







## **Data Book: Governance & Citizens' Trust Survey, Bangladesh**

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**Preferred citation:** Jamil, I., Aminuzzaman, S.M., Haque, S.T.M., & Ahmed, S., 2016. *Data Book on Governance and Citizens' Trust Survey in Bangladesh, Dhaka: PPG Program of North South University.*

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ISBN : 978-984-34-0543-2

Price : BDT 250.00  
US\$ 05.00

Published by  
Public Policy and Governance (PPG) Program  
Department of Political Science & Sociology  
North South University  
Plot No. 15, Block-B,  
Bashundhara, Dhaka-1229  
Email : [nsu.mppg@gmail.com](mailto:nsu.mppg@gmail.com)  
Website : [www.northsouth.edu](http://www.northsouth.edu), [www.mppg-nsu.org](http://www.mppg-nsu.org)

Layout and Design: [innovatorsWorld](http://innovatorsWorld.com), [Farhana.Ferdous@gmail.com](mailto:Farhana.Ferdous@gmail.com)  
Printed in Bangladesh by Dot Net Ltd., Dhaka

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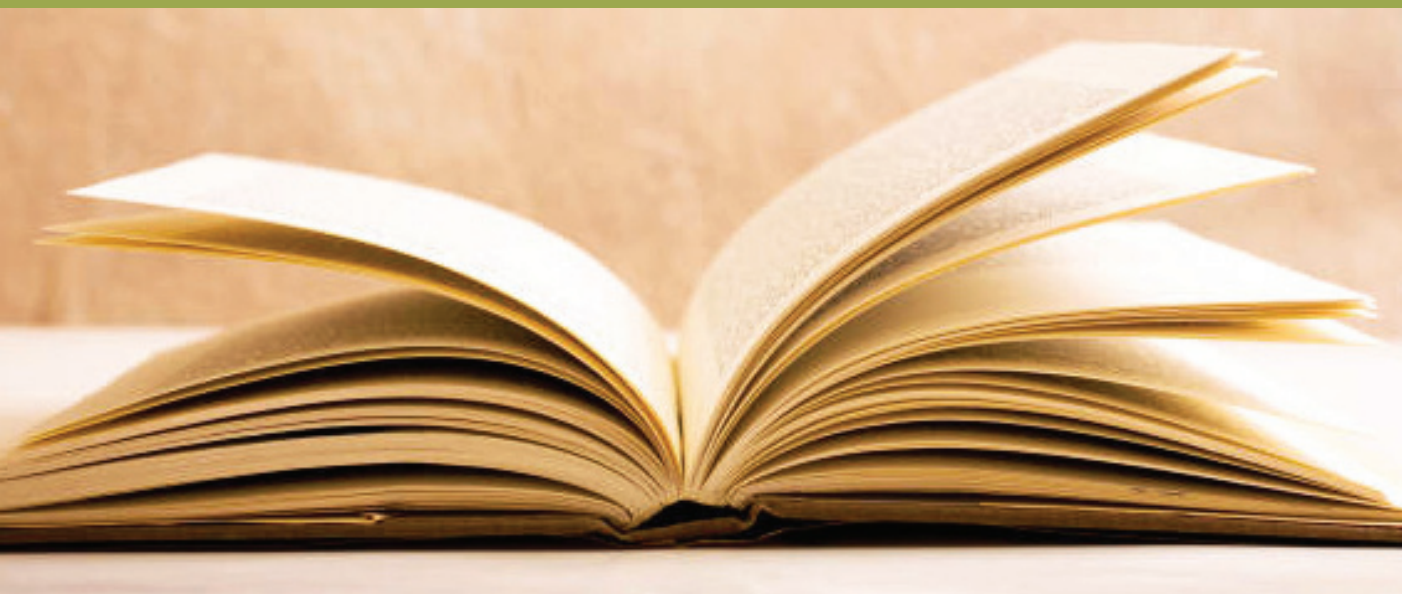
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# Preface

*Citizens' trust occupies a central place in democratic governance. Despite its centrality to governance, the dominance of citizens' trust in policy agenda seems to be less discerning and often appears to be overlooked.*

*This data book on Governance and Trust is the result of a survey carried out in Bangladesh and Nepal in 2010 on "Citizens' Trust in Public Institutions" funded by NORAD more so from the project which caters the Master of Public Policy and Governance (MPPG) under the Department of Political Science and Sociology, North South University. The MPPG aims at providing high quality research based education in public administration and public policy. The MPPG Program focuses on current, appropriate, and cutting-edge topics of public policy analysis, new modes of governance including New Public Management, e-Governance, globalization, corruption, environment and sustainable development and local governance in the South-Asian and international settings. A comprehensive survey on governance and trust has already been conducted across Nepal, Bangladesh and Sri Lanka. The prime focus of the survey is to develop and understand dynamics of trust and governance in public institutions in South Asian regions.*

*Meanwhile some publications based on the survey data have been made but the data can produce a lot more publications. For further and optimum use of the survey data, this data book provides a ready source of data for the researchers and other academics to produce scholarly research papers. The survey responds to questions which seek citizens' perceptions on their satisfaction to their lives, perceptions about institutions such as higher judiciary, the army, the parliament, the election commission, anti-corruption agency, civil service as well as perceptions about human rights, interest in politics and on politicians. The data were collected through a nationwide survey carried out in administrative divisions of Bangladesh with a sample population of 2000.*

*This data book serves as a data repository gathered through a questionnaire survey developed on the basis of World Values Survey and European Social Survey with country specific questions and would provide as a benchmark for future survey. Though the survey was conducted in 2009, nevertheless, it provides a rich source of data to researchers interested in governance and trust issues.*



# Introduction

This data book maps citizens' trust in public and political institutions in Bangladesh. It is based on a questionnaire survey carried out in 2010 with 2000 respondents. The survey was conducted in 43 upazilas and municipalities in 21 districts, and in 6 divisions. The selection of districts in divisions and upazilas were randomly chosen maintaining urban and rural divide.

As a concept trust in recent time has occupied a central position in the social sciences and other disciplines (Putnam, 1993; Fukuyama, 1995; Rothstein, 2005 Sztompka, 1999; Hardin, 1993, Van de Walle, 2003). Though a contested concept with definitional ambiguities, it is now considered an essential ingredient in the smooth functioning of democracy, citizens' participation in governance, economic growth, citizens' propensity to pay tax, political discourse, policy implementation, and successful public-private partnership. Given its importance in explaining multifaceted issues, it is now an important variable both as an effect of certain social phenomena as well as determinants of many social, political and economic initiatives and well being.

Citizens' trust in public institutions is an indication of citizen's confidence in these institutions and that these are performing according to normative rules. When a government fails to meet citizens' expectations, this may create distrust in public institutions and may affect the process of governance in the country. Such situations may pose serious challenges to the system of governance and may transform the state in to "fragile" or "weak" state. Citizens' trust is considered important as it lowers transaction costs, reduces risks and uncertainties in choosing an option, and makes the actions of individuals and organizations more predictable. Without people's confidence and trust in government institutions, the realization of all the promises may be a far cry and the system of governance in the country may again face with the problem of legitimacy, acceptance and hence popular support. Institutional performance, economic growth and development may create trust in public institutions and the political system.

Bangladesh is a fast growing developing country in South Asia with a large population and a volatile political history. The people of Bangladesh have always been critical and voiced against injustice and unfair governance. The independence of Bangladesh in 1971 is a result of people's discontent with the state of governance and diminishing trust on the system of government in terms of fairness and equity in public policies. In Bangladesh, despite its impressive achievements lately both in terms of economic and social indicators, the state of governance has been weak and public institutions have failed to deliver according to their charters. In this regard the issue of trust is critical because with increased citizens' distrust, confidence in democracy, trustworthiness of public institutions and its incumbents will deter. Institutional trust incorporates institutional trustworthiness so that members conform to the institutional norms and standard operating procedures. Some institutional values such as fairness, impartiality, universal access, standardization, and solidarity with citizens may generate institutional trust and absence of these may weaken democracy and government-citizen partnership.

In keeping pace with globalization, Bangladesh is moving ahead fast and has introduced a number of political and administrative reforms in line with the international trends such as the New Public Management. The question is whether such changes have enhanced better policy regime in terms of policy formulation, implementation and service delivery and thereby fostered more trust in public institutions. Bangladesh has experienced several institutional challenges pertaining to institutional trust, accountability, corruption, political unrest and violence which may have put a dent in the governance and trust relationships. The survey underscores citizens' satisfaction with life, their interest in politics, trust in public institutions such as the police, military, the judiciary, civil service and politicians. It also maps trust in different professions as well as trustworthiness of civil servants and how citizens' perceive their political roles and those of the politicians. The data book has been structured and presented on the basis of the questions in the questionnaire. It presents descriptive statistics mainly in the form of frequency distributions.

April, 2016

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# Summary



# Executive Summary

## Executive Summary: Bangladesh

- The trust survey revealed some interesting results. One of the major findings is that the citizens of Bangladesh have high trust in public institutions. However, the level of trust diminishes when these institutions are disintegrated into smaller units, e.g. the local government.

- **Satisfaction with life :**

When asked about how satisfied the respondents were, regarding their present life, almost 50% opined that they were moderately satisfied. The respondents were also found to be moderately satisfied 5 years ago. This indicates that the level of satisfaction with individual lives has not changed much in the span of 5 years. Even with the financial condition of the respondents, they were found moderately satisfied (scores of 5/6 on a scale of 10).

- **Interest in politics :**

Respondents of the survey opined that they have little or no interest in politics, and almost half of the respondents said that they had little or no interest in politics:

- **Trust in Public Institutions:**

The survey revealed that citizens in Bangladesh have r trust on key institutions such as

- The higher judiciary,
- The army,
- The parliament,
- The election commission,
- Office of the deputy commissioner (District Collector)

### Governance and Citizens' Trust Survey Bangladesh

#### AT A GLANCE

<b>Survey year</b>	: 2010
<b>Data Collection</b>	: Questionnaire Survey
<b>Countries Covered</b>	: Bangladesh
<b>Sample size</b>	: 2000
<b>Survey population</b>	: Total : 2,000 Male : 1036 Female : 964
<b>Survey area</b>	: Divisions <ul style="list-style-type: none"><li>• Rajshahi</li><li>• Khulna</li><li>• Dhaka</li><li>• Chittagong</li><li>• Sylhet</li><li>• Barisal</li></ul>

All the above institutions attract the confidence of more than 80% of the respondents. At the next level, more than 75% of the respondents showed great deal or quite a lot of confidence on:

- The lower courts
- Central government
- Office of the UNO

So, it can be assumed that almost 75% of the citizens in Bangladesh have high trust on these organizations. What is surprising is, when asked about institutions which are involved directly in the lives of the general mass, people were found to have low trust. For instance, the survey showed that the respondents mentioned that they have low trust in the following institutions:

- Anti-corruption commission
- Political parties
- NGOs
- Civil service
- Police

The percentage of people having trust on these organizations was on an average 45%, ranging from 54% on the higher scale to 16% (police) on the lower.

■ **Trust on Disciplinary forces:**

People have high trust in the army (89%), but have low trust (only 16%) in the police.

■ **Perception on the Judiciary Branch:**

The survey showed that people have high trust in the judiciary and the lower courts, but there is a difference in the level of trust. People have more trust in higher judiciary than in the lower courts.

■ **Perception on Governance System:**

Citizens have different views about the system of governing in this country. About 40% of the respondents said that the situation is moderate, i.e. neither good nor bad. When asked about where they would like to see the political system in the next 5 years, the respondents were less optimistic and did not have high expectations about the future of the democratic practices in the country.

■ **Perception of Civil servants:**

In the case of civil servants, almost all of the respondents opined that, civil servants in Bangladesh act on Tadbirs/ shuparish (93%). More than 80% opined that civil servants are difficult to get access to and involved in nepotism. More than 75% said that civil servants serve their personal interests instead of that of the citizen and are corrupt. In general, more than 65% of the respondents opined negatively about the civil servants.

■ **Perception of Politicians:**

A negative attitude was also found among the people while giving opinions on politicians of the country. When asked if they thought the politicians were doing right things and are competent, more than 60% of the people disagreed. The same percentage stated that there is no point in voting, parties will do whatever they want to do, anyways! About half of the respondents opined that they feel alienated from the system of government of Bangladesh which is detrimental to the democratic development and governance in the country. A majority of the respondents (more than 80%) said that politicians were corrupt, serve their own interest, and promise a lot but do not act accordingly.



# Data Tables

## Governance and Citizens' Trust Survey Bangladesh

### Q.1. Gender of the respondents

Categories	Freq.	%
Male	1036	51.8
Female	964	48.2
<b>Valid Total</b>	<b>2000</b>	<b>100</b>
Missing	0	
N	2000	

### Q.2. Age of respondents

Categories	Freq.	%
15-19	45	2.3
20-24	287	14.4
25-29	474	23.7
30-34	456	22.8
35-39	317	15.9
40-44	192	9.6
45-49	126	6.3
50-54	55	2.8
55-59	31	1.6
60-64	9	0.5
65-69	5	0.3
70-74	2	0.1
80-84	1	0.1
<b>Valid Total</b>	<b>2000</b>	<b>100</b>
Missing	0	
N	2000	

### Q.3. Religion of the respondents

Categories	Freq.	%
Muslim	1588	79.5
Hindu	323	16.2
Buddhist	77	3.9
Christian	8	0.4
Others	1	0.1
<b>Valid Total</b>	<b>1997</b>	<b>100</b>
Missing	3	
N	2000	

### Q.4. Place of birth

Categories	Freq.	%
Rajshahi	250	12.5
Maulvibazar	182	9.1
Pirojpur	162	8.1
Habiganj	153	7.7
Jessore	148	7.4
Khulna	131	6.6
Dhaka	127	6.4
Comilla	110	5.5
Rajbari	104	5.2
Faridpur	104	5.2
Chittagong	99	5.0
Satkhira	95	4.8
Bandarban	89	4.5
Chapainababganj	80	4.0
Barisal	71	3.6
Cox's bazar	51	2.6
Natore	18	0.9
Gazipur	9	0.5
Narayanganj	9	0.5
Bhola	7	0.4
Rangamati	1	0.1
<b>Valid Total</b>	<b>2000</b>	<b>100</b>
Missing	0	
N	2000	

**Q.4a. Name of the division**

Categories	Freq.	%
Rajshahi	407	20.4
Khulna	374	18.7
Dhaka	355	17.8
Chittagong	348	17.4
Sylhet	335	16.8
Barisal	181	9.1
<b>Valid Total</b>	<b>2000</b>	<b>100</b>
Missing	0	
N	2000	

**Q.5. Current place of residence**

Categories	Freq.	%
Rajshahi	250	12.5
Maulvibazar	182	9.1
Pirojpur	162	8.1
Habiganj	153	7.7
Jessore	148	7.4
Khulna	131	6.6
Dhaka	127	6.4
Comilla	110	5.5
Rajbari	104	5.2
Faridpur	104	5.2
Chittagong	99	5.0
Satkhira	95	4.8
Bandarban	89	4.5
Chapainababganj	80	4.0
Barisal	71	3.6
Cox's bazar	51	2.6
Natore	18	0.9
Gazipur	9	0.5
Narayanganj	9	0.5
Bhola	7	0.4
Rangamati	1	0.1
<b>Valid Total</b>	<b>2000</b>	<b>100</b>
Missing	0	
N	2000	

### Q.6. Home district

Categories	Freq.	%
Rajshahi	250	12.5
Maulvibazar	182	9.1
Pirojpur	162	8.1
Habiganj	153	7.7
Jessore	148	7.4
Khulna	131	6.6
Dhaka	127	6.4
Comilla	110	5.5
Rajbari	104	5.2
Faridpur	104	5.2
Chittagong	99	5.0
Satkhira	95	4.8
Bandarban	89	
Chapainababganj	80	4.0
Barisal	71	3.6
Cox's bazar	51	2.6
Natore	18	0.9
Gazipur	9	0.5
Narayanganj	9	0.5
Bhola	7	0.4
Rangamati	1	0.1
<b>Valid Total</b>	<b>2000</b>	<b>100</b>
Missing	0	
N	2000	

### Q.7. Parents' occupation

Categories	Freq.	%
Working	699	35.0
Self employed	628	31.4
Retired	336	16.8
Unemployed	309	15.5
House wife	28	1.4
<b>Valid Total</b>	<b>2000</b>	<b>100</b>
Missing	0	
N	2000	



**Q.8. Parents' education**

Categories	Freq.	%
High school	632	31.6
Primary	557	27.9
College	437	21.9
University	235	11.8
None	136	6.8
<b>Valid Total</b>	<b>1997</b>	<b>100</b>
Missing	3	
N	2000	

**Q.9. Education of the respondents**

Categories	Freq.	%
Higher secondary level	537	26.9
Secondary level	455	22.8
Graduate degree	393	19.7
Lower secondary level	288	14.4
Primary level	152	7.6
Literate	77	3.9
Mastersdegree or higher	69	3.5
Illiterate	27	1.4
<b>Valid Total</b>	<b>1998</b>	<b>100</b>
Missing	2	
N	2000	

**Q.10a. Occupation status of respondents**

Categories	Freq.	%
Working	760	38.0
House wife	576	28.8
Self-employed	329	16.5
Student	256	12.8
Unemployed	64	3.2
Retired	150	0.8
<b>Valid Total</b>	<b>2000</b>	<b>100</b>
Missing	0	
N	2000	

**Q.10b. Occupation of those working (If in question 10a, then)**

Categories	Freq.	%
Private service	173	19.1
Military service/police/security	164	18.1
Manual worker (skilled)	108	11.9
Farmer	105	11.6
Manual worked (unskilled)	51	5.6
Professional Lawyer, Doctor, Accountant,etc.	32	3.5
Public servant	20	2.2
Executive, Top management, Director	11	1.2
Academic/ teacher	3	0.3
Others	238	26.3
<b>Valid Total</b>	<b>905</b>	<b>100</b>
Missing	1095	
N	2000	

**Q.11. Occupational sector**

Categories	Freq.	%
NGOs/Foundations/CBOs/Trade Unions/Civil society	207	10.4
Public sector	251	12.6
Private firm	166	8.3
Others (please specify)	1366	68.6
<b>Valid Total</b>	<b>1990</b>	<b>100</b>
Missing	10	
N	2000	

**Q.12. People sometimes describe themselves as belonging to the working class, the middle class or the upper or lower class. Would you describe yourself as belonging to the**

Categories	Freq.	%
Upper class	2	0.1
Upper middle class	448	22.4
Lower middle class	1215	60.8
Working class	139	7.0
Poor class	170	8.5
Hard core poor	25	1.3
Don't know	1	0.1
<b>Valid Total</b>	<b>2000</b>	<b>100</b>
Missing	0	
N	2000	

**Q.13. Association with or member of some organizations (Multiple responses)**

Categories	Freq.	%
Local NGOs	116	5.8
Students' organizations	92	4.6
Political parties	76	3.8
Voluntary associations	72	3.6
Trade unions	71	3.6
Religious Organizations	58	2.9
Cultural (drama, theatre, etc.) and sports clubs	43	2.2
National NGOs	16	0.8
Community based Organizations	11	0.6
Others	3	0.2
None	1438	72.0
<b>Valid Total</b>	<b>1996</b>	<b>100</b>
Missing	4	
N	2000	

**Q.14. Independently of whether you go to Mosque/Mandir/Pagoda/Church or not, would you say you are**

Categories	Freq.	%
Not religious at all	3	0.2
Law religious	83	4.2
Moderate	832	41.9
Religious	877	44.2
Very religious	191	9.6
<b>Valid Total</b>	<b>1986</b>	<b>100</b>
Missing	14	
N	2000	

**Q.15. Please says, for each of the following, how important it is in your life****Q.15a. Importance of family**

Categories	Freq.	%
Not very important	8	0.4
Rather Important	101	5.1
Very important	1891	94.6
<b>Valid Total</b>	<b>2000</b>	<b>100</b>
Missing	0	
N	2000	

### Q.15b. Importance of friends

Categories	Freq.	%
Not at all important	86	4.3
Not very important	689	34.5
Rather important	892	44.6
Very important	332	16.6
Don't know	1	0.1
<b>Valid Total</b>	<b>2000</b>	<b>100</b>
Missing	0	
N	2000	

### Q.15c. Importance of leisure time

Categories	Freq.	%
Not at all important	214	10.7
Not very important	853	42.7
Rather important	798	39.9
Very important	127	6.4
Don't know	6	0.3
<b>Valid Total</b>	<b>1998</b>	<b>100</b>
Missing	2	
N	2000	

### Q.15d. Importance of politics

Categories	Freq.	%
Not at all important	471	23.6
Not very important	1028	51.4
Rather important	390	19.5
Very important	89	4.5
Don't know	22	1.1
<b>Valid Total</b>	<b>2000</b>	<b>100</b>
Missing	0	
N	2000	

**Q.15e. Importance of work**

Categories	Freq.	%
Not at all important	6	0.3
Not very important	14	0.7
Rather important	461	23.1
Very important	1514	75.7
Don't know	5	0.3
<b>Valid Total</b>	<b>2000</b>	<b>100</b>
Missing	0	
N	2000	

**Q.15f. Importance of religion**

Categories	Freq.	%
Not at all important	1	0.1
Not very important	11	0.6
Rather important	303	15.2
Very important	1680	84.0
Don't know	5	0.3
<b>Valid Total</b>	<b>2000</b>	<b>100</b>
Missing	0	
N	2000	

**Q.15g. Importance of service to others**

Categories	Freq.	%
Not at all important	31	1.6
Not very important	167	8.4
Rather important	966	48.3
Very important	831	41.6
Don't know	4	0.2
<b>Valid Total</b>	<b>1999</b>	<b>100</b>
Missing	1	
N	2000	

**Q.15h. Importance of others**

Categories	Freq.	%
Not very important	3	0.2
Rather important	8	0.4
Very important	4	0.2
Don't know	1984	99.2
<b>Valid Total</b>	<b>1999</b>	<b>100</b>
Missing	1	
N	2000	

**Q.16. All things considered, how satisfied are you with your life as a whole these days?**

Categories	Freq.	%
Very dissatisfied	13	0.7
2	18	0.9
3	68	3.4
4	225	11.3
5	549	27.5
6	601	30.1
7	329	16.5
8	102	5.1
9	73	3.7
Very satisfied	21	1.1
Don't know	1	0.1
<b>Valid Total</b>	<b>2000</b>	<b>100</b>
Missing	0	
N	2000	

**Q.17. How satisfied were you five years ago?**

Categories	Freq.	%
Very dissatisfied	15	0.7
2	54	0.9
3	114	3.4
4	308	11.3
5	578	27.5
6	424	30.1
7	324	16.5
8	115	5.1
9	45	3.7
Very satisfied	19	1.1
Don't know	4	0.1
<b>Valid Total</b>	<b>2000</b>	<b>100</b>
Missing	0	
N	2000	

**Q.18. How satisfied are you with the financial situation of your household?**

Categories	Freq.	%
Very dissatisfied	15	0.8
2	55	2.8
3	89	4.5
4	222	11.1
5	503	25.2
6	609	30.5
7	300	15.0
8	165	8.3
9	33	1.7
Very satisfied	7	0.4
Don't know	1	0.1
<b>Valid Total</b>	<b>2000</b>	<b>100</b>
Missing	0	
N	2000	

**Q.19. People have different views about the system for governing this country. Here is a scale for rating how well things are going: 1 means very bad, 10 means very good. Where on this scale would you put the political system as it is today?**

Categories	Freq.	%
Very bad	9	0.5
2	50	2.5
3	83	4.2
4	363	18.2
5	384	19.2
6	427	21.4
7	394	19.7
8	181	9.1
9	56	2.8
Very good	44	2.2
Don't know	9	0.5
<b>Valid Total</b>	<b>2000</b>	<b>100</b>
Missing	0	
N	2000	

**Q.20. Where on this scale would you put the political system as you would expect it to be 5 years from now?**

Categories	Freq.	%
Very bad	20	1.0
2	73	3.7
3	241	12.1
4	376	18.8
5	618	30.9
6	321	16.1
7	203	10.2
8	88	4.4
9	39	2.0
Very good	14	0.7
Don't know	5	0.3
<b>Valid Total</b>	<b>1998</b>	<b>100</b>
Missing	2	
N	2000	



**Q.21. Satisfaction with democratic development in Bangladesh****Q.21a. Satisfaction with democratic development in Bangladesh**

Categories	Freq.	%
Not at all satisfied	36	1.8
Not very satisfied	203	10.2
Rather satisfied	1391	69.6
Very satisfied	363	18.2
Don't Know	7	0.4
<b>Valid Total</b>	<b>2000</b>	<b>100</b>
Missing	0	
N	2000	

**Q.21b. People now in the government office are handing the county's affairs.**

Categories	Freq.	%
Not at all satisfied	296	14.8
Not very satisfied	1012	50.6
Rather satisfied	556	27.8
Very satisfied	62	3.1
Don't Know	73	3.7
<b>Valid Total</b>	<b>1999</b>	<b>100</b>
Missing	1	
N	2000	

**Q.22. I am going to name a number of organizations and institutions. For each one, could you tell me how much confidence you have in them: is it a great deal of confidence, quite a lot of confidence, not very much confidence or none at all?****Q.22a. Confidence on parliament**

Categories	Freq.	%
None at all	62	3.1
Not very much confidence	187	9.4
Quite a lot confidence	1044	52.2
A great deal confidence	691	34.6
Don't Know	16	0.8
<b>Valid Total</b>	<b>2000</b>	<b>100</b>
Missing	0	
N	2000	

### Q 22b. Confidence on central government

Categories	Freq.	%
None at all	48	2.4
Not very much confidence	399	20.0
Quite a lot confidence	1259	63.0
A great deal confidence	271	13.6
Don't Know	23	1.2
<b>Valid Total</b>	<b>2000</b>	<b>100</b>
Missing	0	
N	2000	

### Q. 22c. Confidence on civil service

Categories	Freq.	%
None at all	135	6.8
Not very much confidence	866	43.3
Quite a lot confidence	820	41.0
A great deal confidence	177	8.9
Don't Know	2	0.1
<b>Valid Total</b>	<b>2000</b>	<b>100</b>
Missing	0	
N	2000	

### Q.22d. Confidence on political parties

Categories	Freq.	%
None at all	229	11.5
Not very much confidence	707	35.4
Quite a lot confidence	894	44.7
A great deal confidence	143	7.2
Don't Know	27	1.4
<b>Valid Total</b>	<b>2000</b>	<b>100</b>
Missing	0	
N	2000	

**Q.22e. Confidence on higher judiciary**

Categories	Freq.	%
None at all	52	2.6
Not very much confidence	129	6.5
Quite a lot confidence	827	41.4
A great deal confidence	891	44.6
Don't Know	100	5.0
<b>Valid Total</b>	<b>1999</b>	<b>100</b>
Missing	1	
N	2000	

**Q.22f. Confidence on lower courts**

Categories	Freq.	%
None at all	74	3.7
Not very much confidence	325	16.3
Quite a lot confidence	1079	54.0
A great deal confidence	441	22.1
Don't Know	81	4.1
<b>Valid Total</b>	<b>2000</b>	<b>100</b>
Missing	0	
N	2000	

**Q.22g. Confidence on the police**

Categories	Freq.	%
None at all	689	34.5
Not very much confidence	985	49.3
Quite a lot confidence	298	14.9
A great deal confidence	24	1.2
Don't Know	3	0.2
<b>Valid Total</b>	<b>1999</b>	<b>100</b>
Missing	1	
N	2000	

### Q.22h. Confidence on the army

Categories	Freq.	%
None at all	24	1.2
Not very much confidence	177	8.9
Quite a lot confidence	924	46.2
A great deal confidence	863	43.2
Don't Know	12	0.6
<b>Valid Total</b>	<b>2000</b>	<b>100</b>
Missing	0	
N	2000	

### Q.22i. Confidence on NGOs

Categories	Freq.	%
None at all	164	8.2
Not very much confidence	750	37.5
Quite a lot confidence	905	45.3
A great deal confidence	77	3.9
Don't Know	104	5.2
<b>Valid Total</b>	<b>2000</b>	<b>100</b>
Missing	0	
N	2000	

### Q.22j. Confidence on trade unions

Categories	Freq.	%
None at all	279	14.0
Not very much confidence	631	31.6
Quite a lot confidence	701	35.1
A great deal confidence	100	5.0
Don't Know	289	14.5
<b>Valid Total</b>	<b>2000</b>	<b>100</b>
Missing	0	
N	2000	

**Q.22k. Confidence on students' union**

Categories	Freq.	%
None at all	355	17.8
Not very much confidence	667	33.4
Quite a lot confidence	596	29.8
A great deal confidence	182	9.1
Don't Know	200	10.0
<b>Valid Total</b>	<b>2000</b>	<b>100</b>
Missing	0	
N	2000	

**Q.22l. Confidence on office of the Deputy Commissioner (District Collectorate)**

Categories	Freq.	%
None at all	46	2.3
Not very much confidence	310	15.5
Quite a lot confidence	1075	53.8
A great deal confidence	443	22.2
Don't Know	126	6.3
<b>Valid Total</b>	<b>2000</b>	<b>100</b>
Missing	0	
N	2000	

**Q.22m. Confidence on office of the Upazilla Nirbahi Officer (UNO)**

Categories	Freq.	%
None at all	53	2.7
Not very much confidence	389	19.5
Quite a lot confidence	990	49.5
A great deal confidence	450	22.5
Don't Know	118	5.9
<b>Valid Total</b>	<b>2000</b>	<b>100</b>
Missing	0	
N	2000	

### Q.22n. Confidence on Office of the Union Council

Categories	Freq.	%
None at all	163	8.2
Not very much confidence	623	31.2
Quite a lot confidence	944	47.2
A great deal confidence	185	9.3
Don't Know	85	4.3
<b>Valid Total</b>	<b>2000</b>	<b>100</b>
Missing	0	
N	2000	

### Q.22o. Confidence on Election Commission (EC)

Categories	Freq.	%
None at all	86	4.3
Not very much confidence	170	8.5
Quite a lot confidence	947	47.4
A great deal confidence	782	39.1
Don't Know	15	0.8
<b>Valid Total</b>	<b>2000</b>	<b>100</b>
Missing	0	
N	2000	

### Q.22p. Confidence on Anti-Corruption Commission

Categories	Freq.	%
None at all	372	18.6
Not very much confidence	516	25.8
Quite a lot confidence	794	39.7
A great deal confidence	256	12.8
Don't Know	62	3.1
<b>Valid Total</b>	<b>2000</b>	<b>100</b>
Missing	0	
N	2000	

**Q.22q. Confidence on others**

Categories	Freq.	%
None at all	1	0.1
Not very much confidence	4	0.2
Quite a lot confidence	3	0.2
A great deal confidence	4	0.2
Don't Know	1984	99.4
<b>Valid Total</b>	<b>1996</b>	<b>100</b>
Missing	4	
N	2000	

**Q.23. Generally speaking, would you say that most people can be trusted or that you need to be careful in dealing with people?**

Categories	Freq.	%
Most People can be trusted	25	1.3
Need to be careful in dealing with people	1956	98.0
Don't Know	14	0.7
<b>Valid Total</b>	<b>1995</b>	<b>100</b>
Missing	5	
N	2000	

**Q.24. How would you Characterize a trustworthy person?**

**Q.24a. Characteristics of trustworthy person**

Categories	Freq.	%
Active	25	1.3
Behavior	138	6.9
Benevolent	34	1.7
Brave	15	0.8
Character	130	6.5
Clean	2	0.1
Commitment	50	2.5
Cooperation	7	0.4
Drug free	6	0.3
Education	81	4.1
Friendship	10	0.5
Gentle	41	2.1
Good	11	0.6
Great	3	0.2
Helpful	30	1.5
Honest	717	35.9
Idealistic	137	6.9
Image	28	1.4
Intelligent	3	0.2
Justice	8	0.4
Kindness	3	0.2
known	2	0.1
Non greedy	8	0.4
Patience	9	0.5
Personality	22	1.1
Religious	78	3.9
Simple	5	0.3
Social	3	0.2
Trust	64	3.2
Truthful	318	15.9
Unity	7	0.4
Others	5	0.3
<b>Valid Total</b>	<b>2000</b>	<b>100</b>
Missing	0	
N	2000	



**Q.24b. Characteristics of trustworthy person**

Categories	Freq.	%
Active	88	4.4
Behavior	133	6.7
Benevolent	131	6.6
Brave	10	0.5
Character	131	6.6
Clean	2	0.1
Commitment	81	4.1
Cooperation	5	0.3
Discipline	3	0.2
Dress up	6	0.3
Drug free	2	0.1
Education	81	4.1
Friends of poor	9	0.5
Friendship	19	1.0
Gentle	54	2.7
Good	8	0.4
Great	34	1.7
Helpful	61	3.1
Honest	305	15.3
Idealistic	226	11.3
Image	17	0.9
Intelligent	4	0.2
Justice	34	1.7
Kindness	7	0.4
Non greedy	10	0.5
Occupation	2	0.1
Permanent Resident	3	0.2
Patience	14	0.7
Personality	18	0.9
Religious	171	8.6
Respect	3	0.2
Sympathy	2	0.1
Simple	5	0.3
Social	6	0.3
Trust	96	4.8
Truthful	180	9.0
Unity	30	1.5
Others	9	0.5
<b>Valid Total</b>	<b>2000</b>	<b>100</b>
Missing	0	
N	2000	

### Q.24c. Characteristics of trustworthy person

Categories	Freq.	%
Active	68	3.4
Behavior	88	4.4
Benevolent	175	8.8
Brave	12	0.6
Character	145	7.3
Commitment	119	6.0
Cooperation	7	0.4
Dress up	2	0.1
Drug free	11	0.6
Education	73	3.7
Everything good	3	0.2
Friends of poor	3	0.2
Friendship	15	0.8
Gentle	56	2.8
Good	5	0.3
Great	21	1.1
Helpful	104	5.2
honest	179	9.0
Idealistic	188	9.4
Image	36	1.8
In depended	11	0.6
industrious	2	0.1
Intelligent	7	0.4
Justice	58	2.9
Kindness	5	0.3
known	3	0.2
Non greedy	11	0.6
Permanent live	3	0.3
Patience	15	0.8
Personality	27	1.4
Polite	3	0.2
Religious	227	11.4
Respect	3	0.2
Sympathy	5	0.2
Simple	6	0.3
Social	12	0.6
Trust	58	2.9
Truthful	155	7.8
Unity	50	2.5
Others	18	0.9
<b>Valid Total</b>	<b>1989</b>	<b>100</b>
Missing	11	
N	2000	

**Q.24d. Characteristics of trustworthy person**

Categories	Freq.	%
Active	2	1.8
Behavior	4	3.6
Benevolent	9	8.1
Character	11	9.9
Commitment	10	9.0
Drug free	2	1.8
Education	11	9.9
Friendship	3	2.7
Good	2	1.8
Helpful	3	2.7
honest	7	6.3
Idealistic	8	7.2
Image	3	2.7
Religious	13	11.7
Trust	4	3.6
Truthful	10	9.0
Others	9	8.1
<b>Valid Total</b>	<b>111</b>	<b>100</b>
Missing	1889	
N	2000	

**Q.24e. Characteristics of trustworthy person**

Categories	Freq.	%
Commitment	1	7.7
Cooperation	1	7.7
Education	1	7.7
Faithful	1	7.7
Gentle	2	15.4
Helpful	1	7.7
Idealistic	1	7.7
Intelligent	1	7.7
Justice	1	7.7
Personality	1	7.7
Religious	2	15.4
<b>Valid Total</b>	<b>13</b>	<b>100</b>
Missing	1987	
N	2000	

**Q.25. I read a number of professions/ occupations. Is the image you have of those professions positive or negative?**

**Q.25a. Image of civil servant**

Categories	Freq.	%
Very negative	59	3.0
Negative	154	7.7
Not negative, not positive	846	42.3
Positive	758	37.9
Very positive	183	9.2
<b>Valid Total</b>	<b>2000</b>	<b>100</b>
Missing	0	
N	2000	

**Q.25b. Image of central politicians**

Categories	Freq.	%
Very negative	34	1.7
Negative	237	11.9
Not negative, not positive	863	43.2
Positive	732	36.6
Very positive	107	5.4
Don't know	27	1.4
<b>Valid Total</b>	<b>2000</b>	<b>100</b>
Missing	0	
N	2000	

**Q.25c. Image of local politicians**

Categories	Freq.	%
Very negative	85	4.3
Negative	414	20.7
Not negative, not positive	926	46.3
Positive	419	21.0
Very positive	134	6.7
Don't know	22	1.1
<b>Valid Total</b>	<b>2000</b>	<b>100</b>
Missing	0	
N	2000	

**Q.25d. Image of local government officials**

Categories	Freq.	%
Very negative	49	2.5
Negative	267	13.4
Not negative, not positive	964	48.2
Positive	640	32.0
Very positive	47	2.4
Don't know	33	1.7
<b>Valid Total</b>	<b>2000</b>	<b>100</b>
Missing	0	
N	2000	

**Q.25e. Image of policeman**

Categories	Freq.	%
Very negative	503	25.2
Negative	810	40.5
Not negative, not positive	480	24.0
Positive	199	10.0
Very positive	7	0.4
Don't know	1	0.1
<b>Valid Total</b>	<b>2000</b>	<b>100</b>
Missing	0	
N	2000	

**Q.25f. Image of Judge**

Categories	Freq.	%
Very negative	58	2.9
Negative	122	6.1
Not negative, not positive	506	25.3
Positive	939	47.0
Very positive	371	18.6
Don't know	3	0.2
<b>Valid Total</b>	<b>1999</b>	<b>100</b>
Missing	1	
N	2000	

### Q.25g. Image of doctor

Categories	Freq.	%
Very negative	168	8.4
Negative	403	20.2
Not negative, not positive	537	26.9
Positive	499	25.0
Very positive	390	19.5
Don't know	3	0.2
<b>Valid Total</b>	<b>2000</b>	<b>100</b>
Missing	0	
N	2000	

### Q.25h. Image of environmentalist

Categories	Freq.	%
Very negative	4	0.2
Negative	19	1.0
Not negative, not positive	432	21.6
Positive	881	44.1
Very positive	118	5.9
Don't know	546	27.3
<b>Valid Total</b>	<b>2000</b>	<b>100</b>
Missing	0	
N	2000	

### Q.25i. Image of military personnel

Categories	Freq.	%
Very negative	7	0.4
Negative	26	1.3
Not negative, not positive	325	16.3
Positive	1021	51.1
Very positive	585	29.3
Don't know	35	1.8
<b>Valid Total</b>	<b>1999</b>	<b>100</b>
Missing	1	
N	2000	

**Q.25j. Image of students**

Categories	Freq.	%
Very negative	14	0.7
Negative	64	3.2
Not negative, not positive	272	13.6
Positive	1260	63.0
Very positive	385	19.3
Don't know	5	0.3
<b>Valid Total</b>	<b>2000</b>	<b>100</b>
Missing	0	
N	2000	

**Q.25k. Image of NGOs functionaries**

Categories	Freq.	%
Very negative	52	2.6
Negative	263	13.2
Not negative, not positive	970	48.5
Positive	562	28.1
Very positive	65	3.3
Don't know	88	4.4
<b>Valid Total</b>	<b>2000</b>	<b>100</b>
Missing	0	
N	2000	

**Q.25l. Image of businessmen**

Categories	Freq.	%
Very negative	52	2.6
Negative	326	16.3
Not negative, not positive	653	32.7
Positive	731	36.6
Very positive	238	11.9
<b>Valid Total</b>	<b>2000</b>	<b>100</b>
Missing	0	
N	2000	

### Q.25m. Image of private sector functionaries

Categories	Freq.	%
Very negative	9	0.5
Negative	68	3.4
Not negative, not positive	647	32.4
Positive	897	44.9
Very positive	353	17.7
Don't know	23	1.2
<b>Valid Total</b>	<b>1997</b>	<b>100</b>
Missing	3	
N	2000	

### Q.25n. Image of School/ College teachers

Categories	Freq.	%
Very negative	13	0.7
Negative	48	2.4
Not negative, not positive	255	12.8
Positive	876	43.8
Very positive	796	39.8
Don't know	11	0.6
<b>Valid Total</b>	<b>1999</b>	<b>100</b>
Missing	1	
N	2000	

### Q.25o. Image of university teacher

Categories	Freq.	%
Very negative	19	1.0
Negative	33	1.7
Not negative, not positive	230	11.5
Positive	734	36.7
Very positive	852	42.6
Don't know	131	6.6
<b>Valid Total</b>	<b>1999</b>	<b>100</b>
Missing	1	
N	2000	



**Q.25p. Image of lawyers**

Categories	Freq.	%
Very negative	112	5.6
Negative	368	18.4
Not negative, not positive	656	32.8
Positive	750	37.5
Very positive	105	5.3
Don't know	9	0.5
<b>Valid Total</b>	<b>1999</b>	<b>100</b>
Missing	1	
N	2000	

**Q.25q. Image of journalists**

Categories	Freq.	%
Very negative	105	5.3
Negative	247	12.4
Not negative, not positive	610	30.5
Positive	774	38.7
Very positive	253	12.7
Don't know	11	0.6
<b>Valid Total</b>	<b>2000</b>	<b>100</b>
Missing	0	
N	2000	

**Q.25r. Image of nurses**

Categories	Freq.	%
Very negative	84	4.2
Negative	242	12.1
Not negative, not positive	815	40.8
Positive	481	24.1
Very positive	370	18.5
Don't know	8	0.4
<b>Valid Total</b>	<b>2000</b>	<b>100</b>
Missing	0	
N	2000	

### Q.25s. Image of others

Categories	Freq.	%
Very negative	1	0.1
Negative	2	0.1
Not negative, not positive	3	0.2
Positive	11	0.6
Very positive	3	0.2
Don't know	1980	99.0
<b>Valid Total</b>	<b>2000</b>	<b>100</b>
Missing	0	
N	2000	

### Q.26. How proud are you to be

#### Q.26a. Proud as a Bangladeshi

Categories	Freq.	%
Very negative	59	3.0
Negative	154	7.7
Not negative, not positive	846	42.3
Positive	758	37.9
Very positive	183	9.2
<b>Valid Total</b>	<b>2000</b>	<b>100</b>
Missing	0	
N	2000	

#### Q.26b. Proud as a Bengali

Categories	Freq.	%
Not at all proud	33	1.7
Not very proud	388	19.4
Quite proud	788	39.4
Very proud	787	39.4
Don't know	3	0.2
<b>Valid Total</b>	<b>1999</b>	<b>100</b>
Missing	1	
N	2000	

**Q.26c. Religious identity: Muslim/ Hindu/ Buddhist/ Christian**

Categories	Freq.	%
Not at all proud	15	0.8
Not very proud	164	8.2
Quite proud	297	14.9
Very proud	1509	75.5
Don't know	14	0.7
<b>Valid Total</b>	<b>1999</b>	<b>100</b>
Missing	1	
N	2000	

**Q.27. In the print and news media (both local and international) as well as in seminars/conferences, Bangladesh is presented with having the following characteristics. To what extent do you agree or disagree with the following characterization of Bangladesh?**

**Q.27a. Bangladesh as a moderate Muslim country**

Categories	Freq.	%
Disagree completely	29	1.5
Quite disagree	82	4.1
Partly agree	416	20.8
Agree completely	1467	73.4
Don't know	5	0.3
<b>Valid Total</b>	<b>1999</b>	<b>100</b>
Missing	1	
N	2000	

**Q.27b. Bangladesh as a secular country**

Categories	Freq.	%
Disagree completely	72	3.6
Quite disagree	203	10.2
Partly agree	658	32.9
Agree completely	1039	52.0
Don't know	28	1.4
<b>Valid Total</b>	<b>2000</b>	<b>100</b>
Missing	0	
N	2000	

### Q.27c. Bangladesh as an emerging democracy

Categories	Freq.	%
Disagree completely	23	1.2
Quite disagree	147	7.4
Partly agree	1358	67.9
Agree completely	416	20.8
Don't know	56	2.8
<b>Valid Total</b>	<b>2000</b>	<b>100</b>
Missing	0	
N	2000	

### Q.27d. Bangladesh as a country more corrupt than its South Asian neighbors

Categories	Freq.	%
Disagree completely	119	6.0
Quite disagree	533	26.7
Partly agree	511	25.6
Agree completely	775	38.8
Don't know	62	3.1
<b>Valid Total</b>	<b>2000</b>	<b>100</b>
Missing	1	
N	2000	

### Q.27e. Bangladesh as a fundamentalist country

Categories	Freq.	%
Disagree completely	1308	65.4
Quite disagree	448	22.4
Partly agree	157	7.9
Agree completely	36	1.8
Don't know	50	2.5
<b>Valid Total</b>	<b>1999</b>	<b>100</b>
Missing	1	
N	2000	

**Q.27f. Bangladesh as a leading human resource exporting country**

Categories	Freq.	%
Disagree completely	14	0.7
Quite disagree	101	5.1
Partly agree	1314	65.7
Agree completely	476	23.8
Don't know	94	4.7
<b>Valid Total</b>	<b>1999</b>	<b>100</b>
Missing	1	
N	2000	

**Q.28 I am now reading a number of statements on civil servants and public service. To what extent do you agree or disagree with these statements?****Q.28a. Civil servants are prompt and efficient**

Categories	Freq.	%
Strongly disagree	142	7.1
Quite disagree	500	25.0
Partly agree	1175	58.8
Strongly agree	173	8.7
Don't know	10	0.5
<b>Valid Total</b>	<b>2000</b>	<b>100</b>
Missing	0	
N	2000	

**Q.28b. Civil Servants are corrupt**

Categories	Freq.	%
Strongly disagree	52	2.6
Quite disagree	351	17.6
Partly agree	918	45.9
Strongly agree	672	33.6
Don't know	6	0.3
<b>Valid Total</b>	<b>1999</b>	<b>100</b>
Missing	1	
N	2000	

### Q.28c. Civil Servants serve their personal interests instead of that of the citizen

Categories	Freq.	%
Strongly disagree	63	3.2
Quite disagree	378	18.9
Partly agree	813	40.7
Strongly agree	718	35.9
Don't know	28	1.4
<b>Valid Total</b>	<b>2000</b>	<b>100</b>
Missing	0	
N	2000	

### Q.28d. Civil servants are helpful and responsive

Categories	Freq.	%
Strongly disagree	277	13.9
Quite disagree	970	48.5
Partly agree	643	32.2
Strongly agree	101	5.1
Don't know	8	0.4
<b>Valid Total</b>	<b>1999</b>	<b>100</b>
Missing	1	
N	2000	

### Q.28e. Civil servants are friendly

Categories	Freq.	%
Strongly disagree	360	18.0
Quite disagree	929	46.5
Partly agree	575	28.8
Strongly agree	131	6.6
Don't know	3	0.2
<b>Valid Total</b>	<b>1998</b>	<b>100</b>
Missing	2	
N	2000	

**Q.28f. Civil servants are disrespectful to citizen**

Categories	Freq.	%
Strongly Disagree	106	5.3
Quite Disagree	777	38.9
Partly Agree	820	41.0
Strongly Agree	276	13.8
Don't Know	21	1.1
<b>Valid Total</b>	<b>2000</b>	<b>100</b>
Missing	0	
N	2000	

**Q.28g. Civil servants are difficult to get access to**

Categories	Freq.	%
Strongly Disagree	95	4.8
Quite Disagree	285	14.3
Partly Agree	822	41.1
Strongly Agree	793	39.7
Don't Know	5	0.3
<b>Valid Total</b>	<b>2000</b>	<b>100</b>
Missing	0	
N	2000	

**Q.28h. Civil servants are reliable/ trustworthy**

Categories	Freq.	%
Strongly Disagree	240	12.0
Quite Disagree	1108	55.4
Partly Agree	550	27.5
Strongly Agree	88	4.4
Don't Know	13	0.7
<b>Valid Total</b>	<b>1999</b>	<b>100</b>
Missing	1	
N	2000	

### Q.28i. Civil servants treat all equally

Categories	Freq.	%
Strongly disagree	644	32.2
Quite disagree	778	38.9
Partly agree	394	19.7
Strongly agree	177	8.9
Don't know	7	0.4
<b>Valid Total</b>	<b>2000</b>	<b>100</b>
Missing	0	
N	2000	

### Q.28j. Civil servants are not fully aware of their duties/responsibilities

Categories	Freq.	%
Strongly disagree	187	9.4
Quite disagree	590	29.5
Partly agree	791	39.6
Strongly agree	415	20.8
Don't know	17	0.9
<b>Valid Total</b>	<b>2000</b>	<b>100</b>
Missing	0	
N	2000	

### Q.28k. Civil servants follow nepotism

Categories	Freq.	%
Strongly disagree	46	2.3
Quite disagree	181	9.1
Partly agree	857	42.9
Strongly agree	858	42.9
Don't know	58	2.9
<b>Valid Total</b>	<b>2000</b>	<b>100</b>
Missing	0	
N	2000	



**Q.28I. Civil servants act on Tadbir/Superish (lobbying)**

Categories	Freq.	%
Strongly disagree	17	0.9
Quite disagree	119	6.0
Partly agree	821	41.1
Strongly agree	908	45.4
Don't know	135	6.8
<b>Valid Total</b>	<b>2000</b>	<b>100</b>
Missing	0	
N	2000	

**Q.29. I am going to describe various types of political systems and ask what you think about each as a way of governing this country.****Q.29a. Democratic political system**

Categories	Freq.	%
Strongly disagree	24	1.2
Quite disagree	44	2.2
Partly agree	291	14.6
Strongly agree	1636	81.8
Don't know	5	0.3
<b>Valid Total</b>	<b>2000</b>	<b>100</b>
Missing	0	
N	2000	

**Q.29b. Army rule**

Categories	Freq.	%
Strongly disagree	1254	62.7
Quite disagree	548	27.4
Partly agree	144	7.2
Strongly agree	53	2.7
Don't know	1	0.1
<b>Valid Total</b>	<b>2000</b>	<b>100</b>
Missing	0	
N	2000	

**Q.29c. Having a strong leader who does not have to bother with parliament and elections**

Categories	Freq.	%
Strongly disagree	1255	62.8
Quite disagree	429	21.5
Partly agree	197	9.9
Strongly agree	113	5.7
Don't know	5	0.3
<b>Valid Total</b>	<b>1999</b>	<b>100</b>
Missing	1	
N	2000	

**Q.29d. Caretaker government**

Categories	Freq.	%
Strongly disagree	322	16.1
Quite disagree	585	29.3
Partly agree	743	37.2
Strongly agree	338	16.9
Don't know	12	0.6
<b>Valid Total</b>	<b>2000</b>	<b>100</b>
Missing	0	
N	2000	

**Q.30. What is your opinion on the following statement?**

**Q.30a. There is no point in voting; parties do what they want to do anyway**

Categories	Freq.	%
Strongly disagree	314	15.7
Quite disagree	441	22.1
Partly agree	638	31.9
Strongly agree	603	30.2
Don't know	4	0.2
<b>Valid Total</b>	<b>2000</b>	<b>100</b>
Missing	0	
N	2000	

**Q.30b. People like me has no possibility in influencing politics**

Categories	Freq.	%
Strongly disagree	221	11.1
Quite disagree	457	22.9
Partly agree	658	32.9
Strongly agree	655	32.8
Don't know	7	0.4
<b>Valid Total</b>	<b>1998</b>	<b>100</b>
Missing	2	
N	2000	

**Q.30c. Most politicians promise a lot, but do not do anything**

Categories	Freq.	%
Strongly disagree	41	2.1
Quite disagree	231	11.6
Partly agree	734	36.7
Strongly agree	992	49.6
Don't know	1	0.1
<b>Valid Total</b>	<b>1999</b>	<b>100</b>
Missing	1	
N	2000	

**Q.30d. Politicians are more corrupt**

Categories	Freq.	%
Strongly disagree	50	2.5
Quite disagree	244	12.2
Partly agree	805	40.3
Strongly agree	884	44.2
Don't know	16	0.8
<b>Valid Total</b>	<b>1999</b>	<b>100</b>
Missing	1	
N	2000	

### Q.30e. Most of the politicians are competent people, who know what they are doing

Categories	Freq.	%
Strongly disagree	217	10.9
Quite disagree	1019	51.0
Partly agree	523	26.2
Strongly agree	193	9.7
Don't know	48	2.4
<b>Valid Total</b>	<b>2000</b>	<b>100</b>
Missing	0	
N	2000	

### Q.30f. Politicians serve their own interests rather than those of the public

Categories	Freq.	%
Strongly disagree	58	2.9
Quite disagree	215	10.8
Partly agree	847	42.4
Strongly agree	873	43.7
Don't know	7	0.4
<b>Valid Total</b>	<b>2000</b>	<b>100</b>
Missing	0	
N	2000	

### Q.30g. Politicians do what is right most of the time

Categories	Freq.	%
Strongly disagree	229	11.5
Quite disagree	1127	56.4
Partly agree	464	23.2
Strongly agree	119	6.0
Don't know	61	3.1
<b>Valid Total</b>	<b>2000</b>	<b>100</b>
Missing	0	
N	2000	

**Q.30h. If citizens do not trust government anymore, things go wrong**

Categories	Freq.	%
Strongly disagree	77	3.9
Quite disagree	51	2.6
Partly agree	579	29.0
Strongly agree	1279	64.0
Don't know	14	0.7
<b>Valid Total</b>	<b>2000</b>	<b>100</b>
Missing	0	
N	2000	

**Q.30i. The present political system is rotten**

Categories	Freq.	%
Strongly disagree	193	9.7
Quite disagree	383	19.2
Partly agree	791	39.6
Strongly agree	571	28.6
Don't know	62	3.1
<b>Valid Total</b>	<b>2000</b>	<b>100</b>
Missing	0	
N	2000	

**Q.30j. When I think of the system of government in Bangladesh, I feel like an outsider**

Categories	Freq.	%
Strongly disagree	251	12.6
Quite disagree	724	36.2
Partly agree	650	32.5
Strongly agree	273	13.7
Don't know	100	5.0
<b>Valid Total</b>	<b>1998</b>	<b>100</b>
Missing	2	
N	2000	

### Q.30k. What we need is strong leaders who tell us what to do

Categories	Freq.	%
Strongly disagree	80	4.0
Quite disagree	75	3.8
Partly agree	352	17.6
Strongly agree	1485	74.3
Don't know	8	0.4
<b>Valid Total</b>	<b>2000</b>	<b>100</b>
Missing	0	
N	2000	

### Q.30l. Generally speaking this country is run by few big interests

Categories	Freq.	%
Strongly disagree	138	6.9
Quite disagree	556	27.8
Partly agree	542	27.1
Strongly agree	531	26.6
Don't know	233	11.7
<b>Valid Total</b>	<b>2000</b>	<b>100</b>
Missing	0	
N	2000	

### Q.30m. Generally speaking this country is run for the benefit of all the people

Categories	Freq.	%
Strongly disagree	40	2.0
Quite disagree	211	10.6
Partly agree	885	44.3
Strongly agree	811	40.6
Don't know	53	2.7
<b>Valid Total</b>	<b>2000</b>	<b>100</b>
Missing	0	
N	2000	

**Q.31. How would you describe the development of the following services over the last few years?**

**Q.31a. Development of primary school**

Categories	Freq.	%
Very Bad	32	1.6
Bad	223	11.2
Not Bad, Not Good	467	23.4
Good	1011	50.6
Very Good	265	13.3
Don't Know	1	0.1
<b>Valid Total</b>	<b>1999</b>	<b>100</b>
Missing	1	
N	2000	

**Q.31b. Development of secondary school**

Categories	Freq.	%
Very Bad	16	0.8
Bad	111	5.6
Not Bad, Not Good	415	20.8
Good	960	48.0
Very Good	496	24.8
Don't Know	2	0.1
<b>Valid Total</b>	<b>2000</b>	<b>100</b>
Missing	0	
N	2000	

**Q.31c. Development of high school**

Categories	Freq.	%
Very Bad	24	1.2
Bad	58	2.9
Not Bad, Not Good	468	23.4
Good	951	47.6
Very Good	488	24.4
Don't Know	11	0.6
<b>Valid Total</b>	<b>2000</b>	<b>100</b>
Missing	0	
N	2000	

### Q.31d. Development of literacy drive

Categories	Freq.	%
Very Bad	87	4.4
Bad	219	11.0
Not Bad, Not Good	828	41.4
Good	482	24.1
Very Good	107	5.4
Don't Know	275	13.8
<b>Valid Total</b>	<b>1998</b>	<b>100</b>
Missing	2	
N	2000	

### Q.31e. Health care in public hospital

Categories	Freq.	%
Very Bad	372	18.6
Bad	812	40.6
Not Bad, Not Good	548	27.4
Good	211	10.6
Very Good	52	2.6
Don't Know	3	0.2
<b>Valid Total</b>	<b>1998</b>	<b>100</b>
Missing	2	
N	2000	

### Q.31f. Health care in private hospital

Categories	Freq.	%
Very Bad	101	5.1
Bad	368	18.4
Not Bad, Not Good	596	29.8
Good	763	38.2
Very Good	157	7.9
Don't Know	15	0.8
<b>Valid Total</b>	<b>2000</b>	<b>100</b>
Missing	0	
N	2000	



**Q.31g. Maintenance of Law and order**

Categories	Freq.	%
Very Bad	217	10.9
Bad	546	27.3
Not Bad, Not Good	789	39.5
Good	406	20.3
Very Good	34	1.7
Don't Know	7	0.4
<b>Valid Total</b>	<b>1999</b>	<b>100</b>
Missing	1	
N	2000	

**Q.31h. Electricity supply**

Categories	Freq.	%
Very Bad	364	18.2
Bad	863	43.2
Not Bad, Not Good	626	31.3
Good	115	5.8
Very Good	26	1.3
Don't Know	5	0.3
<b>Valid Total</b>	<b>1999</b>	<b>100</b>
Missing	1	
N	2000	

**Q.31i. Energy supply (gas, firewood, kerosene, etc)**

Categories	Freq.	%
Very Bad	267	13.4
Bad	439	22.0
Not Bad, Not Good	1009	50.5
Good	230	11.5
Very Good	37	1.9
Don't Know	18	0.9
<b>Valid Total</b>	<b>2000</b>	<b>100</b>
Missing	0	
N	2000	

### Q.31j. Garbage removal

Categories	Freq.	%
Very Bad	194	9.7
Bad	727	36.4
Not Bad, Not Good	743	37.2
Good	264	13.2
Very Good	38	1.9
Don't Know	31	1.6
<b>Valid Total</b>	<b>1997</b>	<b>100</b>
Missing	3	
N	2000	

### Q.31k. Maintenance and construction of roads

Categories	Freq.	%
Very Bad	290	14.5
Bad	652	32.6
Not Bad, Not Good	544	27.2
Good	400	20.0
Very Good	105	5.3
Don't Know	6	0.3
<b>Valid Total</b>	<b>1997</b>	<b>100</b>
Missing	3	
N	2000	

### Q.31l. Maintenance of culverts and bridges

Categories	Freq.	%
Very Bad	141	7.1
Bad	568	28.4
Not Bad, Not Good	640	32.0
Good	408	20.4
Very Good	141	7.1
Don't Know	100	5.0
<b>Valid Total</b>	<b>1998</b>	<b>100</b>
Missing	2	
N	2000	

**Q.31m. Water supply**

Categories	Freq.	%
Very Bad	281	14.1
Bad	278	13.9
Not Bad, Not Good	604	30.2
Good	574	28.7
Very Good	217	10.9
Don't Know	45	2.3
<b>Valid Total</b>	<b>1999</b>	<b>100</b>
Missing	1	
N	2000	

**Q.31n. Development of sewage and local sanitation**

Categories	Freq.	%
Very Bad	209	10.5
Bad	493	24.7
Not Bad, Not Good	688	34.4
Good	389	19.5
Very Good	133	6.7
Don't Know	86	4.3
<b>Valid Total</b>	<b>1998</b>	<b>100</b>
Missing	2	
N	2000	

**Q.31o. Accessibility of local markets**

Categories	Freq.	%
Very Bad	90	4.5
Bad	425	21.3
Not Bad, Not Good	899	45.0
Good	446	22.3
Very Good	34	1.7
Don't Know	105	5.3
<b>Valid Total</b>	<b>1999</b>	<b>100</b>
Missing	1	
N	2000	

### Q.31p. Development of public transport

Categories	Freq.	%
Very Bad	50	2.5
Bad	231	11.6
Not Bad, Not Good	663	33.2
Good	777	38.9
Very Good	254	12.7
Don't Know	24	1.2
<b>Valid Total</b>	<b>1999</b>	<b>100</b>
Missing	1	
N	2000	

### Q.31q. Development of postal service

Categories	Freq.	%
Very Bad	40	2.0
Bad	212	10.6
Not Bad, Not Good	624	31.2
Good	808	40.4
Very Good	306	15.3
Don't Know	10	0.5
<b>Valid Total</b>	<b>2000</b>	<b>100</b>
Missing	0	
N	2000	

### Q.31r. Agriculture extension service

Categories	Freq.	%
Very Bad	140	7.0
Bad	537	26.9
Not Bad, Not Good	800	40.0
Good	427	21.4
Very Good	41	2.1
Don't Know	55	2.8
<b>Valid Total</b>	<b>2000</b>	<b>100</b>
Missing	0	
N	2000	

**Q.31s. Animal health care service**

Categories	Freq.	%
Very Bad	98	4.9
Bad	527	26.4
Not Bad, Not Good	680	34.0
Good	551	27.6
Very Good	104	5.2
Don't Know	39	2.0
<b>Valid Total</b>	<b>1999</b>	<b>100</b>
Missing	1	
N	2000	

**Q.31t. Others**

Categories	Freq.	%
Very Bad	3	0.2
Bad	6	0.3
Not Bad, Not Good	14	0.7
Good	13	0.7
Very Good	9	0.5
Don't Know	1952	97.7
<b>Valid Total</b>	<b>1997</b>	<b>100</b>
Missing	3	
N	2000	

**Q.32. How well the Bangladeshi government has succeeded in the following areas:****Q.32a. Success in reducing poverty**

Categories	Freq.	%
Succeeded very well	4	0.2
Succeeded quite well	455	22.8
Neither succeeded nor failed	410	20.5
Did not quite succeed	705	35.3
Did not succeed at all	423	21.2
Don't Know	3	0.2
<b>Valid Total</b>	<b>2000</b>	<b>100</b>
Missing	0	
N	2000	

### Q.32b. Success in controlling crime

Categories	Freq.	%
Succeeded very well	5	0.3
Succeeded quite well	554	27.7
Neither succeeded nor failed	514	25.7
Did not quite succeed	675	33.8
Did not succeed at all	251	12.6
<b>Valid Total</b>	<b>1999</b>	<b>100</b>
Missing	1	
N	2000	

### Q.32c. Success in ensuring peoples safety and security

Categories	Freq.	%
Succeeded very well	12	0.6
Succeeded quite well	507	25.4
Neither succeeded nor failed	413	20.7
Did not quite succeed	792	39.6
Did not succeed at all	272	13.6
Don't Know	2	0.1
<b>Valid Total</b>	<b>1998</b>	<b>100</b>
Missing	2	
N	2000	

### Q.32d. Success in generating employment

Categories	Freq.	%
Succeeded very well	3	0.2
Succeeded quite well	195	9.8
Neither succeeded nor failed	666	33.3
Did not quite succeed	552	27.6
Did not succeed at all	573	28.7
Don't Know	11	0.6
<b>Valid Total</b>	<b>2000</b>	<b>100</b>
Missing	0	
N	2000	

**Q.32e. Success in reducing pollution**

Categories	Freq.	%
Succeeded very well	9	0.5
Succeeded quite well	430	21.5
Neither succeeded nor failed	729	36.5
Did not quite succeed	373	18.7
Did not succeed at all	156	7.8
Don't Know	302	15.1
<b>Valid Total</b>	<b>1999</b>	<b>100</b>
Missing	1	
N	2000	

**Q.32f. Success in family planning**

Categories	Freq.	%
Succeeded very well	147	7.4
Succeeded quite well	884	44.2
Neither succeeded nor failed	519	26.0
Did not quite succeed	389	19.5
Did not succeed at all	54	2.7
Don't Know	6	0.3
<b>Valid Total</b>	<b>1999</b>	<b>100</b>
Missing	1	
N	2000	

**Q.32g. Success in combating corruption**

Categories	Freq.	%
Succeeded very well	11	0.6
Succeeded quite well	592	29.6
Neither succeeded nor failed	362	18.1
Did not quite succeed	569	28.5
Did not succeed at all	439	22.0
Don't Know	27	1.4
<b>Valid Total</b>	<b>2000</b>	<b>100</b>
Missing	0	
N	2000	

### Q.32h. Success in controlling human trafficking

Categories	Freq.	%
Succeeded very well	30	1.5
Succeeded quite well	357	17.9
Neither succeeded nor failed	862	43.1
Did not quite succeed	530	26.5
Did not succeed at all	139	7.0
Don't Know	80	4.0
<b>Valid Total</b>	<b>1998</b>	<b>100</b>
Missing	2	
N	2000	

### Q.32i. Success in strengthening local government

Categories	Freq.	%
Succeeded very well	21	1.1
Succeeded quite well	481	24.1
Neither succeeded nor failed	518	26.0
Did not quite succeed	594	29.8
Did not succeed at all	265	13.3
Don't Know	115	5.8
<b>Valid Total</b>	<b>1994</b>	<b>100</b>
Missing	6	
N	2000	

### Q.32j. Success in human resource development

Categories	Freq.	%
Succeeded very well	40	2.0
Succeeded quite well	597	29.9
Neither succeeded nor failed	600	30.0
Did not quite succeed	533	26.7
Did not succeed at all	153	7.7
Don't Know	77	3.9
<b>Valid Total</b>	<b>2000</b>	<b>100</b>
Missing	0	
N	2000	



**Q.32k. Improving the general economic situation in Bangladesh**

Categories	Freq.	%
Succeeded very well	2.1	2.1
Succeeded quite well	30.9	30.9
Neither succeeded nor failed	20.7	20.7
Did not quite succeed	28.8	28.8
Did not succeed at all	16.0	16.0
Don't Know	1.6	1.6
<b>Valid Total</b>	<b>2000</b>	<b>100</b>
Missing	0	
N	2000	

**Q.32l. Any others**

Categories	Freq.	%
Succeeded very well	1	0.1
Succeeded quite well	5	0.3
Neither succeeded nor failed	14	0.7
Did not quite succeed	27	1.4
Did not succeed at all	12	0.6
Don't Know	1940	97.0
<b>Valid Total</b>	<b>1999</b>	<b>100</b>
Missing	1	
N	2000	

**Q.33. We would like to know the factors that influence getting things done in the civil service. Below we have listed some factors that may influence decision making. To what degree do you agree or disagree with the following statements:**

**Q.33a. Just approaching civil servants, things get done**

Categories	Freq.	%
Disagree completely	442	22.1
Quite disagree	788	39.4
Quite agree	549	27.5
Agree completely	216	10.8
Don't know	3	0.2
<b>Valid Total</b>	<b>1998</b>	<b>100</b>
Missing	2	
N	2000	

### Q.33b. Established rules, procedures and norms

Categories	Freq.	%
Disagree completely	396	19.8
Quite disagree	659	33.0
Quite agree	668	33.4
Agree completely	257	12.9
Don't know	19	1.0
<b>Valid Total</b>	<b>1999</b>	<b>100</b>
Missing	1	
N	2000	

### Q.33c. Bribing civil servants

Categories	Freq.	%
Disagree completely	136	6.8
Quite disagree	310	15.5
Quite agree	559	28.0
Agree completely	978	48.9
Don't know	16	0.8
<b>Valid Total</b>	<b>1999</b>	<b>100</b>
Missing	1	
N	2000	

### Q.33d. Approaching local politicians and elites to influence bureaucratic decisions

Categories	Freq.	%
Disagree completely	116	5.8
Quite disagree	301	15.1
Quite agree	746	37.3
Agree completely	810	40.5
Don't know	25	1.3
<b>Valid Total</b>	<b>1998</b>	<b>100</b>
Missing	2	
N	2000	

**Q.33e. Approaching other bureaucrats to influence bureaucratic decisions**

Categories	Freq.	%
Disagree completely	123	6.2
Quite disagree	250	12.5
Quite agree	925	46.3
Agree completely	548	27.4
Don't know	152	7.6
<b>Valid Total</b>	<b>1998</b>	<b>100</b>
Missing	2	
N	2000	

**Q.33f. Approaching *dalal*/ middle-man**

Categories	Freq.	%
Disagree completely	124	6.2
Quite disagree	485	24.3
Quite agree	954	47.7
Agree completely	368	18.4
Don't Know	68	3.4
<b>Valid Total</b>	<b>1999</b>	<b>100</b>
Missing	1	
N	2000	

**Q.33g. Using social net works**

Categories	Freq.	%
Disagree completely	141	7.1
Quite disagree	656	32.8
Quite agree	789	39.5
Agree completely	231	11.6
Don't know	182	9.1
<b>Valid Total</b>	<b>1999</b>	<b>100</b>
Missing	1	
N	2000	

**Q.34. How often people like you are treated rightfully by civil servants?**

Categories	Freq.	%
Never	389	19.5
Seldom	482	24.1
Sometimes	774	38.7
Often	310	15.5
Always	32	1.6
Don't know	13	0.7
<b>Valid Total</b>	<b>2000</b>	<b>100</b>
Missing	0	
N	2000	

**Q.35. Do you think people are treated by the civil servant according to their social status and whom one knows (on the basis of familiarity)?**

Categories	Freq.	%
Disagree completely	24	1.2
Quite disagree	131	6.6
Quite agree	1067	53.4
Agree completely	766	38.3
Don't know	12	0.6
<b>Valid Total</b>	<b>2000</b>	<b>100</b>
Missing	0	
N	2000	

**Q.36. How many politicians are involved in corruption?**

Categories	Freq.	%
None	6	0.3
Just a few	217	10.9
Some	778	38.9
Quite Many	905	45.3
Everyone	82	4.1
Don't know	11	0.6
<b>Valid Total</b>	<b>1999</b>	<b>100</b>
Missing	1	
N	2000	

**Q.37. How many civil servants are involved in corruption?**

Categories	Freq.	%
None	6	0.3
Just a few	337	16.9
Some	740	37.0
Quite Many	867	43.4
Everyone	35	1.8
Don't know	15	0.8
<b>Valid Total</b>	<b>2000</b>	<b>100</b>
Missing	0	
N	2000	

**Q.38. To what extent do you think the Bangladeshi government is capable of handling the following disasters and crisis?****Q.38a. Natural disaster management(such as flood, landslide, soil erosion, earthquake, etc.)**

Categories	Freq.	%
Very Inefficient	156	7.8
Quite inefficient	486	24.3
Neither efficient nor inefficient	438	21.9
Quite efficient	854	42.7
Very efficient	65	3.3
Don't know	1	0.1
<b>Valid Total</b>	<b>2000</b>	<b>100</b>
Missing	0	
N	2000	

**Q.38b. Accident (such as fire, collapsing of buildings, etc.)**

Categories	Freq.	%
Very Inefficient	176	8.8
Quite inefficient	420	21.0
Neither efficient nor inefficient	704	35.2
Quite efficient	618	30.9
Very efficient	48	2.4
Don't know	34	1.7
<b>Valid Total</b>	<b>2000</b>	<b>100</b>
Missing	0	
N	2000	

**Q.38c. Disease and epidemic (such as cholera, diarrhea dengue, malaria, etc.)**

Categories	Freq.	%
Very Inefficient	48	2.4
Quite inefficient	141	7.1
Neither efficient nor inefficient	360	18.0
Quite efficient	1082	54.1
Very efficient	273	13.7
Don't know	96	4.8
<b>Valid Total</b>	<b>2000</b>	<b>100</b>
Missing	0	
N	2000	

**Q.39. During the last five years, have you or has anyone from your family been hinted or asked by bureaucrats about paying bribe to do a job or get a business done?**

Categories	Freq.	%
Never	628	31.4
Seldom	276	13.8
Sometimes	231	11.6
Often	245	12.3
Always	116	5.8
Don't know	504	25.2
<b>Valid Total</b>	<b>2000</b>	<b>100</b>
Missing	0	
N	2000	

**Q.40. How interested would you say you are in politics?**

Categories	Freq.	%
Not at all interested	401	20.1
Not interested	870	43.5
Somewhat interested	635	31.8
Very interested	72	3.6
Don't know	21	1.1
<b>Valid Total</b>	<b>1999</b>	<b>100</b>
Missing	1	
N	2000	

**Q.41. Which of the following parties do you feel more close to?**

Categories	Freq.	%
Awami League	820	41.0
BNP	493	24.7
Jatiya Party	181	9.1
Jamaat-e-Islam	123	6.2
Islami Oikya Jote	21	1.1
Communist Party	10	0.5
Workers Party	6	0.3
LDP	6	0.3
JSD	4	0.2
Jatiya Party (Monjo)	2	0.1
Bangladesh Kollan Party	1	0.1
Krishak Sramik Janata League	1	0.1
Bashod	1	0.1
None	331	16.6
<b>Valid Total</b>	<b>2000</b>	<b>100</b>
Missing	0	
N	2000	





# Citizens' Trust Questionnaire

## Part A: Socio-economic background of the respondent

1. **Gender** : 1. Male (  ) 0. Female (  )
2. **Age (current)** :
3. **Religion** : 1. Muslim (  ), 2. Hindu (  ), 3. Christian (  ), 4. Buddhist (  ), and  
5. Others (  )
4. **Place of birth** :
- 4a. **Name of Division** :
5. **Current place of residence** :
6. **Home district** :
7. **Parents' Occupation:**
  1. Working
  2. Self-employed
  3. Unemployed
  4. Retired
  5. Student
  6. House wife
8. **Parents' Education:**
  1. Primary
  2. High School
  3. College
  4. University
  5. None
9. **Education:**
  1. Illiterate
  2. Literate
  3. Primary level
  4. Lower secondary level
  5. Secondary level
  6. Higher secondary level
  7. Graduate degree
  8. Master's degree or higher
10. **Occupational Status:**
  1. Working
  2. Self-employed
  3. Unemployed
  4. Retired
  5. Student
  6. House wife

**10.b. Occupation of those working (If 1 in question 8a then):**

1. Farmer
2. Manual worker (skilled)
3. Manual worker (unskilled)
4. Executive, top management, director
5. Professional-lawyer, doctor, accountant, etc.
6. Academic/Teacher (University)
7. Academic/Teacher (School/ College)
8. Military service/police/security
9. Public servant
10. Other (please specify) .....

**11. Occupational sector:**

1. Private firm
2. Public sector
3. NGOs/Foundations/CBOs/Trade Unions/civil society
4. Other (please specify) .....

**12. People sometimes describe themselves as belonging to the working class, the middle class, or the upper or lower class. Would you describe yourself as belonging to the:**

1. Upper class
2. Upper middle class
3. Lower middle class
4. Working class
5. Poor class
6. Hard core poor
7. Don't know

**13. Association with or member of some organizations (Multiple response)**

1. National NGOs
2. Local NGO
3. Trade Unions
4. Students' organizations
5. Voluntary associations
6. Community based organizations
7. Religious organizations
8. Cultural (drama, theatre, etc.) and sports clubs
9. International associations
10. Political parties
11. Other (please specify) .....
12. None

**14. Independently of whether you go to Mosque/Mandir /Pagoda/ Church or not, would you say you are**

Not religious at all Very religious

1 2 3 4 5

## Part B: Satisfaction

15. Please say, for each of the following, how important it is in your life.

	Not at all important	Not very important	Rather important	Very important	Don't know
a) Family	1	2	3	4	9
b) Friends	1	2	3	4	9
c) Leisure time	1	2	3	4	9
d) Politics	1	2	3	4	9
e) Work	1	2	3	4	9
f) Religion	1	2	3	4	9
g) Service to others	1	2	3	4	9
h) Others (specify)	1	2	3	4	9

16. All things considered, how satisfied are you with your life as a whole these days?

Very Dissatisfied Very Satisfied Don't know  
 1 2 3 4 5 6 7 8 9 10 99

17. How satisfied were you five years ago?

Very Dissatisfied Very Satisfied Don't know  
 1 2 3 4 5 6 7 8 9 10 99

18. How satisfied are you with the financial situation of your household?

Very Dissatisfied Very Satisfied Don't know  
 1 2 3 4 5 6 7 8 9 10 99

19. People have different views about the system for governing this country. Here is a scale for rating how well things are going: 1 means very bad; 10 means very good.

Where on this scale would you put the political system as it is today?

Very bad Very good Don't know  
 1 2 3 4 5 6 7 8 9 10 99

20. Where on this scale would you put the political system as you would expect it to be 5 years from now?

Very bad Very good Don't know  
 1 2 3 4 5 6 7 8 9 10 99

## 21. Satisfaction with democratic development in Bangladesh

Satisfaction with democratic development in Bangladesh	Not at all satisfied	Not very satisfied	Rather Satisfied	Very satisfied	Don't know
a) Democracy is developing in our country	1	2	3	4	9
b) People now in the government office are handling the country's affairs	1	2	3	4	9

## Part C: Citizens' confidence in public/social institutions

22. I am going to name a number of organizations and institutions. For each one, could you tell me how much confidence you have in them: is it a great deal of confidence, quite a lot of confidence, not very much confidence or none at all?

Organizations/Institutions	None at all	Not very much Confidence	Quite a lot of confidence	A great deal of confidence	Don't know
a) Parliament	1	2	3	4	9
b) Central Government	1	2	3	4	9
c) Civil Service	1	2	3	4	9
d) Political Parties	1	2	3	4	9
e) Higher Judiciary					
f) Lower Courts	1	2	3	4	9
g) The Police	1	2	3	4	9
h) The Army	1	2	3	4	9
i) NGOs	1	2	3	4	9
j) Trade unions	1	2	3	4	9
k) Student union					
l) Office of the Deputy Commissioner (District Collectorate)	1	2	3	4	9
m) Office of the UNO					
n) Office of the Union Parishad	1	2	3	4	9
o) Election Commission (EC)	1	2	3	4	9
p) Anti-Corruption Commission (ACC)	1	2	3	4	9
q) If any other	1	2	3	4	9



**26. How proud are you to be?**

	Not at all proud	Not very proud	Quite proud	Very Proud	Don't know
a) As a Bangladeshi	1	2	3	4	9
b) As a Bangali (Bengali)	1	2	3	4	9
c) Religious identity (Hindu/ Buddhist/Muslim/Christian)	1	2	3	4	9

**27. In the print and news media (both local and international) as well as in seminars/conferences, Bangladesh is presented with having the following characteristics. To what extent do you agree or disagree with the following characterization of Bangladesh?**

	Disagree completely	Quite disagree	Quite agree	Agree completely	Don't know
a) As a moderate Muslim country	1	2	3	4	5
b) As a secular country	1	2	3	4	5
c) As an emerging democracy	1	2	3	4	5
d) A country more corrupt than its South Asian neighbours	1	2	3	4	5
e) As a fundamentalist country	1	2	3	4	5
f) As a leading human resource exporting country	1	2	3	4	5

**28. I am now reading a number of statements on civil servants and public services. To what extent do you agree or disagree with these statements?**

In general, civil servants (are)	Strongly Disagree	Quite Disagree	Partly Agree	Strongly Agree	Don't know
a) Prompt and Efficient	1	2	3	4	9
b) Corrupt	1	2	3	4	9
c) Serve their personal Interests instead of that of the citizens.	1	2	3	4	9
d) Helpful and responsive	1	2	3	4	9
e) Friendly	1	2	3	4	9
f) Disrespectful to citizen					
g) Difficult to get access to	1	2	3	4	9
h) Reliable/ trustworthy	1	2	3	4	9
i) Treat all equally	1	2	3	4	9
j) Not fully aware of their duties/ responsibilities	1	2	3	4	9
k) Follow nepotism	1	2	3	4	9
l) Act on tadbirs/suparish	1	2	3	4	9

**29. I am going to describe various types of political systems and ask what you think about each as a way of governing this country.**

	Strongly Disagree	Quite Disagree	Partly Agree	Strongly Agree	Don't know
a) Democratic political system	1	2	3	4	9
b) The army rule	1	2	3	4	9
c) Having a strong leader who does not have to bother with parliament and elections	1	2	3	4	9
d) Caretaker government	1	2	3	4	9

**30. What is your opinion on the following statements?**

	Strongly Disagree	Quite Disagree	Partly Agree	Strongly Agree	Don't know
a) There is no point in voting; parties do what they want to do anyway	1	2	3	4	9
b) People like me have no possibility in influencing politics	1	2	3	4	9
c) Most politicians promise a lot, but do not do anything	1	2	3	4	9
d) Politicians are more corrupt	1	2	3	4	9
e) Most of our politicians are competent people, who know what they are doing	1	2	3	4	9
f) Politicians serve their own interests rather than those of the public	1	2	3	4	9
g) Politicians do what is right most of the time	1	2	3	4	9
h) If citizens do not trust government anymore, things go wrong	1	2	3	4	9
i) The present political system is rotten	1	2	3	4	9
j) When I think of the system of government in Bangladesh, I feel like an outsider	1	2	3	4	9
k) What we need is strong leaders who tell us what to do	1	2	3	4	9
l) Generally speaking this country is run by few big interests	1	2	3	4	9
m) Generally speaking this country is run for the benefit of all the people	1	2	3	4	9



**31. How would you describe the development of the following services over the last few years?**

	Very bad	Bad	Not bad, not good	Good	Very good	Don't know
a) Primary school	1	2	3	4	5	9
b) Secondary school	1	2	3	4	5	9
c) High school	1	2	3	4	5	9
d) Literacy drive	1	2	3	4	5	9
e) Health care in public hospital	1	2	3	4	5	9
f) health care in private hospital	1	2	3	4	5	9
g) Maintenance of law and order	1	2	3	4	5	9
h) Electricity supply	1	2	3	4	5	9
i) Energy supply (gas, firewood, kerosene, etc.)	1	2	3	4	5	9
j) Garbage removal	1	2	3	4	5	9
k) Maintenance and construction of roads	1	2	3	4	5	9
l) Maintenance of culverts/bridges	1	2	3	4	5	9
m) Water supply	1	2	3	4	5	9
n) Sewage and local sanitation	1	2	3	4	5	9
o) Accessibility of local markets	1	2	3	4	5	9
p) Public transport	1	2	3	4	5	9
q) Postal services	1	2	3	4	5	9
r) Agricultural extension services (seeds, new technology, fertilizer, etc.)	1	2	3	4	5	9
s) Animal health care services (Animal Husbandry)	1	2	3	4	5	9
t) If any other	1	2	3	4	5	9

**32. How well the Bangladeshi government has succeeded in the following areas:**

	Succeeded very well	Succeeded well	Neither succeeded nor failed	Did not quite succeed	Did not succeed at all	Don't know
a) Reducing poverty	1	2	3	4	5	9
b) Controlling crime	1	2	3	4	5	9
c) Ensuring peoples' safety and security	1	2	3	4	5	9
d) Generating employment	1	2	3	4	5	9
e) Reducing pollution and environmental hazard	1	2	3	4	5	9
f) Family planning	1	2	3	4	5	9
g) Combating corruption	1	2	3	4	5	9
h) Controlling human trafficking	1	2	3	4	5	9
i) Strengthening local government	1	2	3	4	5	9
j) Human resource development for overseas employment	1	2	3	4	5	9
k) Improving the general economic situation in Bangladesh	1	2	3	4	5	9
l) Any other (please specify)	1	2	3	4	5	9

- 33. We would like to know the factors that influence getting things done in the civil service. Below we have listed some factors that may influence decision making. To what degree do you agree or disagree with the following statements:**

I can get effective and speedy service from public organizations by/through:	Disagree completely	Quite disagree	Quite agree	Agree completely	Don't know
a) Just approaching the civil servants, things are usually get done	1	2	3	4	9
b) Established rules, procedures and norms	1	2	3	4	9
c) Bribing civil servants	1	2	3	4	9
d) Approaching local politicians and elites to influence bureaucratic decisions	1	2	3	4	9
e) Approaching other bureaucrats to influence bureaucratic decisions	1	2	3	4	9
f) Approaching <i>dalal/ middle-man</i>					
g) Using social networks					

- 34. According to you, how often people like you are treated rightfully by the civil servants?**

1. Never    2. Seldom    3. Sometimes    4. Often    5. Always    9. Don't know

- 35. Do you think people are treated by the civil servants according to their social status and whom one knows (on the basis of familiarity)?**

1. Disagree completely  
 2. Quite disagree  
 3. Quite agree  
 4. Agree completely  
 9. Don't know

- 36. According to you, about how many politicians in Bangladesh are involved in corruption?**

1. None  
 2. Just a few  
 3. Some  
 4. Quite many  
 5. Everyone  
 9. Don't know

**37. According to you about how many civil servants in Bangladesh are involved in corruption?**

1. None
2. Just a few
3. Some
4. Quite many
5. Everyone
9. Don't know

**38. To what extent do you think the Bangladeshi government is capable of handling the following disasters and crisis?**

	Very inefficient	Quite inefficient	Neither efficient nor inefficient	Quite efficient	Very efficient	Don't know
a) <b>Natural disaster</b> (such as Flood, landslide, soil erosion, earthquake, etc.)	1	2	3	4	5	9
b) <b>Accidents</b> (such as fire, collapsing of buildings, etc.)	1	2	3	4	5	9
c) <b>Disease and epidemics</b> (such as cholera, diarrhoea, dengue, malaria, etc.)	1	2	3	4	5	9

**39. During the last five years, have you or has anyone from your family been hinted or asked by bureaucrats about paying bribe to do a job or get a business done?**

1. Never
2. Seldom
3. Sometimes
4. Quite often
5. Very often
9. Don't know

**40. How interested would you say you are in politics?**

1. Not at all interested
2. Not interested
3. Some what interested
4. Very interested
9. Don't know

**41. Which of the following parties do you feel more close to?**

- a) BNP
- b) Awami league
- c) Jatiya Party
- d) Jamat-e-Islam
- e) Islami Oikko jote
- f) Bangladesh kollan party
- g) PDP
- h) Krishok Sromic Jonota league
- i) Communist Party of Bangladesh
- j) Workers Party
- k) LDP
- l) JSD
- m) BSD (Bashod)
- n) Jatiya party (Monju)
- o) None



# Guide for the Interviewers

## TO BE FILLED OUT BY INTERVIEWER

**Before starting the next interview, please check the following:**

- Have all questions been answered?
- Did you note your name and the respondent no. on the cover?
- Did you fill out the contact sheet for this interview?
- Did you note the hour when starting and finishing the interview?
- Don't forget to fill out the interviewer report.

## INTERVIEW REPORT

**R.1 Was anyone present during the interview who could hear the questions and the answers apart from yourself and the respondent?**

Nobody present	1 → R.4
Others present	2

**R.2 Who was present?**

*Indicate relation to respondent of those present. More than one possible answer*

Spouse/partner	1
Own children	2
Spouse/partner and children	3
Parent(s) and/or parent(s) in law	4
Brother(s) and/or sister(s)	5
Others	6

**R.3 Did anyone of those present interfere with the interview? Never, now and then, constantly?**

Never	1
Now and then	2
Constantly	3

**R.4 Did the respondent ask for clarifications?**

Often	1
A lot	2
Now and then	3
Almost never	4
Never	5

**R.5 Did you feel any resistance on the part of the respondent in answering some questions?**

Often	1
A lot	2
Now and then	3
Almost never	4
Never	5

**R.6 How do you judge the motivation of the respondent to cooperate?**

Highly motivated	1
Moderately motivated	2
Rather indifferent	3
Reserved	4
Very reserved	5

**R.7 How did you, in general, judge the capability of the respondent to understand the questions asked in the interview and to give answers that are meaningful to himself or herself?**

Very high	1
High	2
Adequate	3
Poor	4
Very poor	5
Totally inadequate	6

**R.4 Do you have any supplementary remarks concerning this interview?**





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