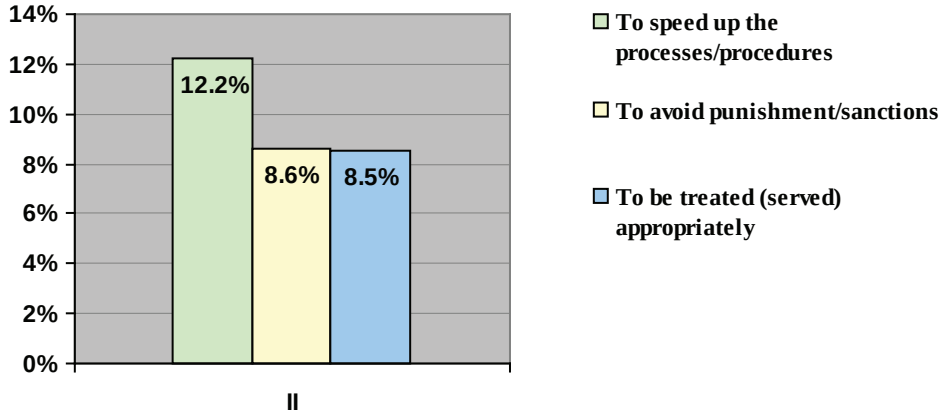
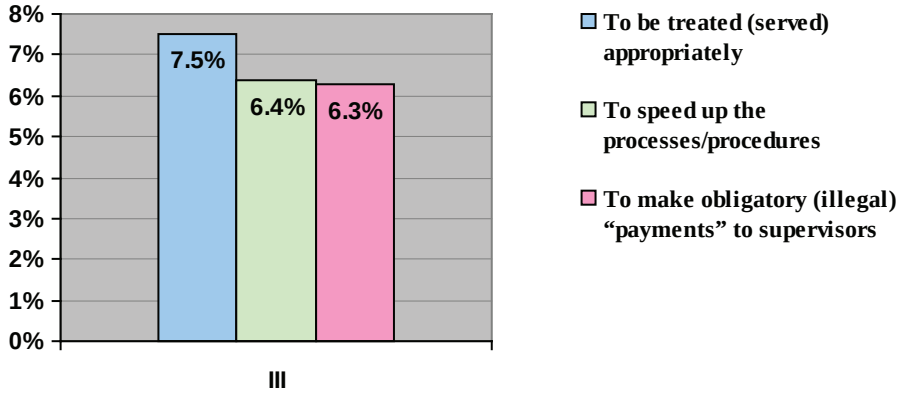


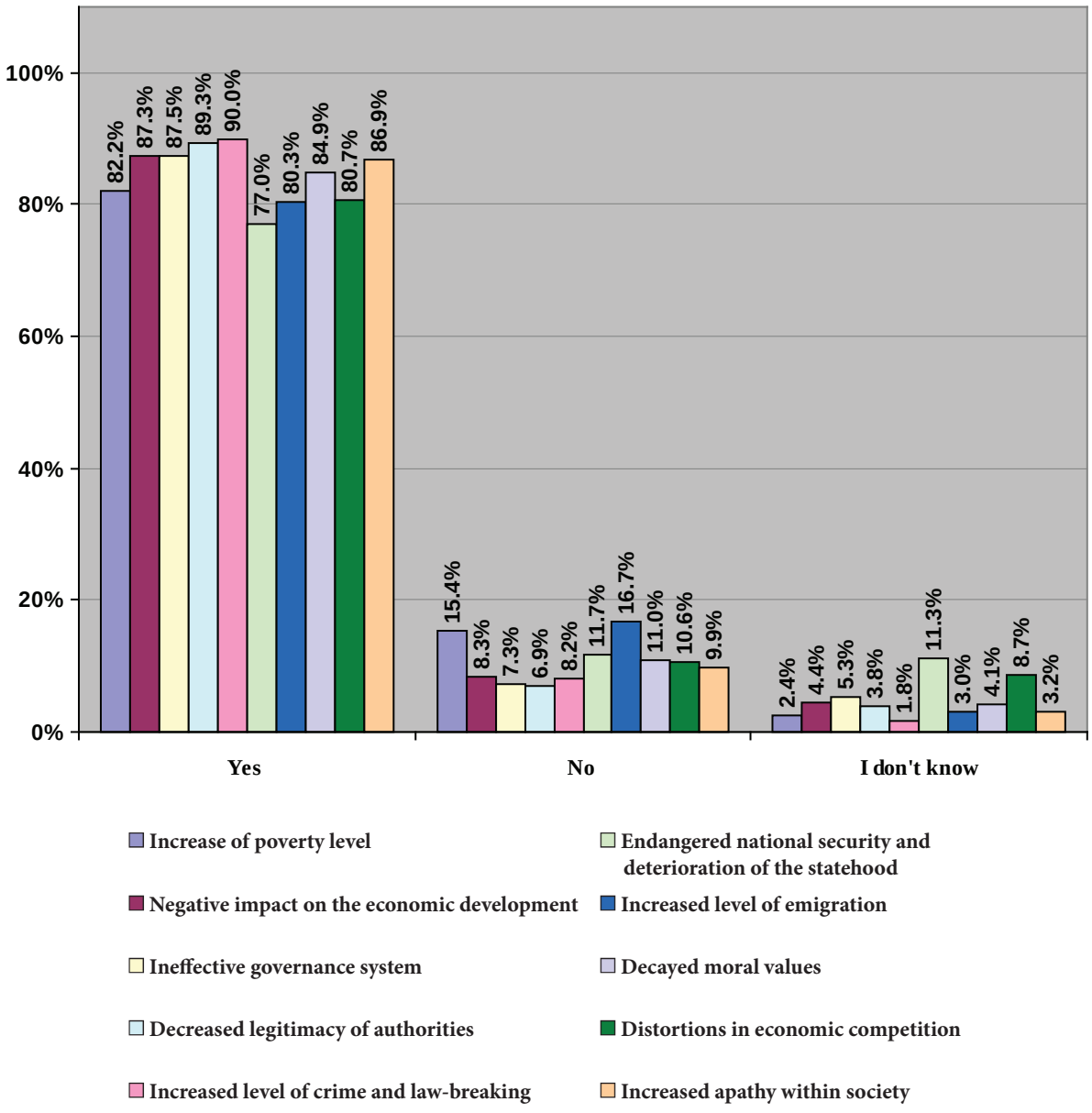
Fig. 11.3. Which is the third main justification of corrupt practices?
(39% of respondents did not agree with any justification at all
and 22% of respondents did not answer to this question)



Identifying consequences of corruption, the households surveyed in 2002 paid more attention to a drastic increase of the poverty level (66.5%); an increased number of criminal and law-breaking cases (65.8%); and an enlarged level of migration (65.2%)[33].

Meanwhile, the majority of the 2006 respondents referred in the first place not only to an increased level of crime and law-breaking cases (90.0%); but also to a decreased legitimacy of authorities (89.3%) and ineffective governance system (87.5%), as shown in *Fig. 12*.

Fig. 12. What are the consequences of corruption?



In 2006, respondents pointed to the increased level of poverty as the first choice, the decreased legitimacy of authorities and the increased level of emigration as the second choice, and the increased apathy within society as the third one (*see Fig. 12.1, 12.2 and 12.3*).

[33] *Country Corruption Assessment: Public Opinion Survey,* CRD/TI Armenia, Yerevan, 2002, p.3.

Fig. 12.1 Which is the first major consequence of corruption?
(99.7% of respondents answered this question)

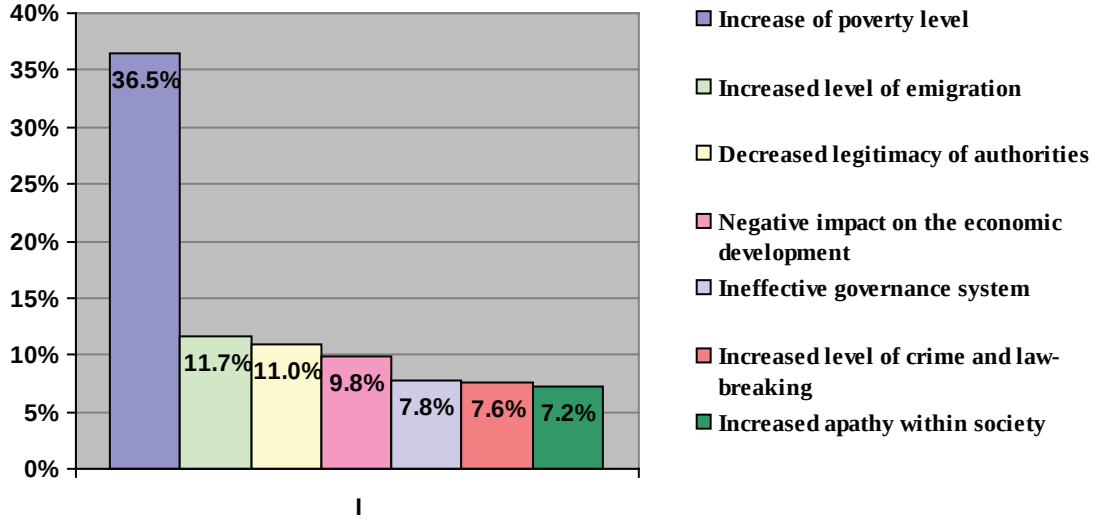


Fig. 12.2 Which is the second major consequence of corruption?
(99.3% of respondents answered this question)

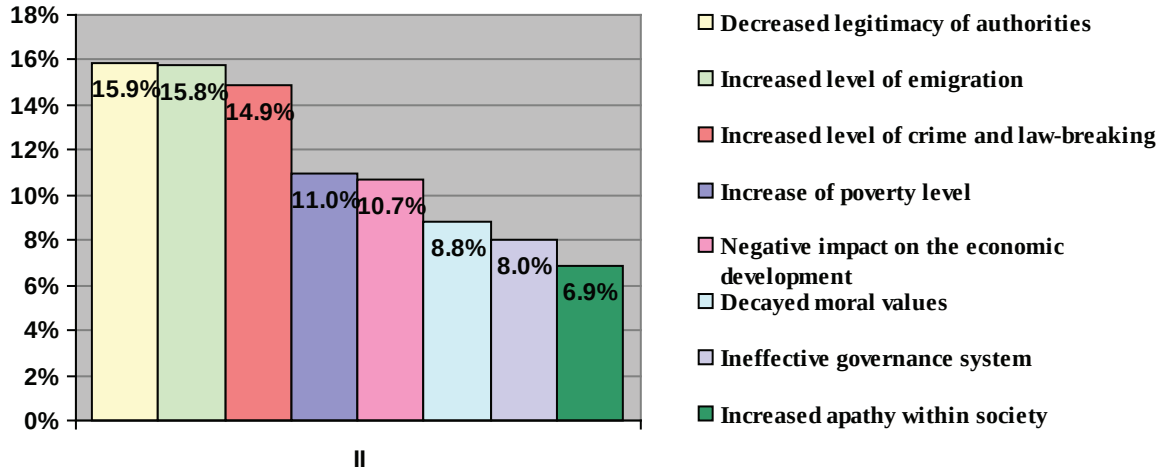
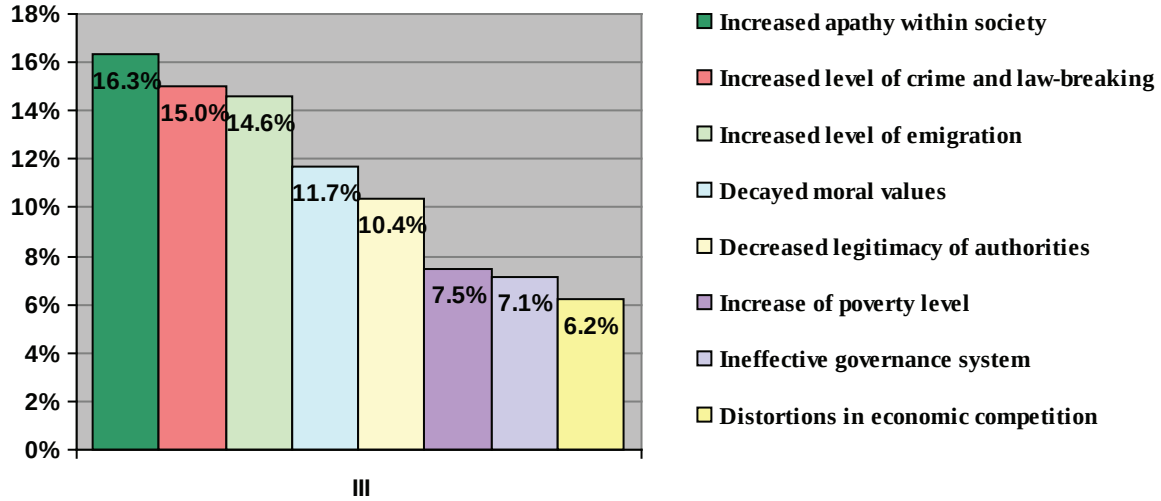


Fig. 12.3 Which is the third major consequence of corruption?
(98.5% of respondents answered this question)

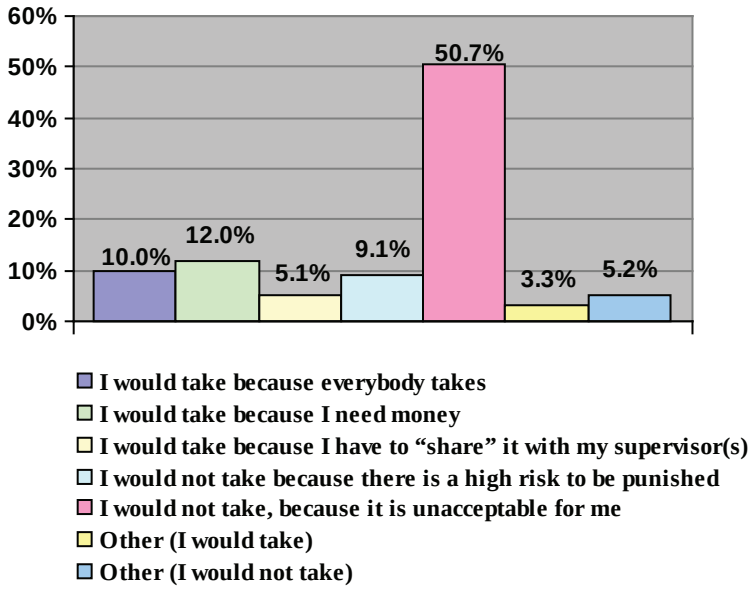


The first major consequence of corruption was the increase of the poverty level, in opinion of the largest percentage of people within all demographic categories (see *Fig. 6 in Annexes 3, 4, 5, 7 and Tab. 6 in Annex 6).* The largest proportion of responses reflecting the concern about the increase of the level of poverty was received in Vayots Dzor Marz (see *Fig. 6 in Annex 9*).

When asked if they would take bribe, more than a half of the 2006 respondents (50.7%) said that they would not because it is unacceptable for them; 12.0% would take because they need money; and 10.0% would take because everybody does (*see Fig. 13*). The majority of those who provided with "other" answers stated, "I would take" or "I would not take", with no further explanation, whereas the remaining groups of responses were below 3.0%.

In the meantime, in 2002 only one third of the respondents mentioned that they would not take a bribe because it is unacceptable; 27.7% answered that they would take it because everybody does so; and 23.0% stated that they would take if the person offering the bribe has a high income[34].

Fig. 13. How would you react if offered to take bribe?

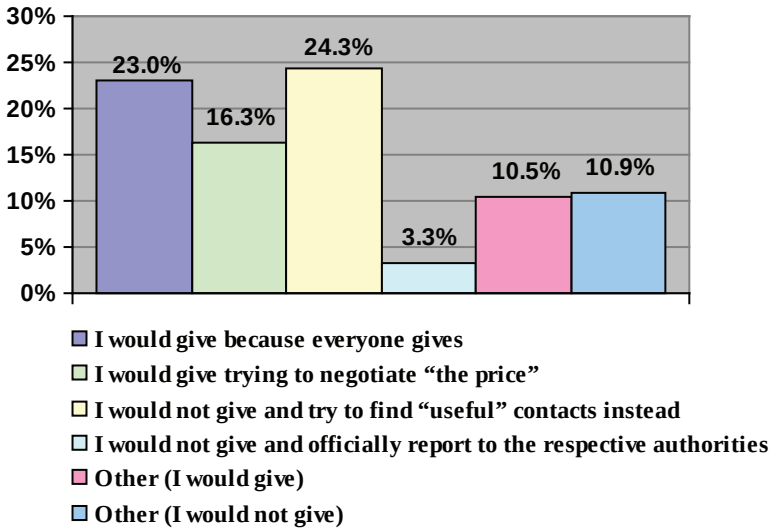


Most respondents within all demographic categories stated that they would not take a bribe because it is unacceptable for them (*see Fig. 7 in Annexes 3, 4, 5, 7 and Tab. 7 in Annex 6).* Among Marzes, the highest tolerance towards corruption was demonstrated by respondents from Aragatsotn Marz *(see Fig. 7 in Annex 9).*

As demonstrated in Fig. 14, 23.0% of respondents would give bribe, since everyone gives; 24.3% would not give trying to find "useful" contacts and 16.3% would give trying to negotiate "the price". Out of all those who responded, 29.0% provided answers under "other" option, the majority of which were "I would not give" or "I would give" options, and the remaining groups of responses were again below 3.0%. Meanwhile, almost half of the 2002 interviewees (47.2%) answered that they would try to find "useful" contacts; 29.7% mentioned they would try to negotiate; and 19.1% would pay without any clarification[35].

[34] *Country Corruption Assessment: Public Opinion Survey,* CRD/TI Armenia, Yerevan, 2002, p.3.
[35] *Ibid*., p.3.

Fig. 14. How would you react if "forced" to give bribe?



Cross tabulation by gender revealed that the largest percentage of men would not give a bribe, but would rather try to find "useful" contacts, whereas more female respondents would give because everybody gives (*see Fig. 8 in Annex 3).* Almost the same percentage of people within 31-45 and 46-60 age groups would give a bribe because everybody gives or would try to find useful contacts. Respondents of 18-30 age group preferred finding useful contacts, while those of 61 and above would also give a bribe because everybody does so (*see Fig.8 in Annex 4).*

The biggest percentage within the groups with incomplete secondary and secondary education responded that they would give a bribe because everybody does, whereas the largest percentage of people with vocational and higher education would not give, but rather try to find useful contacts (*see Fig.8 in Annex 5).* The largest group of housewives, civil servants, unemployed and retired persons said that they would give because everybody gives. Private sector employees, public sector employees, self-employed, people involved in agriculture and students answered that they would try to find contacts *(see Tab. 8 in Annex 6).*

The most frequent answer for respondents with income below 25,000 AMD and above 200,000 AMD was that they would give because everybody does. Meanwhile, for the groups with income between 26,000 AMD and 200,000 AMD the most frequently selected answer was that they would try to find "useful" contacts (*see Fig.8 in Annex 7).*

According to the answers of respondents categorized by the type of settlements, rural people were more likely to give a bribe because everybody does, while urban residents more tended to look for contacts (*see Fig. 8 in Annex 8).* Across territorial-administrative division, the majority of respondents who would give because everybody does were from Kotayk Marz; those who would not give but would try to negotiate the price - from Aragatsotn; and those who would not give but would try to look for contacts - from Syunik (*see Fig.8 in Annex 9).*

In 2006, only 30.5% of all interviewees were aware of the Anti-Corruption Strategy Program of the Armenian Government (*see Fig. 15*); and merely 15.6% said that they knew about the Anti-Corruption Council (*see Fig. 16*). Meanwhile, very few provided adequate answers to the question requiring more detailed information about the Strategy and the Council.

Fig. 15. Are you aware about the Anti-Corruption Strategy Program implemented by the Armenian Government?

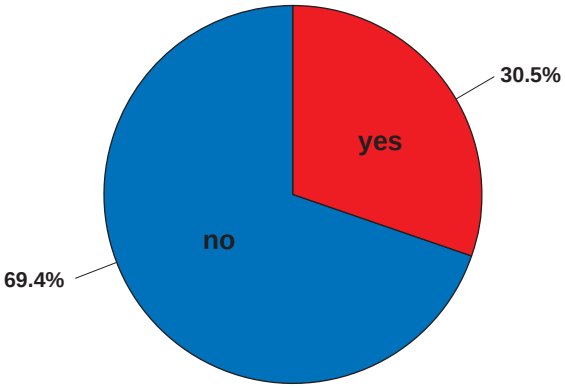
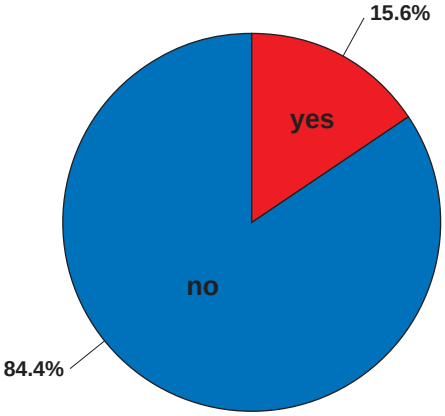


Fig. 16. Are you aware about the State Anti-Corruption Council?



As demonstrated in *Fig. 17*, even fewer respondents (8.6%) were aware about the Anti-Corruption Monitoring Commission. Meanwhile, those who said they were aware did not know about the members and the functions of the Commission.

Fig. 17. Are you aware about the Anti-Corruption Monitoring Commission?

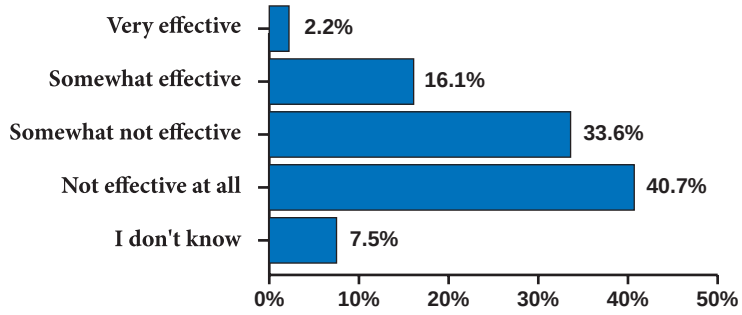
Merely 15.7% of respondents mentioned that they knew about international obligations of Armenia in the field of anti-corruption (*see Fig. 18*). Nevertheless, only one interviewee referred to the UN Convention against Corruption and one – to the GRECO membership of Armenia, whereas 29 stated that Armenia has to meet certain standards to become a part of Europe.

Fig. 18. Are you aware of the international obligations of Armenia in the fight against corruption?

Answering the question about the effectiveness of the fight against corruption in Armenia, only 2.2% of the interviewees noted that it is very effective; 16.1% said it is somewhat effective; 33.6% believed it is somewhat not effective; and 40.7% thought it is not effective at all (*see Fig.19*).

In 2002, 70.6% of those who answered to a similar question found the government anti-corruption initiatives ineffective, 20.1% - somewhat effective, 7.9% - effective, and 0.7% - very effective[36]. It should be noted though that 2002 survey took place before the adoption of the Armenian Anti-Corruption Strategy.

Fig. 19. Please, evaluate how effective is the fight against corruption in Armenia?

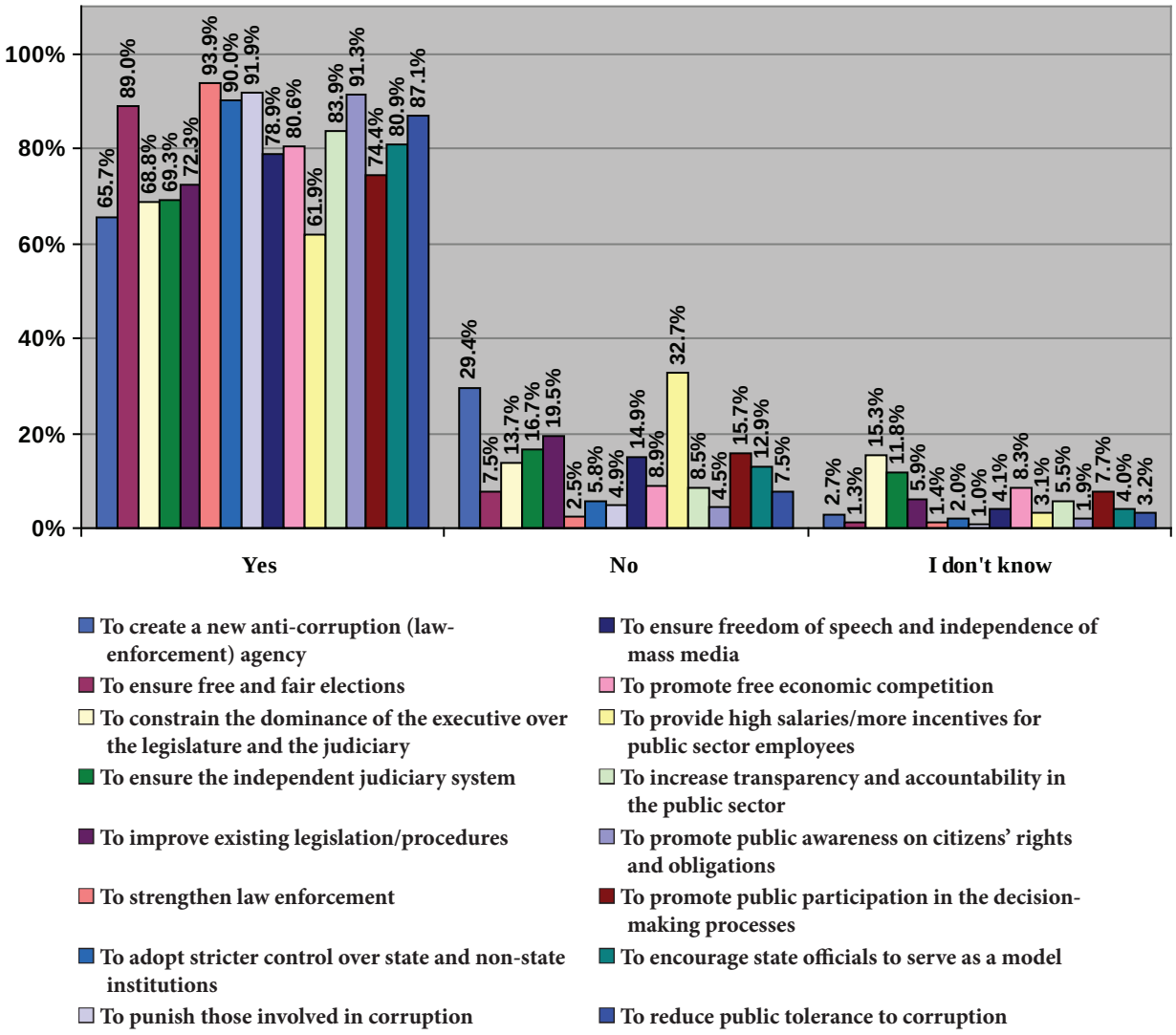


Most of those who in 2006 considered government anti-corruption initiatives as somewhat effective or effective brought as positive examples the current situation in healthcare system (free services provided in policlinics), university education (fewer evidences of bribery at admission exams), as well as some publicized cases of punishment of corrupt officials.

The vast majority of the 2006 respondents (93.9%) considered "to strengthen law enforcement" as a key solution for reducing corruption in Armenia; 91.9% mentioned "to punish those involved in corruption" and 91.3% chose "to promote public awareness on citizens' rights and obligations" (*see Fig. 20*). In the meantime, the 2002 survey respondents mainly selected "to strengthen law enforcement" (77.4%); "to adopt stricter control and punishment mechanisms" (57.3%), as well as "to improve and simplify the existing legislation/ procedures" (52.2%)[37].

[36] *Country Corruption Assessment: Public Opinion Survey,* CRD/TI Armenia, Yerevan, 2002, p.4.
[37] *Ibid.*, p.3-4.

Fig. 20. What should be done to improve the current situation in Armenia?
(97.6% of respondents answered this question)



In 2006, when asked to select the three main solutions for improving the current situation in Armenia, respondents referred to ensuring free and fair elections as the first and the second choices and to punishing those involved in corruption as the third one (*see Fig. 20.1, 20.2 and 20.3*).

Fig. 20.1. Which is the first solution to improve the current situation?
(97.6% of respondents answered this question)

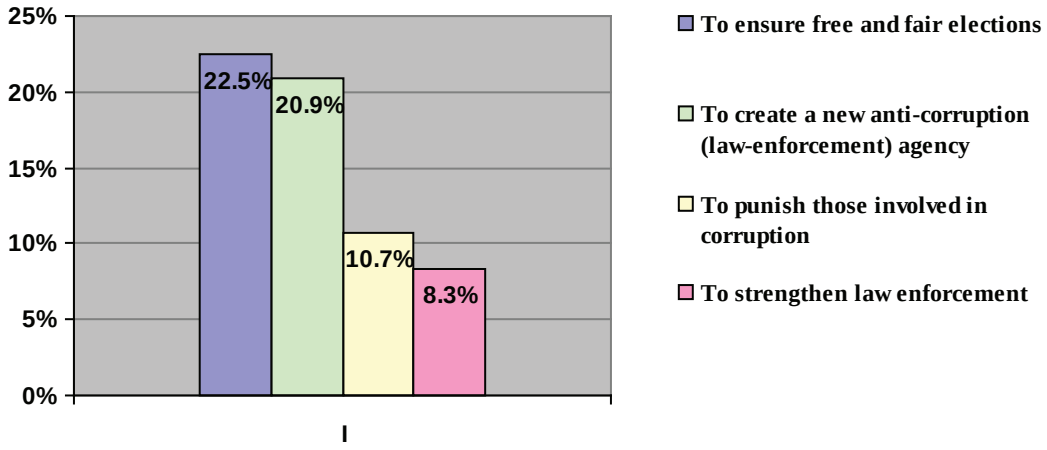


Fig. 20.2. Which is the second solution to improve the current situation?
(96.9% of respondents answered this question)

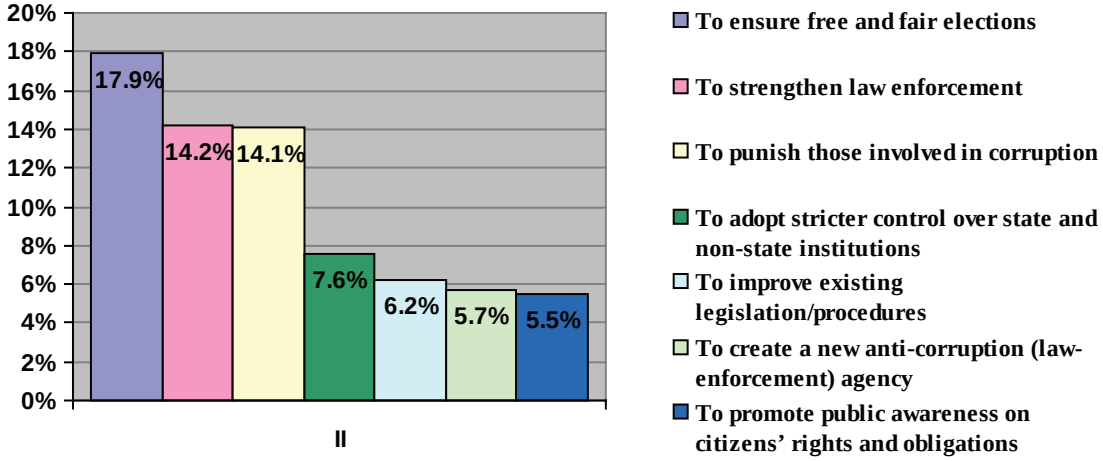
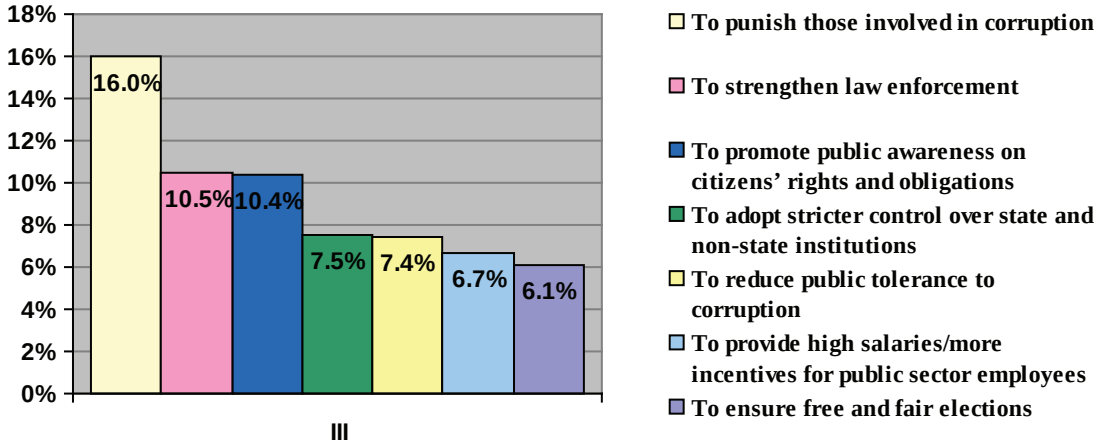


Fig. 20.3. Which is the third solution to improve the current situation?
(96.5% of respondents answered this question)



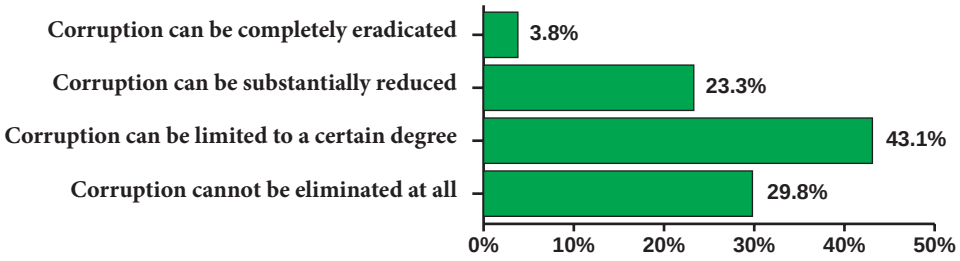
Once more free and fair elections, along with a new anti-corruption agency, were chosen by all the demographic groups as the major solution for reducing corruption *(see Fig. 9 in Annexes 3, 4, 5, 7 and Tab. 9 in Annex 6)*. The youngest group of respondents more emphasized creation of a new anti-corruption agency, whereas those above 46 rather prioritized free and fair elections (*see Fig.9 in Annex 4)*. Similarly, respondents with secondary education believed that having the anti-corruption agency would better help reduce corruption in the country than ensuring free and fair elections (*see Fig. 9 in Annex 5).*

Creation of a new anti-corruption agency was most frequently mentioned by civil servants, students, housewives and those involved in agriculture, while free and fair elections were mainly indicated by unemployed, self-employed and retired persons (*see Tab.9 in Annex 6).* Compared to others, respondents from Aragatsotn Marz more frequently pointed to creation of a new anti-corruption agency, while residents of Armavir Marz – to free and fair elections (*see Fig. 9 in Annex 9).*

When choosing which of the listed statements is closer to the Armenian reality, 3.8% of the 2006 interviewees said that corruption can be completely eradicated; 23.3% thought it can be substantially reduced; 43.1% believed it can be limited to a certain degree; and 29.8% stated it cannot be eliminated at all *(see Fig. 21)*. Almost the same distribution of answers was provided in 2002, when 1.6% of respondents supposed that corruption could be completely eradicated in Armenia; 43.3% stated that it could be limited to a certain degree; 21.9% believed it could be reduced significantly; whereas 27.3% thought it could not be eliminated at all[38].

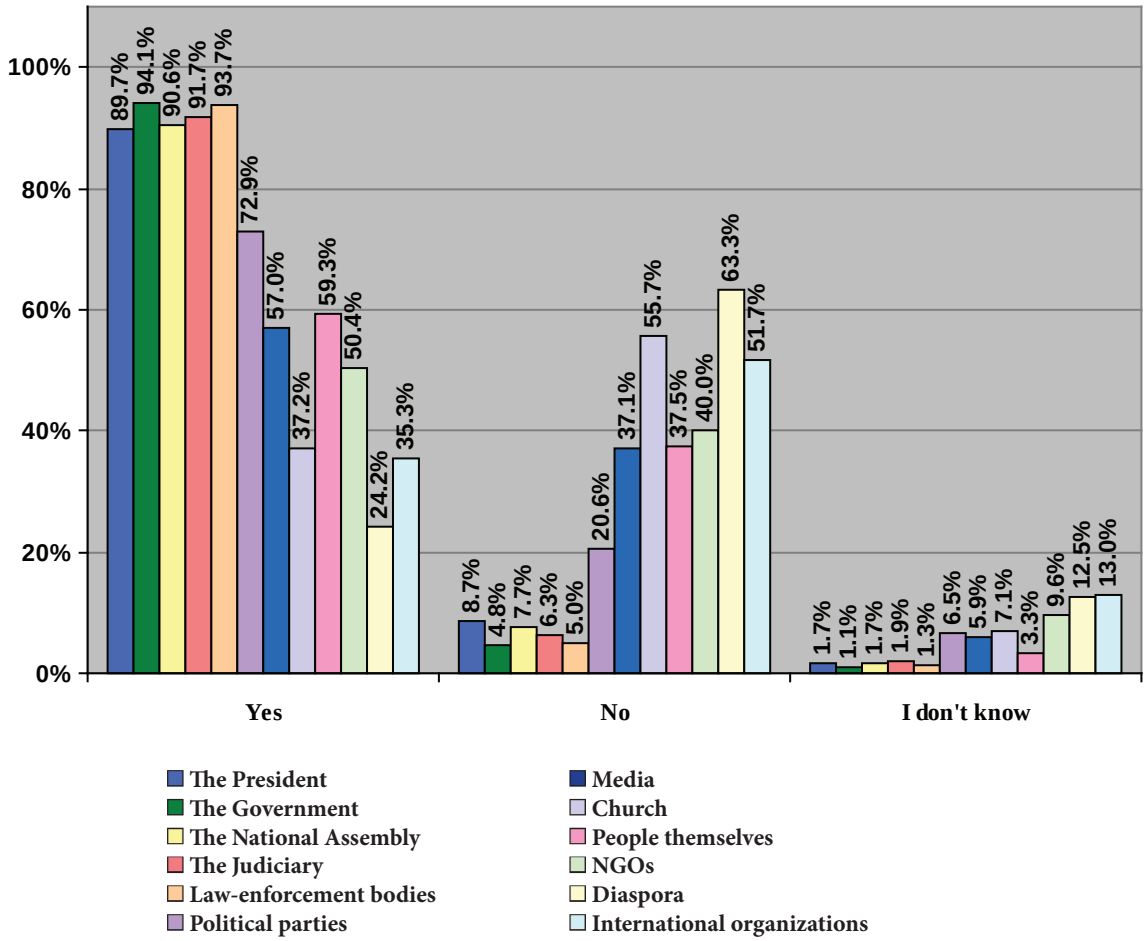
[38] *Country Corruption Assessment: Public Opinion Survey,* CRD/TI Armenia, Yerevan, 2002, p.4.

Fig. 21.Which of the following statements is the closest to what you think about corruption in Armenia?



The overwhelming majority of the 2006 interviewees answered that there are the Government (94.1%), law enforcement bodies (93.7%) and the judiciary (91.7%), which are responsible for the current situation with corruption (*see Fig. 22*).

Fig. 22. Who is responsible for the current corruption-related situation in Armenia?



Nevertheless, respondents pointed to the President as the first choice; then to the Government as the second choice and to the National Assembly as the third choice to be the most responsible for the existing corruption-related situation (*see Fig. 22.1, 22.2 and 22.3*).

Fig. 22.1 Who is responsible for the current corruption-related situation in the first place?
(99.5% of respondents answered this question)

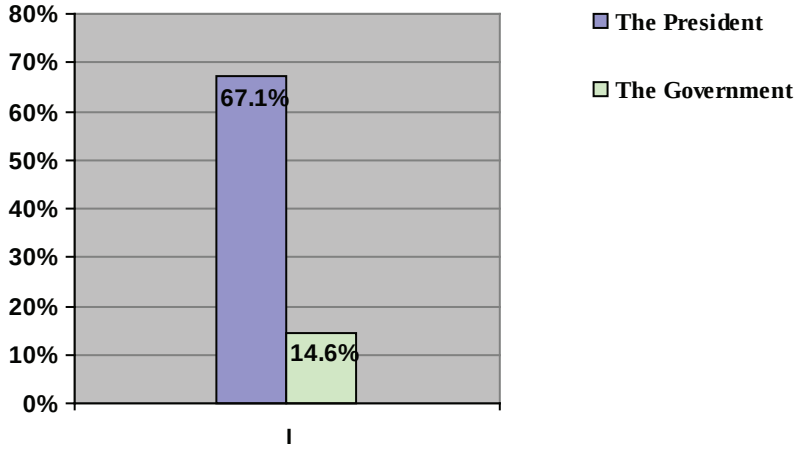


Fig. 22.2 Who is responsible for the current corruption-related situation in the second place?
(98.2% of respondents answered this question)

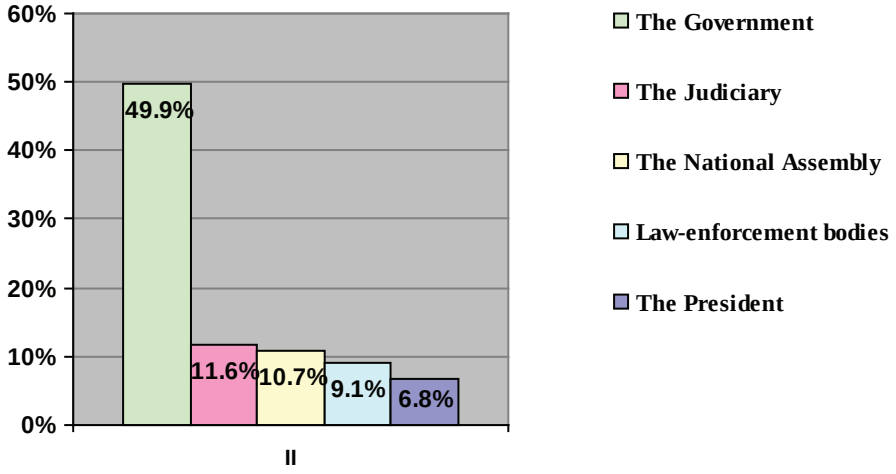
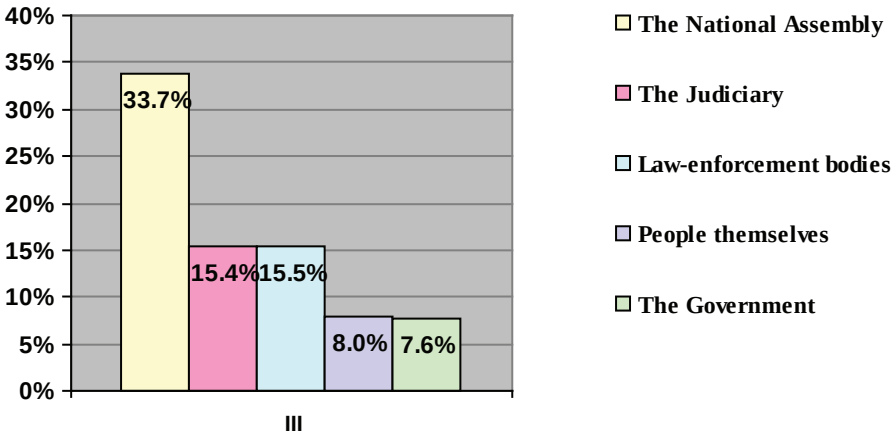


Fig. 22.3 Who is responsible for the current corruption-related situation in the third place?
(97.1% of respondents answered this question)



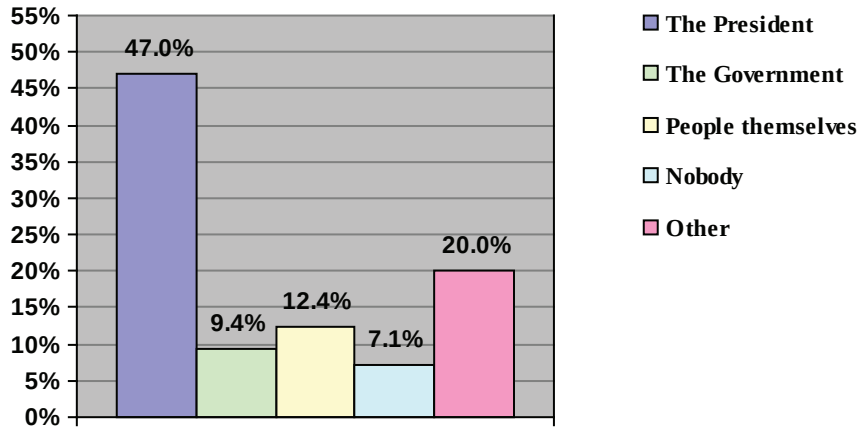
More than 60% in almost all demographic categories first mentioned the President to be responsible for the current corruption-related situation *(see Fig. 9 in Annexes 3, 4, 5, 7 and Tab. 9 in Annex 6)*. The exceptions were students in the occupation category (*see Fig. 10 in Annex 5)* and respondents receiving income above 200,000 AMD (*see Tab.10 in Annex 6).*

More than 65% of respondents from urban areas and more than 70% of those from rural areas emphasized the responsibility of the President (*see Fig. 10 in Annex 8).* In the territorial-administrative division category, the most frequent answer of a similar nature was given by respondents from Aragatsotn Marz (*see Fig. 10 in Annex 9).*

In 2002, the majority of respondents (77.1%) thought that the President could play a determining role in reducing corruption in Armenia; 45.5% respondents marked the Government, 42.9% referred to the National Assembly, 41.9% mentioned law enforcement bodies, and 34.4% mentioned people themselves[39].

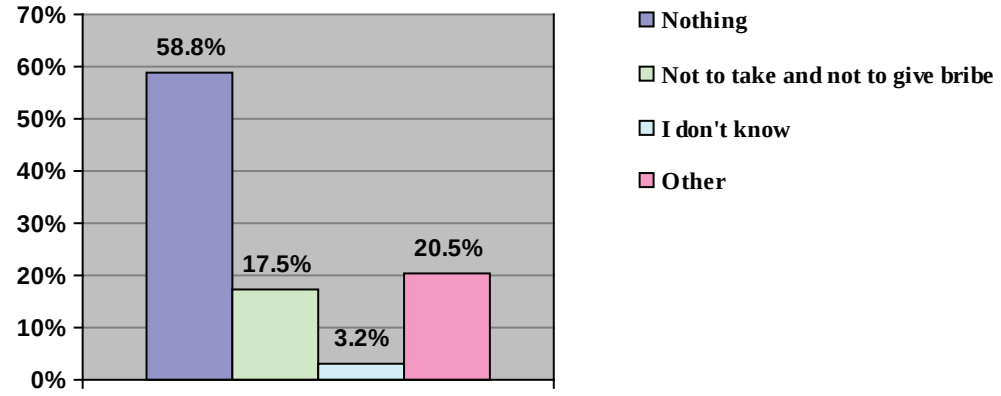
Out of all the 2006 survey interviewees 95.9% answered the question "Who can have a determining impact on reducing corruption in Armenia?" by providing 1-5 answers. However, distribution of only the first choice answers is presented in *Fig. 23,* as the remaining groups of answers were below 3.0%, except the case when 7.1% of interviewees indicated the Government as the second choice. As demonstrated below, 47.0% of respondents pointed to the President; 9.4% - to the Government; 12.4% - to people themselves; 7.1% thought that nobody could help; and 20.0% were under "other" category, in which none of the groups of answers was above 3.0%.

Fig. 23. Who can have a determining impact on reducing corruption in Armenia?
(95.9% of respondents answered this question)



Answering the question "What can you personally do to reduce corruption?", 58.8% of interviewees stated they can do nothing; 17.5% said they would not take and give bribes; 3.2% did not know the answer, while 20.5% provided answers under "other" category (*see Fig. 24*). Out of 20.5% of those "other" answers, the following options reached above 3.0%: "to advocate against corruption", "to serve as a model for others", "to stay clean" and "to respect the law".

Fig. 24. What can you personally do to reduce corruption in Armenia?



[39] *Country Corruption Assessment: Public Opinion Survey,* CRD/TI Armenia, Yerevan, 2002, p.14.

In the end of the interview, each respondent has been given an opportunity to provide comments. The majority of those who made comments expressed the views that the country is suffering from corruption and the situation is hopeless, as authorities do not care about average citizens. They believed that a new political leadership who could come to power through clean elections would be able to enforce the law, apply strict punishment mechanisms and reduce corruption.

ANNEX 1: Methodology

Surveys and indices are recognized worldwide as reliable quantitative diagnostic tools to measure levels of corruption. To design and implement an effective anti-corruption strategy it is critically important to diagnose the extent and level of corruption across various population groups and different institutions within a society, to identify causes and consequences of corruption, to measure tolerance towards corruption, etc. Household surveys, for example, can help study the types of victims of corruption and categorize perpetrators of corruption. They can also be used to increase the visibility of an anti-corruption agenda, to ensure citizens' feedback on government programs, and to demand more targeted and accorded efforts from authorities and donors.

The first country corruption survey was implemented in 2002 by CRD/TI Armenia for 1,000 households, 200 entrepreneurs and 200 state officials[1]. In 2004 and 2005, the organization carried out 2 shorter nationwide phone surveys for 680[2] and 1,500 respondents[3], respectively. All surveys were designed to reveal how citizens perceive corruption in Armenia and evaluate current anti-corruption government initiatives. The 2006 country corruption survey carried out by CRD/TI Armenia, with the support of the UNDP Armenia Office, was initiated specifically to cover the period of implementation of the Anti-Corruption Strategy and its Action Plan.

The preparation and implementation of the 2006 corruption perception survey were conducted in August, whereas the verification, input, processing and analysis of the data, as well as publication of the survey findings took place in September 2006-January 2007. The survey questionnaire was developed based on the one used in 2002 to ensure a comparison with the previous data and finalized after pre-testing with 24 respondents in Voghjaberd Village of Kotayq Marz.

A new context was added to the questionnaire taking into consideration the developments in the field of anti-corruption since 2002 (*see questions 1, 16, 17, 18, 19, 20, 23 and 25 in Annex 2*). Out of 41 questions and sub-questions, 7 had three options to prioritize answers and 7 were open-ended. In some cases, options of answers were slightly modified compared to 2002 (*see questions 5, 8, 9, 10, 11, 12, 13, 14, 15 and 21 in Annex 2*).

The 2006 representative sample of randomly selected 1,500 (vs. 1,000 in 2002) households covered all Marzes of Armenia, along with Yerevan City. The statistical error of the survey was 2.6%. As in 2002, the sample was proportionally distributed over urban and rural settlements based on the population size per region according to the 2001 Census conducted by the National Statistical Service of the Republic of Armenia[4]. The 2006 sample, which included 31 cities and 40 villages of Armenia (or 998 and 502 households, respectively) is presented below in *Tab.1*.

Tab.1 Survey Sample

N	Number of households / Settelments	Total	Urban settlements	Rural settlements
		1,500	**998**	**502**
1.	**Neighboring Communities of Yerevan City**	**492**	**492**	
1.1	*Ajapnyak*	*50*	*50*	
1.2	*Avan*	*20*	*20*	

1 *Country Corruption Assessment: Public Opinion Survey,* CRD/TI Armenia, Yerevan, 2002.
2 www.transparency.am/publications/documents.php
3 *Corruption Perception in Armenia: 2005 Phone Survey,* CRD/TI Armenia, Yerevan, 2006.
4 www.armstat.am/Census/cens.htm

1.3	*Arabkir*	*60*	*60*	
1.4	*Davidashen*	*19*	*19*	
1.5	*Erebuni*	*50*	*50*	
1.6	*Kentron*	*72*	*72*	
1.7	*Malatia-Sebastia*	*63*	*63*	
1.8	*Nor Norq*	*52*	*52*	
1.9	*Norq-Marash*	*6*	*6*	
1.10	*Nubarashen*	*3*	*3*	
1.11	*Shengavit*	*57*	*57*	
1.12	*Kanaqer-Zeytoun*	*40*	*40*	
2.	**Aragatsotn Marz**	**66**	**18**	**48**
2.1	*Ashtarak City*	*10*	*10*	
2.2	*Aparan City*	*5*	*5*	
2.3	*Talin City*	*3*	*3*	
2.4	*Antarut Village*	*12*		*12*
2.5	*Geghadir Village*	*12*		*12*
2.6	*Lernarot Village*	*12*		*12*
2.7	*Meliqgyugh Village*	*12*		*12*
3.	**Ararat Marz**	**123**	**39**	**84**
3.1	*Artashat City*	*19*	*19*	
3.2	*Masis City*	*13*	*13*	
3.5	*Goravan Village*	*21*		*21*
3.6	*Kanachut Village*	*21*		*21*
3.7	*Nor Kyanq Village*	*21*		*21*
4.	**Armavir Marz**	**128**	**48**	**80**
4.1	*Armavir City*	*18*	*18*	
4.2	*Vagharshapat City*	*25*	*25*	
4.3	*Metsamor City*	*5*	*5*	
4.4	*Aygeshat Village (Armavir Region)*	*20*		*20*
4.5	*Baghramyan Village (Echmiatsin Region)*	*20*		*20*
4.6	*Khoronq Village*	*19*		*19*
4.7	*Nalbandyan Village*	*21*		*21*
5.	**Gegharqunik Marz**	**110**	**41**	**69**
5.1	*Gavar City*	*23*	*23*	
5.2	*Vardenis City*	*13*	*13*	
5.3	*Tchambarak City*	*5*	*5*	
5.4	*Astghadzor Village*	*17*		*17*
5.5	*Eranos Village*	*18*		*18*
5.6	*Kalavan Village*	*16*		*16*
5.7	*Shatvan Village*	*18*		*18*
6.	**Lori Marz**	**155**	**104**	**51**
6.1	*Vanadzor City*	*89*	*89*	
6.2	*Spitak City*	*12*	*12*	
6.3	*Akhtala City*	*3*	*3*	
6.4	*Antaramut Village*	*12*		12

6.5	*Dsegh Village*	*14*		14
6.6	*Karmir Aghek Village*	*12*		12
6.7	*Mets Parni Village*	*13*		13
7.	**Kotayk Marz**	**130**	**79**	**51**
7.1	*Hrazdan City*	*45*	*45*	
7.2	*Charentsavan City*	*27*	*27*	
7.3	*Nor Hajn City*	*7*	*7*	
7.4	*Argel Village*	*12*		*12*
7.5	*Arzakan Village*	*14*		*14*
7.6	*Katnaghbyur Village*	*12*		*12*
7.7	*Ptghni Village*	*13*		*13*
8.	**Shirak Marz**	**142**	**96**	**46**
8.1	*Gyumri City*	*84*	*84*	
8.2	*Artik City*	*9*	*9*	
8.3	*Maralik City*	*3*	*3*	
8.4	*Amasia Village*	*12*		*12*
8.5	*Geghanist Village*	*12*		*12*
9.1	*Kapan City*	*29*	*29*	
9.2	*Sisian City*	*12*	*12*	
9.3	*Meghri City*	*4*	*4*	
9.4	*Antarashat Village*	*5*		*5*
9.5	*Eghvard Village*	*4*		*4*
9.6	*Halidzor Village*	*4*		*4*
9.7	*Shvanidzor Village*	*6*		*6*
10.	**Vayots Dzor Marz**	**27**	**10**	**17**
10.1	*Eghegnadzor City*	*4*	*4*	
10.2	*Vayq City*	*3*	*3*	
10.3	*Jermuk City*	*3*	*3*	
10.4	*Arin Village*	*5*		*5*
10.5	*Artabuynq Village*	*5*		*5*
10.6	*Hermon Village*	*4*		*4*
10.7	*Horbategh Village*	*3*		*3*
11.	**Tavush Marz**	**63**	**25**	**38**
11.1	*Ijevan City*	*10*	*10*	
11.2	*Dilijan City*	*10*	*10*	
11.3	*Noyemberyan City*	*5*	*5*	
11.4	*Aygepar Village*	*10*		*10*
11.5	*Achajur Village*	*8*		*8*
11.6	*Itsaqar Village*	*9*		*9*
11.7	*Chinari Village*	*11*		*11*

In each Marz, 3 cities were selected based on their size (big, medium and small). Rural settlements were selected randomly (each seventh in an alphabetical order) from the list of villages, while in Yerevan the number of households was allocated among all Communities. In every selected city/village, every seventh building/house on the left side of the biggest street (and normally the longest one) was selected for the interview. For the building, the first entrance and the left door on the first floor were chosen. If nobody answered, the interviewer proceeded to the left door on the second floor and so on.

If there were not enough buildings/houses on the main street, the parallel street was chosen. In some cases, however, mainly in rural areas, the step was changed by dividing the number of available buildings/houses by the needed number of respondents. The target adult person (18 and older) within the households was selected based on the most recent date of birth. When the target person was absent at the time of interview, the next person, with the closest birthday was interviewed.

Before the beginning of the field work, a special training session was held for 25 enumerators and 4 data input operators to introduce the survey goals and objectives, as well as to discuss the methodological and logistical matters. During the field work, the filled questionnaires were double-checked by supervisors of each group of enumerators, as well as by the leader of the data operators' team. The survey data were then processed in SPSS format and checked again for every single questionnaire.

The cross-tabulation data for 10 questions by 5 demographic (gender, age, education, income and occupation) categories and 2 other categories (types of settlement and territorial-administrative division) are shown in Annexes 3-9. Annex 10 presents the data concerning unofficial payments made by respondents during the last three years.

A sum of the percentages of the presented answers does not always equal 100.0% because of a one-digit approximation of the figures. Answers that received less than 3.0% of responses are not always displayed in figures and tables. In cases of questions with 3 prioritized answers, the cross-tabulations were made only for the first choice.

ANNEX 2: Questionnaire

1. In your opinion, what is corruption? /choose one option/

[1.] Crime [2.] Immoral behavior [3.] Accepted tradition [4.] National mentality
[5.] Other _____ [0.] I don't know

2. In your opinion, is corruption a problem in Armenia?

[1.] Not a problem at all [2.] Somewhat a problem [3.] A problem
[4.] A big problem [0.] I don't know

3. In your opinion, since when has corruption been existing in the Armenian society?

[1.] Before the formation of USSR [2.] After the formation of USSR
[3.] After gaining independence [4.] It has been always there
[5.] Other _____ [0.] I don't know

4. In the recent three years, how has the level of corruption been changed in Armenia?

[1.] Decreased significantly [2.] Decreased [3.] Not changed
[4.] Increased [5.] Increased significantly [0.] I don't know

5. In your opinion, which of the listed below would you consider to be a manifestation of corruption?
/1 – yes, 2 – no, 0- I don't know/

[1.]	Giving bribes (in the form of cash, gifts, hospitality)	(1) (2) (0)
[2.]	Taking bribes (in the form of cash, gifts, hospitality)	(1) (2) (0)
[3.]	Soliciting bribes (in the form of cash, gifts, hospitality)	(1) (2) (0)
[4.]	Reference from a friend/relative or other personal contact	(1) (2) (0)
[5.]	Exchange of favors	(1) (2) (0)
[6.]	Hiding/misuse of information	(1) (2) (0)
[7.]	Use of state property/resources to receive personal gains *(cars, dachas, phones, etc.)*	(1) (2) (0)
[8.]	Rent-seeking *(supporting monopolies, granting privileges)*	(1) (2) (0)
[9.]	Unauthorized intervention in the activities of other institutions	(1) (2) (0)
[10.]	Other _____	

6. Who, in your opinion, initiates corruption in Armenia? /choose three most appropriate options/

[1.] Ordinary citizens
[2.] State authorities
[3.] Business sector
[4.] Political parties
[5.] NGOs
[6.] International organizations
[7.] Other _____

7. In your opinion, where does corruption occur within the Armenian government system?
/choose one option/

[1.] In the high-level (*President, Prime-Minister, ministers, deputy ministers, marzpets, members of the National Assembly*)

[2.] In the middle-level (*heads of departments, heads of the local self-government bodies*)
[3.] In the low-level (*low level public officials*)
[4.] In all levels

8. How would you evaluate the level of corruption in the following state institutions in Armenia?
/1 - not corrupt, 2 - somewhat corrupt, 3 - corrupt, 4 - very corrupt, 0 – I don't know/

#	***Institutions***	***Grading Scale***				
[1.]	The President	(1)	(2)	(3)	(4)	(0)
[2.]	The President's Office	(1)	(2)	(3)	(4)	(0)
[3.]	The Prime Minister	(1)	(2)	(3)	(4)	(0)
[4.]	The Staff of the Government	(1)	(2)	(3)	(4)	(0)
[5.]	The Ministers	(1)	(2)	(3)	(4)	(0)
[6.]	The Staff of the Ministries	(1)	(2)	(3)	(4)	(0)
[7.]	Structures affiliated to the Government (Emergency Situations Department, Migration and Refugees Department, State Property Management Department, Civil Aviation Department, Sports State Committee, etc.)	(1)	(2)	(3)	(4)	(0)
[8.]	Regional Government Bodies (Marzpetarans)	(1)	(2)	(3)	(4)	(0)
[9.]	Yerevan City Hall	(1)	(2)	(3)	(4)	(0)
[10.]	Local self-government bodies (municipalities, neighboring and village communities)	(1)	(2)	(3)	(4)	(0)
[11.]	Central Bank	(1)	(2)	(3)	(4)	(0)
[12.]	Members of the National Assembly	(1)	(2)	(3)	(4)	(0)
[13.]	The Staff of the National Assembly	(1)	(2)	(3)	(4)	(0)
[14.]	Permanent Commissions and Councils (on the protection of business competition, regulation of public services, television and radio, civil service, etc.)	(1)	(2)	(3)	(4)	(0)
[15.]	Constitutional Court	(1)	(2)	(3)	(4)	(0)
[16.]	Council of Justice	(1)	(2)	(3)	(4)	(0)
[17.]	Court of Cassation	(1)	(2)	(3)	(4)	(0)
[18.]	Courts of Review	(1)	(2)	(3)	(4)	(0)
[19.]	Courts of First Instance	(1)	(2)	(3)	(4)	(0)
[20.]	Economic Courts	(1)	(2)	(3)	(4)	(0)
[21.]	The Prosecution	(1)	(2)	(3)	(4)	(0)
[22.]	The Ombudsman	(1)	(2)	(3)	(4)	(0)
[23.]	Other _____					
Choose three most corrupt institutions *(indicate by numbers between 1 – 23)*	i. _____ ii. _____ iii. _____					

9. How would you evaluate the level of corruption in the following sectors/services in Armenia?
/1 - not corrupt, 2 - somewhat corrupt, 3 - corrupt, 4 - very corrupt, 0 – I don't know/

#	*Sectors/Services*	*Grading Scale*				
[1.]	Healthcare (policlinics, hospitals, etc.)	(1)	(2)	(3)	(4)	(0)
[2.]	Education (kindergartens, schools, universities, etc.)	(1)	(2)	(3)	(4)	(0)
[3.]	State Registrar (registration of private companies, NGOs, etc.)	(1)	(2)	(3)	(4)	(0)
[4.]	Court Decisions Enforcement Office (office of the court)	(1)	(2)	(3)	(4)	(0)
[5.]	Reformatories and prisons	(1)	(2)	(3)	(4)	(0)
[6.]	Public procurement (purchase of goods and services by state institutions)	(1)	(2)	(3)	(4)	(0)
[7.]	Electoral system (electoral commissions - voters' lists and ballot counting, party and individual candidates' pre-election campaigns, etc.)	(1)	(2)	(3)	(4)	(0)
[8.]	National Security Service	(1)	(2)	(3)	(4)	(0)
[9.]	Military (army)	(1)	(2)	(3)	(4)	(0)
[10.]	Customs authorities	(1)	(2)	(3)	(4)	(0)
[11.]	Tax service	(1)	(2)	(3)	(4)	(0)
[12.]	Issuing licenses/certificates/permits	(1)	(2)	(3)	(4)	(0)
[13.]	Traffic police	(1)	(2)	(3)	(4)	(0)
[14.]	Police (excluding traffic police)	(1)	(2)	(3)	(4)	(0)
[15.]	Cadastre	(1)	(2)	(3)	(4)	(0)
[16.]	Notary services	(1)	(2)	(3)	(4)	(0)
[17.]	State property privatization	(1)	(2)	(3)	(4)	(0)
[18.]	Banking system	(1)	(2)	(3)	(4)	(0)
[19.]	Social security (pensions, welfare, etc.)	(1)	(2)	(3)	(4)	(0)
[20.]	Communication (phone, internet providers, etc.)	(1)	(2)	(3)	(4)	(0)
[21.]	Transportation (ground, air, etc.)	(1)	(2)	(3)	(4)	(0)
[22.]	Utilities (water, gas, electricity, etc.)	(1)	(2)	(3)	(4)	(0)
[23.]	Municipal services (garbage collection, issuing permits, etc.)	(1)	(2)	(3)	(4)	(0)
[24.]	Urban development (land use permits, construction, etc.)	(1)	(2)	(3)	(4)	(0)
[25.]	Environment-related services (air and water pollution, deforestation, etc.)	(1)	(2)	(3)	(4)	(0)
[26.]	Agriculture (irrigation, fertilizers, seeds, etc.)	(1)	(2)	(3)	(4)	(0)
[27.]	Business sector	(1)	(2)	(3)	(4)	(0)
[28.]	Mass media (TV companies, newspapers, etc.)	(1)	(2)	(3)	(4)	(0)
[29.]	Political parties	(1)	(2)	(3)	(4)	(0)

[30.]	NGOs	(1)	(2)	(3)	(4)	(0)
[31.]	Charities	(1)	(2)	(3)	(4)	(0)
[32.]	International organizations and diplomatic missions	(1)	(2)	(3)	(4)	(0)
[33.]	Church	(1)	(2)	(3)	(4)	(0)
[34.]	Culture (preservation of historical monuments, etc.)	(1)	(2)	(3)	(4)	(0)
[35.]	Sport	(1)	(2)	(3)	(4)	(0)
[36.]	Other _____					
Choose three most corrupt sectors/services (*indicate by numbers between 1 – 36*)	i. _____ ii. _____ iii. _____					

10. During the last three years, have you or anyone in your family made "unofficial payments" related to the above-mentioned government institutions/sectors/services in the form of gifts, money, etc. ?

[1.] Yes [2.] No [0.] – I don't know

10.1. If yes, please specify for whom, when, how often and how much was "spent".

Institution/sector/service	***Year***	***# of times***	***Monetized Amount***

11. In your opinion, what are the main causes of corruption in Armenia?

/1 - yes, 2 – no, 0- I don't know/

[1.] Absence of political will (1) (2) (0)
[2.] Dominance of clanship interests over state interests (1) (2) (0)
[3.] Illegal state intervention into activities of non-state actors (1) (2) (0)
[4.] Imperfect legislation/regulations/procedures (1) (2) (0)
[5.] Poor law enforcement (1) (2) (0)
[6.] Ineffective administration (1) (2) (0)
[7.] Lack of independence of the judiciary system (1) (2) (0)
[8.] Inefficient control and punishment mechanisms (1) (2) (0)
[9.] Lack of transparency and accountability in the public sector (1) (2) (0)
[10.] Limited access to information (1) (2) (0)
[11.] Unfavorable socio-economic conditions (low salaries, pensions, etc.) (1) (2) (0)
[12.] Low moral values of the society (1) (2) (0)
[13.] Citizens' unawareness of their rights and obligations (1) (2) (0)
[14.] Public tolerance towards corruption (1) (2) (0)
[15.] Widespread nepotism and kinship (1) (2) (0)
[16.] Culture of "kick-backs" and giving gifts (1) (2) (0)
[17.] Other _____

Choose three most appropriate options (*indicate by numbers between 1 – 17*)	i. _____ ii. _____ iii. _____

12. In your opinion, what are the main justifications (motives) of corrupt practices?
/1 – yes, 2 – no, 0- I don't know/

[1.]	There is no other way to get things done	(1) (2) (0)
[2.]	To avoid punishment/sanctions	(1) (2) (0)
[3.]	To avoid high official payments	(1) (2) (0)
[4.]	To speed up the processes/procedures	(1) (2) (0)
[5.]	To be treated (served) appropriately	(1) (2) (0)
[6.]	To get preferential treatment/privileges	(1) (2) (0)
[7.]	To have alternative source of income	(1) (2) (0)
[8.]	To make obligatory (illegal) "payments" to supervisors	(1) (2) (0)
[9.]	Other _____	

Choose three most appropriate options (*indicate by numbers between 1 – 9*)	i. _____ ii. _____ iii. _____

13. What are the consequences of corruption in Armenia? /1 – yes, 2 – no, 0- I don't know/

[1.]	Increase of poverty level	(1) (2) (0)
[2.]	Negative impact on the economic development	(1) (2) (0)
[3.]	Ineffective governance system	(1) (2) (0)
[4.]	Decreased legitimacy of authorities	(1) (2) (0)
[5.]	Increased level of crime and law-breaking	(1) (2) (0)
[6.]	Endangered national security and deterioration of the statehood	(1) (2) (0)
[7.]	Increased level of emigration	(1) (2) (0)
[8.]	Decayed moral values	(1) (2) (0)
[9.]	Distortions in economic competition	(1) (2) (0)
[10.]	Increased apathy within society	(1) (2) (0)
[11.]	Other _____	

Choose three most appropriate options (*indicate by numbers between 1 – 11*)	i. _____ ii. _____ iii. _____

14. How would you react if offered to take bribe (money, gift, asked for an exchange of favor, etc.)?
/choose one option/

[1.] I would take because everybody takes
[2.] I would take because I need money
[3.] I would take because I have to "share" it with my supervisor(s)
[4.] I would not take because there is a high risk to be punished
[5.] I would not take, because it is unacceptable for me
[6.] I would not take and officially report to the respective authorities
[7.] I would not take and anonymously report to the respective authorities
[8.] Other _____

15. How would you react if "forced" to give bribe (money, gift, asked for an exchange of favor, etc.)?
/choose one option/

[1.] I would give because everyone gives
[2.] I would give trying to negotiate "the price"
[3.] I would not give and try to find "useful" contacts instead

[4.] I would not give and officially report to the respective authorities
[5.] I would not give and anonymously report to the respective authorities
[6.] I would not give and report to mass media
[7.] Other _____

16. Are you aware about the Anti-Corruption Strategy Program implemented by the Armenian Government?

[1.] Yes [2.] No

16.1 If yes, what do you know about that Program?

_____
_____
_____

17. Are you aware about the State Anti-Corruption Council?

[1.] Yes [2.] No

17.1 If yes, who are the members of that structure and what are their duties?

_____
_____
_____

18. Are you aware about the State Anti-Corruption Monitoring Commission?

[1.] Yes [2.] No

18.1 If yes, who are the members of that structure and what are their duties?

_____
_____
_____

19. Are you aware of the international obligations of Armenia in the fight against corruption?

[1.] Yes [2.] No

19.1 If yes, what do you know about those obligations?

_____
_____
_____

20. Please, evaluate how effective is the fight against corruption in Armenia?

[1.] Not effective at all [2.] Somewhat not effective [3.] Somewhat effective
[4.] Very effective [0.] I don't know

20.1 If answers are [3.] or [4.], please, bring examples.

_____
_____
_____

If answer is [4.], please, move to question 22.

21. What should be done to improve the current situation in Armenia?
/1 – yes, 2 – no, 0- I don't know/

[1.] To create a new anti-corruption (law-enforcement) agency (1) (2) (0)
[2.] To ensure free and fair elections (1) (2) (0)
[3.] To constrain the dominance of the executive over the legislature and the judiciary (1) (2) (0)
[4.] To ensure the independent judiciary system (1) (2) (0)
[5.] To improve existing legislation/procedures (1) (2) (0)
[6.] To strengthen law enforcement (1) (2) (0)
[7.] To adopt stricter control over state and non-state institutions (1) (2) (0)
[8.] To punish those involved in corruption (corrupters and corruptees) (1) (2) (0)
[9.] To ensure freedom of speech and independence of mass media (1) (2) (0)
[10.] To promote free economic competition (1) (2) (0)
[11.] To provide high salaries/more incentives for public sector employees (1) (2) (0)
[12.] To increase transparency and accountability in the public sector (1) (2) (0)
[13.] To promote public awareness on citizens' rights and obligations (1) (2) (0)
[14.] To promote public participation in the decision-making processes (1) (2) (0)
[15.] To encourage state officials to serve as a model (of proper behavior) (1) (2) (0)
[16.] To reduce public tolerance to corruption (1) (2) (0)
[17.] Other _____

Choose three most appropriate options (*indicate by numbers between 1 – 17*)	i. _____ ii. _____ iii. _____

22. Which of the following statements is the closest to what you think about corruption in Armenia?
/choose one option/

[1.] Corruption cannot be eliminated at all
[2.] Corruption can be limited to a certain degree
[3.] Corruption can be substantially reduced
[4.] Corruption can be completely eradicated

23. In your opinion, who is responsible for the current corruption-related situation in Armenia?
/1 – yes, 2 – no, 0- I don't know/

[1.] The President (1) (2) (0)
[2.] The Government (1) (2) (0)
[3.] The National Assembly (1) (2) (0)
[4.] The Judiciary (1) (2) (0)
[5.] Law-enforcement bodies (1) (2) (0)
[6.] Political parties (1) (2) (0)
[7.] Media (1) (2) (0)
[8.] Church (1) (2) (0)
[9.] People themselves (1) (2) (0)
[10.] NGOs (1) (2) (0)
[11.] Diaspora (1) (2) (0)
[12.] International organizations (1) (2) (0)
[13.] Other _____

Choose three most appropriate options (*indicate by numbers between 1 – 13*)	i. _____ ii. _____ iii. _____

24. In your opinion, who can have a determining impact on reducing corruption in Armenia?

_____
_____
_____

25. What can you personally do to reduce corruption in Armenia?

_____
_____
_____

Information about the respondent:

26. Sex: [1.] Male [2.] Female

27. Age: [1.] 18-30 [2.] 31-45 [3.] 46-60 [4.] 61 and more

28. Education: [1.] Incomplete secondary [2.] Secondary [3.] Vocational
[4.] Higher [5.] Scientific degree

29. Occupation: [1.] Civil servant [2.] Public sector employee [3.] Private sector employee
[4.] Entrepreneur [5.] Self-employed [6.] Working abroad
[7.] Unemployed [8.] Involved in agriculture [9.] Retired person
[10.] Student [11.] Housewife [12.] Other (*please, specify*) _____

30. Number of household members: _____

31. How would you rate the standard of living of your household?

[1.] Very good [2.] Good [3.] Medium
[4.] Bad [5.] Very bad [0.] I don't know

32. Could you please indicate the average monthly income of your household?

[1.] Below 10,000 AMD [2.] 11-25,000 AMD [3.] 26-50,000 AMD
[4.] 51-100,000 AMD [5.] 101-200,000 AMD [6.] Above 200,000 AMD

33. Major source of your income (salaries, pensions, etc.):

[1.] Salary [2.] Welfare [3.] Pension [4.] Remittances from abroad
[5.] Income from self-employment [6.] Other (*please, specify*) _____

34. Your major sources of information:

[1.] TV [2.] Radio [3.] Print media
[4.] Internet [5.] Local self-government bodies
[6.] Other (please, specify) _____

35. Additional comments

_____
_____
_____
_____
_____

ANNEX 3: Cross-tabulation by Gender

Fig.1. What is corruption?

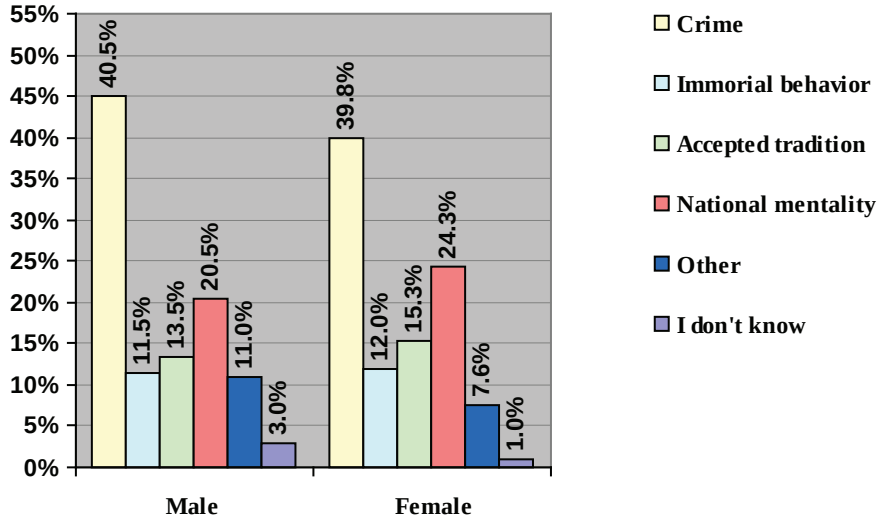


Fig.2. Is corruption a problem in Armenia?

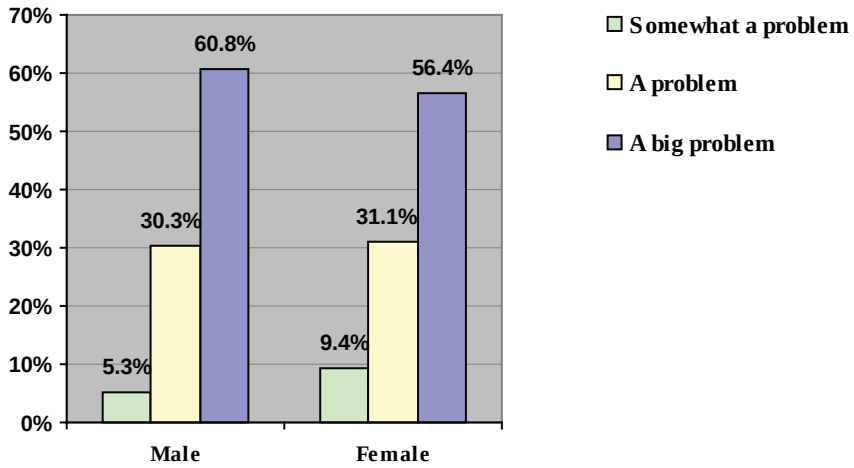


Fig.3. Which is the first most corrupt state institution?
(98.4% of respondents answered this question)

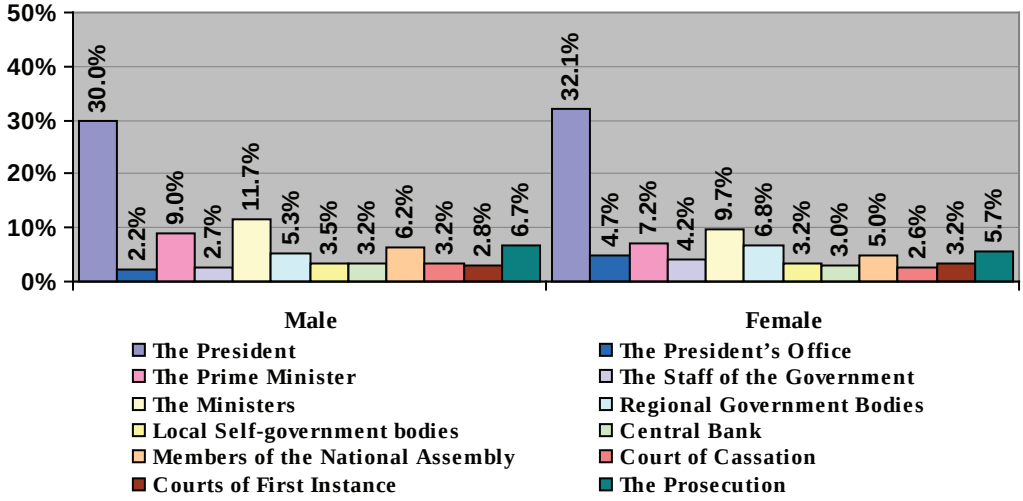


Fig.4. Which is the first most corrupt sector/service?
(99.5% of respondents answered this question)

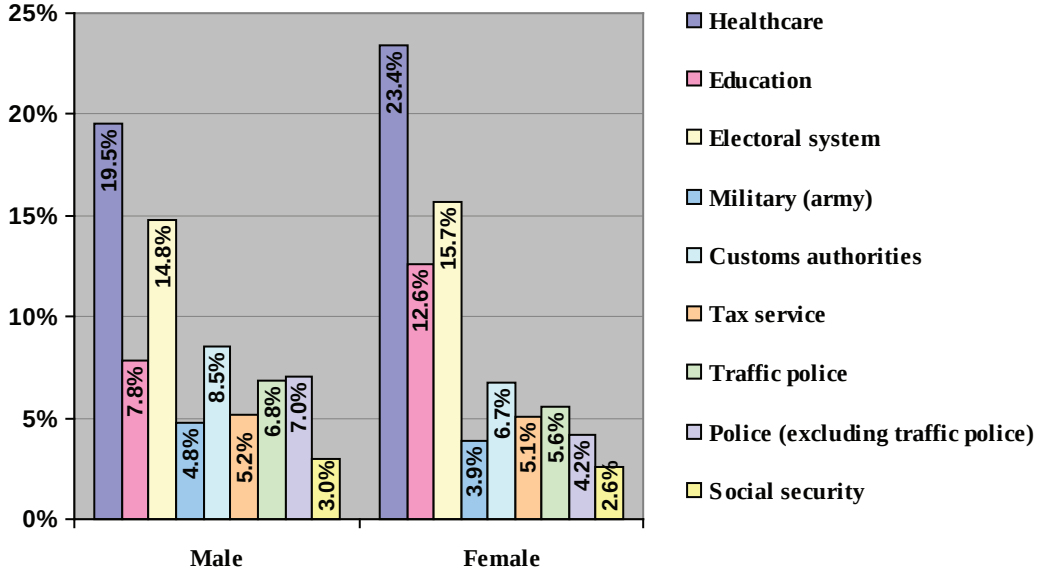


Fig.5. Which is the first main cause of corruption?
(99.8% of respondents answered this question)

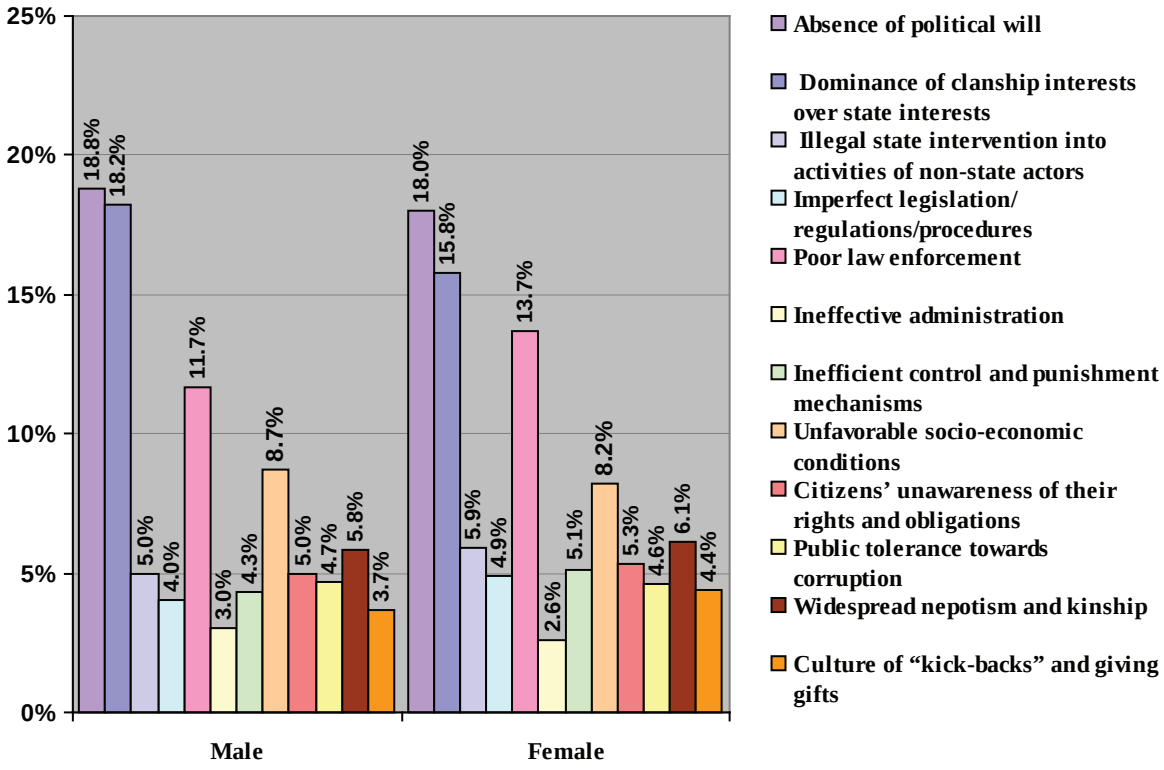


Fig.6. Which is the first major consequence of corruption?
(99.7% of respondents answered this question)

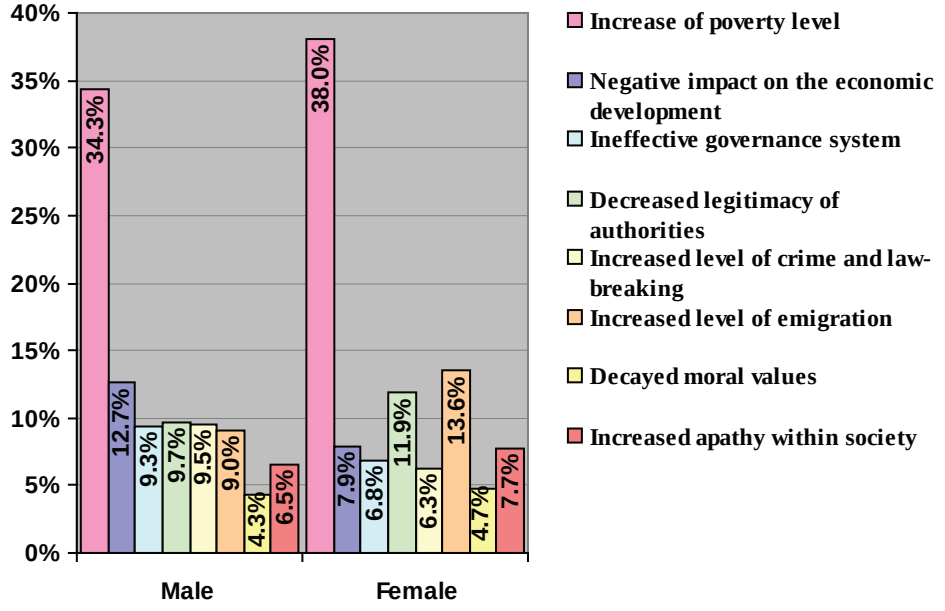


Fig.7. How would you react if offered to take bribe?

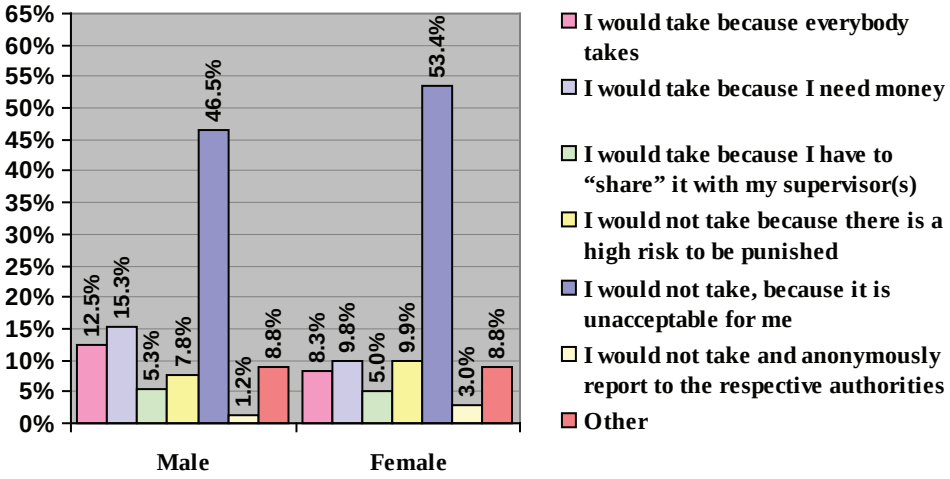


Fig.8. How would you react if "forced" to give bribe?

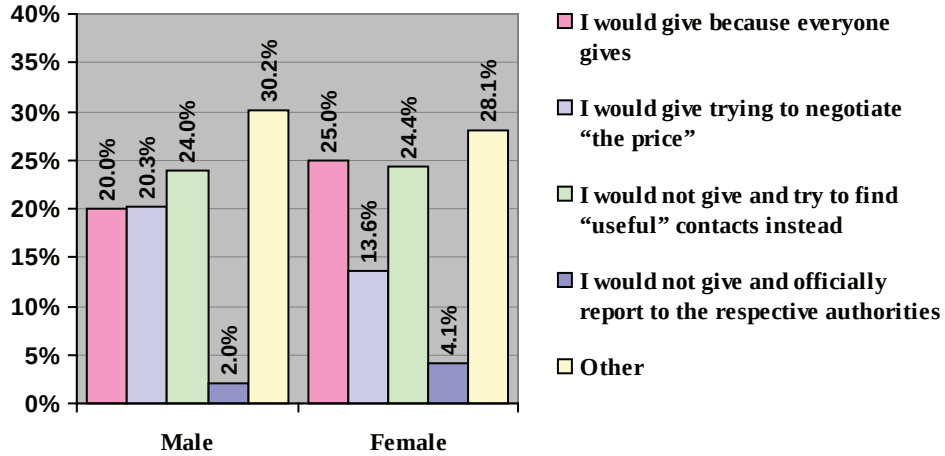


Fig.9. Which is the first solution to improve the current situation?
(97.6% of respondents answered this question)

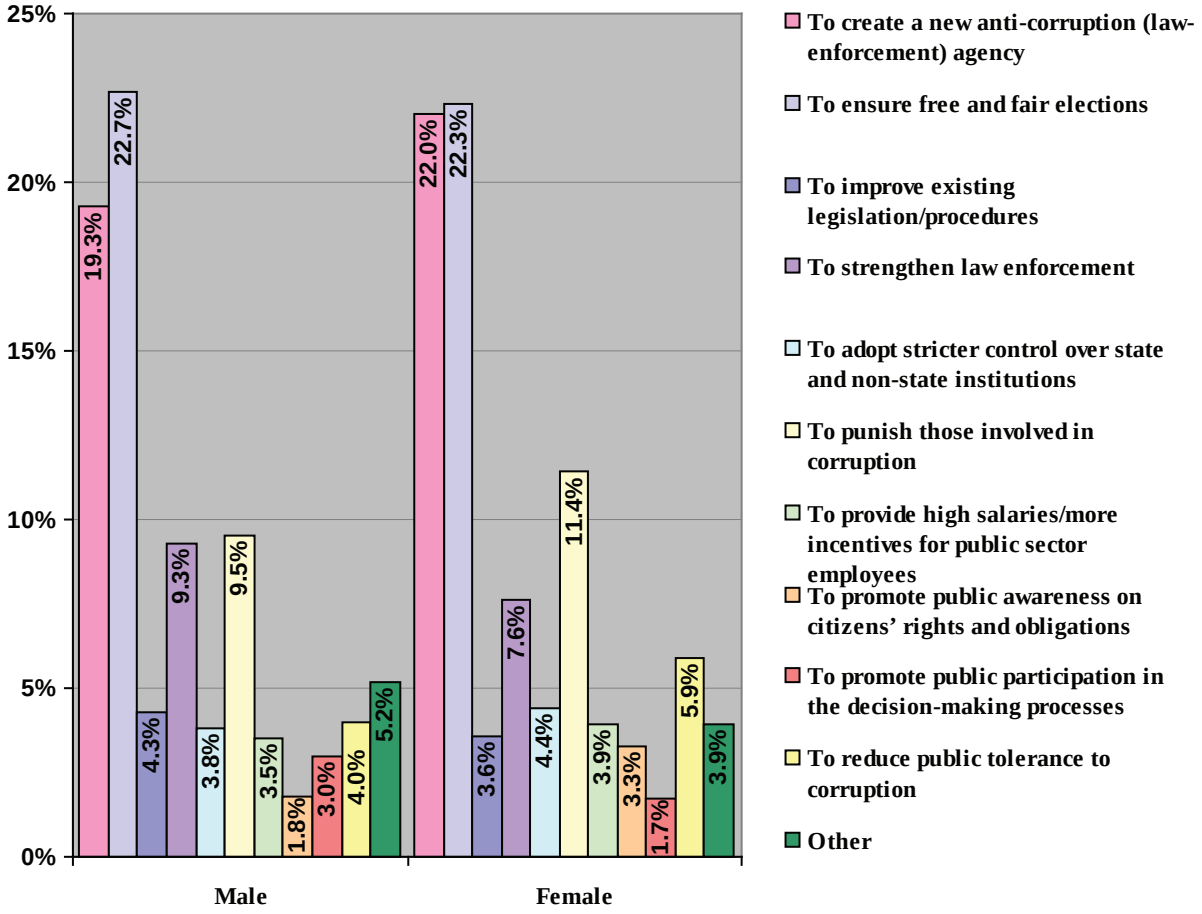
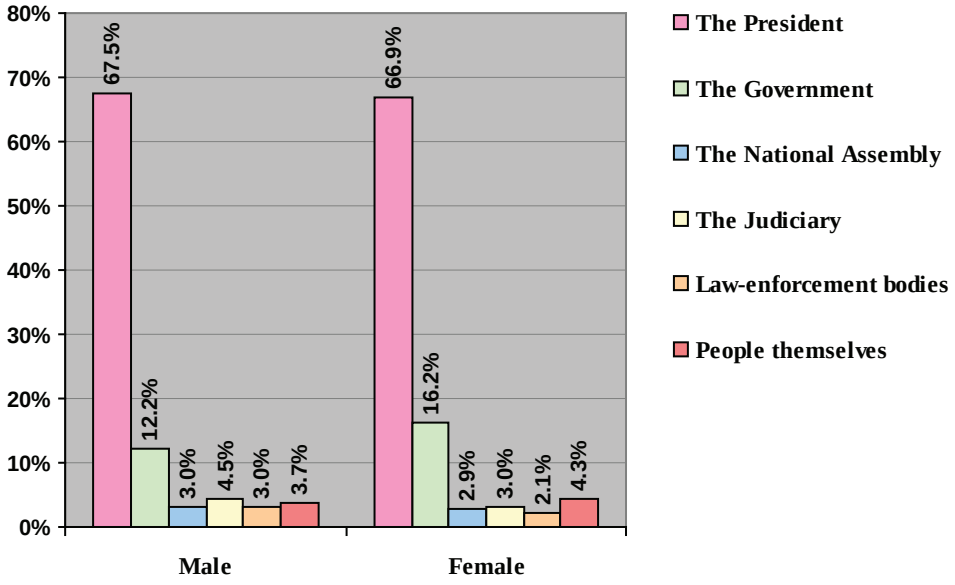


Fig.10. Who is responsible for the current corruption-related situation in the first place?
(99.5% of respondents answered this question)



ANNEX 4: Cross-tabulation by Age

Fig.1. What is corruption?

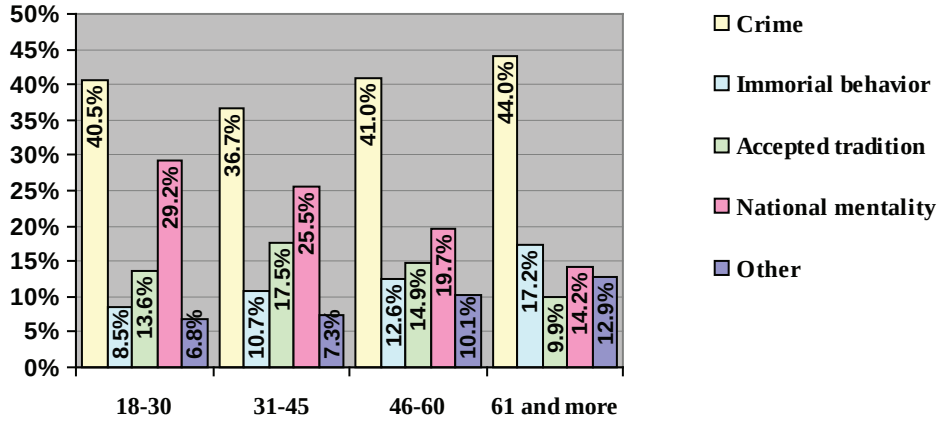


Fig.2. Is corruption a problem in Armenia?

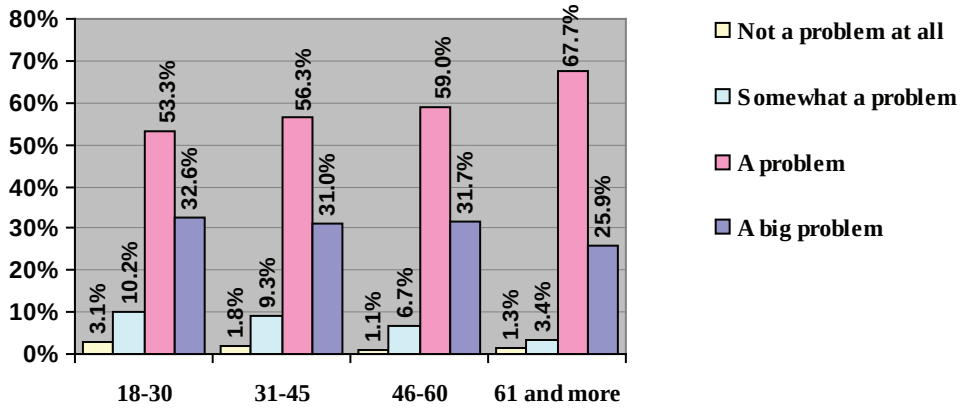


Fig.3. Which is the first most corrupt state institution?
(98.4% of respondents answered this question)

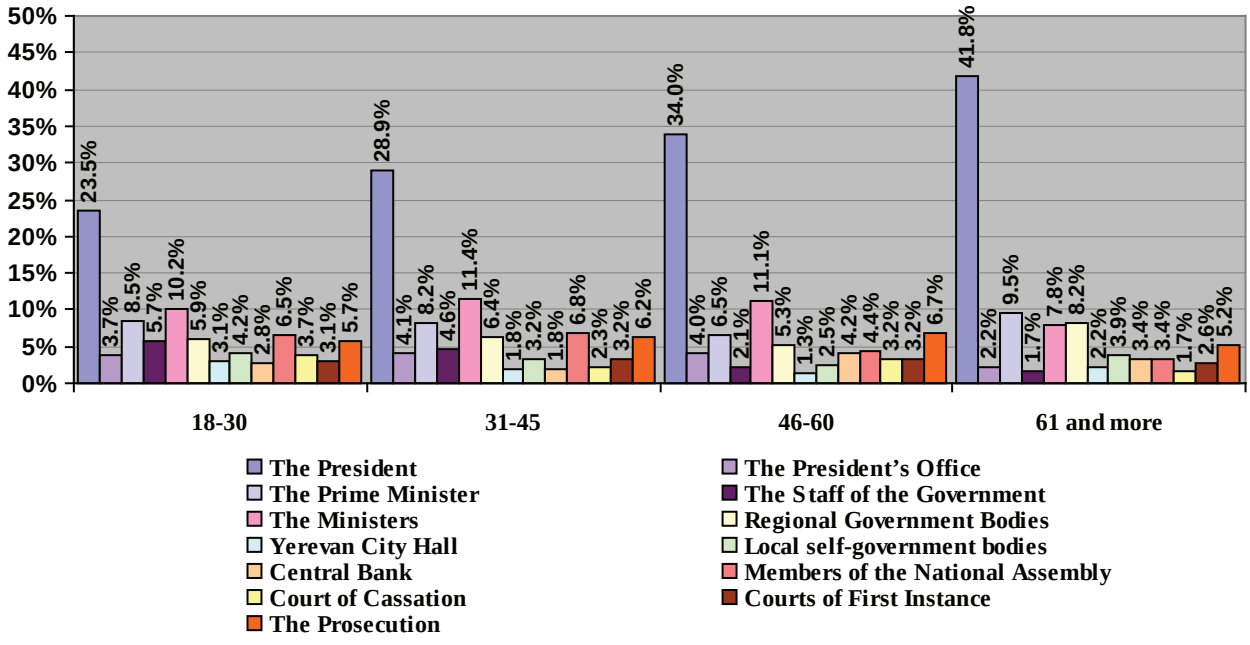


Fig.4. Which is the first most corrupt sector/service?
(99.5% of respondents answered this question)

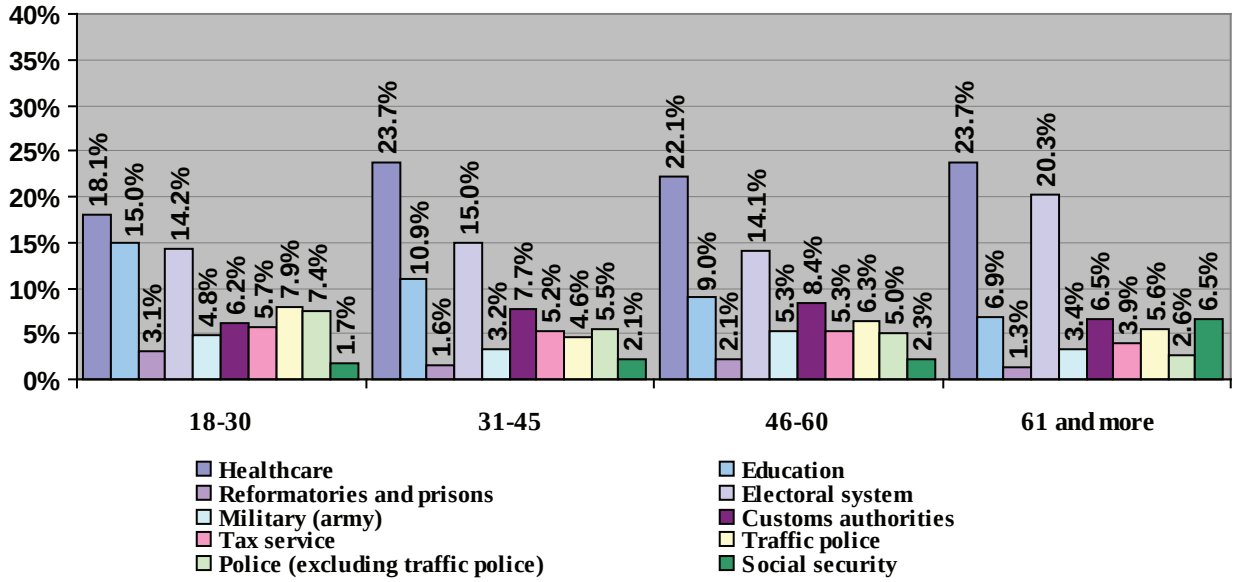


Fig.5. Which is the first main cause of corruption?
(99.8% of respondents answered this question)

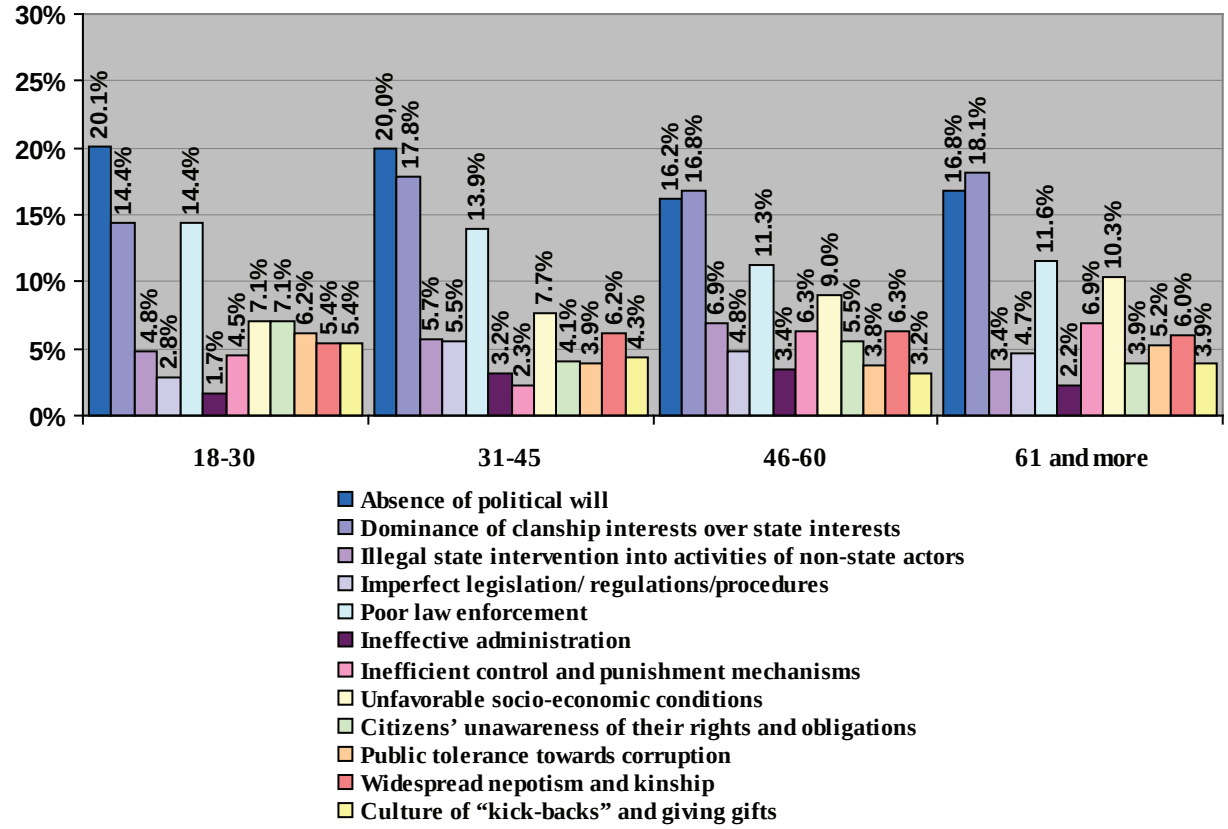


Fig.6. Which is the first major consequence of corruption?
(99.7% of respondents answered this question)

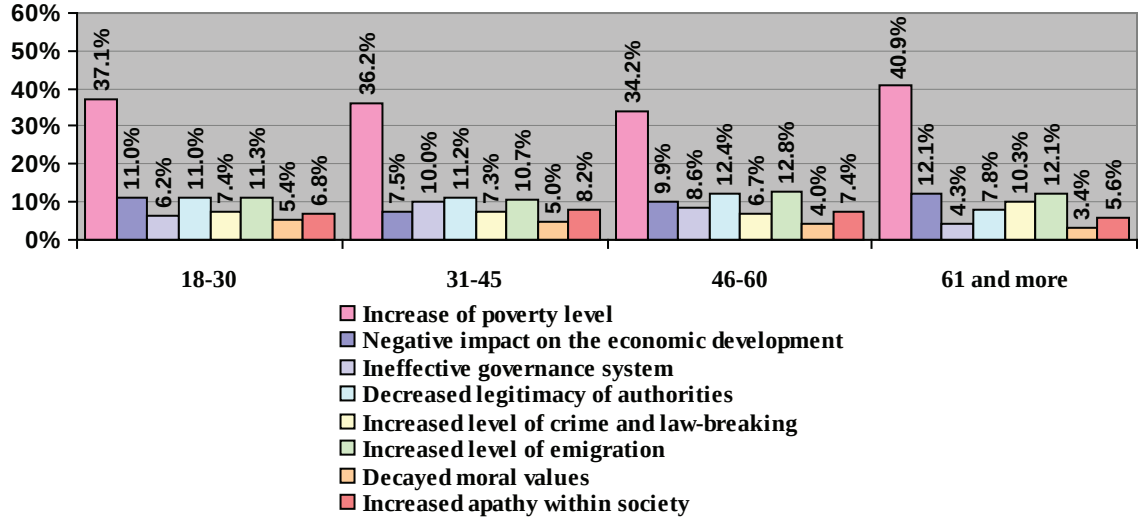


Fig.7. How would you react if offered to take bribe?

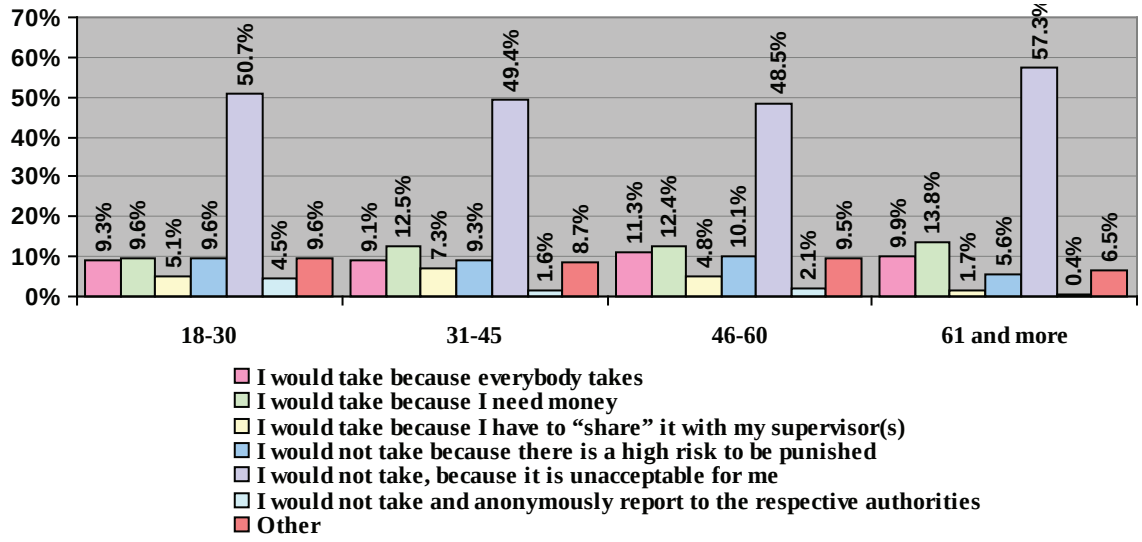


Fig.8. How would you react if "forced" to give bribe?

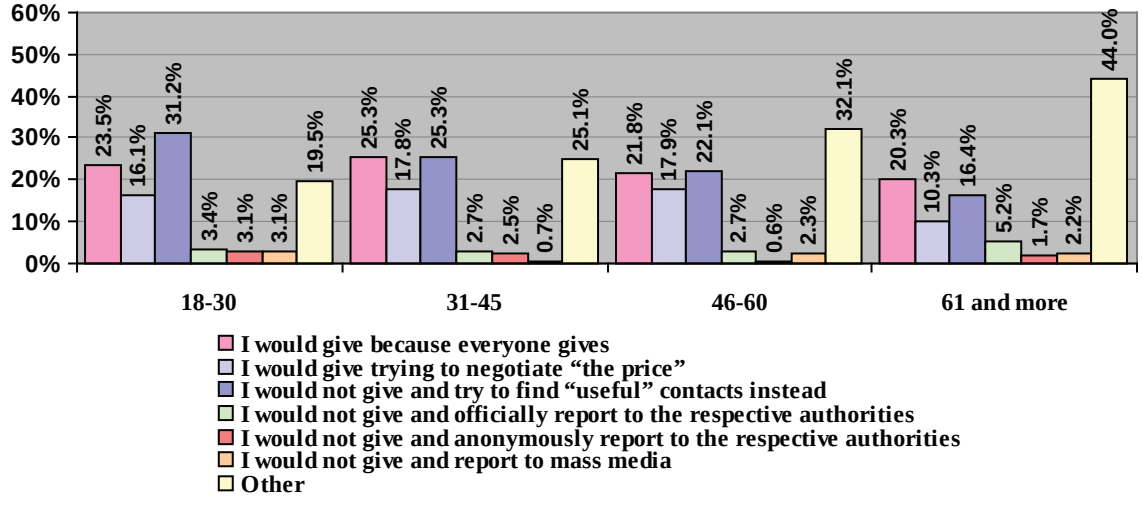


Fig.9. Which is the first solution to improve the current situation?
(97.6% of respondents answered this question)

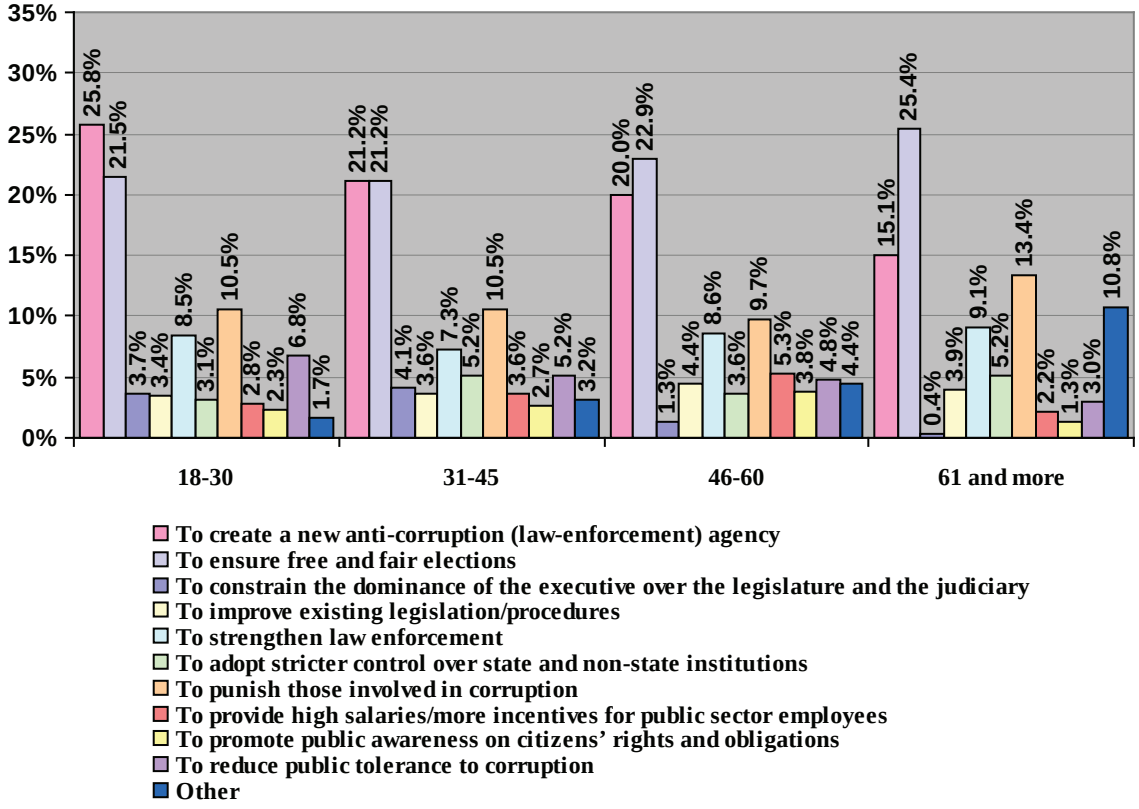
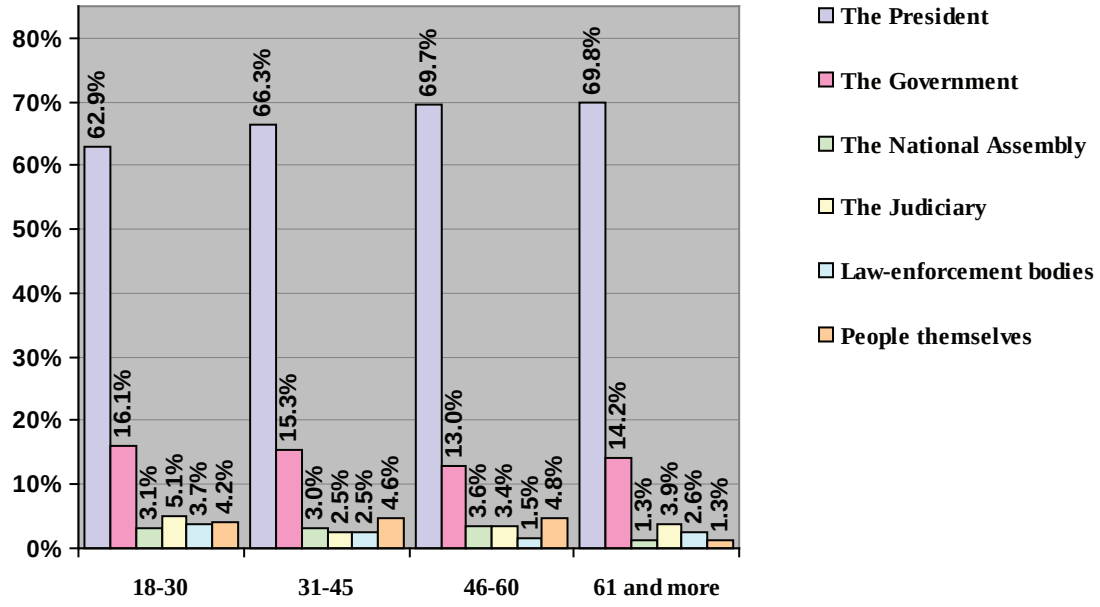


Fig.10. Who is responsible for the current corruption-related situation in the first place?
(99.5% of respondents answered this question)



ANNEX 5: Cross-tabulation by Education

Fig.1. What is corruption?

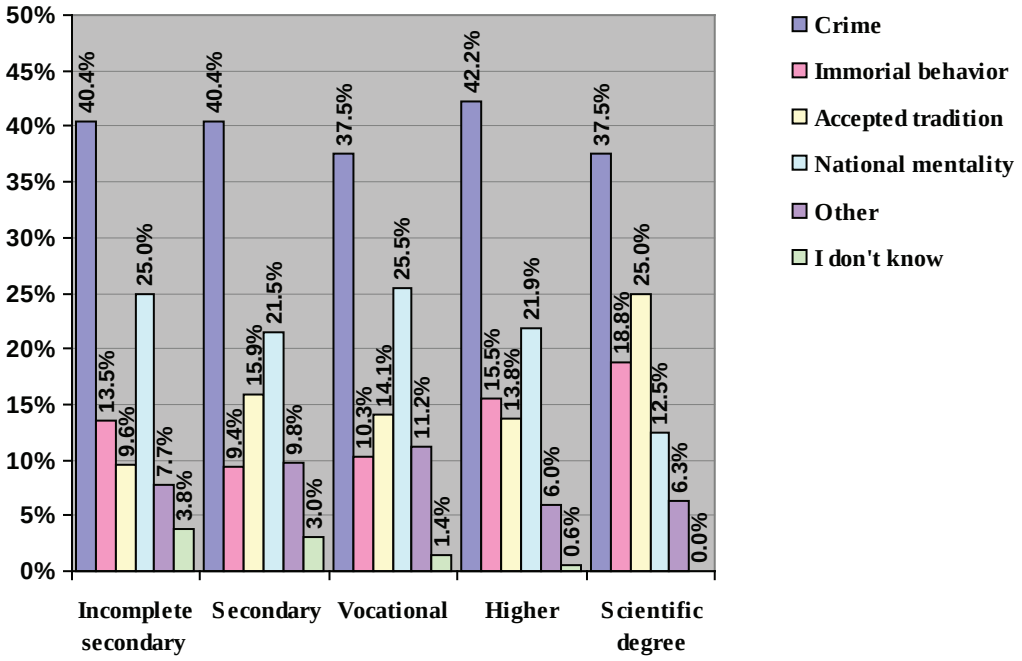


Fig.2. Is corruption a problem in Armenia?

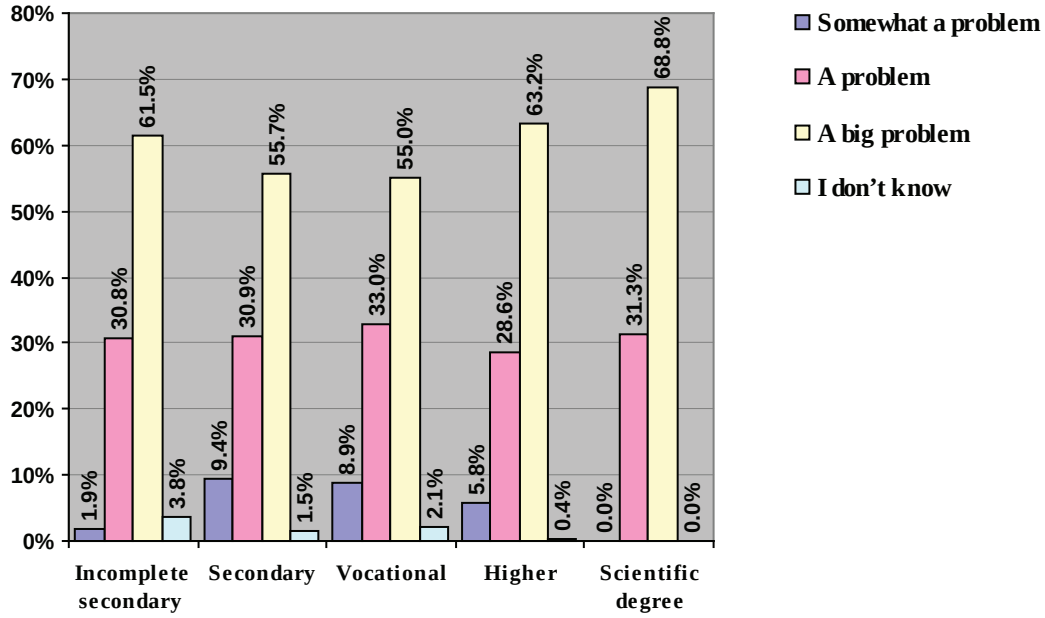


Fig.3. Which is the first most corrupt state institution?
(98.4% of respondents answered this question)

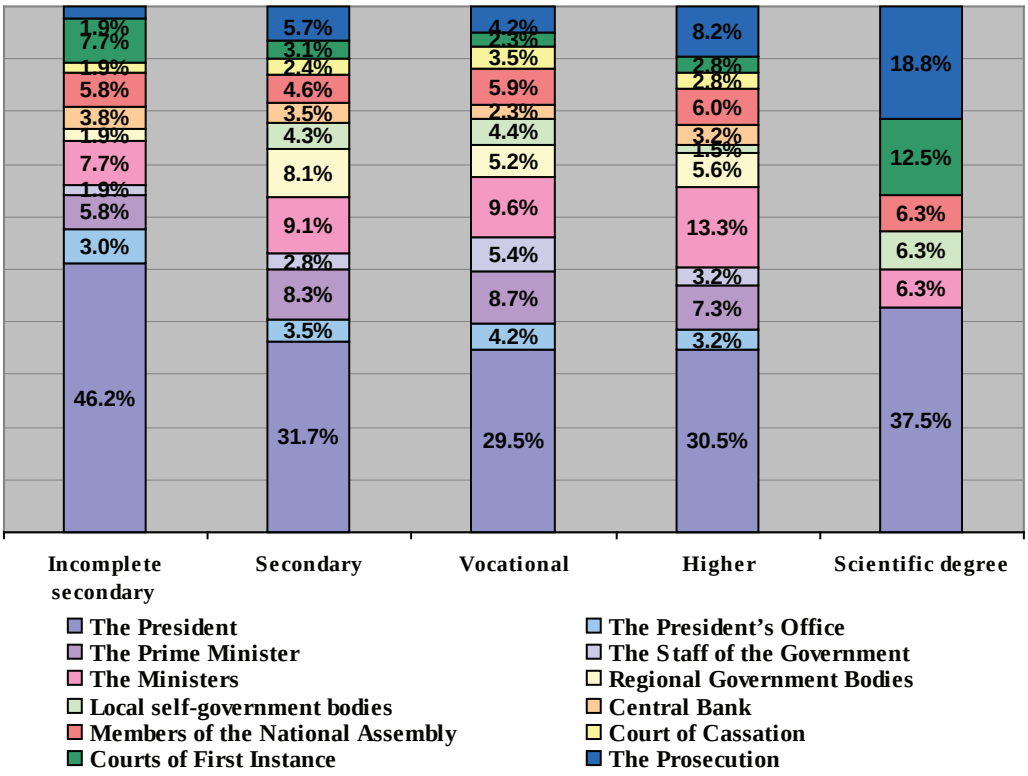


Fig.4. Which is the first most corrupt sector/service?
(99.5% of respondents answered this question)

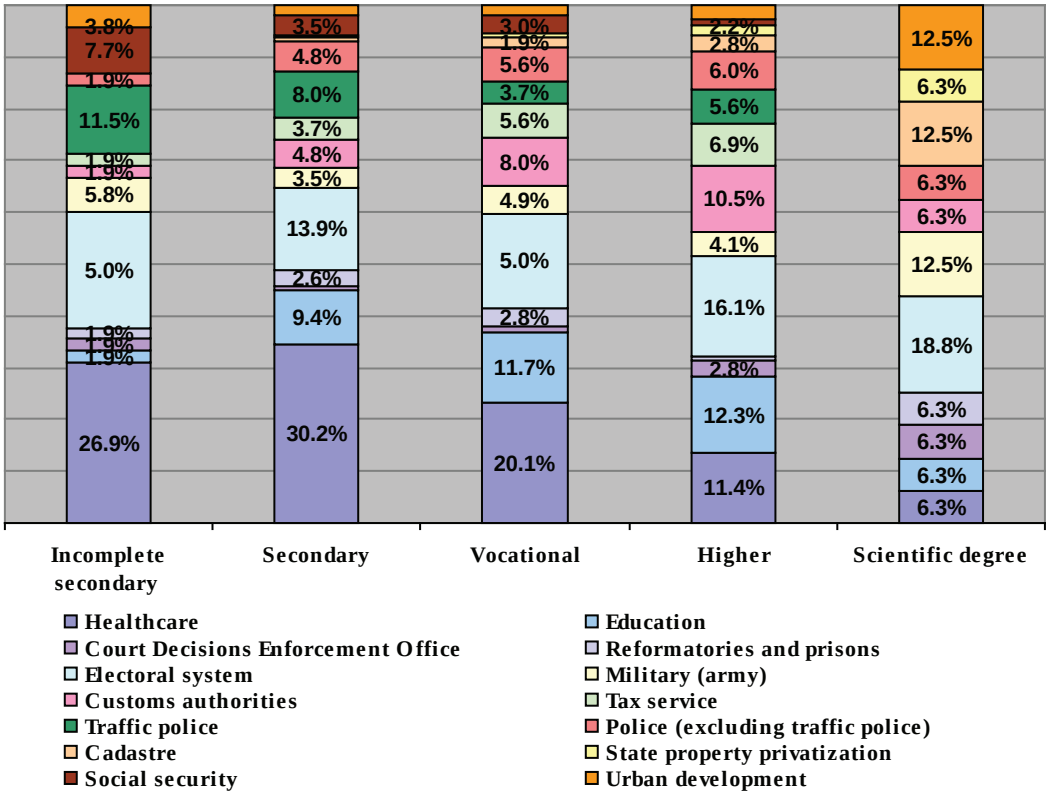
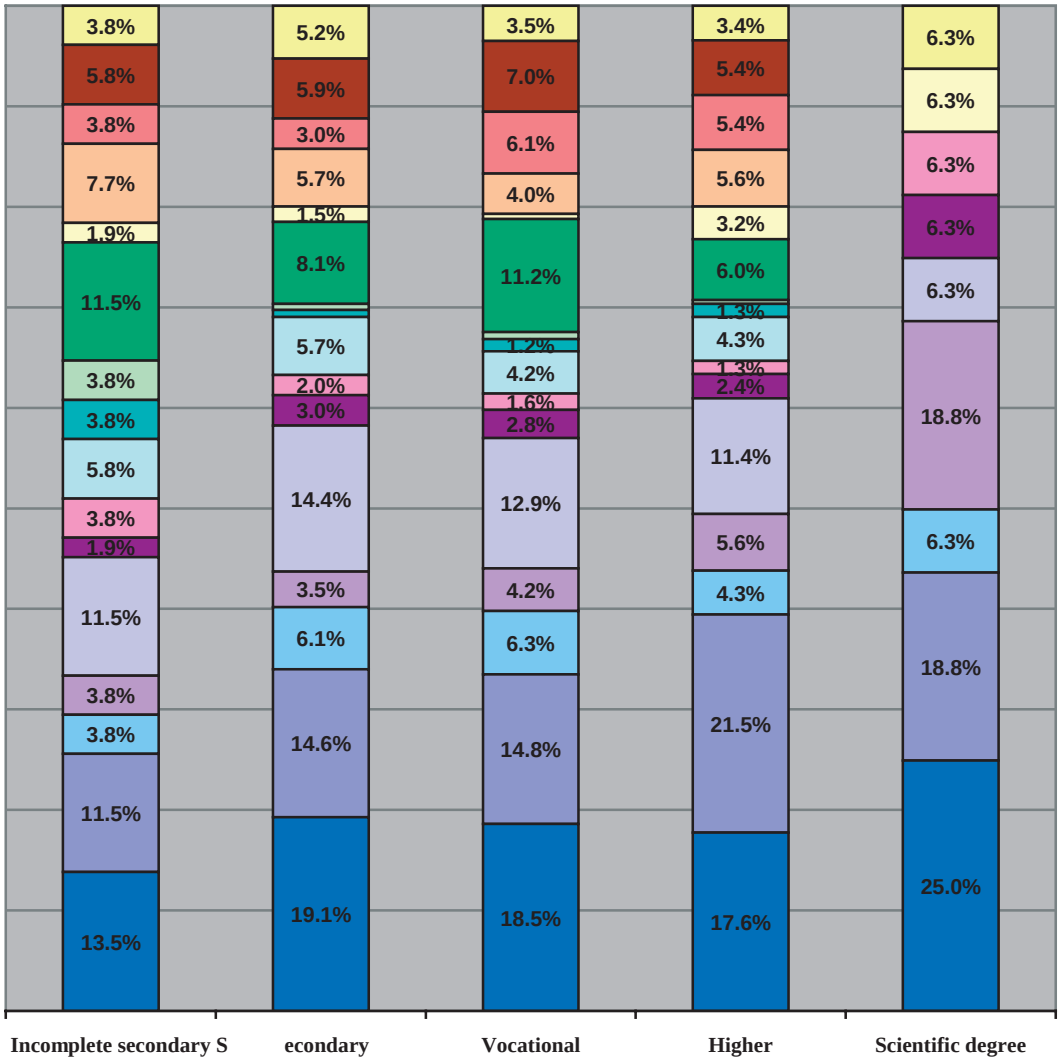


Fig.5. Which is the first main cause of corruption?
(99.8% of respondents answered this question)



- Absence of political will
- Dominance of clanship interests over state interests
- Illegal state intervention into activities of non-state actors
- Imperfect legislation/regulations/procedures
- Poor law enforcement
- Ineffective administration
- Lack of independence of the judiciary system
- Inefficient control and punishment mechanisms
- Lack of transparency and accountability in the public sector
- Limited access to information
- Unfavorable socio-economic conditions
- Low moral values of the society
- Citizens' unawareness of their rights and obligations
- Public tolerance towards corruption
- Widespread nepotism and kinship
- Culture of "kick-backs" and giving gifts

Fig.6. Which is the first major consequence of corruption?
(99.7% of respondents answered this question)

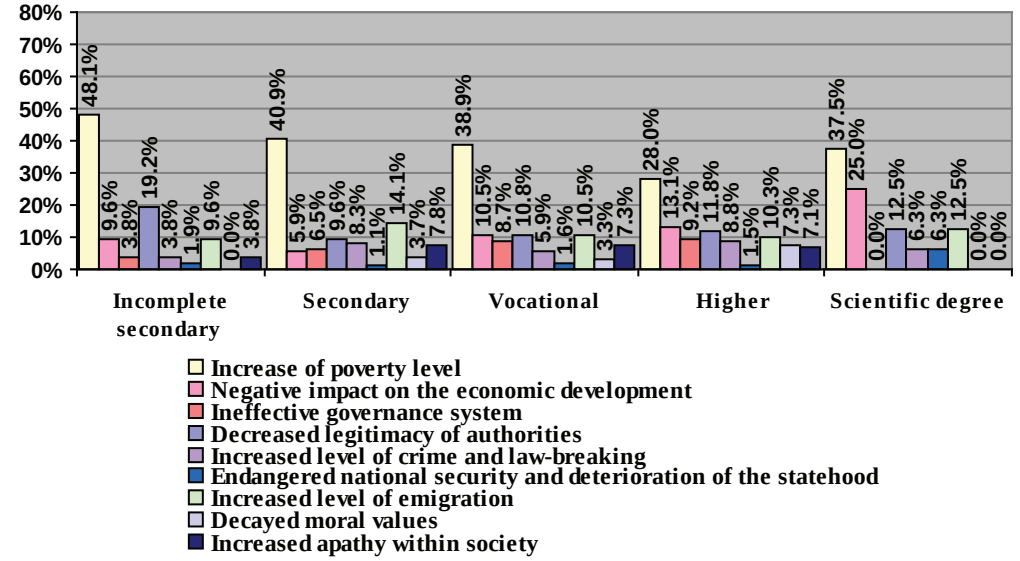


Fig.7. How would you react if offered to take bribe?

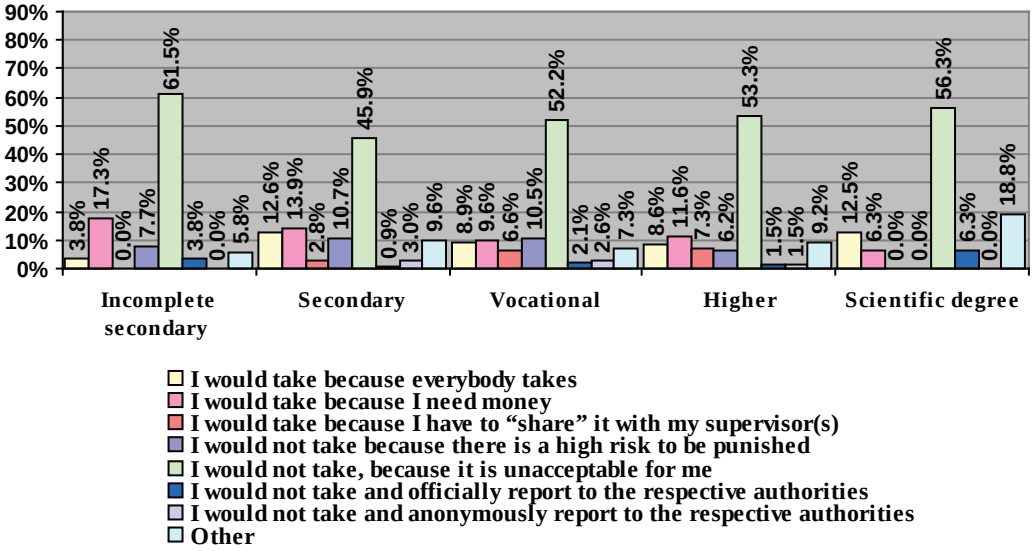


Fig.8. How would you react if “forced” to give bribe?

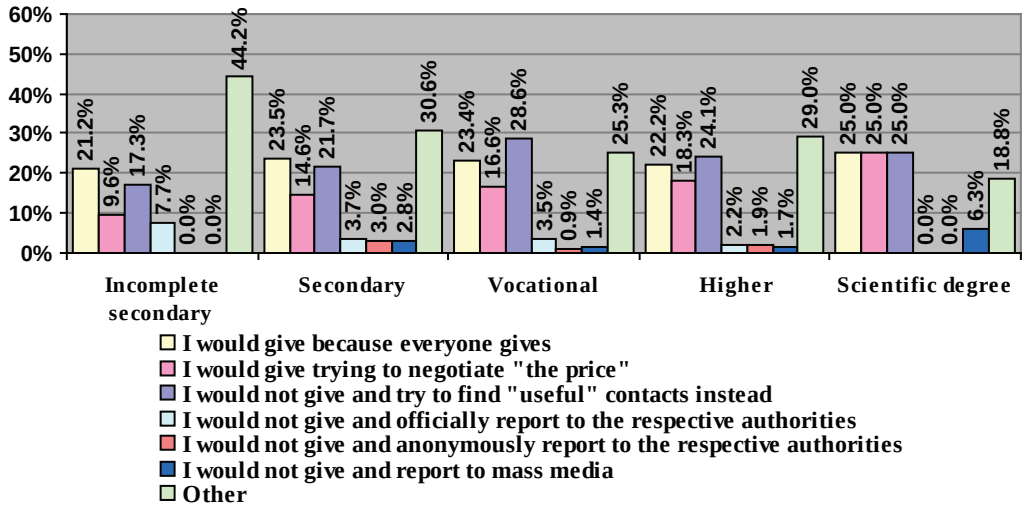


Fig.9. Which is the first solution to improve the current situation?
(97.6% of respondents answered this question)

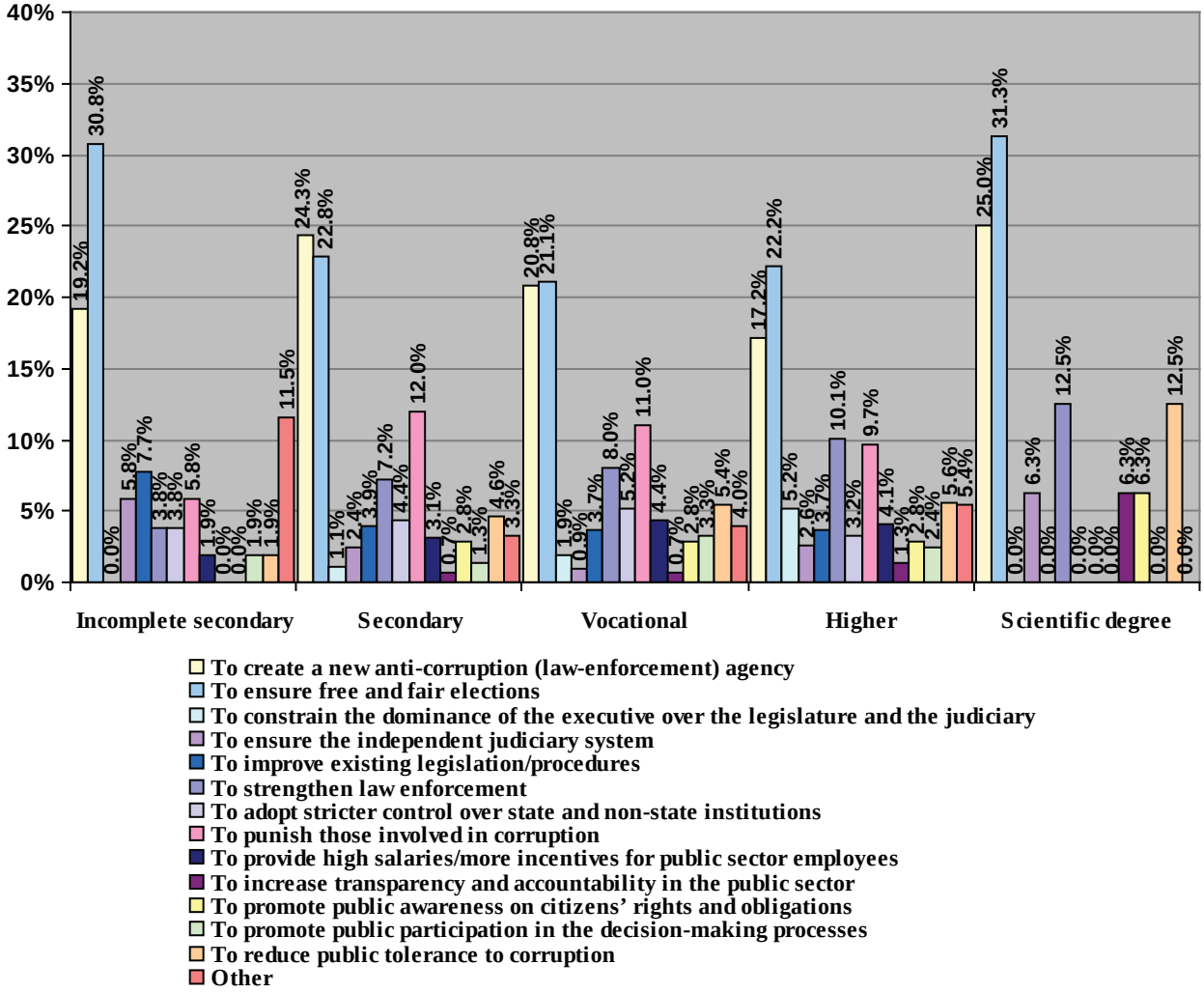
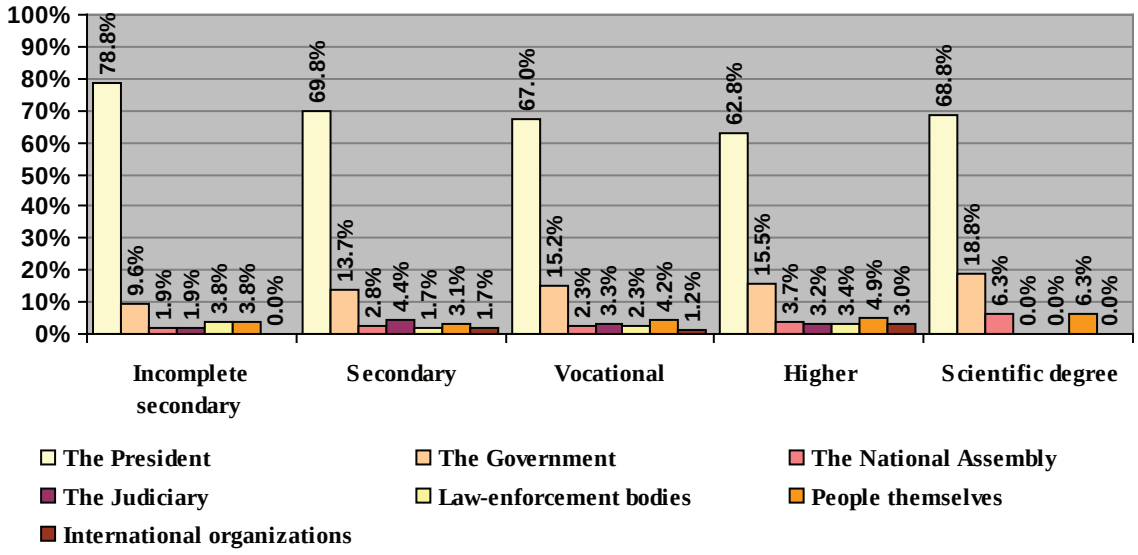


Fig.10. Who is responsible for the current corruption-related situation in the first place?
(99.5% of respondents answered this question)



ANNEX 6: Cross-tabulation by Occupation

Tab.1. What is corruption?	Civil servant	Public sector employee	Private sector employee	Entrepreneur	Self-employed	Working abroad	Unemployed	Involved in agriculture	Retired person	Student	Housewife	Other
Crime	43.2%	40.1%	44.4%	35.3%	35.6%	66.7%	50.6%	40.4%	43.9%	37.9%	36.4%	18.2%
Immoral behavior	11.4%	12.2%	10.3%	11.8%	15.3%	33.3%	2.6%	15.2%	15.2%	13.6%	8.5%	9.1%
Accepted tradition	13.6%	19.0%	10.3%	29.4%	16.1%	0%	10.4%	11.8%	10.3%	10.6%	17.3%	13.6%
National mentality	25.0%	21.1%	29.9%	11.8%	20.3%	0%	19.5%	21.9%	12.6%	28.8%	28.7%	40.9%
Other	4.5%	5.4%	3.4%	11.8%	11.0%	0%	10.4%	9.6%	16.1%	9.1%	7.6%	18.2%
I don't know	2.3%	2.0%	1.7%	0%	1.7%	0%	6.5%	1.1%	1.8%	0%	1.5%	0%

Tab.2. Is corruption a problem in Armenia?	Civil servant	Public sector employee	Private sector employee	Entrepreneur	Self-employed	Working abroad	Unemployed	Involved in agriculture	Retired person	Student	Housewife	Other
Not a problem at all	6.8%	1.4%	1.7%	5.9%	1.7%	0%	2.6%	1.1%	1.3%	6.1%	1.2%	0%
Somewhat a problem	13.6%	7.8%	8.5%	5.9%	9.3%	0%	5.2%	6.7%	5.4%	6.1%	8.8%	18.2%
A problem	31.8%	29.3%	29.1%	23.5%	33.1%	33.3%	28.6%	34.3%	24.2%	28.8%	36.1%	22.7%
A big problem	47.7%	60.2%	59.0%	64.7%	53.4%	66.7%	62.3%	57.3%	66.8%	59.1%	52.5%	59.1%
I don't know	0%	1.4%	1.7%	0%	2.5%	0%	1.3%	0.6%	2.2%	0%	1.5%	0%

Tab.3. Which is the first most corrupt state institution?	Civil servant	Public sector employee	Private sector employee	Entrepreneur	Self-employed	Working abroad	Unemployed	Involved in agriculture	Retired person	Student	Housewife	Other
The President	20.5%	28.9%	33.3%	29.4%	27.1%	33.3%	32.5%	45.5%	36.8%	19.7%	27.9%	9.1%
The President's Office	6.8%	3.7%	4.3%	0%	2.5%	0%	2.6%	5.6%	2.2%	7.6%	2.9%	4.5%
The Prime Minister	11.4%	6.1%	10.3%	5.9%	12.7%	0%	7.8%	5.6%	10.3%	9.1%	6.5%	4.5%
The Staff of the Government	6.8%	5.8%	0.9%	11.8%	2.5%	0%	2.6%	3.4%	0.9%	3.0%	4.7%	0%
The Ministers	15.9%	9.9%	10.3%	29.4%	11.0%	0%	11.7%	5.1%	8.5%	12.1%	12.3%	18.2%
The Staff of the Ministries	0%	1.0%	0%	0%	2.5%	33.3%	2.6%	0.6%	0.4%	6.1%	1.5%	0%
Structures affiliated to the Government	4.5%	2.0%	0%	0%	0%	0%	2.6%	0.6%	0.4%	1.5%	8.2%	0%
Regional Government Bodies	6.8%	6.1%	1.7%	5.9%	5.1%	0%	7.8%	5.1%	7.6%	3.0%	2.3%	4.5%
Yerevan City Hall	0%	1.7%	3.4%	0%	2.5%	33.3%	0%	1.1%	1.3%	6.1%	3.2%	0%
Local self-government bodies	4.5%	3.4%	3.4%	0%	2.5%	0%	1.3%	4.5%	4.0%	0%	2.3%	9.1%
Central Bank	2.3%	2.7%	2.6%	0%	5.9%	0%	2.6%	1.7%	3.6%	7.6%	5.6%	4.5%
Members of the National Assembly	0%	6.1%	5.1%	0%	5.9%	0%	6.5%	5.1%	5.4%	7.6%	0.3%	4.5%
Permanent Commissions and	4.5%	1.0%	1.7%	0%	1.7%	0%	1.3%	1.1%	0.4%	1.5%	1.8%	0%
Constitutional Court	0%	0.7%	1.7%	5.9%	0.8%	0%	2.6%	2.8%	1.3%	0%	1.5%	4.5%
Council of Justice	0%	2.7%	1.7%	0%	2.5%	0%	1.3%	0%	0.9%	3.0%	3.5%	4.5%
Court of Cassation	0%	2.4%	2.6%	0%	2.5%	0%	0%	3.4%	2.7%	4.5%	1.5%	9.1%
Courts of Review	0%	2.0%	1.7%	0%	0.8%	0%	0%	0%	0%	0%	2.9%	4.5%
Courts of First Instance	4.5%	2.0%	2.6%	5.9%	3.4%	0%	7.8%	2.8%	3.1%	3.0%	0.3%	0%
Economic Courts	0%	0.7%	0.9%	0%	0%	0%	0%	0.6%	0%	0%	4.4%	4.5%
The Prosecution	9.1%	7.8%	9.4%	5.9%	6.8%	0%	5.2%	3.4%	5.8%	4.5%	0%	13.6%

Note: 98.4% of respondents answered this question

Tab.4. Which is the first most corrupt sector/service?	Civil servant	Public sector employee	Private sector employee	Entrepreneur	Self-employed	Working abroad	Unemployed	Involved in agriculture	Retired person	Student	Housewife	Other
Healthcare	18.2%	19.4%	17.9%	5.9%	13.6%	0%	31.2%	21.9%	25.1%	7.6%	29.0%	9.1%
Education	9.1%	8.5%	12.0%	29.4%	6.8%	0%	6.5%	14.6%	7.2%	33.3%	9.7%	9.1%
State Registrar	4.51%	2.0%	0.9%	0%	0.8%	0%	1.3%	1.1%	0.4%	0%	0.3%	0%
Court Decisions Enforcement Office	2.3%	2.4%	3.4%	0%	1.7%	0%	0%	2.2%	0.9%	1.5%	0.9%	0%
Reformatories and prisons	0%	2.0%	2.6%	5.9%	0%	0%	1.3%	1.1%	1.3%	6.1%	2.9%	4.5%
Electoral system	15.9%	15.3%	12.0%	23.5%	18.6%	33.3%	18.2%	11.2%	20.2%	13.6%	13.5%	13.6%
National Security Service	0%	2.0%	0.9%	0%	0%	0%	0%	2.8%	1.8%	1.5%	0.9%	9.1%
Military (army)	2.3%	6.5%	0.9%	5.9%	5.9%	0%	3.9%	3.4%	3.1%	3.0%	4.4%	9.1%
Customs authorities	13.6%	9.2%	12.8%	11.8%	5.9%	33.3%	3.9%	4.5%	6.7%	6.1%	6.5%	4.5%
Tax service	9.1%	5.1%	6.0%	5.9%	6.8%	0%	0%	6.2%	5.4%	1.5%	5.0%	4.5%
Traffic police	6.8%	4.8%	5.1%	0%	11.0%	0%	3.9%	5.6%	5.8%	7.6%	6.2%	13.6%
Police (excluding traffic police)	4.5%	5.4%	9.4%	0%	7.6%	0%	10.4%	6.2%	2.2%	9.1%	3.5%	0%
Cadastre	0%	2.4%	2.6%	0%	0.8%	33.3%	1.3%	2.2%	2.2%	0%	1.2%	4.5%
Banking system	4.5%	2.0%	0%	0%	0.8%	0%	1.3%	1.1%	0.9%	0%	0.9%	0%
Social security	0%	3.4%	0.9%	0%	0.8%	0%	1.3%	2.8%	5.8%	1.5%	2.3%	4.5%
Urban development	0%	2.4%	0.9%	0%	3.4%	0%	1.3%	1.7%	1.8%	3.0%	2.3%	0%
Agriculture	0%	1.0%	0%	5.9%	0.8%	0%	5.2%	0%	0%	0%	1.8%	0%
Business sector	0%	1.0%	1.7%	5.9%	2.5%	0%	3.9%	1.1%	1.8%	0%	1.8%	4.5%
NGOs	0%	0.3%	0%	0%	0%	0%	0%	0.6%	0%	0%	0%	4.5%

Note: 99.5% of respondents answered this question

Tab.5. Which is the first main cause of corruption?	Civil servant	Public sector employee	Private sector employee	Entrepreneur	Self-employed	Working abroad	Unemployed	Involved in agriculture	Retired person	Student	Housewife	Other
Absence of political will	22.7%	16.7%	17.1%	11.8%	20.3%	33.3%	23.4%	19.7%	16.1%	18.2%	18.2%	27.3%
Dominance of clanship interests over state interests	22.7%	19.4%	22.2%	17.6%	17.8%	0%	14.3%	13.5%	17.9%	13.6%	13.5%	18.2%
Illegal state intervention into activities of non-state actors	9.1%	8.2%	6.0%	11.8%	2.5%	0%	6.5%	5.6%	4.5%	4.5%	4.4%	0%
Imperfect legislation/ regulations/ procedures	4.5%	5.1%	6.8%	11.8%	1.7%	0%	5.2%	5.1%	4.0%	0%	4.7%	4.5%
Poor law enforcement	4.5%	11.9%	8.5%	11.8%	11.9%	0%	7.8%	20.8%	11.2%	18.2%	13.8%	13.6%
Ineffective administration	0%	3.1%	4.3%	5.9%	1.7%	0%	2.6%	2.2%	2.7%	3.0%	2.6%	4.5%
Lack of independence of the judiciary system	0%	1.4%	0.9%	0%	1.7%	0%	1.3%	1.1%	2.2%	4.5%	2.6%	0%
Inefficient control and punishment mechanisms	4.5%	5.1%	1.7%	5.9%	5.9%	0%	5.2%	5.1%	7.2%	1.5%	4.4%	0%
Lack of transparency and accountability in the public sector	2.3%	1.0%	1.7%	0%	0%	0%	3.9%	1.7%	0.4%	1.5%	0.6%	4.5%
Unfavorable socio-economic conditions	11.4%	9.9%	5.1%	5.9%	8.5%	33.3%	10.4%	5.6%	11.2%	6.1%	7.6%	4.5%
Low moral values of the society	2.3%	1.7%	1.7%	0%	3.4%	0%	2.6%	2.8%	1.3%	1.5%	0.9%	4.5%
Citizens' unawareness of their rights and obligations	0%	3.1%	6.0%	0%	5.1%	33.3%	0%	7.9%	4.0%	7.6%	7.6%	4.5%
Public tolerance towards corruption	4.5%	3.7%	4.3%	5.9%	3.4%	0%	2.6%	3.4%	5.4%	10.6%	5.6%	0%
Widespread nepotism and kinship	4.5%	5.1%	8.5%	5.9%	7.6%	0%	6.5%	3.9%	6.3%	4.5%	6.7%	4.5%
Culture of "kick-backs" and giving gifts	4.5%	3.1%	2.6%	5.9%	5.9%	0%	3.9%	1.7%	4.0%	4.5%	5.9%	9.1%

Note: 99.8% of respondents answered this question

Tab.6. Which is the first major consequence of corruption?	Civil servant	Public sector employee	Private sector employee	Entrepreneur	Self-employed	Working abroad	Unemployed	Involved in agriculture	Retired person	Student	Housewife	Other
Increase of poverty level	31.8%	27.9%	33.3%	41.2%	39.8%	0%	40.3%	43.3%	41.3%	39.4%	36.7%	36.4%
Negative impact on the economic development	15.9%	9.9%	17.1%	5.9%	7.6%	33.3%	7.8%	11.2%	10.8%	6.1%	7.0%	9.1%
Ineffective governance system	9.1%	9.2%	11.1%	11.8%	6.8%	0%	6.5%	6.7%	5.4%	9.1%	7.0%	18.2%
Decreased legitimacy of authorities	9.1%	15.0%	9.4%	11.8%	7.6%	33.3%	15.6%	11.8%	8.5%	6.1%	10.9%	4.5%
Increased level of crime and law-breaking	6.8%	9.5%	8.5%	5.9%	5.9%	0%	5.2%	4.5%	10.3%	10.6%	6.7%	0%
Endangered national security and deterioration of the statehood	6.8%	1.4%	1.7%	0%	0.8%	0%	0%	0%	1.8%	3.0%	1.5%	4.5%
Increased level of emigration	2.3%	12.2%	8.5%	5.9%	10.2%	0%	14.3%	10.7%	10.8%	10.6%	15.2%	13.6%
Decayed moral values	4.5%	4.1%	4.3%	11.8%	8.5%	0%	2.6%	3.9%	3.6%	4.5%	4.4%	9.1%
Distortions in economic competition	4.5%	3.1%	0.9%	5.9%	1.7%	33.3%	1.3%	0.6%	0.9%	1.5%	1.8%	0%
Increased apathy within society	9.1%	7.1%	4.3%	0%	11.0%	0%	5.2%	6.7%	5.8%	9.1%	8.5%	4.5%

Note: 99.7% of respondents answered this question

Tab.7. How would you react if offered to take bribe?	Civil servant	Public sector employee	Private sector employee	Entrepreneur	Self-employed	Working abroad	Unemployed	Involved in agriculture	Retired person	Student	Housewife	Other
I would take because everybody takes	2.3%	11.2%	5.1%	5.9%	19.5%	0%	11.7%	7.3%	8.1%	9.1%	10.9%	13.6%
I would take because I need money	15.9%	11.2%	11.1%	5.9%	13.6%	66.7%	16.9%	7.3%	15.2%	9.1%	11.1%	18.2%
I would take because I have to "share" it with my supervisor(s)	13.6%	7.1%	9.4%	17.6%	2.5%	0%	1.3%	5.1%	2.7%	7.6%	3.5%	0%
I would not take because there is a high risk to be punished	15.9%	8.5%	13.7%	0%	5.1%	0%	7.8%	8.4%	5.8%	12.1%	11.1%	9.1%
I would not take, because it is unacceptable for me	36.4%	51.4%	45.3%	52.9%	44.9%	33.3%	46.8%	55.6%	58.3%	47.0%	49.6%	54.5%
I would not take and officially report to the respective authorities	2.3%	1.0%	1.7%	0%	0.8%	0%	0%	1.1%	4.5%	1.5%	1.2%	0%
I would not take and anonymously report to the respective authorities	4.5%	0.7%	2.6%	0%	1.7%	0%	2.6%	2.2%	0.4%	7.6%	3.8%	0%
Other	9.1%	8.2%	10.3%	17.6%	10.2%	0%	13.0%	12.4%	4.9%	6.1%	8.5%	4.5%

Tab.8. How would you react if "forced" to give bribe?	Civil servant	Public sector employee	Private sector employee	Entrepreneur	Self-employed	Working abroad	Unemployed	Involved in agriculture	Retired person	Student	Housewife	Other
I would give because everyone gives	27.3%	23.1%	26.5%	17.6%	19.5%	33.3%	23.4%	15.7%	20.6%	19.7%	29.0%	13.6%
I would give trying to negotiate "the price	22.7%	18.4%	16.2%	29.4%	22.9%	33.3%	18.2%	21.3%	9.0%	12.1%	12.9%	18.2%
I would not give and try to find "useful" contacts instead	18.2%	27.9%	30.8%	35.3%	26.3%	33.3%	16.9%	25.8%	18.4%	31.8%	21.7%	22.7%
I would not give and officially report to the respective authorities	4.5%	2.4%	0.9%	0%	0.8%	0%	2.6%	2.2%	4.9%	7.6%	4.7%	0%
I would not give and anonymously report to the respective authorities	0%	1.4%	0.9%	0%	2.5%	0%	2.6%	2.8%	0.9%	4.5%	2.6%	0%
I would not give and report to mass media	2.3%	1.4%	2.6%	0%	1.7%	0%	1.3%	2.8%	2.2%	4.5%	1.5%	4.5%
Other	25.0%	24.8%	22.2%	17.6%	26.3%	0%	35.1%	29.2%	43.9%	19.7%	26.7%	40.9%

Tab.9. Which is the first solution to improve the current situation?	Civil servant	Public sector employee	Private sector employee	Entrepreneur	Self-employed	Working abroad	Unemployed	Involved in agriculture	Retired person	Student	Housewife	Other
To create a new anti-corruption (law-enforcement) agency	22.7%	20.4%	20.5%	17.6%	16.1%	0%	22.1%	28.1%	13.0%	30.3%	23.2%	13.6%
To ensure free and fair elections	18.2%	23.8%	20.5%	17.6%	27.1%	0%	29.9%	18.5%	26.9%	15.2%	20.5%	18.2%
To constrain the dominance of the executive over the legislature and the judiciary	9.1%	2.7%	1.7%	11.8%	1.7%	0%	1.3%	3.4%	0.4%	6.1%	2.1%	4.5%
To ensure the independent judiciary system	0%	1.7%	5.1%	0%	2.5%	0%	2.6%	0.6%	0.9%	3.0%	2.9%	9.1%
To improve existing legislation/ procedures	4.5%	2.0%	2.6%	11.8%	4.2%	0%	1.3%	5.6%	4.0%	0%	5.6%	4.5%
To strengthen law enforcement	4.5%	9.5%	7.7%	5.9%	10.2%	0%	7.8%	11.2%	8.5%	3.0%	6.2%	18.2%
To adopt stricter control over state and non-state institutions	4.5%	3.7%	2.6%	0%	4.2%	0%	5.2%	2.8%	5.4%	1.5%	5.3%	9.1%
To punish those involved in corruption	11.4%	10.2%	10.3%	5.9%	12.7%	33.3%	7.8%	8.4%	13.5%	10.6%	10.9%	4.5%
To promote free economic competition	2.3%	0.3%	2.6%	0%	1.7%	0%	0%	3.4%	0.4%	1.5%	0.3%	0%
To provide high salaries/more incentives for public sector employees	6.8%	3.4%	1.7%	11.8%	4.2%	33.3%	1.3%	2.2%	4.0%	0%	5.6%	0%
To promote public awareness on citizens' rights and obligations	0%	5.1%	3.4%	0%	1.7%	0%	5.2%	1.7%	0.9%	1.5%	2.6%	4.5%
To promote public participation in the decision-making processes	0%	4.1%	5.1%	11.8%	0%	0%	2.6%	0%	3.1%	3.0%	0.6%	0%
To encourage state officials to serve as a model	2.3%	2.7%	1.7%	0%	2.5%	33.3%	0%	1.1%	0%	1.5%	1.5%	4.5%
To reduce public tolerance to corruption	9.1%	3.4%	6.8%	0%	4.2%	0%	3.9%	6.2%	2.7%	15.2%	5.6%	4.5%
Other	0%	3.4%	4.3%	0%	1.7%	0%	6.5%	3.4%	12.1%	3.0%	2.6%	0%

Note: 97.6% of respondents answered this question

Tab.10. Who is responsible for the current corruption-related situation in the first place?	Civil servant	Public sector employee	Private sector employee	Entrepreneur	Self-employed	Working abroad	Unemployed	Involved in agriculture	Retired person	Student	Housewife	Other
The President	65.9%	65.6%	63.2%	52.9%	66.9%	33.3%	71.4%	73.0%	69.5%	53.0%	69.2%	50.0%
The Government	13.6%	13.3%	14.5%	5.9%	14.4%	33.3%	11.7%	14.6%	13.0%	16.7%	17.0%	22.7%
The National Assembly	4.5%	3.7%	3.4%	11.8%	2.5%	0%	1.3%	3.4%	1.3%	4.5%	1.8%	13.6%
The Judiciary	4.5%	4.1%	6.0%	0%	2.5%	0%	1.3%	3.4%	4.0%	4.5%	2.9%	4.5%
Law-enforcement bodies	2.3%	4.4%	3.4%	5.9%	3.4%	0%	2.6%	0.6%	2.2%	4.5%	0.9%	0%
Church	0%	0.7%	0.9%	5.9%	0.8%	0%	0%	1.1%	0.9%	3.0%	0.6%	0%
People themselves	6.8%	4.4%	1.7%	5.9%	7.6%	33.3%	6.5%	1.1%	2.2%	7.6%	3.8%	9.1%
NGOs	0%	0%	2.6%	5.9%	0%	0%	0%	0.6%	0.4%	0%	0.3%	0%
Diaspora	0%	0.3%	0%	0%	0%	0%	1.3%	0%	0.9%	0%	0.6%	0%
International organizations	0%	2.7%	2.6%	5.9%	0.8%	0%	3.9%	1.1%	2.2%	1.5%	1.2%	0%

Note: 99.5% of respondents answered this question

ANNEX 7: Cross-tabulation by Income

Fig.1. What is corruption?

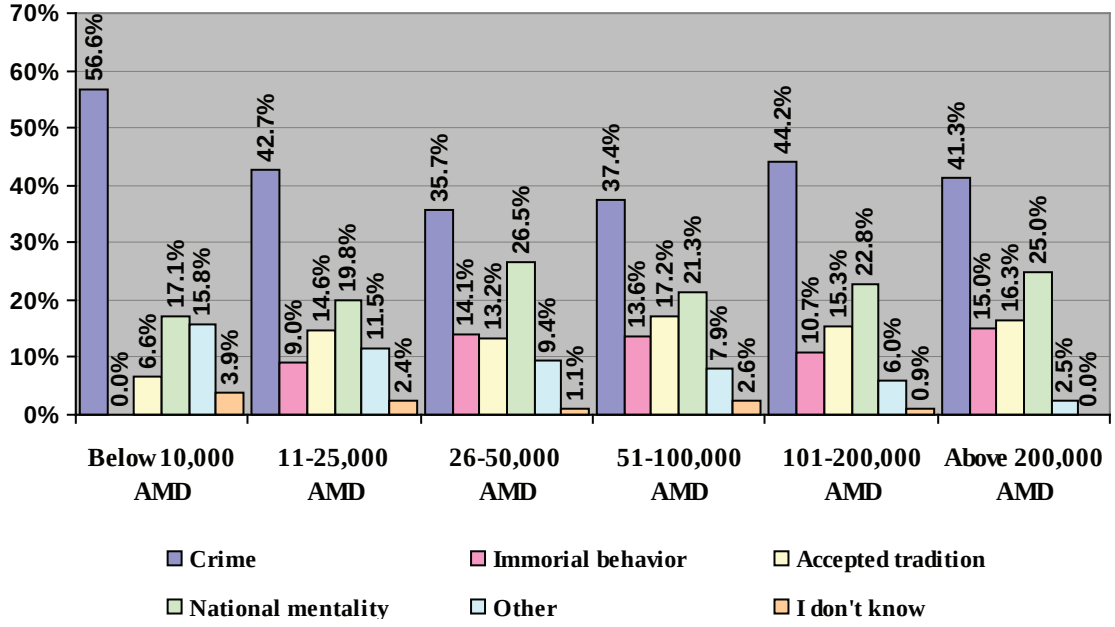


Fig.2. Is corruption a problem in Armenia?

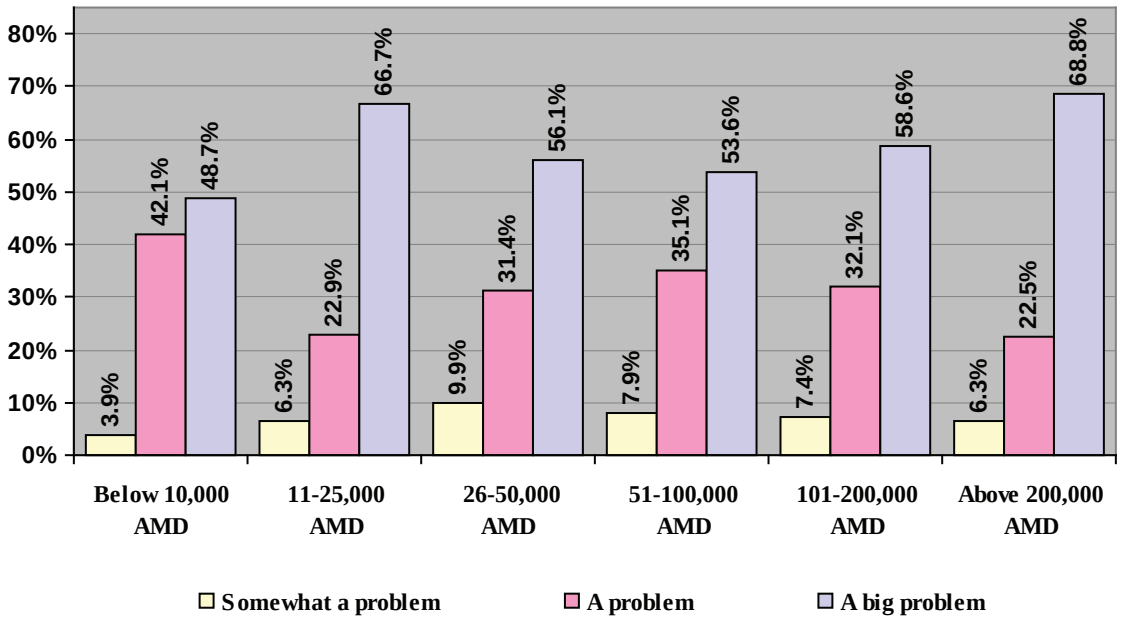


Fig.3. Which is the first most corrupt state institution?
(98.4% of respondents answered this question)

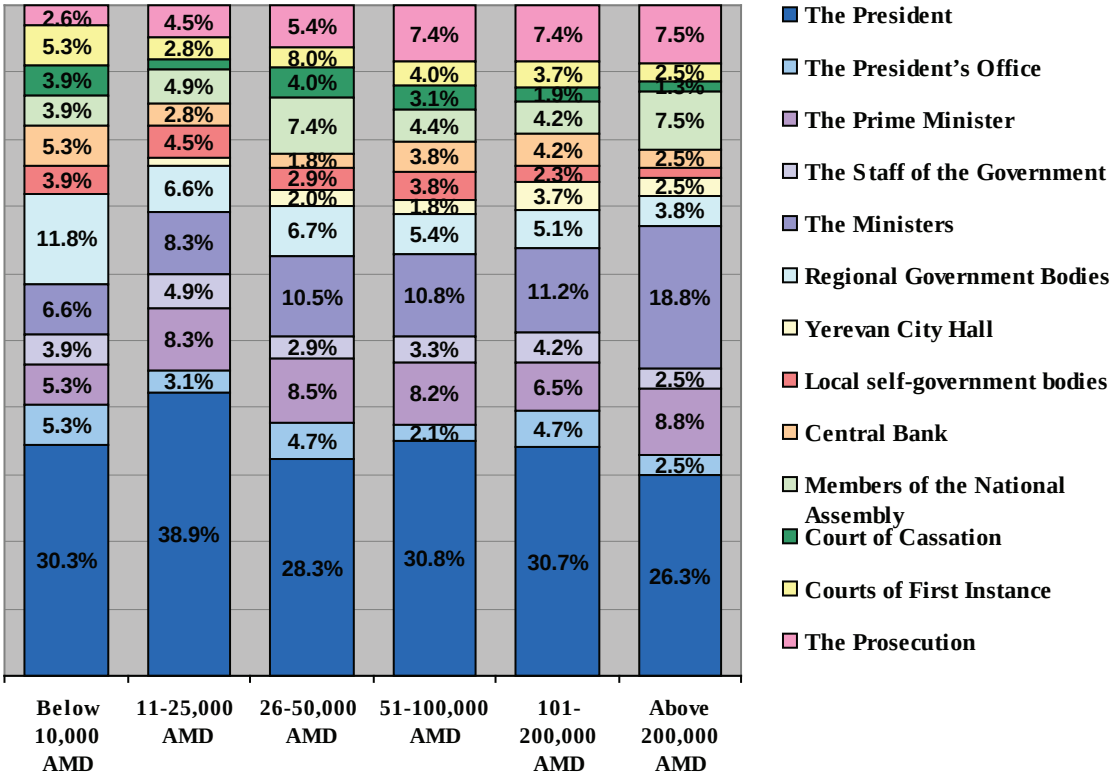


Fig.4. Which is the first most corrupt sector/service?
(99.5% of respondents answered this question)

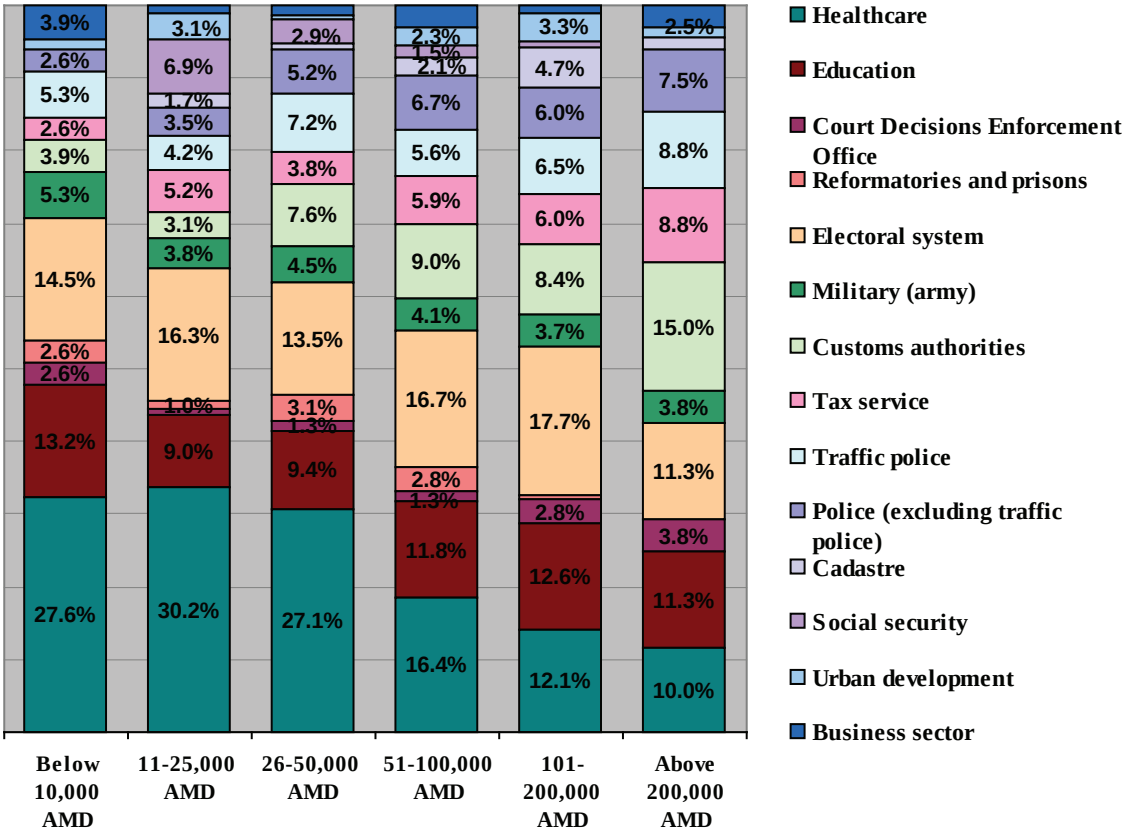


Fig.5. Which is the first main cause of corruption?
(99.8% of respondents answered this question)

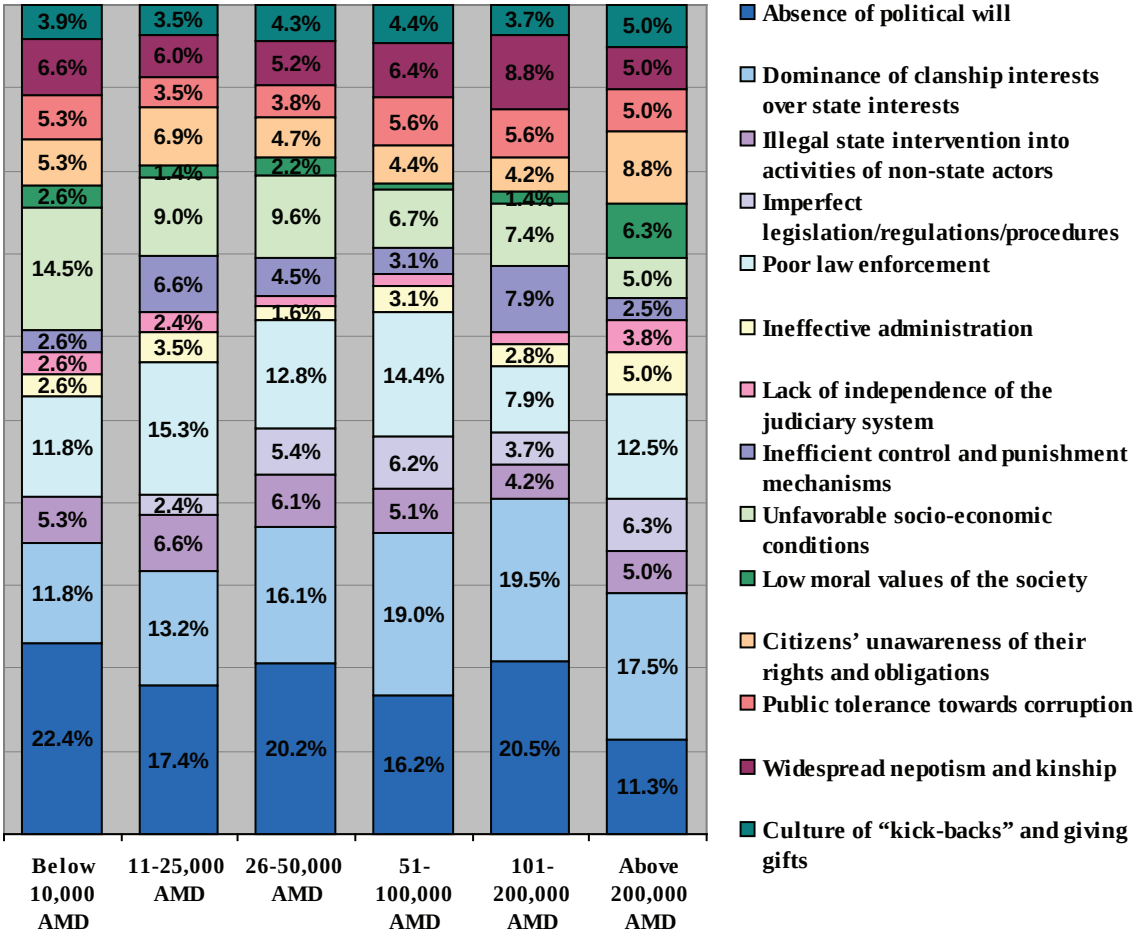


Fig.6. Which is the first major consequence of corruption?
(99.7% of respondents answered this question)

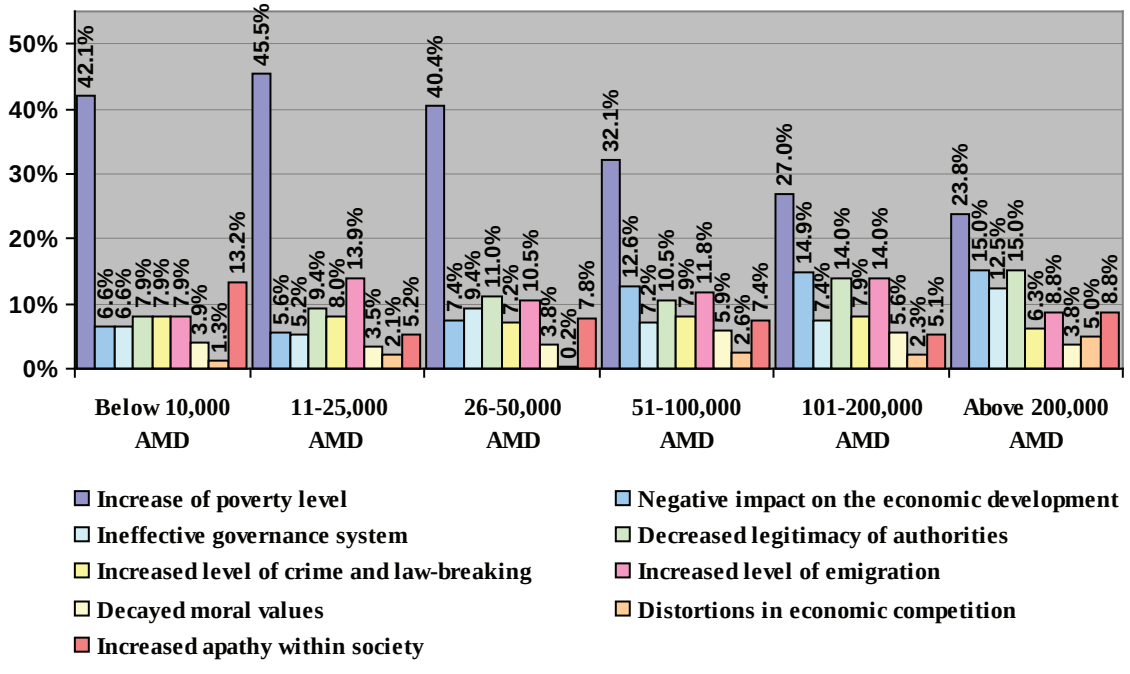


Fig.7. How would you react if offered to take bribe?

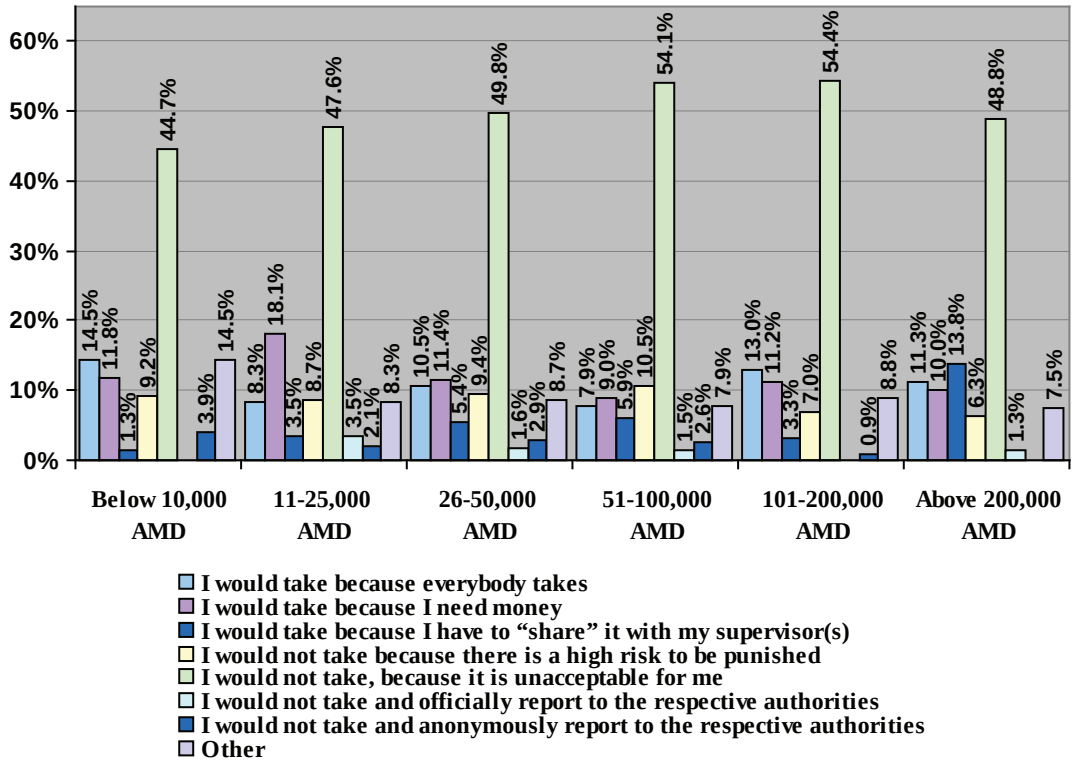


Fig.8. How would you react if "forced" to give bribe?

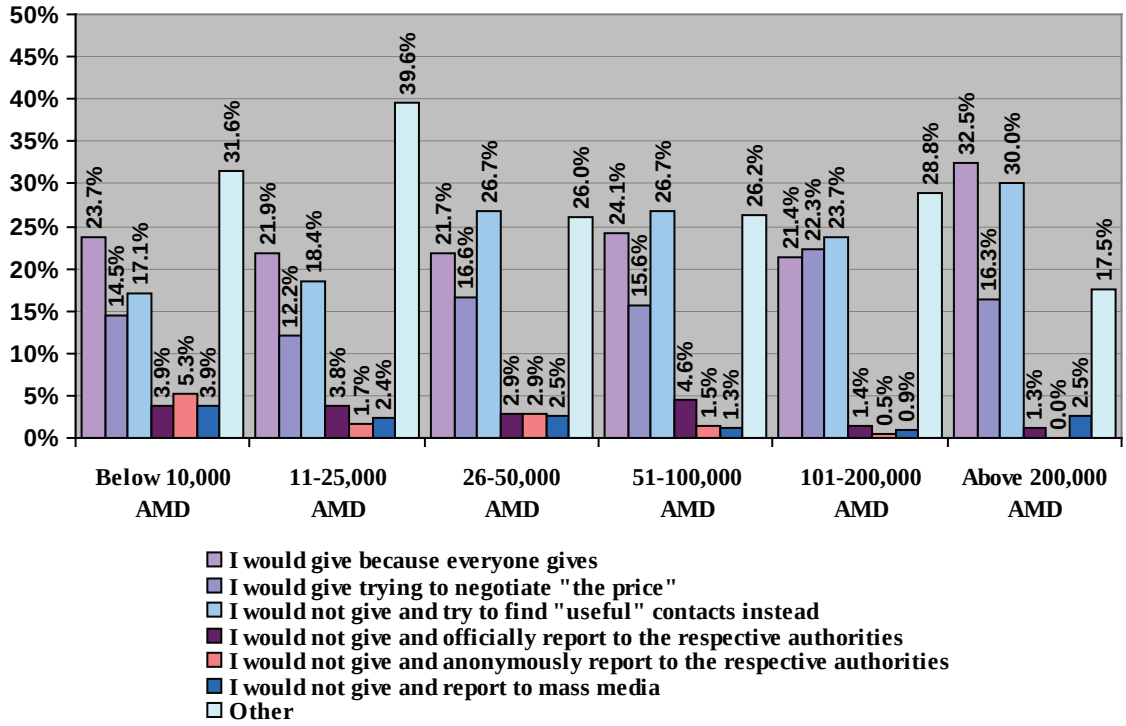


Fig.9. Which is the first solution to improve the current situation?
(97.6% of respondents answered this question)

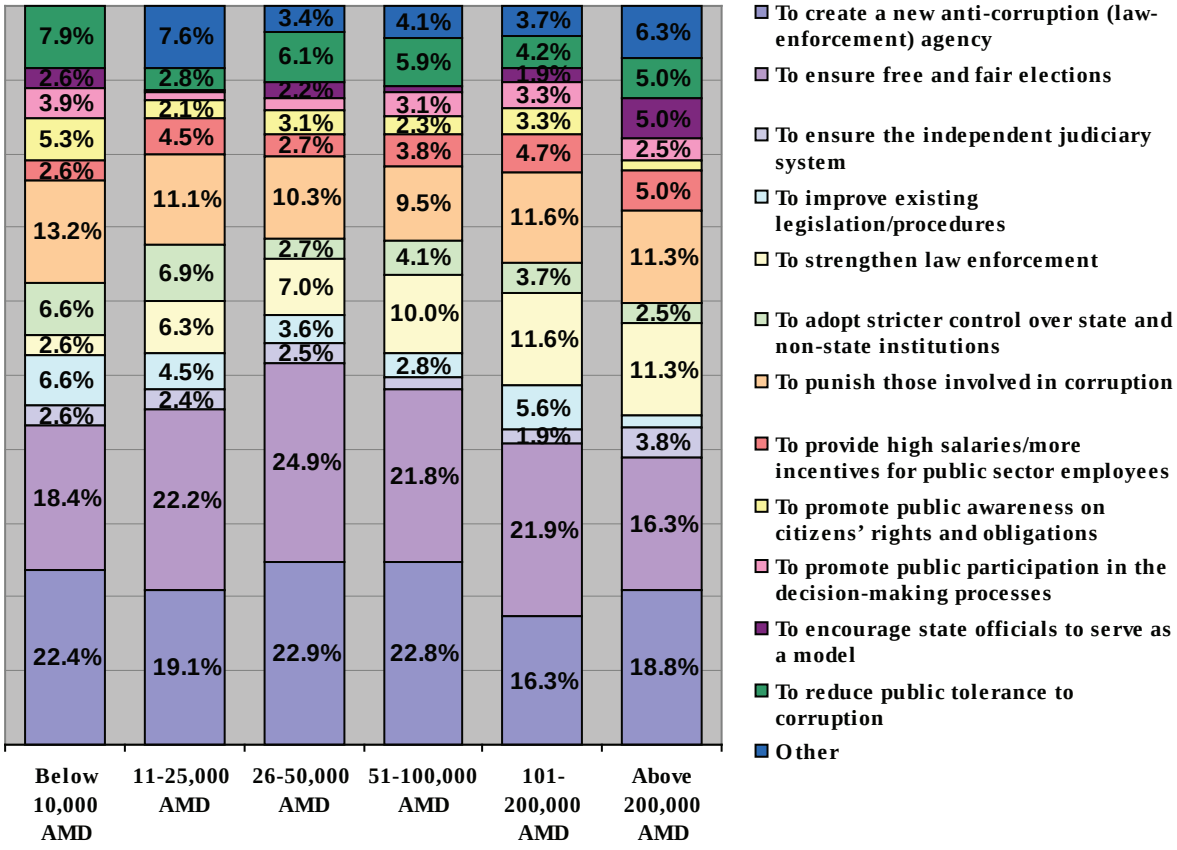
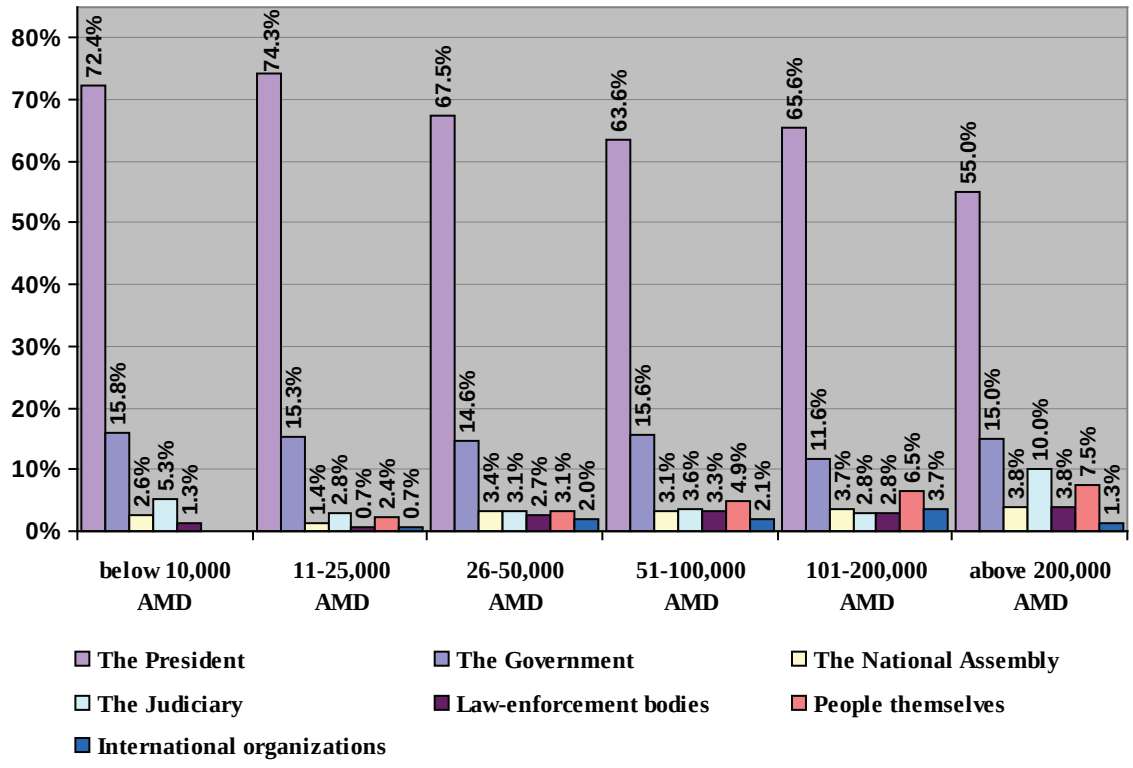


Fig.10. Who is responsible for the current corruption-related situation in the first place?
(99.5% of respondents answered this question)



ANNEX 8: Cross-tabulation by Settlements

Fig.1. What is corruption?

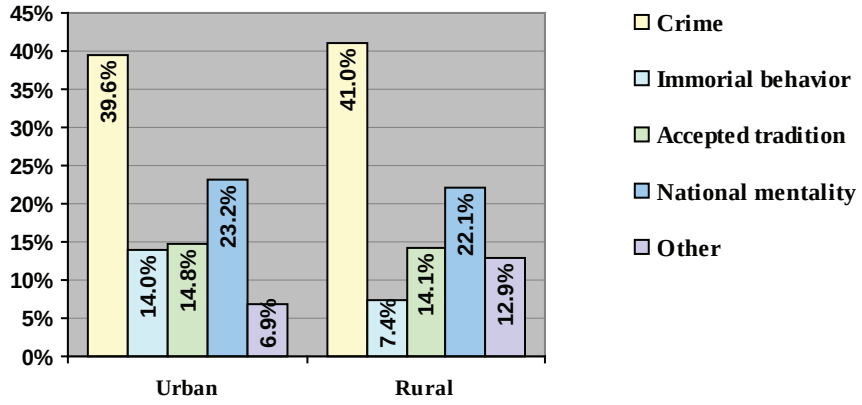


Fig.2. Is corruption a problem in Armenia?

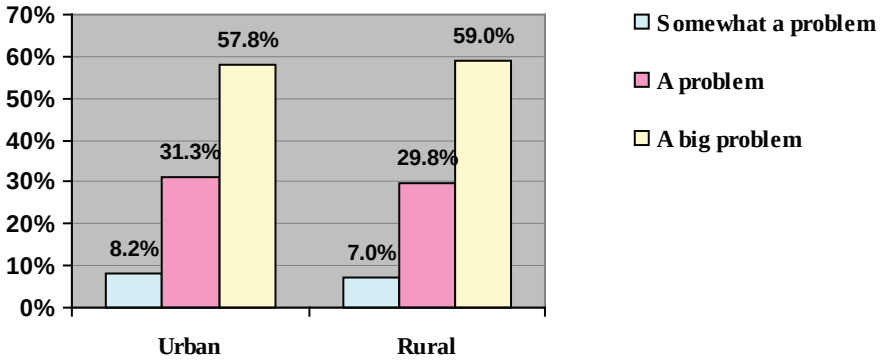


Fig.3. Which is the first most corrupt state institution?
(98.4% of respondents answered to this question)

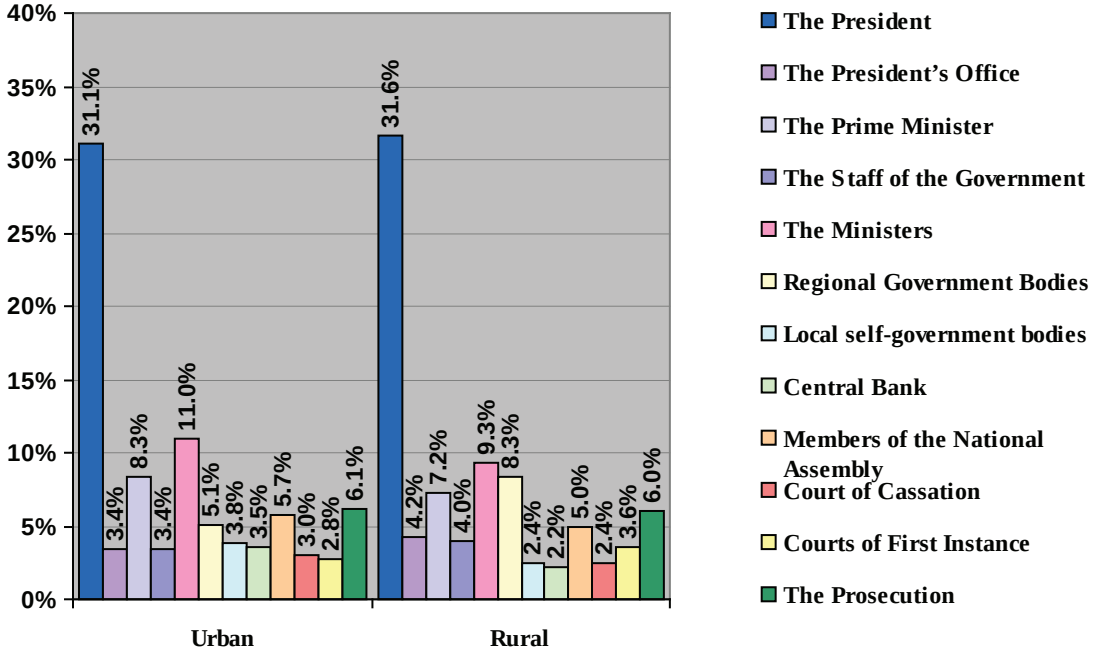


Fig.4. Which is the first most corrupt sector/service?
(99.5% of respondents answered to this question)

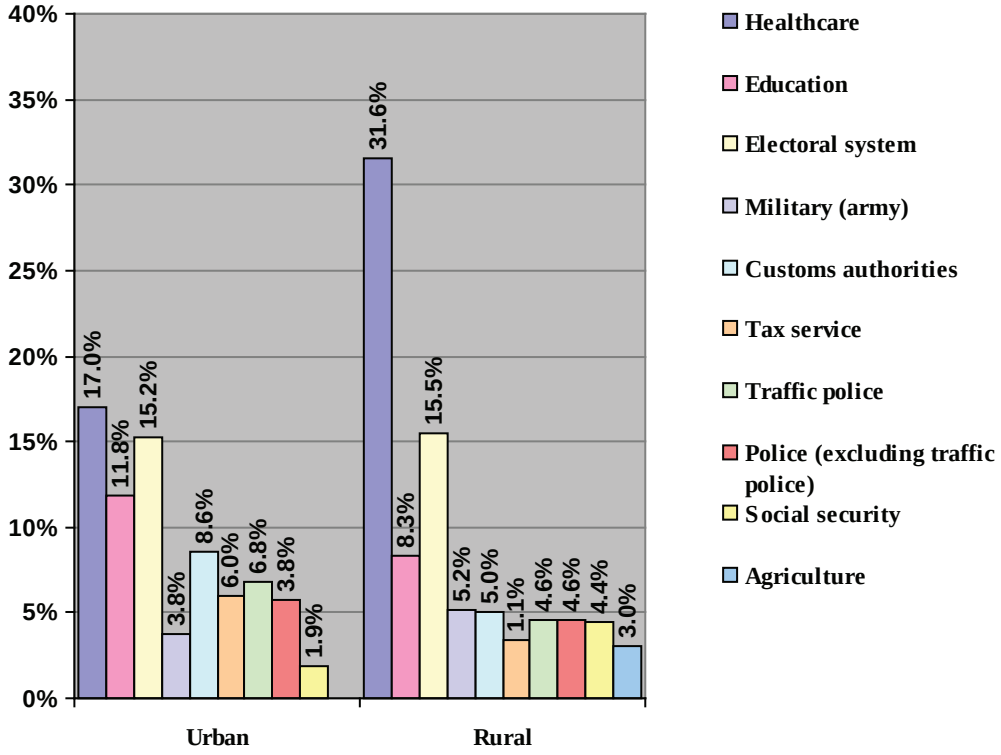


Fig.5. Which is the first main cause of corruption?
(99.8% of respondents answered to this question)

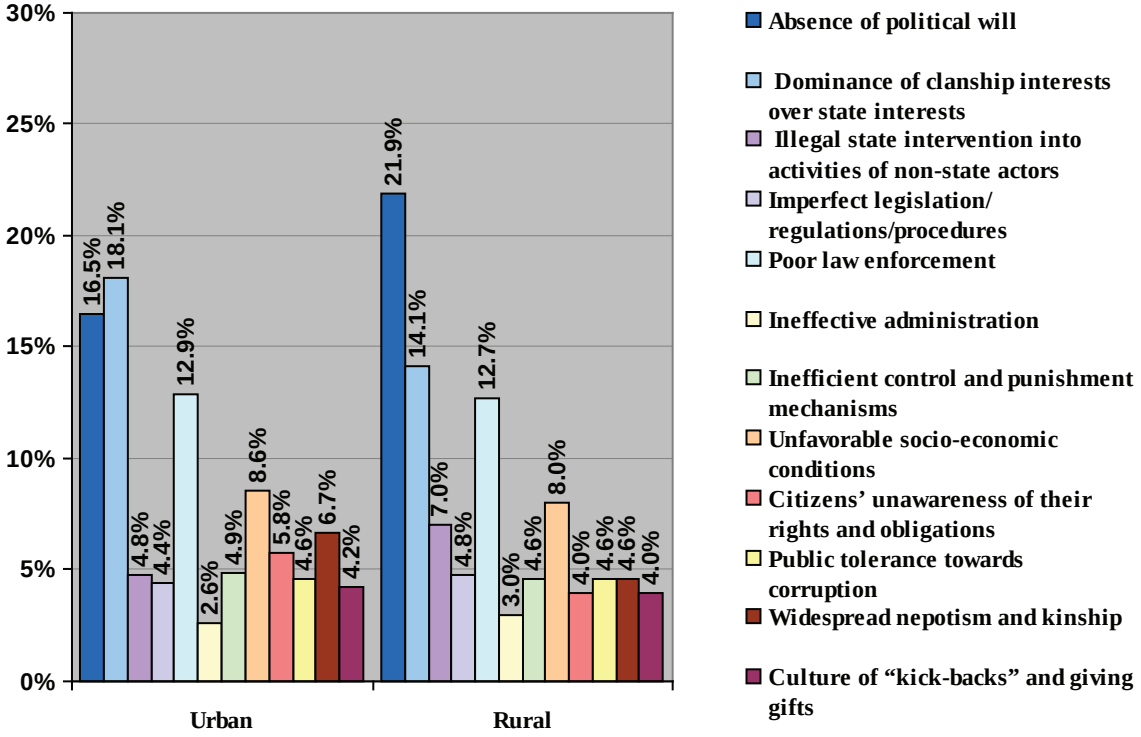


Fig.6. Which is the first major consequence of corruption?
(99.7% of respondents answered to this question)

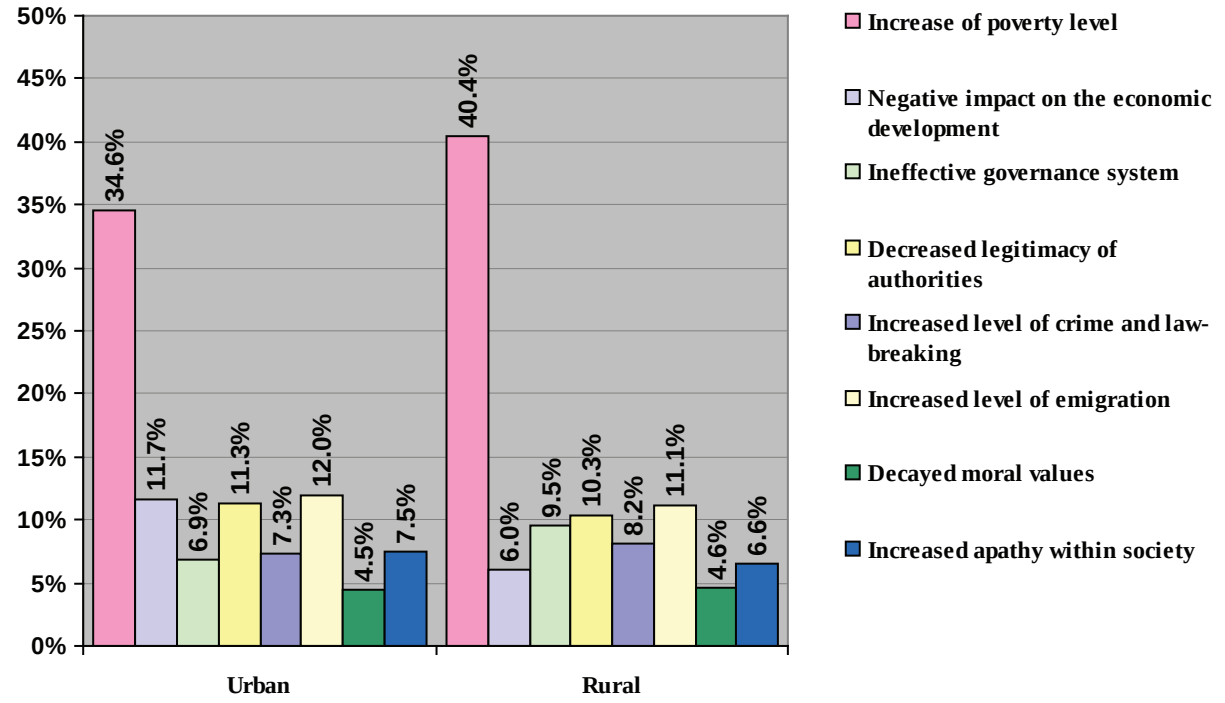


Fig.7. How would you react if offered to take bribe?

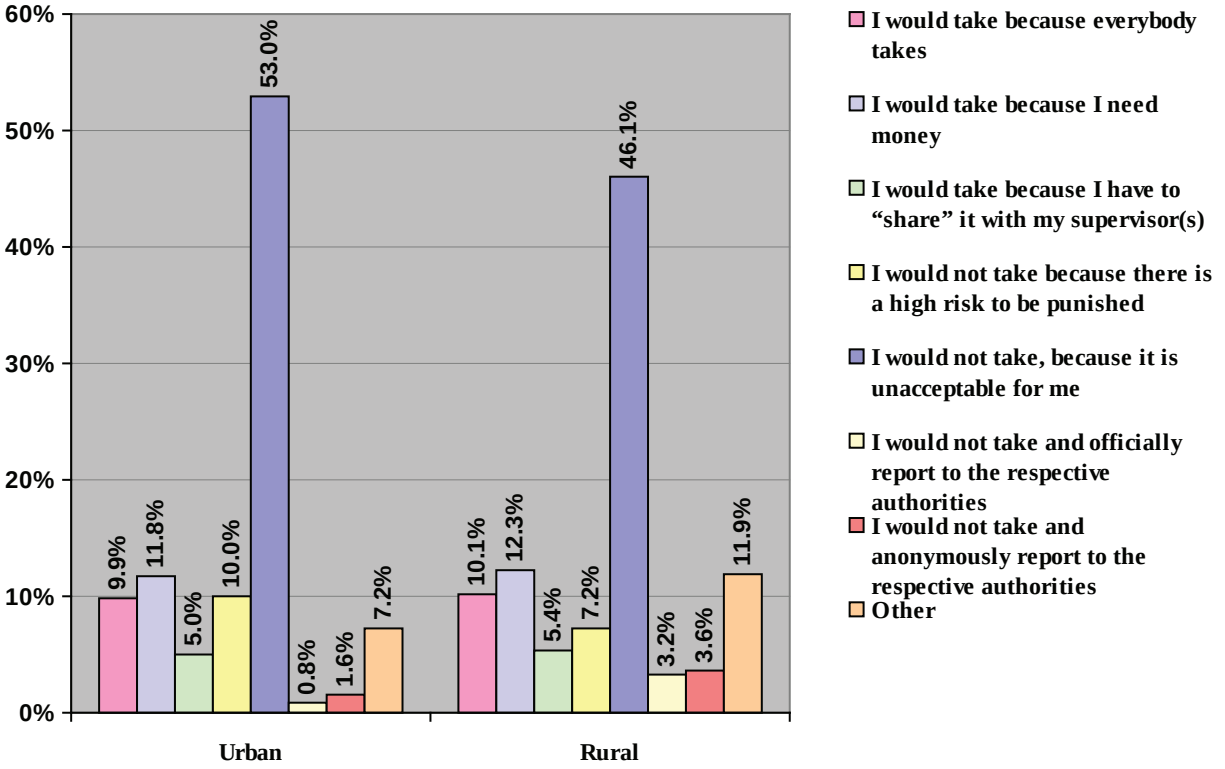


Fig.8. How would you react if "forced" to give bribe?

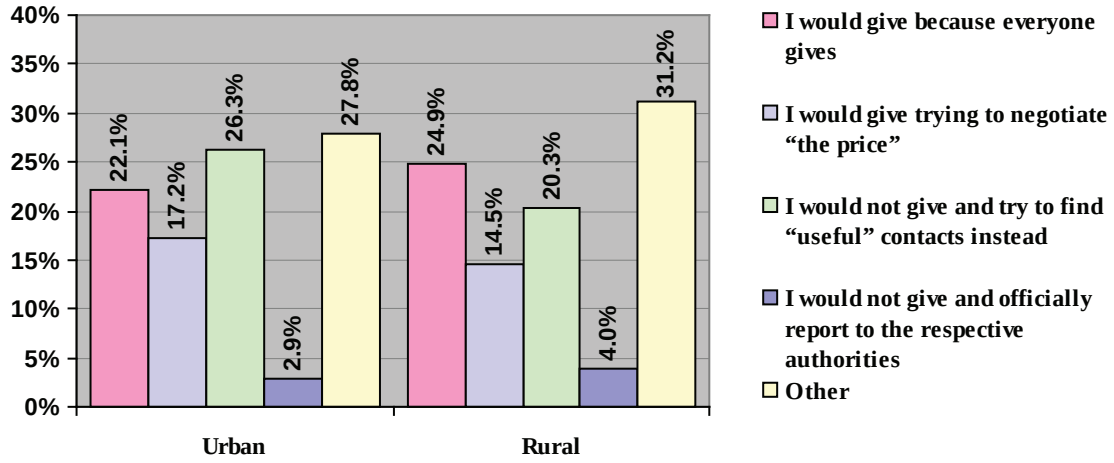


Fig.9. Which is the first solution to improve the current situation?
(97.6% of respondents answered to this question)

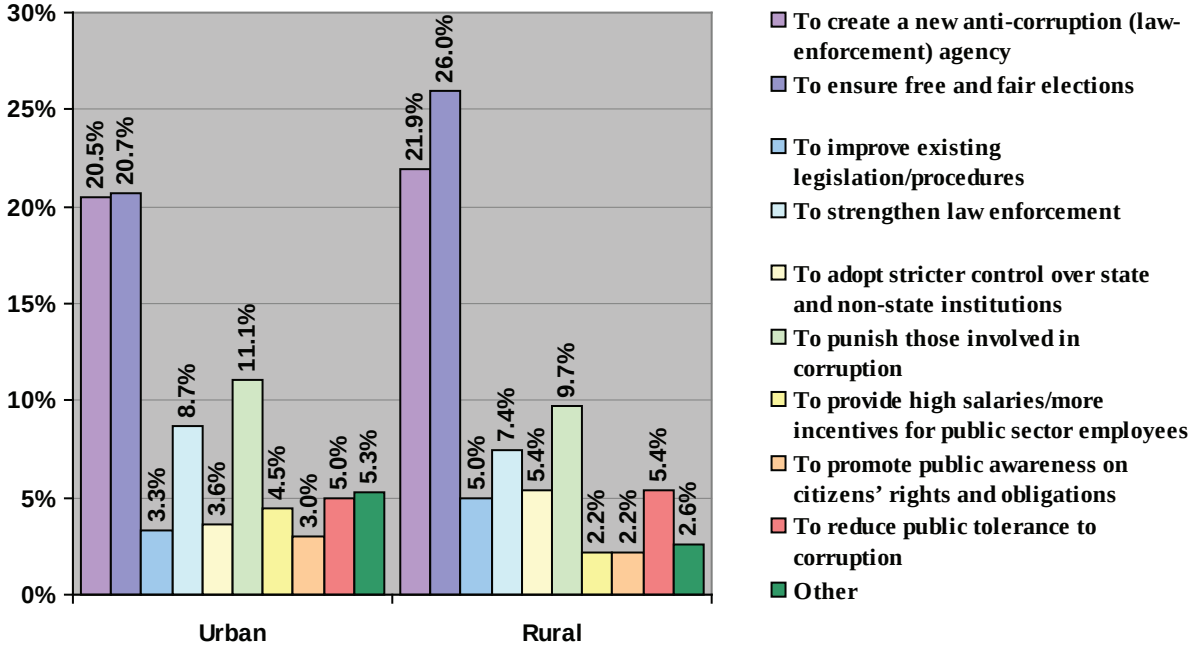
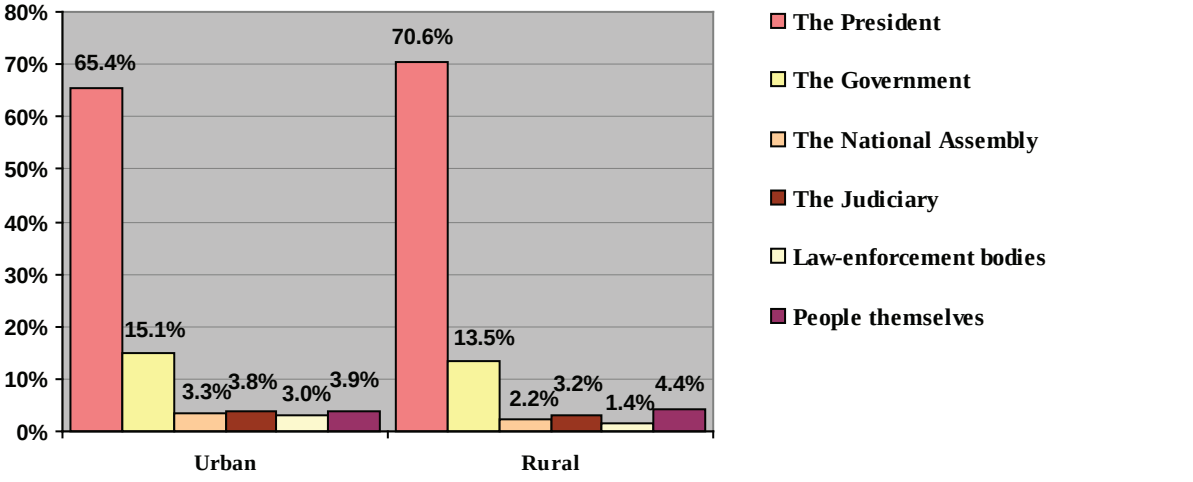


Fig.10. Who is responsible for the current corruption-related situation in the first place?
(99.5% of respondents answered to this question)



ANNEX 9:
Cross-tabulation by Territorial-Administrative Division

Fig.1. What is corruption?

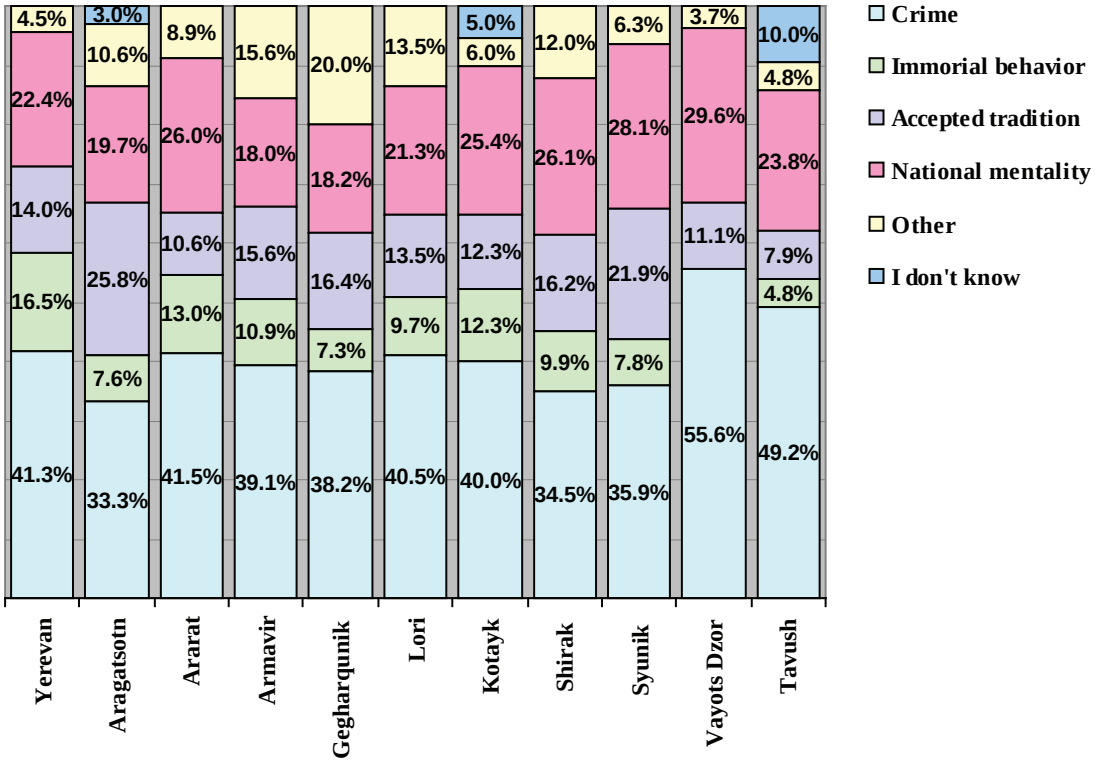


Fig.2. Is corruption a problem in Armenia?

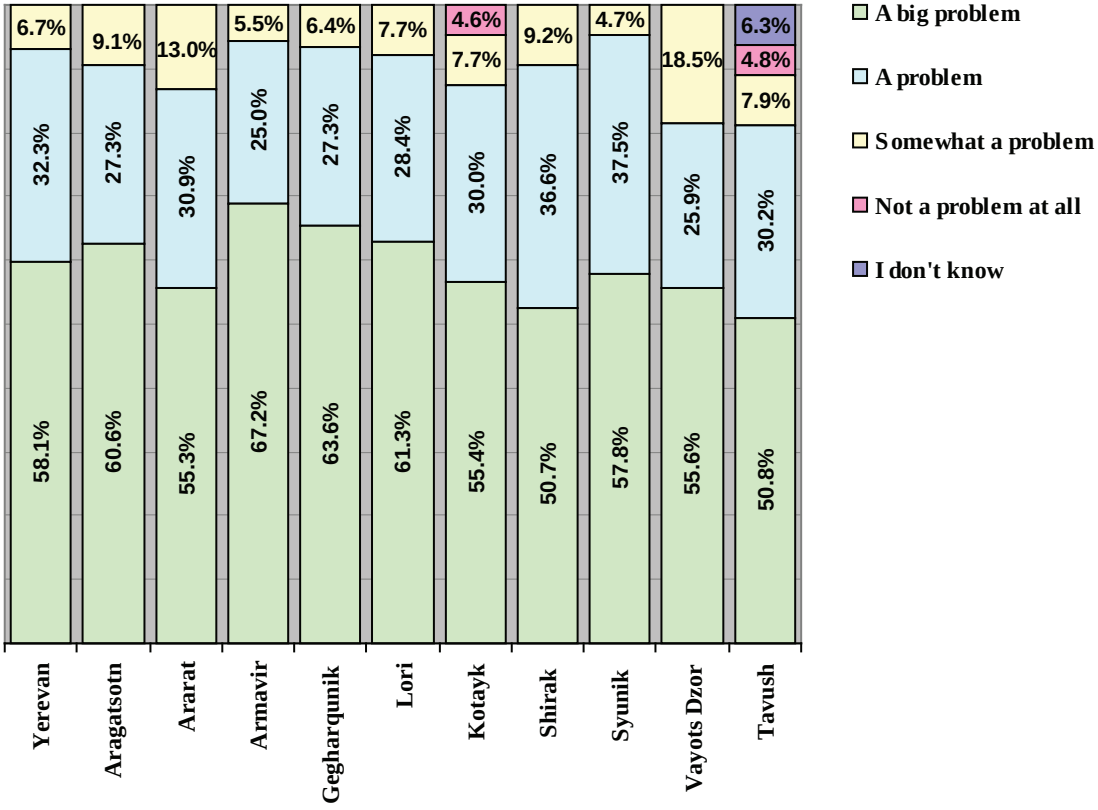


Fig.3. Which is the first most corrupt state institution?
(98.4% of respondents answered this question)

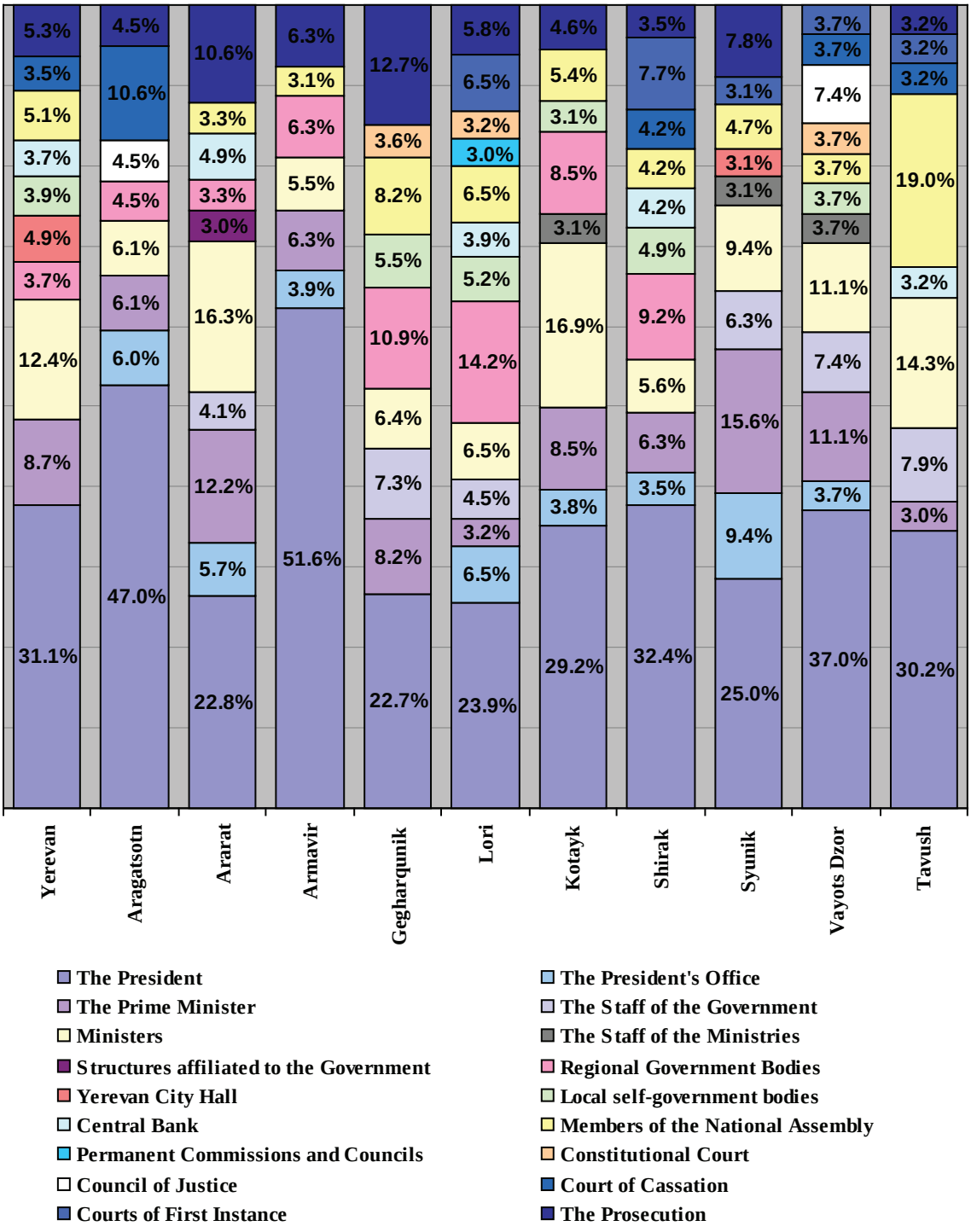


Fig.4. Which is the first most corrupt sector/service?
(99.5% of respondents answered this question)

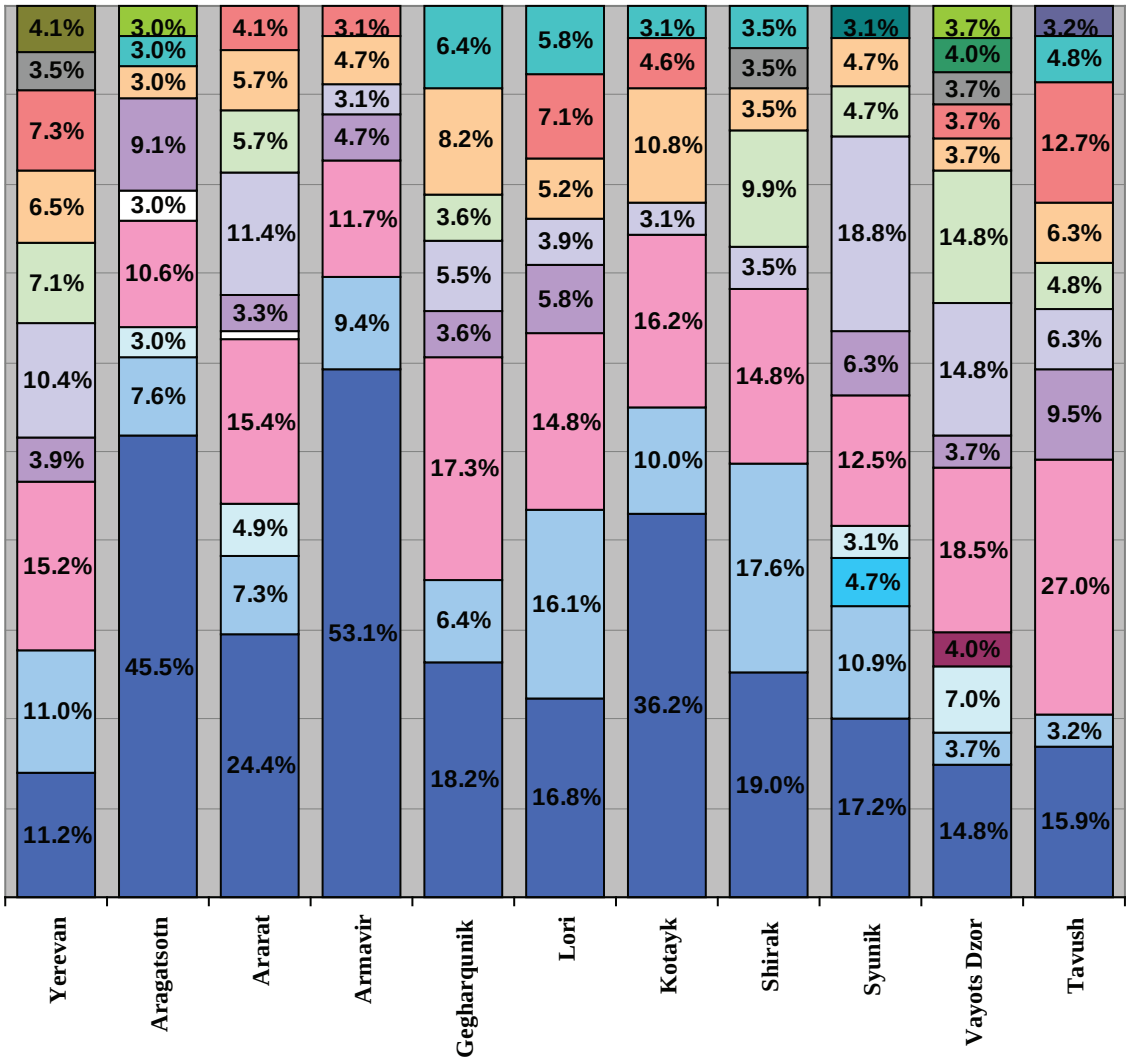


Fig.5. Which is the first main cause of corruption?
(99.8% of respondents answered this question)

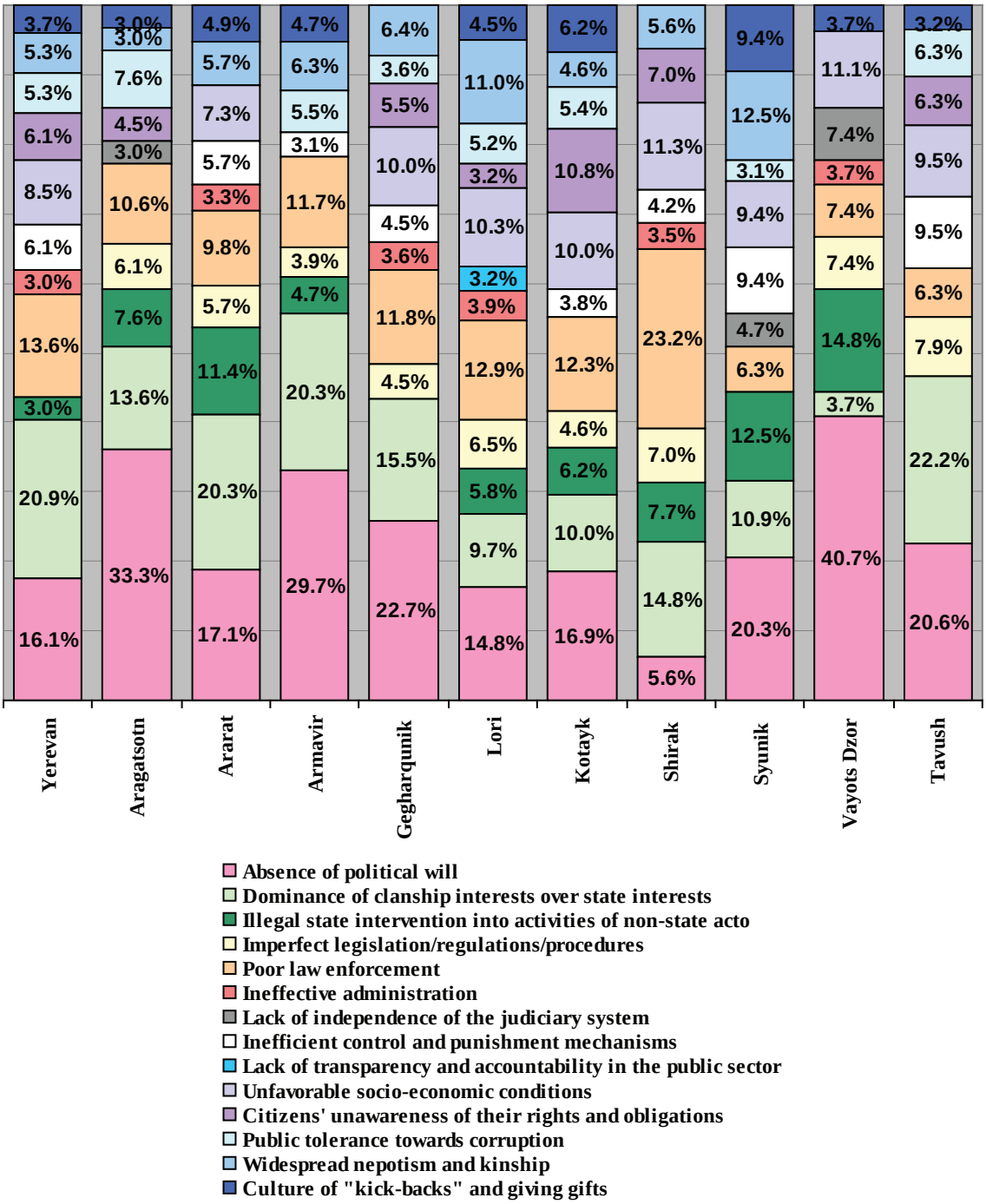


Fig.6. Which is the first major consequence of corruption?
(99.7% of respondents answered this question)

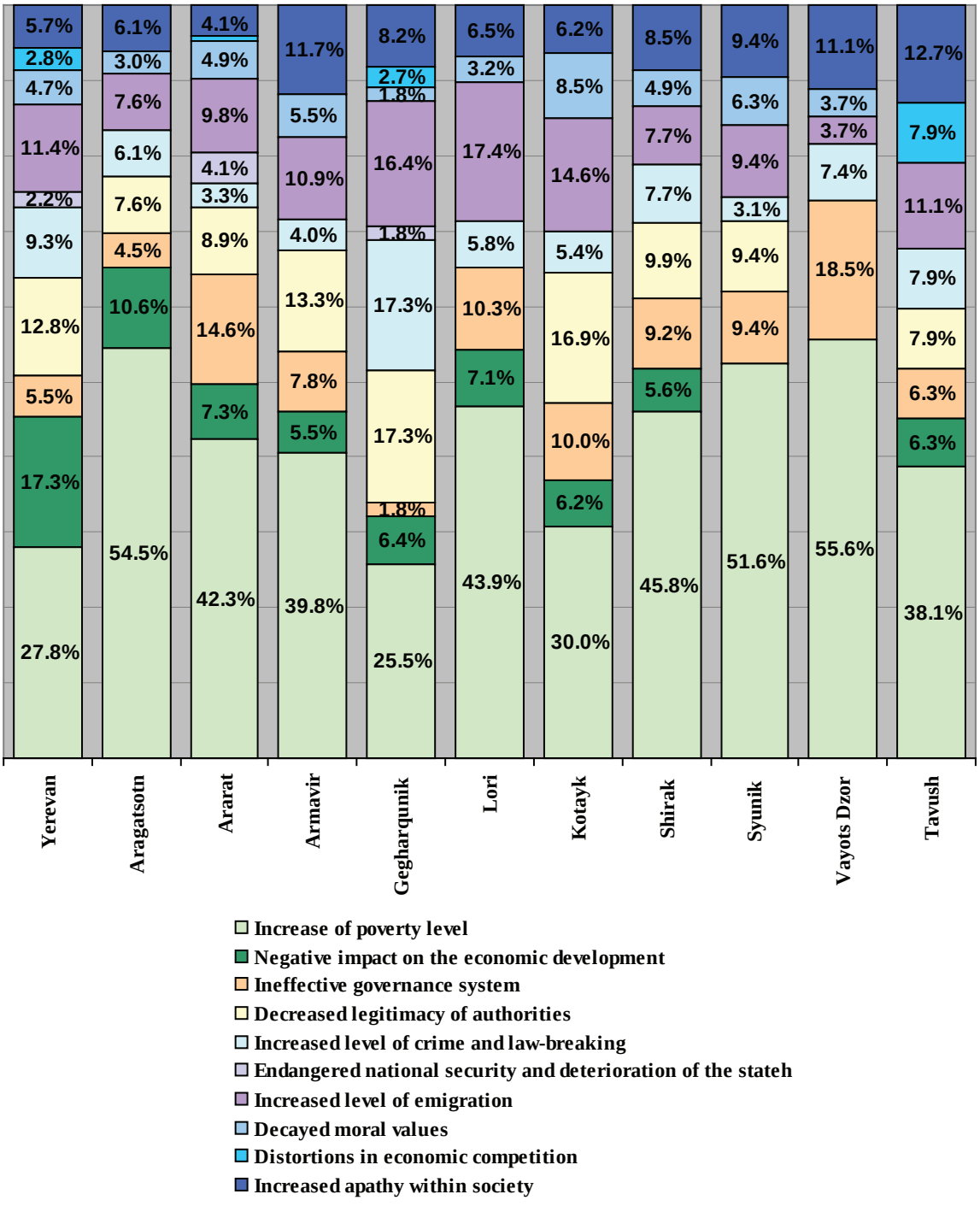


Fig.7. How would you react if offered to take bribe?

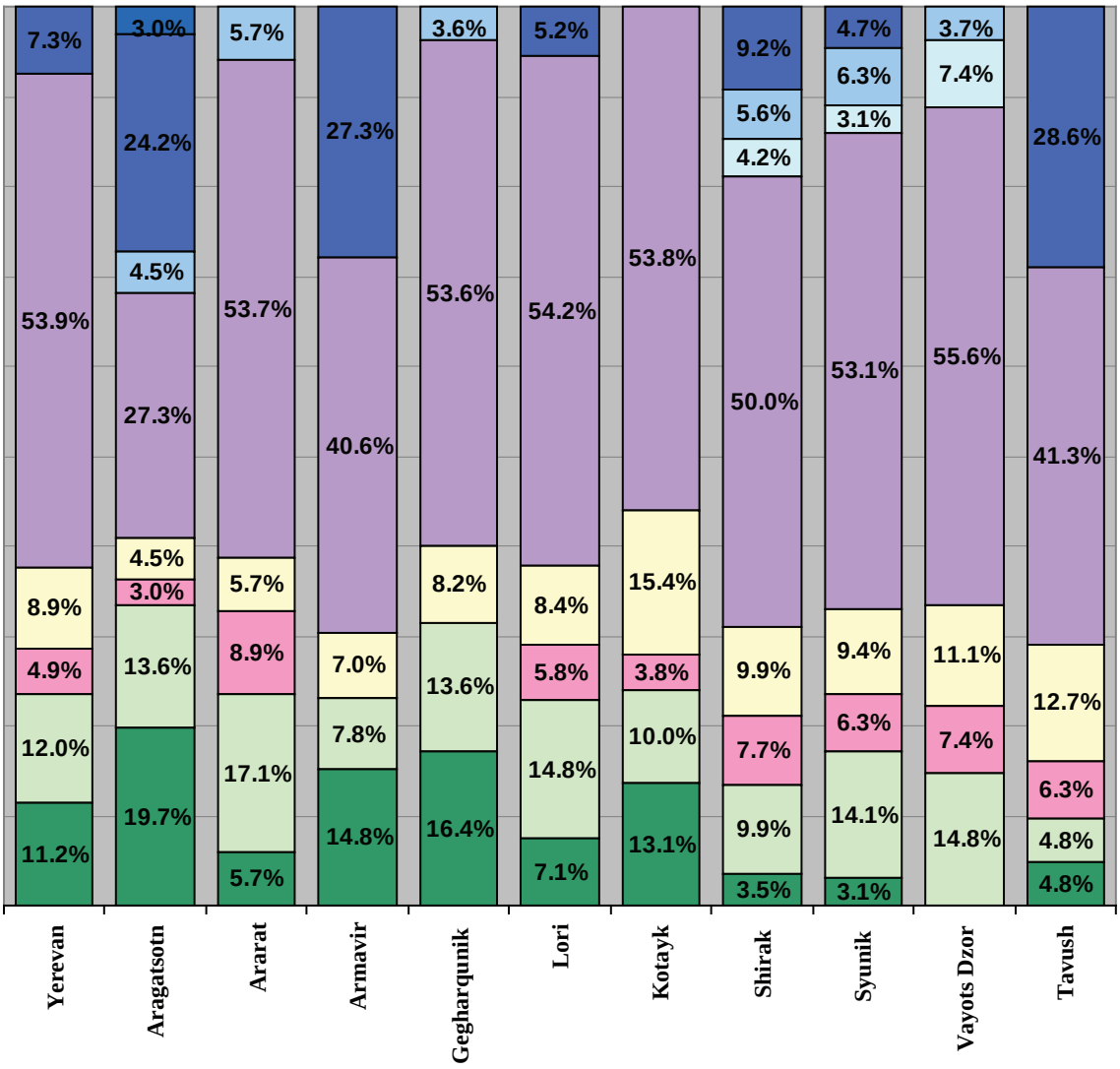


Fig.8. How would you react if "forced" to give bribe?

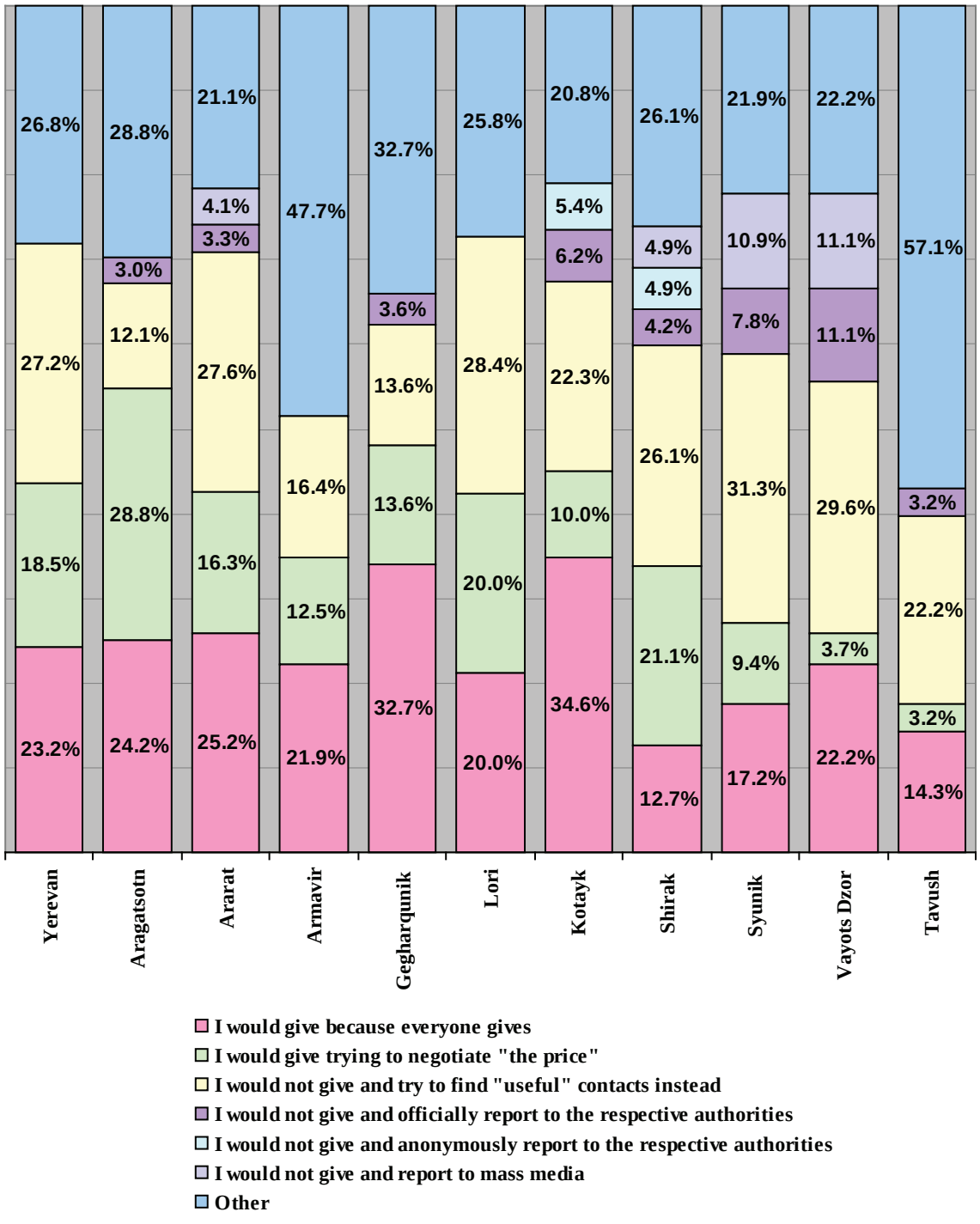


Fig.9. Which is the first solution to improve the current situation?
(97.6% of respondents answered this question)

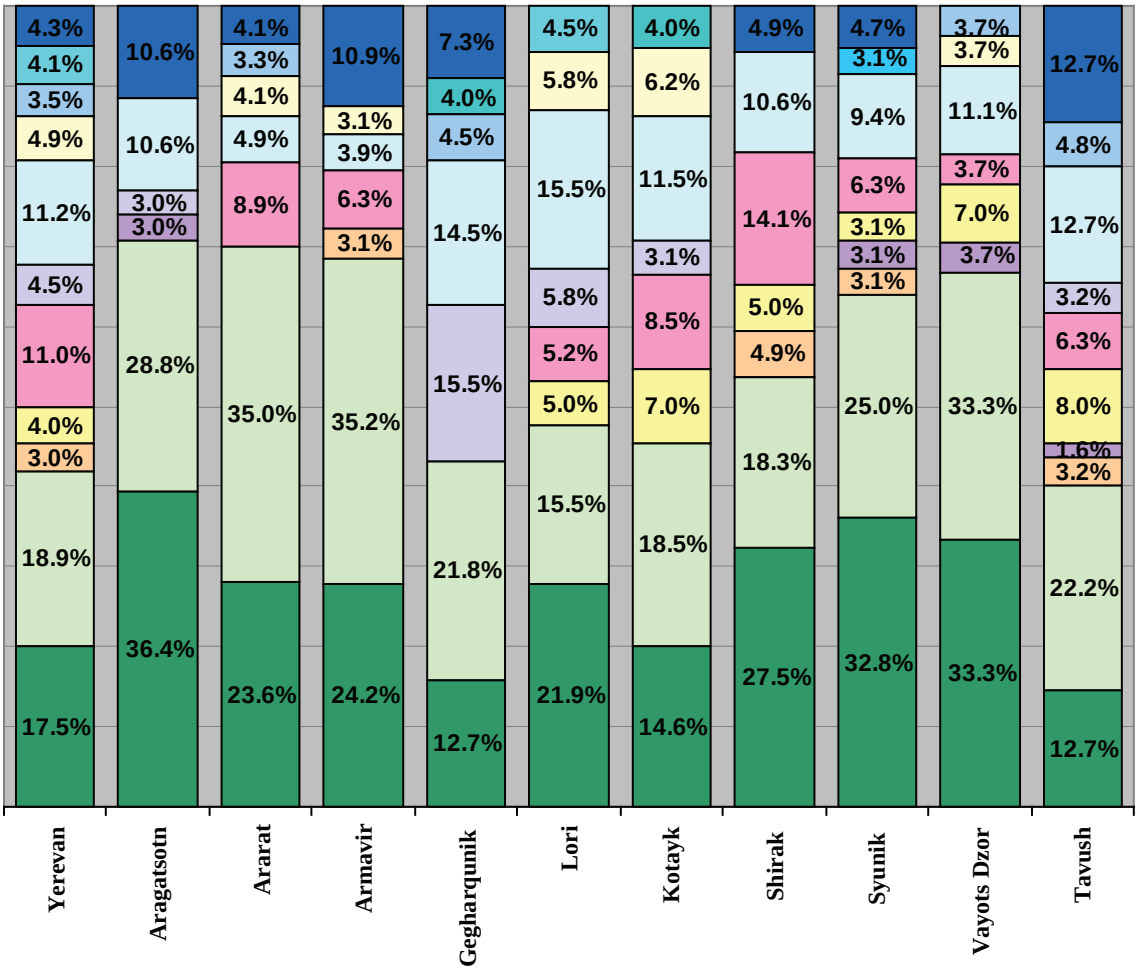
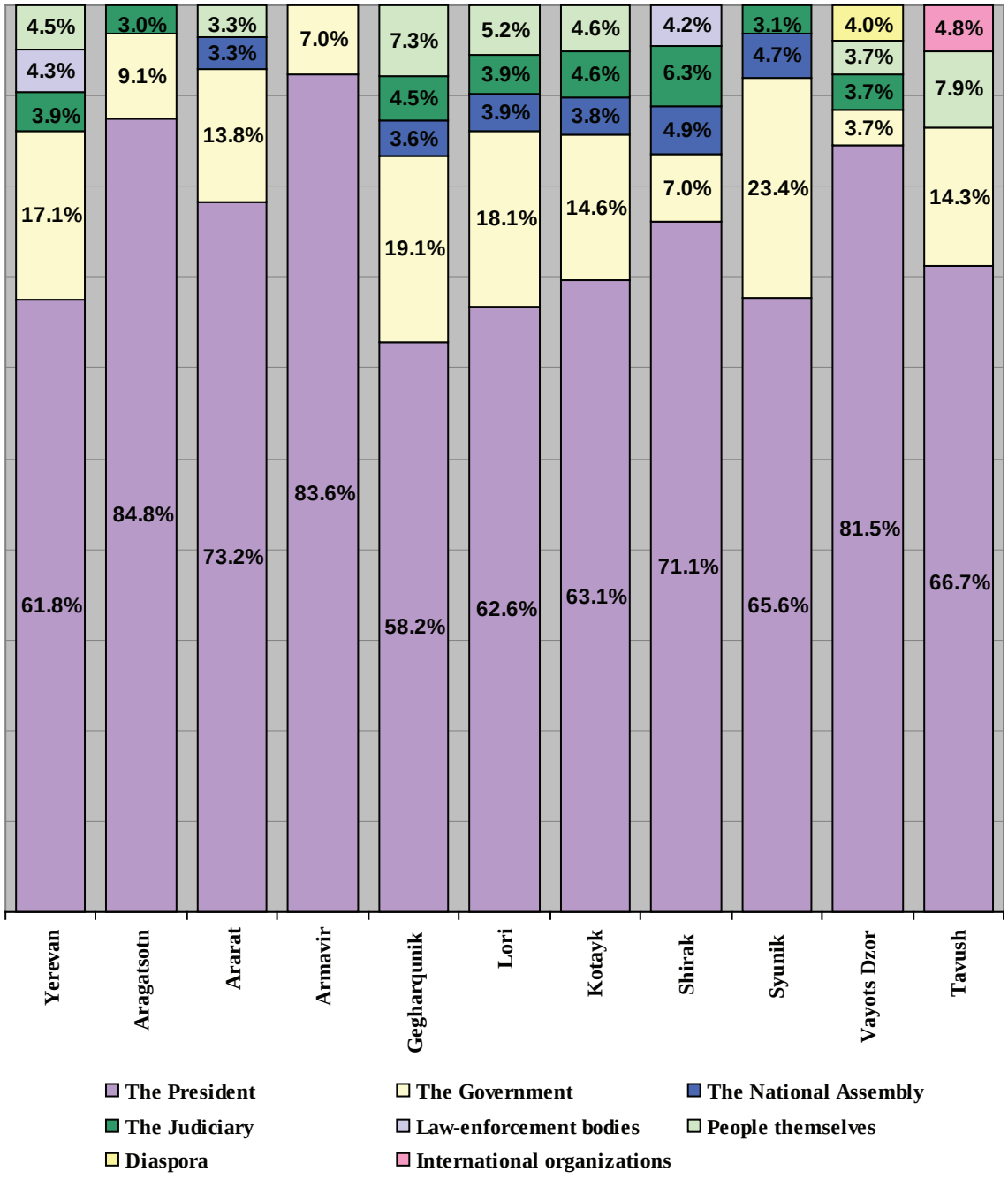


Fig.10. Who is responsible for the current corruption-related situation in the first place?
(99.5% of respondents answered this question)



ANNEX 10:
Unofficial Payments Made during the Last Three Years

Institution/ sector/ service	Year of payments	Number of payments	Amount or range of payments (in USD)*
Police (excluding traffic police)	2005	8	22 – 1,500
"----------"	2006	9	4,5 – 2,500
Traffic police	2004	3814	1 – 110
"----------"	2005	3990	1 – 110
"----------"	2006	4593	1 – 200
Healthcare	2004	80	11 – 1,200
"----------"	2005	86	5,5 – 4,200
"----------"	2006	163	0,5 – 4,200
Education	2004	84	2,5 – 800
"----------"	2005	116	2,5 – 1,000
"----------"	2006	95	2,5 – 500
Cadastre	2004	7	7 – 400
"----------"	2005	12	7 – 1,000
"----------"	2006	15	7 – 500
Military (army)	2004	8	100 – 2,000
"----------"	2005	27	200 – 4,000
"----------"	2006	20	44 – 300
Tax service	2004	21	4,4 – 44
"----------"	2005	55	4,4 – 111
"----------"	2006	39	4,4 –200
Communication	2004	9	2 – 89
"----------"	2005	2	22 - 50
"----------"	2006	9	10 – 138
Social security	2005	8	2 – 89
"----------"	2006	14	13 - 100
Urban development	2005	2	800 – 3,000
"----------"	2006	2	150 – 1,500
State property privatization	2004	2	70
"----------"	2005	2	300
"----------"	2006	1	100

Notary service	2004	1	100
"----------"	2005	7	11 – 40
"----------"	2006	2	11 – 100
Customs authorities	2004	1	67
"----------"	2005	2	350 – 750
State Registrar	2006	1	100
Office of Enforcement of Court Decisions	2004	1	1,500
"----------"	2005	4	22 – 6,000
"----------"	2006	1	800
International organizations and diplomatic missions (embassies)	2004	2	89 – 2,500
Reformatories and prisons	2005	10	22
Issuing licenses/certificates/ permits	2004	1	300
"----------"	2005	1	400
Municipal services	2004	2	38
"----------"	2006	1	200
Environment-related services	2005	1	78
Condominiums	2005	2	13
"----------"	2006	4	2,5 – 67
Office of the village Mayor	2004	3	44 – 55
Office of the city Mayor	2005	1	300
Registrar of Civil Acts	2006	1	11

Note: in the case of responses indicating payments in local currency an exchange rate of 400 AMD was used for calculations