

CITIZENS' AWARENESS AND PARTICIPATION IN ARMENIA

SURVEY 2002

Prepared by
The International Foundation for Election Systems

Chad Vickery
Rakesh Sharma
Magdalena Minda
Peter Kaufman



EXTENDING THE REACH OF DEMOCRACY



This publication was made possible through support provided by the DSRO/USAID/ Armenia, E&E, U.S. Agency for International Development, under the terms of Grant No. 111-A-00-00-00168-00. The opinions expressed herein are those of the authors and do not necessarily reflect the views of the U.S. Agency for International Development.

The reprinting right of this publications is exclusively reserved for IFES.

This book is not for sale.

For further information, please contact IFES/Armenia Head Office:

Alex Manukian 9, 5th Floor
Yerevan 375070
Republic of Armenia
Tel: (3741) 51 20 51, Fax: (3741) 51 20 15
E-mail: ifes@ifes.am

•••

www.ifes.am

•••

CONTENTS

I.	INTRODUCTION	5
II.	EXECUTIVE SUMMARY	7
III.	POLITICAL INTEREST, ATTITUDES AND KNOWLEDGE	11
IV.	INFORMATION LEVELS AND SOURCES	15
V.	CIVIC KNOWLEDGE AND ATTITUDES	17
VI.	CIVIC ACTIVISM	19
VII.	WOMEN IN PUBLIC LIFE	23
VIII.	JUDICIAL SYSTEM	27
IX.	CONCLUSION: SURVEY IMPLICATIONS FOR IFES PROJECT DEVELOPMENT	29
X.	APPENDICES	31
	APPENDIX 1. METHODOLOGICAL SUMMARY	31
	APPENDIX 2. TOPLINE DATA	33
	APPENDIX 3. DEMOGRAPHIC DATA	69
	APPENDIX 4. INFORMATION ABOUT IFES/ARMENIA	73

I. INTRODUCTION

Between the dates of August 20 and September 12, 2002, the International Foundation for Election Systems (IFES) conducted its second Citizens' Awareness and Participation in Armenia (CAPA) survey of public opinion. The first CAPA survey was fielded between June 10 and June 22, 2001. The 2002 survey was conducted throughout Armenia with 1,600 adult respondents. Additional interviews were over-sampled in regions where IFES is currently undertaking CAPA programming. The results in this report are based on weighted data that is representative of the national population of Armenia. The margin of error for a sample of this size is plus or minus 2.5%.

IFES conducts annual public opinion surveys to provide meaningful information to the citizens of Armenia and to evaluate and monitor programming for the CAPA project. Using the surveys as channels for maintaining dialogue, IFES widely distributes survey findings to the Armenian public, including community groups, NGOs, government bodies and the mass media. Surveys also identify issues and policies with broad-based support that can lead to opportunities for building issue-based or regionally based coalitions for implementing policy change. In addition, IFES uses survey results for programmatic evaluation and development. Based on survey data, programs can be refocused when needed to reflect the level of citizen involvement, sources of information, and specific reasons, if any, for variations in the level of participation from year to year. Survey data is also used to define local issues for publication development, as discussion points with citizen groups, and as a tool to increase citizen advocacy skills.

This report is organized into eight sections plus a conclusion and appendices. Section I provides an introduction to the report, while Section II highlights the most important findings of the 2002 survey. Following this, Section III provides information on the Armenian public's general interest in, attitudes toward, and knowledge about politics and government in Armenia. Section IV describes the levels of information citizens have on various topics, as well as their main sources of information. Section V covers the public's civic knowledge and attitudes toward participation in civic activities. Section VI explains the actions citizens have taken to address important issues and the interaction between public officials and their constituents. Section VII examines attitudes toward women's participation in public life and decision-making in Armenia. Finally, Section VIII provides information on citizen's attitudes toward the judicial system and institutions, as well as corruption in the country. Section IX, the conclusion, relates the major findings of the 2002 survey to IFES' CAPA project development. Four appendices have also been added to this report in the last section, Section X. Appendix 1 and 2 contain the survey's methodological summary and 2002 topline data. Appendix 3 contains selected demographic data. Appendix 4 provides general information about the current work and projects of IFES/Armenia and contact information for its nine regional offices.

II. EXECUTIVE SUMMARY

Armenia stands at a promising juncture as its citizens steadily build an active civil society. Keeping in line with the methodology of the 2001 survey, this year's CAPA survey aims to track the development of political attitudes, access to information, and citizens' interest in and knowledge of political affairs within the framework of the following main questions:

1. What is the current level of knowledge and availability of information about national and local political developments, civic rights and responsibilities, and the responsibilities and expectations of government performance?
2. What factors shape citizen interest and participation in civic and political activities?
3. What are the attitudes towards the role of women in society and in the country's decision-making process?
4. What are the attitudes towards corruption and what is the level of confidence in the judicial system?

Key findings of the survey address these questions and highlight the progress Armenia has made since the 2001 survey, as a transparent, responsive and democratic state.

Political Interest, Attitudes and Knowledge

Overall, this year has seen an increase in the level and intensity of interest in matters of politics and government among Armenians. Fifty-eight percent of respondents in the 2002 survey report that they are very or somewhat interested, compared with 51% in 2001. (This level of interest also varies by gender, education level and age.) Although the level and intensity of interest decreases for activities of local government, those who are interested in politics and government in general also tend to be very or somewhat interested in local government activities. Interest in politics also is closely correlated with the level of citizen knowledge. Armenians have a fair amount of knowledge about local officials, as 85% of respondents are able to name the mayor of their town or city. Their knowledge decreases when it comes to their regional and national-level officials, with only 44% able to name their National Assembly representatives and 59% able to name their marzpet. The majority of Armenians also have a fair amount of knowledge about which institutions

to approach for help with their problems, such as potholes, trash collection and water supply.

These levels of interest and knowledge are good predictors of citizen attitudes toward their influence and role in the decision-making processes of the country. Many of those who remain uninterested in politics, government and local developments are also skeptical about the effect of their vote on government decisions. Many Armenians feel disillusioned about their inability to influence the way things are run in Armenia, while some believe that proactive measures, such as demonstrations and public complaints, can influence the actions of government officials. Furthermore, although many citizens remain skeptical about the power of their vote and fairness of elections, the majority of people interviewed for the 2002 survey do intend to exercise their right to vote in local and national elections.

Information Levels and Sources

Armenians have a greater amount of familiarity with their local officials and how they come into office than they have with regional officials. However, many people point to their low level of information on the activities of their local government. Likewise, Armenians feel uninformed about the economic activities of their communities, specifically their community's budget and expenditures. Only 4% of the survey respondents in 2002 report being well informed and 9% report being somewhat informed on the topic. However, Armenians do agree that control over local budgets should remain with the local community or its leaders, such as the mayor or local self-governing bodies. As can be expected, information on local budgets is greatest among those who have a great deal of information on local government activities.

Most Armenians get their information on the activities of their local community from television, family and friends. Similarly, most Armenians turn to the television for information on national developments, with three-quarters of the survey respondents reporting at least occasionally watching the proceedings of the National Assembly on television. Respondents are less likely to obtain this information from printed materials. However, survey respondents indicate a general familiarity with IFES publications, and 10% of respondents have heard of the IFES Guide to the National Assembly.

Civic Knowledge and Attitudes

The knowledge base and attitudes about civic activities and organizations are continually developing in Armenia. Generally, Armenians are not well informed about non-governmental organizations (NGOs). Thirty percent of the survey's respondents are able to name an NGO that they know something about. Nineteen percent of survey respondents do not know what NGOs are, while 46% know what NGOs are, but cannot name any. Those familiar with NGOs cite television and the general press as the main sources for their information. Other sources include acquaintances and direct personal experience with NGOs. Knowledge and experience with NGOs shapes people's opinion on their necessity. Sixty-one percent of those who know what NGOs are feel that these institutions are essential or necessary. People who express a positive evaluation of NGOs generally have had a personal experience with them, either by approaching them for help or volunteering for them.

The lack of direct experience with NGOs appears to fall within the general tendency of Armenians not to take part in social organizations, either as participants or members. The largest amount of participation is seen in religious organizations, followed by cultural and educational organizations. A lack of trust among Armenians may contribute to this lack of participation. Although a majority of Armenians generally trust those within their social circle, such as relatives and neighbors, the level of trust decreases the further one moves away from the social circles. For example, Armenians trust their coworkers less than their relatives, but they have even less trust in people from other regions. The level of trust is also very low for governing institutions, with only 17% of respondents expressing trust in the National Assembly.

Civic Activism

A responsive government is a key component of a vibrant democracy, but citizens must also be encouraged to take the initiative to contact their leaders to ask questions, seek information, and request help with problems. Active civic participation is a two-way street, and the initiative must originate from both government leaders and their constituents. Citizen contact with both elected and appointed officials is on the rise in Armenia. Over a quarter of the survey respondents have contacted elected officials, marking a significant increase from 16.6% in the 2001 survey. In addition, the majority of respondents who contacted elected and appointed officials report receiving a response and being satisfied with the response. The results

point to effective two-way communication between leaders and constituents when citizens initiate the process.

On the other hand, most government officials do not make an adequate effort to initiate contact with their constituents about important issues. Almost three-quarters of respondents report that they have never been contacted by government officials by such means as questionnaires, public meetings or advisory groups for their opinion on important issues. However, the overall trend appears to be positive: This percentage has declined since 2001. Another problem confronting effective communication and civic activism is the widespread skepticism among citizens about their leaders' willingness to respond or help. The results indicate a prevalent perception that contact with elected or appointed officials will be unproductive. Those who have not contacted elected or appointed officials are most likely to cite as a reason that contacting the official would do no good. When asked who among elected and appointed officials they would contact to help resolve a problem, most respondents prefer to contact elected local level officials. This preference reflects the priorities that citizens assign to the various government functions. The top priority for local officials, according to respondents, should be street repairs and reconstruction, job creation, social security and provision of potable water.

However, many citizens have not sought to complement government functions by taking their own independent action or by engaging in community activities to address local or national developments. Only 22% of survey respondents have taken actions to address these issues in the past. Respondents are likely to have often taken part in informal activities over the past year such as discussing local or national developments with acquaintances or discussing local budgets. But they are less likely to have taken part in more formal activities such as signing petitions, attending their local council meetings or attending their condo association meetings.

Women in Public Life

The inclusion and participation of all sectors of society is crucial for a country pursuing democratic development. The 2002 survey measured the progress of women's participation in public and political spheres, as well as public attitudes towards the role of women in the country's decision-making processes. Today, the media portrays women in a positive light, depicting them as people with positive capacities, as equal and active members of society, as good professionals, and as good mothers.

However, both male and female Armenians still ascribe traditional roles to women, and 90% of men and women believe that the family remains the most important area for women's involvement. The other traditional areas mentioned were education and health care.

Although Armenians do not cite national and local decision-making as among the most important areas for women's involvement, the majority of Armenians do believe that women should be involved in politics. Respondents are nearly split on the issue of ensuring women's equal participation in politics through set-aside seats in the parliament. Forty-eight percent of the respondents believe that there should be seats set-aside for women. Of those who prefer set-aside seats, a majority would like at least 20% of seats in parliament to be reserved for women.

Although the survey indicates that respondents perceive a decline in women's influence in decision-making after the collapse of communism, survey results also indicate a desire to address this inequality by increasing women's participation in the political process through elections. More than three-quarters of Armenians are likely to vote for a female candidate if she is equally qualified as a male candidate. Another way Armenians would support women's involvement in politics is by encouraging the younger generation of women to take part in the process. Forty-four percent of the survey respondents would encourage their daughter to run for public office.

Domestic abuse continues to be perceived as a problem, with 39% believing it is a very or a somewhat common problem. Both physical and emotional violence are areas that typify domestic violence. Armenians also defined domestic abuse as inequality between men and women and a violation of human rights.

Judicial System

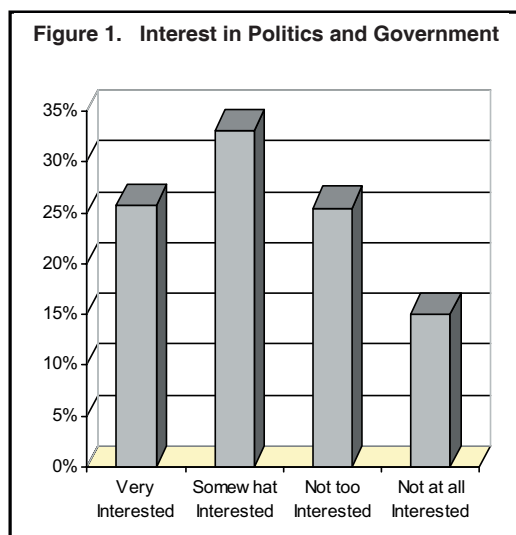
Two elements essential for the development of the rule of law are an informed and engaged civil society and a fair and effective enforcement of the law. Armenians today do not have enough information on their country's judicial system. Only 4% of the survey respondents report having a great deal of information, while half report having no information at all.

Armenians are generally very disillusioned with the legal infrastructure and skeptical about the existence of the rule of law in their country. Although 83% of Armenians strongly agree that it is important

for judges to be independent of political pressure, they perceive the reality to be quite different from the ideal situation. A majority of adults do not believe that the Armenian judiciary is independent from political pressure from such sources as the presidential administration, the National Assembly and other political leaders. Skepticism about the independence of the judiciary and lack of information leads to a low level of confidence that the judicial system will treat ordinary citizens fairly. Many people feel that the judicial system is biased and that they would not be protected by the system from unjust treatment. They also have a low level of confidence that the court system would acquit someone wrongly accused of a crime. This serious lack of confidence in the system is compounded by Armenians' attitudes toward the state of corruption in their country. Eighty-eight percent of respondents think that corruption is at least a serious problem in Armenia. However, there is no strong indication that Armenians are willing to confront the problem, as 84% of respondents accept corruption as a fact of life.

III. POLITICAL INTERESTS, ATTITUDES AND KNOWLEDGE

Interest in Politics: There has been an increase in the general interest and intensity of interest in politics in Armenia since the 2001 IFES survey. In 2001, 51% reported being very or somewhat interested in politics, and 49% reported being not too interested or not at all interested. In the 2002 survey, 58% report being interested and 40% report not being interested. There has also been an increase in the intensity of interest, as 26% in the 2002 survey report being very interested in politics compared to 9% in 2001 (**Figure 1**). Even though a majority of women profess at least some interest in politics (53%), men are significantly more likely to be interested in politics (67%). Interest also generally goes up with age and education. In addition, rural respondents tend to have greater interest in politics (66%) compared to urban respondents (56%).

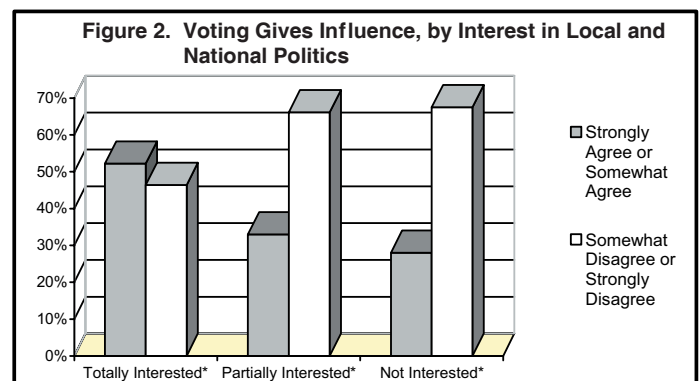


Question 65: How interested are you in matters of politics and government in Armenia? (n = 1,600)

Interest in Local Government Activities: Armenians have less interest in the activities of local government than in matters of national politics and government. Overall, 33% of respondents are very or somewhat interested in the activities of their local government. In 2001, 41% reported being somewhat interested and 8% reported being very interested. Interest in local government activities is significantly higher in rural areas (45%) than in urban areas (28%). Interest in politics is highly correlated with interest in local government activities. Those who are interested in politics are more likely to be interested in local government activities. However, only among those very interested in politics is a majority (52%) also interested in local government activities. Less than

a majority of those who are somewhat interested in politics (40%), not too interested in politics (20%), or not at all interested in politics (8%), are also interested in local government activities. In total, 27% of Armenians are both interested in politics in general and in the activities of their local government. Thirty-nine percent are interested in either politics or local government activity, but not both, while 34% are not interested in either. We will call these groups "totally interested," "partially interested" and "not interested."

Voter and Political Efficacy: Interest in politics and government activities does not necessarily carry over into efficacy. Many Armenians remain skeptical about the effect of their vote in government decisions. When asked whether voting gives people like them influence over decision-making in Armenia, a majority (61%) either strongly or somewhat disagrees with this statement (63% in 2001). Thirty-six percent strongly or somewhat agree (33% in 2001). On a similar question, an even larger majority (74%) strongly or somewhat agrees that people like them have little or no influence on the way things are run in Armenia (88% in 2001), while 24% strongly or somewhat disagree with this statement (18% in 2001). The level of interest in politics is a strong predictor of attitudes on these two questions. Those "totally interested" are more likely than the other two groups to agree that voting gives influence and to disagree that they have little or no influence. Those "not interested" are the most likely to disagree that voting gives influence and agree that they have little or no influence. Thus, efficacy goes up with interest (**Figure 2**).



Question 3: And how interested are you in the activities of your local government? (n = 1,600)

Question 65: How interested are you in matters of politics and government in Armenia? (n = 1,600)

Question 67A: Now, I will read you a series of statements. For each please tell me if you agree, somewhat agree, somewhat disagree, or strongly disagree with this statement: "Voting gives people like me a chance to influence decision-making in Armenia." (n = 1,600)

*Note: "Totally Interested" are those respondents that are both interested in politics in general and the activities of their local government. "Partially Interested" are those who are interested in either politics or local government activity and "Not Interested" are those respondents that are not interested in either.

Level of Knowledge about Local Officials:

Armenians have a generally fair level of knowledge about their local officials and the ways they come into office. The level of knowledge, however, goes up the closer one gets to local offices. Eighty-five percent of Armenians could correctly identify their city or village’s mayor. This compares to 59% who could correctly identify their marzpet (regional governor) and 44% who could identify their representative to the National Assembly. Ninety percent knew that mayors are elected and 72% knew that marzpets are appointed. Men generally display more knowledge of these items than women (except for knowledge of the mayor). As would be expected, knowledge also goes up with level of interest in politics.

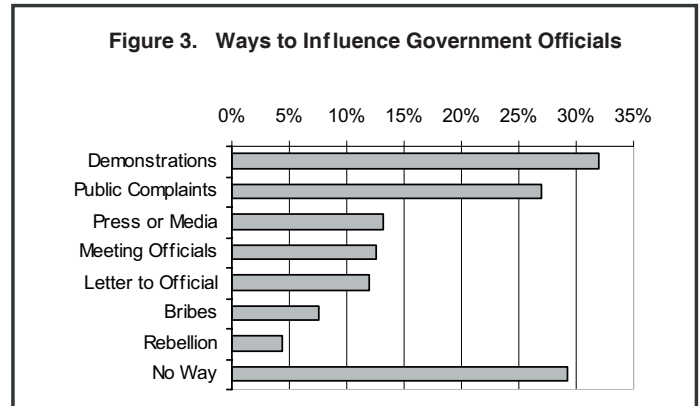
Knowledge of Institutions Addressing Specific Problems:

Armenians also have a generally fair level of knowledge about whom to contact to address specific issues in their communities. A majority of respondents would go to a local authority such as the mayor, local council, or district representative for fixing holes in streets close to their houses (77%) and for problems with trash collection (61%). In the latter case, 10% are also likely to go to their condominium associations. For problems with the voter lists, 37% identify an election commission as the appropriate body to approach. Rural respondents also identify the village leader or village council (14%). The courts (9%), district representative (8%), and mayor or council (6%) are also identified by many as institutions to contact regarding this problem. For problems with the water supply, 45% would contact the water supply board and 32% would contact local officials such as the mayor, village head, or village council. For problems with telephone service, 79% would contact ArmenTel, Armenia’s main telephone company. For repair of holes on the highway, a plurality would still contact local officials such as the mayor or village council (46%) even though the proper place might be with regional authorities (identified by only 14%).

Citizen Actions that Influence Government Officials:

While many Armenians identified ways beyond the ballot box to have their voice heard in government, a large percentage continue to believe that they have no means to influence officials. When asked what other ways citizens can use besides voting to influence government officials, most Armenians choose positive, proactive means such as demonstrations (32%), public complaints (27%), using the press or media (13%), meeting with officials (13%), and writing letters to officials (12%) (**Figure 3**). Some choose radical or illegal means such as paying bribes (8%) or rebellion (4%). A high percentage says that there is no way to influence government officials (29%). It should

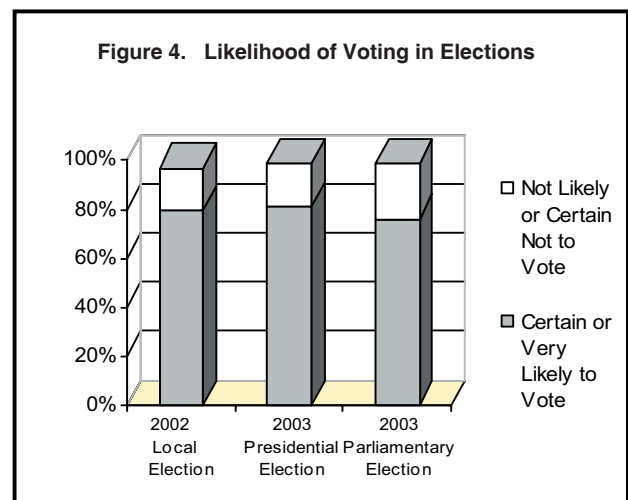
be no surprise that those who take this view also have very low levels of efficacy. A similar percentage in the 2001 survey (30%) also indicated that there was no way to influence government officials.



Question 68: Other than voting, what other ways can citizens attempt to influence the actions of government officials? (Multiple responses allowed; n = 1,600)

Likelihood of Voting in Elections:

Despite their misgivings about the fairness of elections in Armenia, a large majority of respondents indicated their intention to vote in upcoming elections. Respondents were asked whether they intend to vote in three levels of upcoming elections in Armenia: presidential election in 2003, parliamentary elections in 2003, and local elections in 2002 (in places where local elections had not yet taken place) (**Figure 4**). Eighty-one percent of respondents indicated that they are certain or very likely to vote in the presidential elections. For the local elections, this percentage was 80%, and for the parliamentary elections, it was 76%. Those who say they are not likely to vote in all of these elections often cite the unfairness of elections in



Question 73: Please tell me how likely you are to vote in the 2003 presidential election in Armenia? (n = 1,600)

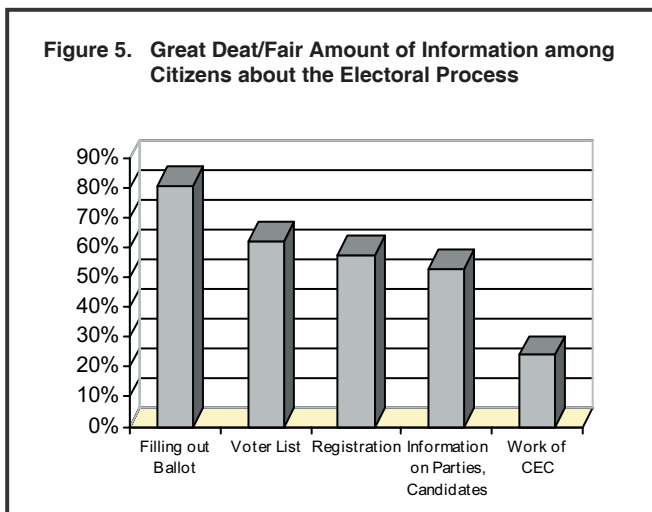
Question 75: And what about the parliamentary election in 2003? (n = 1,600)

Question 77: And finally, how likely you are to vote in the 2002 local election in Armenia? (n = 1,600)

Armenia, the lack of trust in the candidates, and the belief that their vote doesn't make a difference. The likely high turnout is remarkable when one considers that a significant majority of Armenians (73%) think that the upcoming elections will not be very fair or not fair at all. Only 20% think the elections will be completely or somewhat fair. Considering that a majority of Armenians also think that elections don't give them influence over decision-making, it seems that most Armenians may go to the polls mostly out of civic duty or to practice some aspect of democracy, rather than to somehow influence politics or policies in Armenia.

Level of Knowledge about the Electoral Process:

Armenians have varying levels of knowledge about the electoral process, though the majority of the population has at least a fair amount of information about voting procedures (**Figure 5**). They report having the highest level of information on filling out a ballot (81% have at least a fair amount of information), and in declining order, about how to check one's name on the voter list (62%), the process of registration (61%), information on candidates and parties (53%), and information on the CEC (24%). The last item indicates that the CEC has to disseminate information about its mission and tasks to the general public.

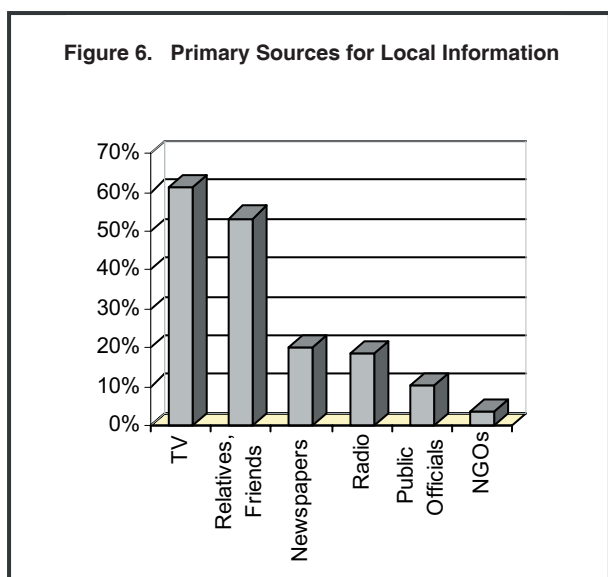


Question 80: Please tell me how much information you have about the following aspects of the electoral process in Armenia? (n = 1,600)

IV. INFORMATION LEVELS AND SOURCES

Information on Local Government Activities:

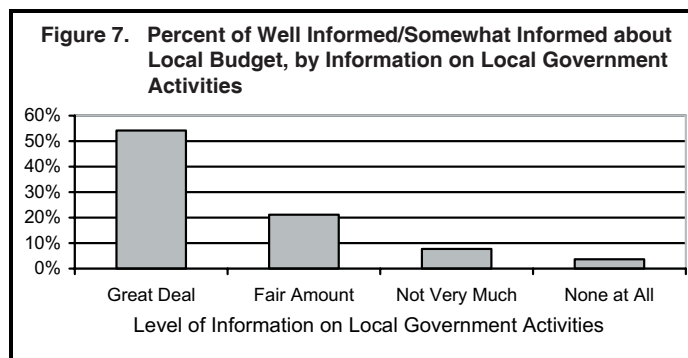
There is a clear lack of information among Armenians on the activities of their local government. Only 35% of respondents say they have a great deal or fair amount of information on this subject. A majority (65%) does not have much or any information. This represents a slight decrease in the information level from the 2001 IFES survey where 39% said they had at least a fair amount of information and 59% did not have much or any. A plurality of respondents in rural areas are more likely to say they have at least a fair amount of information (41%), while local information levels are lower in urban areas (30%). Information levels on local government activity are especially low in Yerevan (21%), perhaps understandably because Yerevan is the seat of national government. By contrast, a majority of respondents in Aragatsotn and Kotayk regions say they have at least a fair amount of information (53% each). The primary sources for local information are television, friends and family (Figure 6).



Question 2: What are your main sources of information about the activities of your local government, in general? (Multiple responses allowed; n = 946)

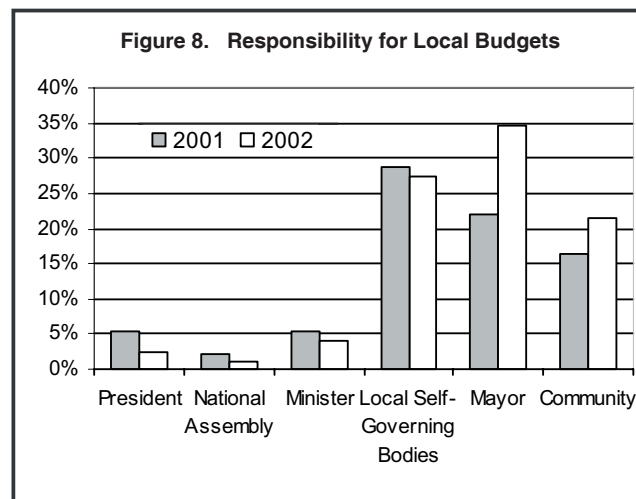
Information about Local Budgets: Armenians are even less likely to know about their community's budget than about their local government's activities. Overall, 4% of respondents say they are well-informed about their community's budget and how it is spent, and 9% are somewhat informed. Seventy-six percent of respondents are not at all informed and 10% have very little information. The percentage who say they are not at all informed

about their community's budget has increased since 2001, when 67% voiced this opinion. Information about local budgets is highest among those who have a great deal of information on local government activities (54% informed, Figure 7). Those that are at least somewhat informed about local budgets, cite television (45%) and relatives and friends (40%) as the most used sources for this information. Public officials (23%), newspapers (18%) and radio (12%) are also frequently used.



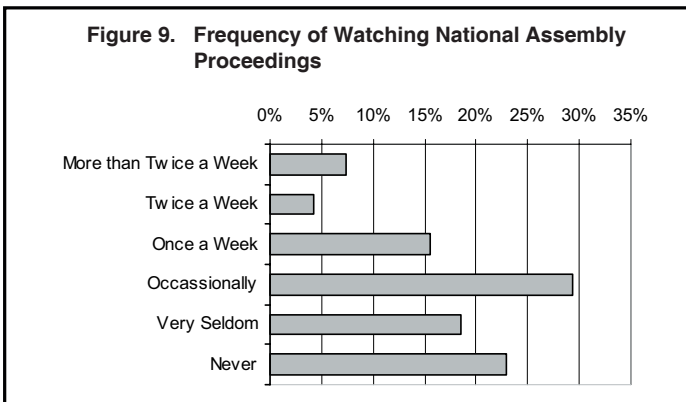
Question 1: To begin, please tell me how much information you have about the activities of your local government? (n = 1,600)
Question 8: How well informed are you about your community's budget and how the funds are spent? (n = 1,600)

Control of Local Budgets: Armenians prefer that control over local budgets stay in their community. When asked who should decide how their local budget is used, a plurality (35%) chooses the mayor of the community, 27% choose the local self-governing body, and 22% say the community. Therefore, a total of 84% choose an institution in their local community or the community itself. Few choose central institutions such as the minister of finance (4%), the president (2%), and the National Assembly (1%). The percentage choosing local control has gone up since 2001, when 70% preferred local control over local budgets (Figure 8).



Question 10: In your opinion, who should decide how the LOCAL budget is used? (n = 1,600)

Viewership of National Assembly: Most Armenians are interested in the proceeding of the National Assembly. Three-quarters of respondents report at least occasionally watching the proceedings of the National Assembly on television. Seven percent of respondents report watching the proceedings more than twice a week, 4% report watching them twice a week, 45% once a week or occasionally, and 19% seldom. Twenty-three percent of respondents report never watching the proceedings (**Figure 9**). Rural respondents report a slightly higher rate of at least some viewership (79%) than urban respondents (73%). In 2001, 19% reported never watching the proceedings of the National Assembly.



Question 32: Do you watch media coverage of the National Assembly on television? Do you watch this once a week, twice a week, more than twice a week, occasionally, or very seldom? (n = 1,600)

Awareness of Governance Publications: Many Armenians have not been exposed to publications dealing with political and legislative issues. However, three percent of respondents have read and 6% have heard of the Local Self Government Guide. Two percent have read the Guide to the National Assembly and 10% have heard of it. Two percent have read the publication Know and Implement the Law and 7% have heard of it.

V. CIVIC KNOWLEDGE AND ATTITUDES

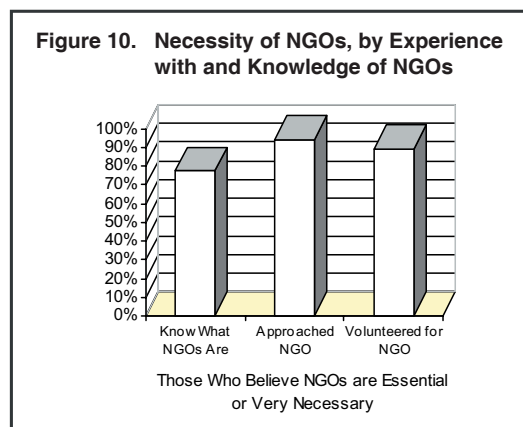
Level of Information about NGOs: There is little knowledge of NGOs and their activities in Armenia. When respondents on this survey were asked to name any NGOs that they knew something about, only 30% were able to name an NGO. Forty-six percent of respondents do not know the name of any NGOs, and 19% replied that they don't know what NGOs are. The most frequently cited NGO is the Red Cross, named by 8% of the respondents. Other NGOs named by 1% or more of respondents are the Women's Republican Council (3%), Armenian Relief Fund (2%), Save the Children (1%), the Armenian Democratic Forum (1%), Women's Union (1%), Mothers of Soldiers (1%), and Armenian Relief Union (1%). All of these NGOs are mostly active in relief work in Armenia. There are not many mentions of NGOs working in the human rights or democracy field.

Sources for Information on NGOs: Television and the general press are the most frequently cited sources of information about the NGOs mentioned. Television was mentioned by 31% of respondents who could name an NGO, and the general press was mentioned by 24%. Many respondents also found out about the NGOs through acquaintances (26%) and through direct personal experience with the named NGO's activities (25%). Eight percent said they were members of the NGO they named. Information bulletins and booklets produced by the NGOs (4%) were also listed as sources by some respondents.

Volunteerism: Many Armenians who have knowledge about a specific NGO are likely to initiate direct contact with the NGO. Among respondents who know of specific NGOs, 28% have volunteered for an NGO in the past and 24% have approached NGOs for help. These results seem to indicate that if more Armenians were to know about NGOs, many would be willing to use their services or work for them.

Evaluation of NGOs: Those who know what NGOs are have a positive evaluation of NGOs in general. Sixty-one percent of these respondents think that NGOs are essential or very necessary, while 32% don't think they are very necessary or necessary at all. Direct experience with or knowledge of NGOs increases the likelihood of answering that NGOs are necessary for Armenia. Among those who could name an NGO, 78% think NGOs are essential or very necessary. The comparable figure for those who know what NGOs are but can't name any is

51%. The percent who think NGOs are essential or very necessary is even higher among those who have volunteered for NGOs or who have approached NGOs for help (**Figure 10**).



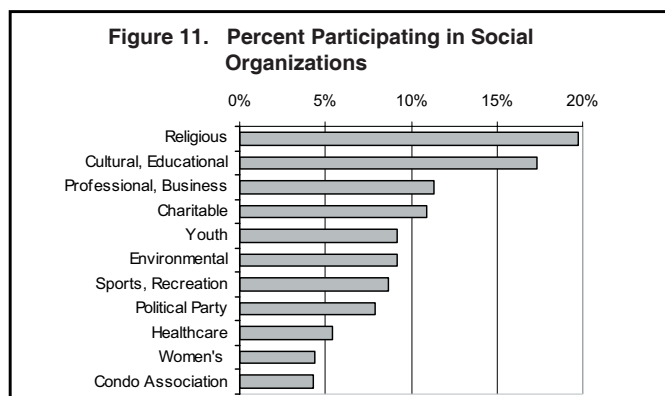
Question 53: First, can you tell me which NGOs you know something about? (Open-ended; multiple responses allowed; n = 1,600)

Question 55: Have you ever done any voluntary, unpaid work for any NGO? (n = 474)

Question 56: Have you ever approached any NGO to help solve a problem that you had? (n = 474)

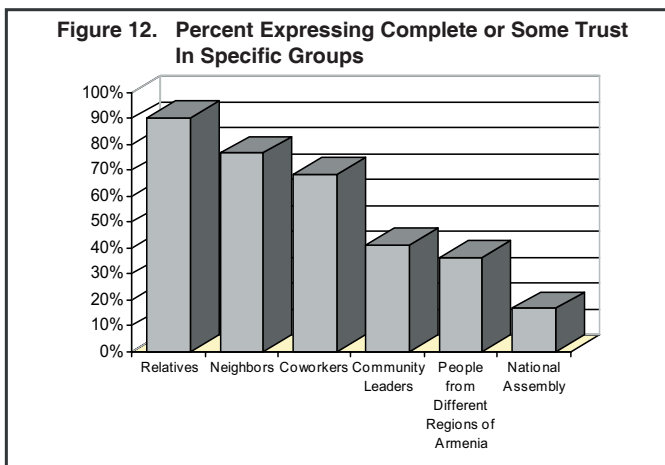
Question 57: How necessary are non-governmental organizations or NGOs in Armenia? (n = 474)

Participation in Social Organizations: Armenians do not take part in many social organizations. Respondents on the survey were given a list of several different types of organizations and asked whether they were members of these types of organizations or took part in their activities. In each case, 20% or fewer reported being members or taking part in these types of organizations. The highest participation was for religious organizations, with 20% reporting taking part or being members. Cultural or educational organizations were next with 17% participation. Eleven percent reported taking part in the activities of or being members of charitable organizations and professional/business associations (**Figure 11**). Respondents in urban areas are slightly more likely to take part in these organizations than those in rural areas.



Question 58: Now I am going to read out a list of types of organizations. For each, please tell me whether you are a member of this type of organization. (n = 1,600)

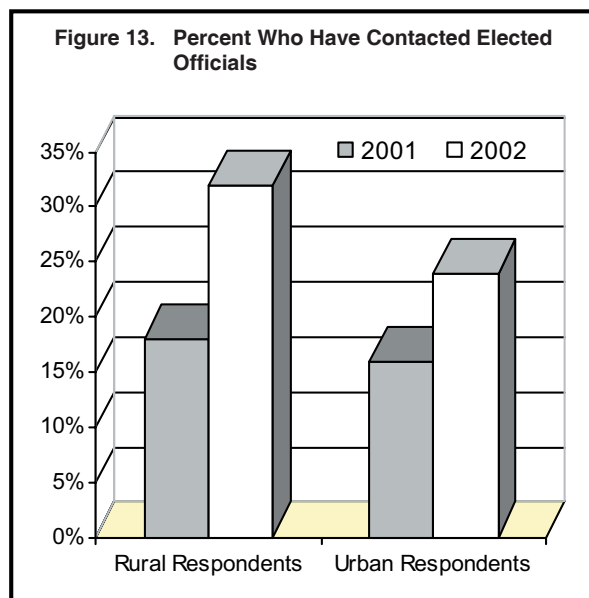
Trust within Society: Most Armenians are generally trustful of those within their social circle such as friends and neighbors, but the level of trust decreases the farther one moves away from the respondent's social circle. Respondents were asked to assess their level of trust in specific groups of people (**Figure 12**). Respondents are most likely to trust their relatives (90% completely or somewhat trust) and neighbors (77%). Trust in coworkers is not as high as the first two groups, but a majority (68%) does completely or somewhat trust their coworkers. On the other hand, a majority (53%) completely or somewhat distrusts people from a different region of Armenia than their own. Those in Shirak (72%) and Ararat (69%) are most likely to distrust people from a different region of Armenia. There is also little trust in governing institutions. Fifty-five percent of respondents distrust their community leaders and an even higher 81% distrust the National Assembly. A majority of rural respondents, however, completely or somewhat trust their community leaders (64%). Rural respondents are also more likely than urban respondents to trust others from a different region of Armenia (42% vs. 34%).



Question 59-64: Listed below are different groups of people. For each one, please tell me whether you completely trust them, somewhat trust them, somewhat distrust them, or completely distrust them? (n = 1,600)

VI. CIVIC ACTIVISM

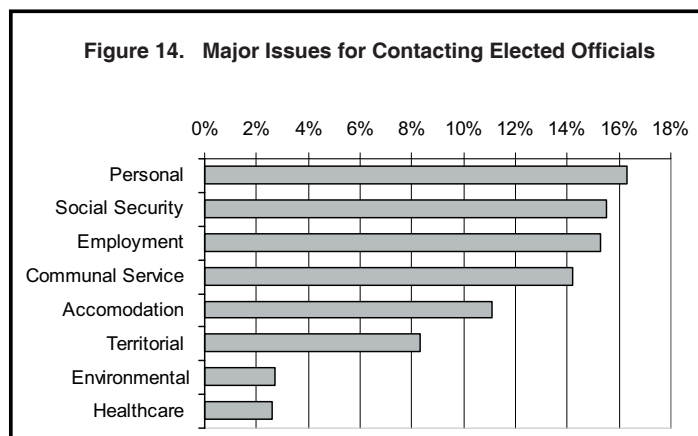
Citizen Contact with Elected Officials: The past year has witnessed an increase in the percentage of Armenians who have contacted elected officials for help with a problem. Twenty-six percent of Armenians report that they have contacted an elected official to help solve a problem, compared to 17% in the 2001 IFES survey. Respondents who report contacting an official tend to contact officials at the local level. Seventy-six percent of those who contacted an elected official contacted their mayor or community head. Another 6% report contacting a member of their community councils. Fifteen percent report contacting their representative to parliament. Rural respondents are more likely to contact their elected officials (32%) than urban respondents (23%) (**Figure 13**).



Question 15: Have you ever contacted any elected official before to help solve a problem? (n = 1,600)

Reasons for Not Contacting Elected Officials: Those who did not contact elected officials cited a variety of reasons, though many simply doubted that contacting the official would solve the problem. Twenty-six percent of those who did not contact elected officials say that they have not had a problem to contact an official about, while 18% say that the problem was not important enough to contact an elected official. Nine percent say they did not think of contacting an elected official. However, a plurality (46%) indicates that they did not contact an elected official because it would do no good. Another 3% do not know how to contact elected official.

Issues for Contacting Elected Officials: Elected officials are generally responsive to their constituents who contact them. Eighty percent of those who contacted elected officials received a response. In the 2001 survey, 85% reported receiving a response. In the 2002 survey, sixty-two percent were very or somewhat satisfied with the response compared with only 51% in 2001, while 38% were very or somewhat dissatisfied, compared with 48% in 2001. Respondents reported contacting elected officials about a wide range of issues, from personal to social to economic (**Figure 14**).



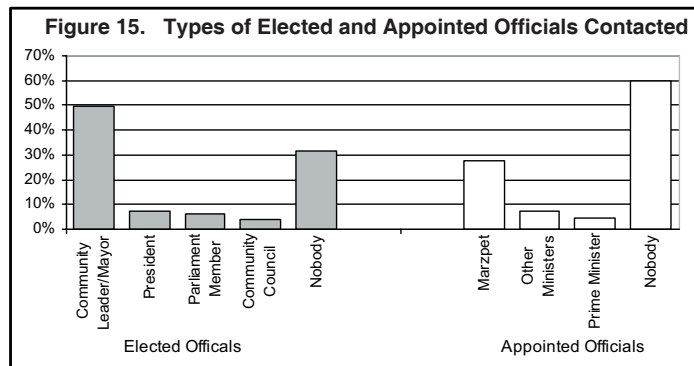
Question 20: What issue of problem did you contact this elected official about? (Open-ended; multiple responses allowed; n = 420)

Contact with Appointed Officials: Armenians are less likely to contact appointed officials than elected officials. Eleven percent of the respondents report contact with appointed officials, compared to 8% in 2001. Those who contact appointed officials list the same reasons for contact as those who contact elected officials: employment (20%), personal issues (18%), social security (17%), communal services* (10%), accommodations (9%) and territorial issues (5%). As with elected officials, a plurality of citizens who have not contacted appointed officials have not done so because they believe it would do no good (39%). Other reasons include no need to contact official (28%), not important enough to contact (18%), and the respondent did not think of this option (10%).

Response from Appointed Officials: The majority of respondents who contacted appointed officials received a response. Seventy-four percent of those who contacted appointed officials received a response, compared to 80% in 2001. Sixty percent of those received a response were very or somewhat satisfied with the response, while 40% were very or somewhat dissatisfied.

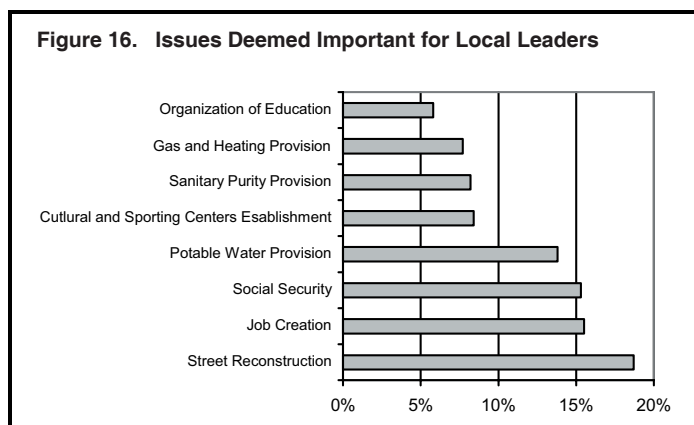
* Communal services are similar to 'municipal services,' such as water, electricity, sewerage, and trash removal.

Likeliest Officials to Contact: When respondents were asked who they would contact first among various elected and appointed officials if they had a serious problem, they are more likely to choose elected local-level officials (**Figure 15**). Among elected officials, the most popular choices are, in declining order, the mayor or community leader, the president, a member of parliament from the area, and a member of the community council. A disturbingly high percentage (32%) say they would not contact any elected official. Among appointed officials, the top choices in order are the marzpet and prime minister. In the case of appointed officials, 60% of respondents say they would not contact any appointed official.



Question 27: Considering officials, overall. If you had a serious problem, which of these, if any, would you first try to contact regarding this? (n = 1,600)

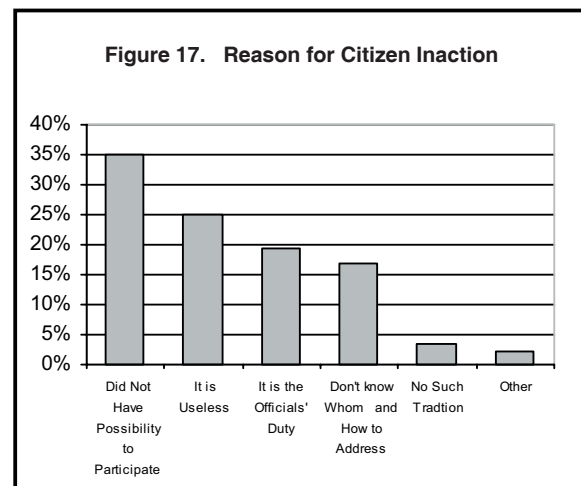
Focus Areas for Local Officials: Respondents would like their local officials to focus primarily on economic and infrastructure issues. The issues mentioned most often are the reconstruction of streets (19%), job creation (16%), social security (15%), the provision of potable water (14%), the establishment of sporting and cultural centers (8%), and provision of gas and heating (8%) (**Figure 16**).



Question 4: As you may know, besides economic conditions, there are other important issues that local authorities in Armenia must address. Which issues do you feel are most important for your local community to address? (Open-ended; multiple responses allowed; n = 1,600)

Citizen Actions to Address Important Issues: Few Armenians have taken action on issues they deemed important. Less than a quarter of respondents who mentioned an issue on which their local authorities should focus have made an effort to address these issues themselves. Twenty-two percent have made such efforts in the past. As in contacting elected and appointed officials, those in rural areas are more likely to have taken action to address the issue (27%) than urban respondents (18%). Men are more likely to be active (26%) than women (18%).

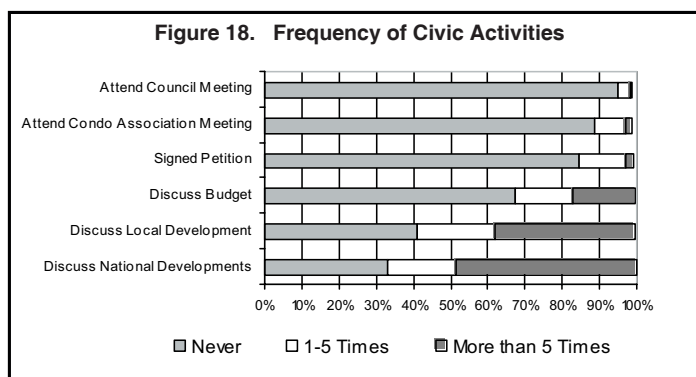
Actions Taken to Address Issues: When asked what kind of actions they have taken in efforts to address important issues for their local community, most respondents say they have contacted the appropriate body responsible for the issue. Fifty-one percent of those who took action say they contacted the appropriate body either verbally or in writing. Other respondents participated in community-based volunteer activities to address the issue (13%), launched a sponsorship or funding drive to address the issue (12%), attended meetings or demonstrations (6%), or started a charity action (5%). Those who did not take any actions gave various reasons (**Figure 17**). Many respondents cited a lack of a possibility to participate as well a feeling that government officials should handle the issue because it is their responsibility.



Question 7: Why haven't you participated in efforts to address these issues? (Open-ended; multiple responses allowed; n = 1,013)

Civic Activities: Armenians are more likely to participate in casual civic activities than formal activities (**Figure 18**). Sixty-seven percent discussed national developments at least once, and 59% have discussed local developments. Fewer are likely to have discussed the state or local budget (32%) with acquaintances. Participation is lower in more structured forms of participation, as only 15% signed a petition over the past year, 10%

attended at least one condo association meeting, and 5% attended at least one local council meeting. For all these activities, men are more likely to take part than women. Urban respondents are more likely to discuss national developments with their acquaintances, while rural respondents are more likely to discuss local developments. A small number of respondents (4%) have been part of an organized group specifically formed to discuss important community or national issues.



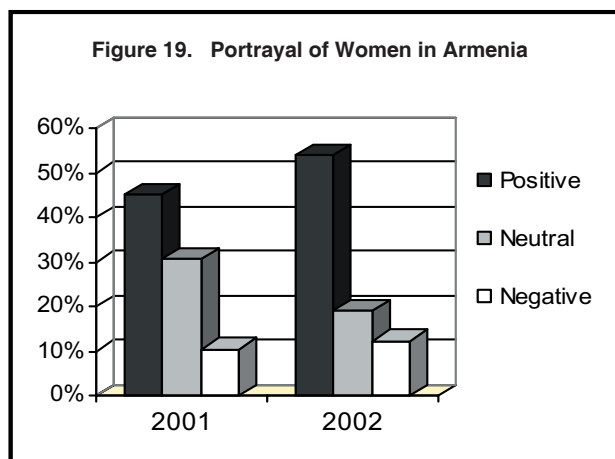
Question 12: Please look at the list and tell me if you have taken part in these activities in the last year? Just give me your best guess and don't worry if you're not accurate. (n = 1,600)

Government Efforts to Contact Citizens: In addition to the fairly infrequent attempts of citizens to contact elected and appointed officials, there is also a low level of government outreach to citizens. Respondents were given a list of several ways that government officials could ask their opinion and asked if this had ever happened to them. Overall, 73% replied that they had never been asked for their opinion by government officials (89% responded this way in 2001). Six percent were asked to attend a public hearing, 4% were given a questionnaire to fill out, 3% were asked to participate in an advisory group, and 4% were asked their opinions in other ways. Twelve percent of respondents did not reply to this question.

Satisfaction with Performance of Municipality: Armenians are generally dissatisfied with the job performance of their city or village municipality. When asked if they are satisfied with the job their city or village municipality is doing, a majority (64%) report being very or somewhat dissatisfied. Thirty-three percent are very or somewhat satisfied. Dissatisfaction has increased since the 2001 survey, when 54% reported being dissatisfied and 38% were satisfied. Satisfaction is higher in rural areas (47%) than in urban areas (26%).

VII. WOMEN IN PUBLIC LIFE

Media Portrayal of Women: There is a general sense among the Armenian population that the media portrays women in a positive manner. The 2002 survey shows that a majority of respondents (54%) think that women are positively portrayed by the Armenian media. Only 12% think that women are portrayed negatively and 19% think that the media has a neutral approach when it comes to portraying women. Opinions on this question have changed since the IFES survey in 2001, when a higher percentage felt that the media was neutral in its portrayal of women (31%) and fewer thought it was positive (45%) (**Figure 19**). There has been a significant shift in the opinion of women on this issue over the past year. In 2001, 45% of women felt that women were portrayed positively but in 2002, 57% of women feel this way. Women are less likely to feel that the Armenia media projects a neutral portrayal of Armenian women (30% in 2001, 19% in 2002). Men are less likely than women to feel that women are portrayed positively (50%).

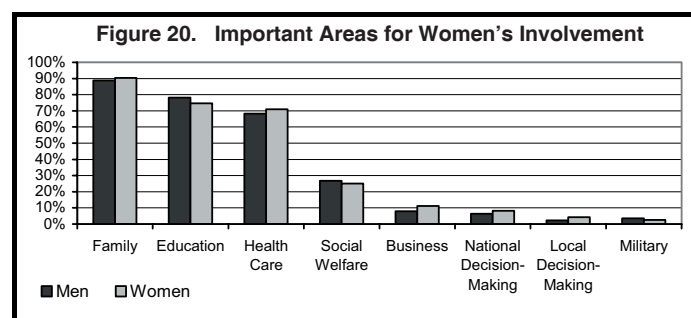


Question 40: How do you think Armenian media portrays women today in Armenian society? (n = 1,600)

Reasons for Perception of Portrayal of Women: Respondents cite both social and political reasons for thinking that women are portrayed positively or negatively by the media. Those who think that women are portrayed positively by the Armenian media mention portrayals of women as persons with positive capacities (24%), as an equal citizen of society (14%), as a good mother (12%), as an active member of society (12%), as a good professional (11%), and as a person possessing social and political liberties (6%). Those who think that women are portrayed negatively cite portrayals of women with no role in politics or isolated from politics (7%), as persons with negative capacities

(6%), as being neglected due to the burden of family duties (6%), and as persons without social or political liberties (2%). Ten percent think the media presents both good and bad images of women and 1% think women's issues are seldom addressed.

Areas for Women's Involvement: Both women and men in Armenia have remarkably similar outlooks on the socio-political areas in which women should be active. Respondents were given a list of different socio-political areas and asked to choose the three in which women should be most active (**Figure 20**). The ordering of areas is almost the same as in the 2001 survey except that business has moved ahead of national and local decision-making. Younger women are more likely to feel that women should be involved in business. For the most part, however, both women and men overwhelmingly ascribe roles to women in areas in which women have been traditionally active.



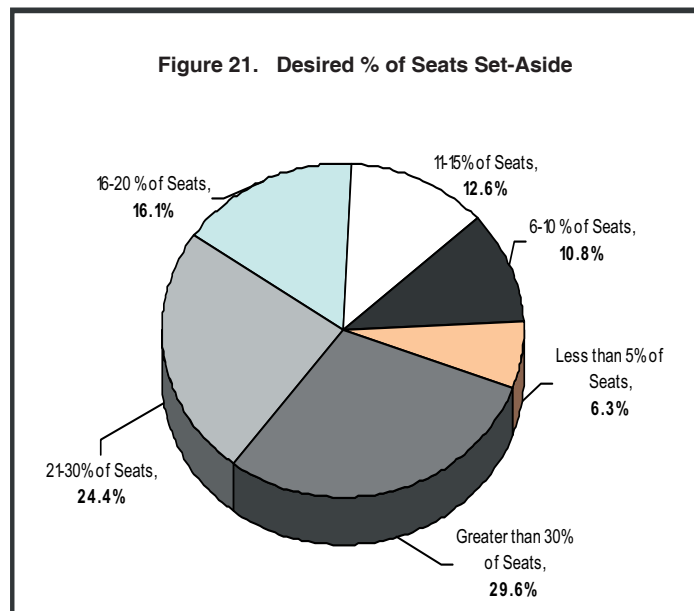
Question 43: Please look at this list of different areas in society. As you know, women in Armenia are very active in some of these areas and not very active in other areas. Please look at the list and tell me in which three areas you think it is most important for women to be involved? (Multiple responses allowed; n = 1,600)

Women's Involvement in Politics: Most Armenians believe that women should be involved in politics. A larger majority of respondents than in the 2001 survey disagree with the notion that women should not be involved in politics. Seventy-eight percent of respondents disagree with this statement compared with 64% in 2001 (21% agreed in 2001 vs. 32% in 2002). Women are much more likely than men to disagree with the statement (82% vs. 73%, respectively) and are less likely to agree (16% vs. 26%). Men are much more likely to disagree with women's involvement in politics even at higher educational levels.

Set-Aside Parliamentary Seats for Women: The question of set-aside seats for women in the Armenian parliament evokes mixed responses. Forty-eight percent of respondents think that there should be set-aside seats for women in parliament, while 45% believe that women do not need set-aside seats. This result is somewhat different from the 2001 survey in which 48% disagreed with set-

aside seats and 42% advocated them. A majority of women (53%) think it is necessary to reserve seats for women, while a plurality of men (48%) do not agree. Older women are more likely to support set-aside seats than younger women.

Preferred Set-Aside Seats for Women: Of those who would set aside seats for women, most prefer to set aside a fifth or more of the seats in the country’s legislative body. Among those who want set-aside seats, a plurality (30%) would like to reserve more than 30% of parliamentary seats for women (**Figure 21**), while 54% would like at least 20% of seats in parliament reserved for women. A majority of those asked (54%) would prefer that more than 20% of seats be set aside for women. Women would like to reserve a greater percentage of seats than men. Among men, 36% would like to set aside fewer than 15 percent of seats for women. Among women, the percentage saying this is 26%. Fifty-seven percent of women would like to set aside more than 20% of seats in parliament for women compared to 49% of men. Higher-educated women would prefer to set aside a greater percentage of seats than those with an elementary or high school education.



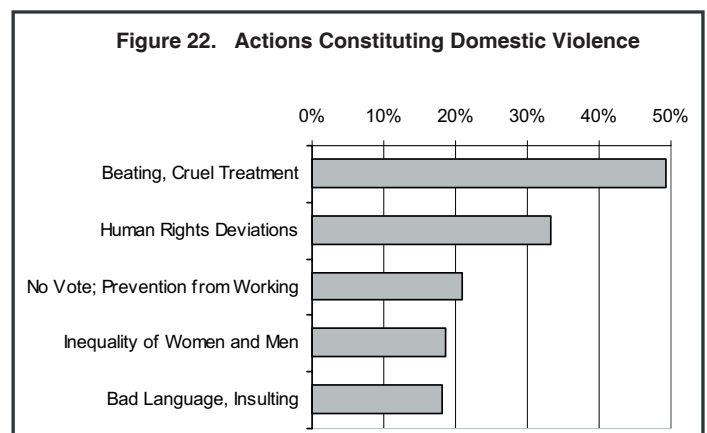
Question 45: What percentage of seats do you think should be set aside? (n = 801)

Voting for a Woman Candidate: Support for qualified women as political candidates is strong among Armenians. A large majority of Armenians (79%) say that they are somewhat or very likely to vote for a woman candidate if she is equally qualified as a male candidate. Nineteen percent are very or somewhat unlikely to vote for a woman candidate. The responses to this question have not changed much since 2001, when 16% were unlikely to vote for a woman candidate and 80% were likely to vote

for her. Women are slightly more likely to say they would vote for a woman (81%) than men (75%).

Encouraging Daughters to Run for Office: Generally, Armenians would encourage their daughters to run for political office. A plurality of respondents (44%) would encourage their daughter to run for office, while 36% would not. Seventeen percent have mixed opinions on this question. Not surprisingly, those who agree that women should not be involved in politics are less likely to encourage their daughters to run for office than those who disagree. Women are more likely to encourage daughters to run for office (46%) than men (39%). Younger men are especially opposed (25% support, 59% oppose). The overall percentage supporting daughters running for office has stayed at about the same level as in the 2001 survey (46% support in 2001).

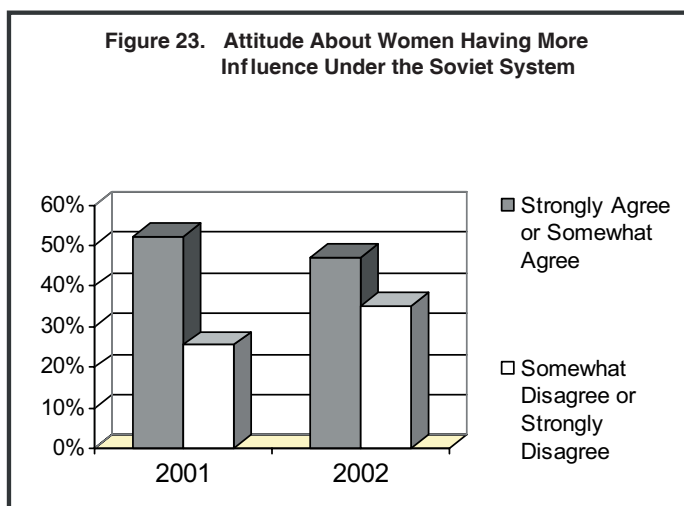
Violence against Women in the Home: Domestic abuse of women, both physical and mental, continues to be perceived as a problem by a significant percentage of respondents. Thirteen percent of respondents think that domestic abuse is very common in Armenia, 26% think it’s somewhat common, 40% think it’s not very common, and 8% think there is little violence against women in Armenia. When asked what domestic abuse means, respondents mention both physical and mental forms of abuse such as beatings, insults and pathological jealousy. However, many responses also deal with somewhat unexpected actions such as preventing women from working, inequality of men and women, and human rights violations (**Figure 22**). Women are more likely to mention inequality between the sexes and prevention from working as forms of domestic abuse than men.



Question 50: What do you think domestic violence against women means? What sort of actions would fit under domestic violence? (Open-ended; multiple responses allowed; n = 1,600)

Women's Influence on Decision-Making in Soviet System: Many Armenians still believe that the importance of women in political life has diminished since the collapse of the Soviet system. A plurality of respondents (47%) strongly or somewhat agree that women had more influence in decision-making under the Soviet system than at present, while 35% disagree. About an equal percentage of men and women hold this opinion. In the 2001 survey, a lower percentage disagreed with this sentiment (26%) than in this survey (**Figure 23**). A majority of women over 55, those who grew up under the Soviet system, agree with this statement (56%). Younger women are less likely to agree.

Reasons for Opinion on Women's Role under Soviet System: Those who think that women had more influence on decision-making under the Soviet system list these reasons: greater participation of women in political life (21%), women were freer to make decisions (19%), women had more rights (11%), women were protected by law (5%), and women were more active in industrial activity (5%). Those who disagree give as reasons: women had no independence (12%), there is more equality now (14%), women are more active now (10%), and there was no democracy (7%).



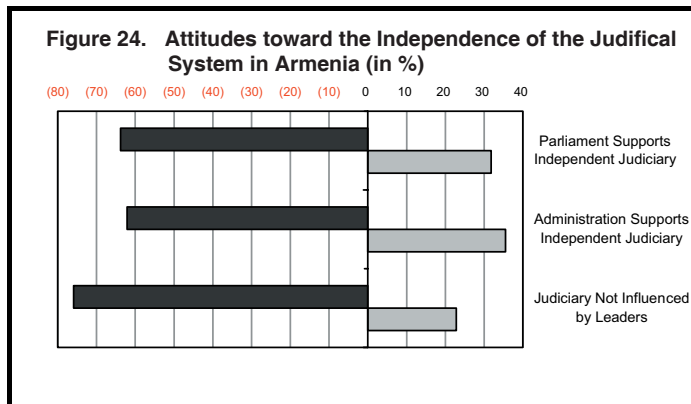
Question 51: Do you agree or disagree with the following statement: Under the Soviet system women had much more influence in the decision-making process of Armenia. (n = 1,600)

VIII. JUDICIAL SYSTEM

Information on Judicial System: A majority of Armenians do not have enough information about their country’s judicial system. Twenty-eight percent of respondents do not have very much information, and 50% have no information at all. Only 4% of respondents say they have a great deal of information on the judicial system and 17% have a fair amount. A greater percentage of men say they have information on the judicial system (29%) than women (15%). Those interested in politics and local government activities are much more likely to be informed about the judicial system in Armenia (34%) than those not interested (10%). Information on the judicial system goes up with education, as only 9% of those with elementary education profess having information compared to 15% of those with a secondary school education and 35% of those with a university education. The lack of information on the judicial system among nearly three-fourths of Armenians does not bode well for the development of a stable democratic polity based on the rule of law in Armenia.

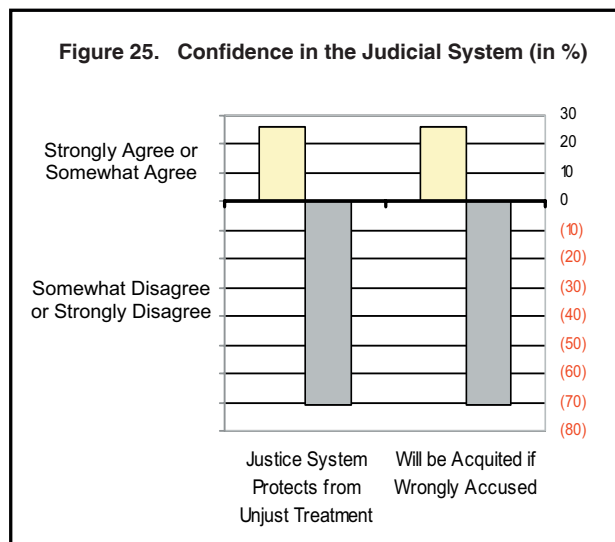
Independence of Judiciary: Armenians are in near-universal accord that it is important for judges to be independent of political pressure when making their decisions. Eighty-three percent of Armenians strongly agree with this sentiment and a further 11% somewhat agree. However, most Armenians informed about the judicial system are of the opinion that this ideal does not hold in Armenia. When presented with this statement, “The Armenian judiciary is not influenced by political leaders when making decisions,” a majority (76%) strongly or somewhat disagree. Further, these respondents are of the opinion that the presidential administration and the parliament do not support independent decision-making for judges in Armenia. Sixty-two percent disagree with the statement “...supports independent decision-making for judges.” A similarly high 64% of those informed about the judicial system disagree that the National Assembly supports independent decision-making by judges (**Figure 24**).

Confidence in Judicial System: The lack of information on the judicial system and the perception that judges are not independent in their decision-making leads to mistrust in the judicial system in Armenia. A majority of respondents (78%) disagree that the Armenian justice system protects individuals from unjust treatment of the state (69%



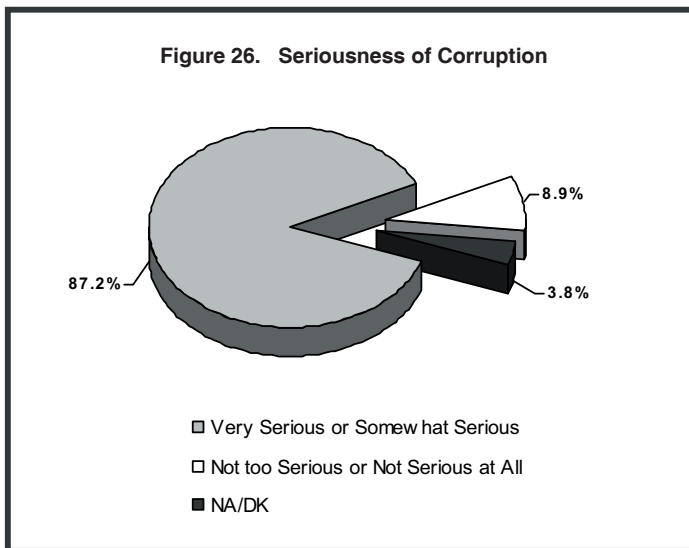
Question 72: Please tell me whether you agree or disagree with the following statements: Judiciary not influenced by political leaders when making decisions; Administration supports independent decision-making for judges; Parliament supports independent decision-making for judges. (n = 1,600)

in 2001). A majority (71%) also disagree that the courts would acquit someone wrongly accused of a crime (65% in 2001). And finally, a majority of Armenians (78%) disagree with the statement that the judicial system is unbiased (**Figure 25**). The judicial system inspires especially strong skepticism among urban respondents, who are more likely to lack confidence in the judicial system than rural respondents in each of these cases. Those with at least some university education are the most likely to strongly disagree that the justice system protects individual from unjust treatment, that the courts would acquit an unjustly-accused person, and that the justice system is unbiased.

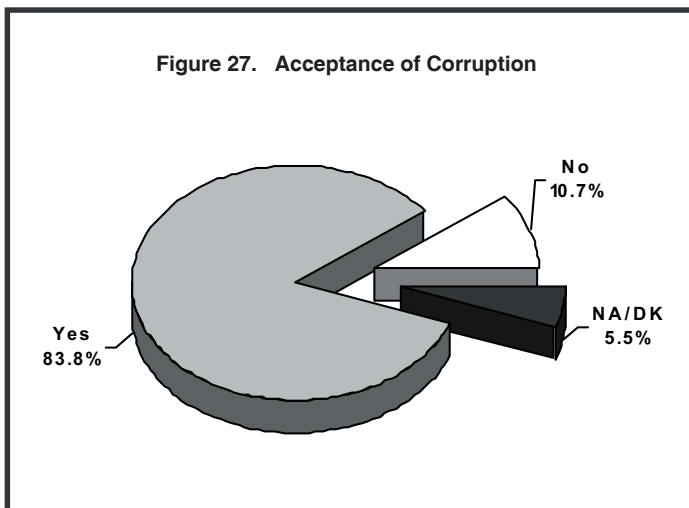


Question 67: Now, I will read you a series of statements. For each please tell me if you strongly agree, somewhat agree, somewhat disagree, or strongly disagree with this statement: I trust the justice system to protect me from unjust treatment of the state; If I were wrongly accused of a crime, I am sure our judicial system would acquit me. (n = 1,600)

Official Corruption: Official corruption is considered to be a serious problem by a majority of Armenians. Sixty-eight percent of respondents think that official corruption is a very serious problem and 20% believe it is a somewhat serious problem. More than three-fourths of all major sub-groups think that corruption is a serious problem. Further, there is not a sense that ordinary Armenians are willing to confront the problem. Eighty-four percent of respondents think that Armenians accept corruption as a fact of life. Only 11% disagree (**Figure 26 and 27**).



Question 69: In your opinion, how serious is the problem of official corruption in Armenia? (n = 1,600)



Question 70: Do you think that citizens of Armenia accept corruption as a fact of life? (n = 1,600)

IX. CONCLUSION: SURVEY IMPLICATIONS FOR IFES PROJECT DEVELOPMENT

The survey findings suggest an unmistakable willingness among both citizens and government officials alike to communicate and collaborate in an open civil society. On the whole, Armenian leaders, both elected and appointed, have demonstrated a clear readiness to respond to inquiries, complaints and requests for assistance once approached by citizens. Citizens, in turn, have expressed an increasing desire to interact with local officials. They are attempting to contact their leaders more frequently, and they are developing high expectations of their leaders' performance. A missing component, however, appears to be initiative, which has been largely absent from the majority of citizens and their leaders. All levels of Armenian government have largely failed to inform citizens of laws and regulations or to engage citizens in a substantive way. Citizens, on the other hand, often identify important issues for which their leaders are responsible, but they have been less likely to take action to address these issues personally or call officials to account for their deficiencies. Survey results suggest that once citizens and leaders take the initiative to address issues of common concern, their engagement and cooperation is effective in achieving the desired results. For example, prior to the October local elections, community-defined Voter Lists Advisory Committees (VLACs) were organized in eight urban communities with the assistance and guidance of IFES/Armenia to carry out activities to improve the voter lists. The committees, composed of community residents, municipality leaders and representatives from the Passport Office, the Civic Status Registry, condominiums, NGOs, and the mass media, have generated results exceeding all expectations. Thanks to the efforts of VLACs, 33,705 changes were made in the voter lists of the eight communities. Due to the results achieved by VLACs, IFES will again sponsor the initiative for the 2003 presidential and parliamentary elections. Such initiatives can be an effective mechanism to engage and involve citizens and their leaders in addressing important issues in their communities.

The survey results also indicate that although the vast majority of Armenians tend to vote, they do not have much confidence in the fairness of elections in Armenia. The survey data also indicates that few people have information on the work of the CEC in Armenia, but those who do are less likely to view elections in Armenia as completely or somewhat

unfair. This argues for greater efforts on the part of the CEC to inform Armenians about its activities and efforts to ensure the fairness of elections in Armenia. Over the course of the CAPA project, IFES has developed and produced an array of information products to address this deficiency. These materials include Check the Voter Lists posters, copies of the Electoral Code of Armenia, the Voter's Guide to Election Procedures, the Refugee Voting leaflet, the How to Pick a Candidate brochure, a compilation of CEC decisions, the How to Mark the Ballot poster, and the How to Mark the Ballot public service announcement. An investment in these types of informational products and continued voter education programs can help not only to acquaint many Armenians with the work of the CEC for the first time, but also to increase confidence in the electoral process in Armenia.

During the CAPA project, IFES has worked closely with the Women's Republican Council (WRC) to focus on women's involvement in civic activities, which is a major part of the CAPA project. Survey results indicate that continued emphasis on this activity is needed. Women are less likely to be interested than men in local political affairs, and they are also likely to have less information on the activities of their local governments and their community budget. Women are also less likely to know NGOs than men and are less likely to have taken actions to address issues they feel to be important for local officials. With regards to the one civic activity that most Armenians undertake, voting, women are less likely to have information than men on the registration process and on parties and candidates up for election. The activities of IFES and the WRC can go a long way toward addressing this 'deficit' in women's information and activity found in the survey. To date, IFES and the WRC have conducted two trainings for women candidates for the 2002 local elections. Out of the 23 candidates who participated in the trainings, eight were elected to serve as community leaders or community council members. To increase the number of women in the electoral process and their participation in public life, IFES and the WRC will again organize trainings for women candidates to the National Assembly for the 2003 parliamentary elections and host the second annual International Women's Day Public Information Campaign. Survey results indicate that activities like the candidate training and the

International Women's Day can re-focus women to participate in the public and political spheres, rather than in traditional areas of women's involvement, such as the family, health care and education.

The survey results also suggest that Armenians are generally disillusioned with the judicial system and the lack of rule of law in their country. This disillusionment, partly stemming from a lack of information in this area and compounded by citizen's attitudes toward corruption, can be countered by IFES' efforts to inform citizens on how to fight corruption. Recently, IFES released a Citizens' Guide to the Police Law, which included a leaflet with a Table of Traffic Violations for Drivers. Similar informational resources on the judicial system, the rule of law, and everyday legal issues should be provided to the public. Citizens should also be engaged at the local level to solve problems of corruption. In one recent example, with the assistance of IFES instructors, citizens of Daranak village formed an initiative group to combat corruption in their community. After learning that the Civic Status Registry was overcharging residents for registering birth certificates, the group appealed to the Registry about the inaccurate fees. As a result, a list of legally defined fees for different registration services is now posted on the door of the Registry Office. Although the survey findings suggest that there is a strong sense of resignation to the problem of corruption among the Armenian public, such initiatives demonstrate that when citizens have the necessary knowledge, tools and resources, corruption does not have to be an accepted way of life.

This absence of initiative originating from above or below has clear implications for efforts to promote civic participation in Armenia. First of all, the survey indicates a receptive audience to assistance from NGOs and a strong motivation to establish productive, interactive dialogues and civic activity both among citizens and between leaders and their constituents. Secondly, IFES programming can nourish this willingness by furnishing the conduit for communication and information exchange. Survey findings indicate that how-to manuals and civic activism "toolboxes," which give citizens the skills to conduct various initiatives, can enhance interaction between citizens and leaders. Particularly useful resources include information on how to contact elected officials, on who to contact for specific issues, on the mandates of local authorities, and on which issues and problems can be solved by local officials. Ultimately, the impulse for greater civic participation appears to be present in Armenia: IFES instructors need not assume an overassertive role in implementing their programming, but rather supply the mechanism for Armenians to achieve

their locally defined goals themselves.

Through its network of instructors and information products, IFES/Armenia engages residents at the local level and has developed an effective mechanism to channel public concerns into advocacy and civic activism. By providing the means for communication and exchange, IFES' CAPA project can ensure that Armenian citizens receive the information, support and tools they need to effect change, assume responsibility for their future, guard against poor governance and corruption, and ensure the representative nature of their local and national government.

X. APPENDICES

APPENDIX 1. METHODOLOGICAL SUMMARY

The fieldwork for the IFES Survey in Armenia was conducted between August 22 and September 12, 2002. The fieldwork and data processing for this survey were implemented by the Armenian Democratic Forum (ADF), a survey organization based in Yerevan. In total, 1,600 respondents were interviewed during the fieldwork. The margin of error for a sample of this size is plus/minus 2.5%. The total sample was broken into two parts.

The first part was a nationally-representative sample of 1,000 respondents with interviews in all ten Marzes in Armenia. This sample is proportional to the actual distribution of the population in the country.

The second part of the sample consisted of 600 oversample interviews in select regions of Armenia where IFES currently conducts programming under the CAPA project. Oversample interviews were conducted in the following Marzes:

Argatsotn	93
Armavir	84
Gegharkunik	92
Kotayk	85
Lori	71
Shirak	59
Syunik	89
Yerevan	27

Because of oversampling in these Marzes, the final sample of 1,600 has been weighed to reflect the national distribution of the population. Table 1 provides details of the number of interviews in each Marz for the unweighted and weighted data.

Marz	Unweighted Interviews	% of Total Unweighted Sample	Weighted Interviews	% of Total Weighted Sample
Aragatsotn	136	8.5%	69	4.3%
Ararat	62	3.9%	99	6.2%
Armavir	168	10.5%	135	8.4%
Gegharkunik	165	10.3	116	7.3%
Kotayk	173	10.8%	141	8.8%
Lori	173	10.8%	163	10.2%
Shirak	152	9.5%	148	9.2%
Syunik	138	8.6%	78	4.9%
Tavush	44	2.8%	69	4.3%
Vayots Dzor	21	1.3%	34	2.1%
Yerevan	368	23.0%	548	34.3%

Respondents were selected through a multi-stage stratification design. The first stage resulted in the selection of settlements where interviews would take place based on the Marz and rural/urban population distribution in Armenia. At the second stage, streets in the settlements were randomly selected. The third stage comprised the random selection of buildings on a street, the fourth stage resulted in the selection of a household, and the final stage identified a respondent from the household for the interview.

All respondents were aged 18 or over, citizens of Armenia, and resident of the house/apartment where they were interviewed. All interviews were conducted face-to-face in the respondent's house.

Pre-test interviews with 20 respondents in Yerevan, 10 in Gyumri, and 10 in rural areas were conducted to evaluate the comprehensibility and ease of administration of the questionnaire. The pre-test interviews were conducted between August 15 and 18, 2002.

Interviewers for the survey were given training in Yerevan on the administration of the IFES questionnaire and sample design for this survey. During fieldwork, ADF supervisors conducted quality control checks on interviewer's activities in the field. Particular emphasis was placed on checking an interviewer's adherence to proper procedures for route, household and respondent selection. Proper procedures for completing the questionnaire were also checked. These included filling out the questionnaires completely, properly following all skip patterns, checking whether any logically contradictory answers were observed on a questionnaire, etc. Quality control was conducted through checking of documents, telephone calls and field visits. In total, 17% of the questionnaires were randomly tested during the quality control process. No problems were found.

In total, 2,427 households were approached for interviews and 1,600 successful interviews were completed, an overall response rate of 65.9%. Of the 827 unsuccessful interview attempts, there was no answer at 429 households, the respondent selected for interview was out of the city or village in 140 interviews, and 258 selected respondents refused the interview. The response rate was highest in Tavush (84.6%) and lowest in Yerevan (53.7%).

Average duration of an interview was 48 minutes.

APPENDIX 2. TOPLINE DATA

1. To begin, please tell me how much information you have about the activities of your local government? Would you say you have a great deal, a fair amount, not very much, or no information at all? (n = 1,600)

	Gender		
	<u>Male</u>	<u>Female</u>	<u>Total</u>
Great deal	11.9%	5.3%	8.1%
Fair amount	28.6%	24.7%	26.4%
Not very much	24.3%	24.7%	24.5%
None at all	34.7%	44.9%	40.6%
Don't know	0.4%	0.3%	0.4%
Total	100.0%	100.0%	100.0%

2. What are your main sources of information about the activities of your local government, in general? (Multiple responses allowed; n = 946)

	Gender		
	<u>Male</u>	<u>Female</u>	<u>Total</u>
Television	58.9%	63.1%	61.1%
Radio	17.4%	19.2%	18.4%
Newspapers	20.3%	20.1%	20.2%
Public officials	12.2%	8.8%	10.4%
NGOs	3.7%	3.3%	3.5%
Relatives, friends	51.7%	54.7%	53.3%
Others	7.7%	5.9%	6.8%
I received no information about them	1.3%	0.5%	0.9%
Don't know	0.0%	0.0%	0.0%
No answer	0.0%	0.0%	0.0%

3. And how interested are you in the activities of your local government? Would you say you are very interested, somewhat interested, somewhat uninterested, or very uninterested? (n = 1,600)

	Gender		
	<u>Male</u>	<u>Female</u>	<u>Total</u>
Very interested	12.5%	6.0%	8.8%
Somewhat interested	26.3%	23.0%	24.4%
Somewhat uninterested	25.4%	30.0%	28.0%
Very uninterested	35.8%	40.7%	38.6%
Don't know	0.0%	0.1%	0.1%
No answer	0.0%	0.1%	0.1%
Total	100.0%	100.0%	100.0%

4. As you may know, besides economic conditions, there are other important issues that local authorities in Armenia must address. Which issues do you feel are most important for your local community to address? (Open-ended; multiple responses allowed; n = 1,600)

	Gender		
	<u>Male</u>	<u>Female</u>	<u>Total</u>
Sanitary purity provision	8.6%	7.9%	8.2%
Streets reconstruction	19.3%	18.2%	18.7%
Gas and heating provision	8.5%	7.1%	7.7%
Apartment and land maintenance	3.7%	5.7%	4.9%
Potable water provision	16.2%	11.9%	13.8%
Irrigation water provision	4.2%	2.9%	3.4%
Kindergartens support	3.0%	4.4%	3.8%
Organization of education	5.3%	6.2%	5.8%
Cultural and sporting centers establishment	8.8%	8.1%	8.4%
Public transportation issues	2.5%	2.1%	2.3%
Trade regulation	0.4%	0.1%	0.2%
Jobs creation	15.8%	15.3%	15.5%
Salary issues	0.6%	0.7%	0.6%
Social security	13.3%	16.8%	15.3%
Youth issues	2.9%	2.7%	2.8%
Healthcare issues	2.8%	2.9%	2.9%
Environmental issues	4.2%	3.8%	4.0%
Migration regulation	1.5%	1.6%	1.6%
Establishment of authority-society links	1.3%	0.2%	0.6%
Agriculture support	3.0%	2.2%	2.5%
Security issues	0.5%	0.8%	0.7%
Lowering electricity supply prices	1.2%	1.0%	1.1%
Community welfare support	0.8%	0.7%	0.8%
Human rights protection	2.4%	1.1%	1.6%
Telephone services issues	2.7%	3.0%	2.9%
Accessibility of mass media	0.5%	0.6%	0.6%
Other	15.6%	15.2%	15.6%
Have no issues other than economic	4.3%	5.1%	4.8%
Don't know	2.2%	2.9%	2.6%

5. Are you actively participating in efforts to address these issues? (n = 1,600)

	Gender		
	<u>Male</u>	<u>Female</u>	<u>Total</u>
Yes	25.9%	18.5%	21.7%
No	69.3%	79.8%	75.2%
No answer	4.7%	1.7%	3.0%
Total	100.0%	100.0%	100.0%

6. What kind of actions have you taken? (Open-ended; multiple responses allowed; n = 293)

	Gender		
	Male	Female	Total
Applied verbally, in writing to appropriate body	44.1%	57.6%	50.5%
Participated in local government elections	1.3%	1.7%	1.5%
Attended meeting, demonstration	5.4%	6.5%	5.9%
Made a sponsorship, funding, business activity	12.6%	10.5%	11.6%
Made a charity action	5.5%	4.1%	4.8%
Participated in are cleaning, activities, harvest collections	17.5%	8.7%	13.3%
I am always ready to help	5.5%	7.0%	6.2%
Participated in a volunteer activity for the community	3.2%	1.6%	2.4%
Other	6.6%	5.9%	6.3%
No answer	3.6%	2.3%	3.0%

7. Why haven't you participated in efforts to address these issues? (Open-ended; multiple responses allowed; n = 1,013)

	Gender		
	Male	Female	Total
It is the officials' duty	18.0%	20.4%	19.4%
No such tradition	0.7%	5.3%	3.4%
It is useless	23.3%	25.9%	24.9%
Don't know whom and how to address	17.3%	16.6%	16.9%
Did not have possibility to participate	37.6%	33.3%	35.0%
Other	2.1%	2.4%	2.3%
Don't know	2.5%	0.9%	1.5%
No answer	1.4%	1.3%	1.4%

8. How well informed are you about your community's budget and how the funds are spent? Are you well informed, somewhat informed, not well informed, not at all informed? (n = 1,600)

	Gender		
	Male	Female	Total
Well informed	6.5%	2.7%	4.4%
Somewhat informed	10.3%	8.3%	9.2%
Not well informed	10.0%	9.5%	9.7%
Not at all informed	72.7%	78.5%	76.0%
Don't know	0.4%	0.9%	0.7%
No answer	0.0%	0.0%	0.0%
Total	100.0%	100.0%	100.0%

9. How do you get information about the budget? (Multiple responses allowed; n = 373)

	Gender		
	<u>Male</u>	<u>Female</u>	<u>Total</u>
Television	36.0%	55.2%	45.7%
Radio	12.0%	12.5%	12.2%
Newspapers	13.6%	22.1%	17.9%
Public officials	27.5%	19.4%	23.4%
NGOs	7.4%	6.0%	6.7%
Relatives, friends	40.5%	39.1%	39.8%
Others	11.1%	3.4%	7.2%
I received no information about them	4.8%	3.9%	4.4%
Don't know	0.0%	0.0%	0.0%
No answer	1.5%	0.0%	.7%

10. In your opinion, who should decide how the LOCAL budget is used? (n = 1,600)

	Gender		
	<u>Male</u>	<u>Female</u>	<u>Total</u>
President of the country	2.3%	2.4%	2.4%
National Assembly	1.6%	0.9%	1.2%
Minister of Finance	3.5%	4.6%	4.1%
Local self-governing bodies (municipality, leadership)	32.3%	23.6%	27.3%
Mayor, the village leader	30.5%	37.9%	34.8%
Community	20.6%	22.1%	21.5%
Other	4.2%	2.9%	3.4%
Don't know	4.9%	5.6%	5.3%
Total	100.0%	100.0%	100.0%

I will now read out the names of three publications. Can you tell me whether you have read these publications or have heard about these publications?

- 11.A Guide to the National Assembly of Armenia (n = 1,600)

	Gender		
	<u>Male</u>	<u>Female</u>	<u>Total</u>
Have read it	3.6%	1.4%	2.4%
Have heard of it	12.8%	8.4%	10.3%
Neither	81.7%	87.2%	84.8%
Don't know	1.9%	3.0%	2.5%
Total	100.0%	100.0%	100.0%

- 11.B The book, "Know and Implement the Law" (n = 1,600)

	Gender		
	<u>Male</u>	<u>Female</u>	<u>Total</u>
Have read it	2.9%	1.9%	2.3%
Have heard it	8.1%	5.6%	6.7%
Neither	87.4%	89.6%	88.6%
Don't know	1.6%	3.0%	2.4%
Total	100.0%	100.0%	100.0%

11.C The question and answer book on the LSG law (n = 1,600)

	Gender		
	<u>Male</u>	<u>Female</u>	<u>Total</u>
Have read it	5.5%	1.6%	3.3%
Have heard of it	7.6%	4.4%	5.8%
Neither	84.7%	90.7%	88.1%
Don't know	2.2%	3.3%	2.8%
Total	100.0%	100.0%	100.0%

Please look at this list and tell me if you have taken part in these activities in the last year? Just give me your best guess and don't worry if you're not accurate. Please tell me whether you have taken part in these activities more than ten times, 6-10 times, 2-5 times, just once, or if you have not taken part at all?

12.A Discussed developments on the national scene with acquaintances (n = 1,600)

	Gender		
	<u>Male</u>	<u>Female</u>	<u>Total</u>
Greater than 10	42.4%	34.5%	37.9%
6-10	9.4%	11.1%	10.4%
2-5	16.0%	12.6%	14.1%
Once	4.9%	4.1%	4.4%
Never	26.9%	37.4%	32.9%
No answer	0.3%	0.3%	0.3%
Total	100.0%	100.0%	100.0%

12.B Discussed developments in your community with acquaintances (n = 1,600)

	Gender		
	<u>Male</u>	<u>Female</u>	<u>Total</u>
Greater than 10	30.4%	25.6%	27.7%
6-10	9.4%	10.7%	10.1%
2-5	16.0%	13.3%	14.5%
Once	6.1%	6.7%	6.4%
Never	37.6%	43.4%	40.9%
No answer	0.4%	0.3%	0.4%
Total	100.0%	100.0%	100.0%

12.C Discussed state and/or local budgets with acquaintances (n = 1,600)

	Gender		
	<u>Male</u>	<u>Female</u>	<u>Total</u>
Greater than 10	14.2%	9.0%	11.3%
6-10	5.4%	5.2%	5.3%
2-5	8.6%	9.2%	8.9%
Once	8.4%	4.9%	6.4%
Never	62.9%	71.1%	67.6%
No answer	0.4%	0.7%	0.6%
Total	100.0%	100.0%	100.0%

12.D Signed a petition (n = 1,600)

Gender

	<u>Male</u>	<u>Female</u>	<u>Total</u>
Greater than 10	1.5%	1.2%	1.3%
6-10	0.9%	0.5%	0.7%
2-5	5.4%	4.4%	4.8%
Once	9.3%	6.8%	7.9%
Never	82.0%	86.2%	84.4%
No answer	1.0%	0.9%	0.9%
Total	100.0%	100.0%	100.0%

12.E Attended condominium association meeting (n = 1,600)

Gender

	<u>Male</u>	<u>Female</u>	<u>Total</u>
Greater than 10	1.2%	0.4%	0.8%
6-10	1.0%	0.5%	0.8%
2-5	4.8%	2.1%	3.3%
Once	7.0%	3.8%	5.2%
Never	84.3%	91.8%	88.6%
No answer	1.7%	1.3%	1.5%
Total	100.0%	100.0%	100.0%

12.F Attended community council meeting (n = 1,600)

Gender

	<u>Male</u>	<u>Female</u>	<u>Total</u>
Greater than 10	0.9%	0.1%	0.4%
6-10	0.4%	0.1%	0.2%
2-5	1.2%	1.5%	1.4%
Once	2.9%	1.2%	1.9%
Never	93.0%	96.4%	94.9%
No answer	1.6%	0.7%	1.1%
Total	100.0%	100.0%	100.0%

13. During the past year have you ever been part of a group organized to discuss issues of importance for your community or the nation? (n = 1,600)

Gender

	<u>Male</u>	<u>Female</u>	<u>Total</u>
Yes	3.5%	3.6%	3.6%
No	95.5%	95.5%	95.5%
Don't know	0.6%	0.1%	0.3%
No answer	0.4%	0.8%	0.6%
Total	100.0%	100.0%	100.0%

14. Do you know which organization was responsible for organizing this group? (Open-ended; multiple responses allowed; n = 1,600)

	Gender		
	<u>Male</u>	<u>Female</u>	<u>Total</u>
NGO	11.6%	25.1%	19.4%
Political party	35.3%	31.3%	32.9%
International organization	37.7%	23.8%	29.6%
State enterprise	9.4%	13.3%	11.7%
Other	6.1%	7.3%	6.8%
Don't know	0.0%	4.3%	2.5%
No answer	0.0%	4.3%	2.5%

15. Have you ever contacted any elected official before to help solve a problem? (n = 1,600)

	Gender		
	<u>Male</u>	<u>Female</u>	<u>Total</u>
Yes	27.0%	25.8%	26.3%
No	72.7%	74.2%	73.6%
No answer	0.3%	0.0%	0.1%
Total	100.0%	100.0%	100.0%

16. Why haven't you ever contacted an elected official before? (Multiple responses allowed; n = 1,177)

	Gender		
	<u>Male</u>	<u>Female</u>	<u>Total</u>
Did not have a problem / there was no need	24.9%	26.2%	25.7%
It was not important enough	18.1%	17.3%	17.7%
Did not think of this	7.8%	8.1%	8.0%
Did not know how to	1.7%	4.4%	3.3%
Too busy / too difficult	2.0%	1.7%	1.9%
It would have done no good	47.6%	44.8%	46.0%
Other	1.8%	2.5%	2.2%
Don't know	0.5%	0.6%	0.6%
No answer	0.5%	0.2%	0.3%

17. What level of elected official did you contact? (n = 420)

	Gender		
	<u>Male</u>	<u>Female</u>	<u>Total</u>
Community Council Member	3.8%	7.2%	5.7%
Community Leader / Mayor	74.1%	76.6%	75.5%
Parliament Member	19.5%	12.3%	15.5%
The President	2.2%	2.6%	2.4%
Other elected officials	0.5%	1.3%	1.0%
Total	100.0%	100.0%	100.0%

18. Did this elected official respond to you? (n = 420)

Gender

	<u>Male</u>	<u>Female</u>	<u>Total</u>
Yes	80.5%	80.8%	80.7%
No	18.9%	19.2%	19.1%
No answer	0.5%	0.0%	0.2%
Total	100.0%	100.0%	100.0%

19. How satisfied were you with the response of the elected official? Were you very satisfied, somewhat satisfied, somewhat dissatisfied, not at all satisfied? (n = 339)

Gender

	<u>Male</u>	<u>Female</u>	<u>Total</u>
Very satisfied	30.2%	33.9%	32.2%
Somewhat satisfied	34.9%	24.9%	29.3%
Somewhat dissatisfied	7.4%	8.5%	8.0%
Very dissatisfied	27.5%	32.3%	30.2%
No answer	0.0%	0.5%	0.3%
Total	100.0%	100.0%	100.0%

20. What issue or problem did you contact this elected official about? (Open-ended; multiple responses allowed; n = 420)

Gender

	<u>Male</u>	<u>Female</u>	<u>Total</u>
Territorial issue	8.1%	8.4%	8.3%
Accommodation issue	8.1%	13.4%	11.1%
Communal services issue	20.5%	9.3%	14.2%
Social security issue	12.8%	17.7%	15.5%
Employment issue	17.3%	13.7%	15.3%
Environmental issue	2.5%	2.9%	2.7%
Sponsorship seeking	3.0%	2.6%	2.8%
Personal issue	14.7%	17.6%	16.3%
Healthcare issue	1.2%	3.7%	2.6%
Loan, tax issue	2.4%	0.1%	1.1%
Agricultural issue	0.0%	1.6%	0.9%
Construction, repair issue	4.0%	1.3%	2.5%
Other	4.6%	5.4%	5.1%
No answer	4.9%	6.4%	5.7%

21. Have you ever contacted an appointed official before? (n = 1,600)

Gender

	<u>Male</u>	<u>Female</u>	<u>Total</u>
Yes	13.4%	9.6%	11.3%
No	86.2%	90.1%	88.4%
No answer	0.4%	0.2%	0.3%
Total	100.0%	100.0%	100.0%

22. Why haven't you ever contacted an appointed official before? (n = 1,415)

	Gender		
	Male	Female	Total
Did not have a problem / there was no need	26.8%	27.9%	27.5%
It was not important enough	17.5%	17.9%	17.7%
Did not think of this	9.8%	10.3%	10.1%
Did not know how to	3.7%	5.1%	4.5%
Too busy/ too difficult	2.4%	2.7%	2.6%
It would have done no good	40.1%	38.4%	39.1%
Other	1.8%	1.7%	1.8%
Don't know	0.8%	0.5%	0.6%
No answer	0.2%	0.0%	0.1%
Total			

23. What level of appointed official did you contact? (n = 180)

	Gender		
	Male	Female	Total
Marzpet	35.9%	27.6%	31.8%
Prime Minister	8.7%	4.6%	6.7%
Other ministers	19.6%	23.0%	21.2%
Other appointed officials	4.3%	11.5%	7.8%
Head of sector in a state enterprise	23.9%	21.8%	22.9%
Director of an enterprise	7.6%	11.5%	9.5%
Total	100.0%	100.0%	100.0%

24. Did this appointed official respond to you? (n = 180)

	Gender		
	Male	Female	Total
Yes	68.8%	79.5%	74.0%
No	29.0%	19.3%	24.3%
No answer	2.2%	1.1%	1.7%
Total	100.0%	100.0%	100.0%

25. How satisfied were you with the response of the appointed official? Were you very satisfied, somewhat satisfied, somewhat dissatisfied, not at all satisfied? (n = 134)

	Gender		
	Male	Female	Total
Very satisfied	31.3%	33.3%	32.3%
Somewhat satisfied	28.1%	27.5%	27.8%
Somewhat dissatisfied	9.4%	2.9%	6.0%
Very dissatisfied	31.3%	36.2%	33.8%
No answer	0.0%	0.0%	0.0%
Total	100.0%	100.0%	100.0%

26. What issue or problem did you contact this appointed official about? (Open-ended; n = 180)

	Gender		
	<u>Male</u>	<u>Female</u>	<u>Total</u>
Territorial issue	4.3%	4.5%	4.4%
Accommodation issue	7.5%	10.1%	8.8%
Communal services issue	15.1%	4.5%	9.9%
Social security issue	9.7%	25.8%	17.6%
Employment issue	19.4%	21.3%	20.3%
Environmental issue	1.1%	0.0%	0.5%
Sponsorship issue	4.3%	1.1%	2.7%
Personal issue	14.0%	22.5%	18.1%
Healthcare issue	1.1%	2.2%	1.6%
Loan, tax issue	1.1%	0.0%	0.5%
Other	12.9%	2.2%	7.7%
No answer	9.7%	5.6%	7.7%
Total	100.0%	100.0%	100.0%

27. Considering officials, overall. If you had a serious problem, which of these, if any, would you first try to contact regarding this?

	Gender		
	<u>Male</u>	<u>Female</u>	<u>Total</u>
<u>Elected Officials</u> (n = 1,600)			
Community Council	3.9%	4.1%	4.0%
Community leader / Mayor	45.1%	52.9%	49.6%
Parliament member	6.7%	6.3%	6.4%
The President	7.5%	7.4%	7.4%
Other elected officials	1.3%	0.7%	0.9%
Nobody	35.4%	28.8%	31.6%
Total	100.0%	100.0%	100.0%

	Gender		
	<u>Male</u>	<u>Female</u>	<u>Total</u>
<u>Appointed Officials</u> (n = 1,600)			
Marzpet	27.0%	28.2%	27.7%
The Prime Minister	4.9%	4.1%	4.4%
Other ministers	6.8%	7.8%	7.4%
Other appointed officials	0.4%	0.8%	0.6%
Nobody	60.8%	59.2%	59.9%
Total	100.0%	100.0%	100.0%

28. Why would you contact this official first? (Open-ended; multiple responses allowed)

	Gender		
	Male	Female	Total
<u>Elected Officials</u> (n = 1,093)			
He is the authorized, responsible person	43.4%	43.5%	43.5%
He will support me: I trust him	29.0%	31.1%	30.2%
Judging from his personal capacities	9.6%	7.4%	8.3%
He is available	17.3%	15.5%	16.2%
He is my acquaintance, relative	6.4%	7.1%	6.8%
Don't know	0.0%	0.2%	0.1%
Other	0.2%	0.8%	0.6%
No answer	2.6%	0.8%	1.5%

	Gender		
	Male	Female	Total
<u>Appointed Officials</u> (n = 642)			
He is the authorized, responsible person	28.7%	29.0%	28.9%
He will support me: I trust him	29.8%	31.6%	30.9%
Judging from his personal capacities	4.4%	4.1%	4.2%
He is available	27.8%	27.6%	27.7%
He is my acquaintance, relative	4.0%	4.4%	4.2%
Don't know	0.9%	1.3%	1.1%
Other	0.0%	1.9%	1.1%
No answer	7.2%	3.2%	4.9%

29. Have you considered approaching another organization for help in resolving an issue? If yes, which one? (n = 1,600)

	Gender		
	Male	Female	Total
No, did not consider approaching another organization	86.6%	86.7%	86.7%
Yes	10.2%	8.9%	9.4%
No answer	3.2%	4.4%	3.9%
Total	100.0%	100.0%	100.0%

Can you tell me the names of the following public officials?

30.A Mayor (n = 1,600)

	Gender		
	Male	Female	Total
Correct	85.5%	85.0%	85.2%
Incorrect	2.2%	2.1%	2.1%
Don't know	12.3%	12.9%	12.7%
Total	100.0%	100.0%	100.0%

30.B Marzpet (n = 1,600)

Gender

	<u>Male</u>	<u>Female</u>	<u>Total</u>
Correct	64.7%	55.1%	59.3%
Incorrect	3.9%	3.5%	3.7%
Don't know	31.3%	41.4%	37.1%
Total	100.0%	100.0%	100.0%

30.C Your representative to the National Assembly (n = 1,600)

Gender

	<u>Male</u>	<u>Female</u>	<u>Total</u>
Correct	49.2%	39.8%	43.8%
Incorrect	5.7%	8.3%	7.2%
Don't know	45.1%	51.9%	49.0%
Total	100.0%	100.0%	100.0%

And can you tell me if the following positions are elected or appointed?

31.A Mayor (n = 1,600)

Gender

	<u>Male</u>	<u>Female</u>	<u>Total</u>
Elected	90.6%	89.7%	90.1%
Appointed	6.7%	6.9%	6.8%
Don't know	2.8%	3.4%	3.1%
Total	100.0%	100.0%	100.0%

31.B Marzpet (n = 1,600)

Gender

	<u>Male</u>	<u>Female</u>	<u>Total</u>
Elected	14.9%	21.8%	18.9%
Appointed	77.8%	67.4%	71.9%
Don't know	7.3%	10.7%	9.2%
Total	100.0%	100.0%	100.0%

32. Do you watch media coverage of the National Assembly on television? Do you watch this once a week, twice a week, more than twice a week, occasionally, or very seldom? (n = 1,600)

	Gender		
	<u>Male</u>	<u>Female</u>	<u>Total</u>
Once a week	16.6%	14.7%	15.5%
Twice a week	5.2%	3.4%	4.2%
More than twice a week	10.2%	5.2%	7.3%
Occasionally	27.2%	30.9%	29.3%
Very seldom	17.6%	19.3%	18.6%
Never	21.1%	24.1%	22.8%
Other	2.0%	2.2%	2.1%
Don't know	0.0%	0.0%	0.0%
No answer	0.1%	0.2%	0.2%
Total	100.0%	100.0%	100.0%

33. Here is a list of some ways that officials can ask your opinion on issues or about problems that concern you. Which of these have happened to you? (Multiple responses allowed; n = 1,600)

	Gender		
	<u>Male</u>	<u>Female</u>	<u>Total</u>
Government officials sent or gave me a questionnaire to complete	3.5%	4.3%	4.0%
I was asked to attend a public hearing	7.8%	5.1%	6.2%
I was asked to participate in an advisory group	5.1%	1.5%	3.1%
Government officials have never asked me my opinion	70.7%	73.9%	72.6%
Other	4.3%	3.4%	3.8%
No answer	10.5%	13.6%	12.3%

34-39. Here is a list showing several problems that you may wish to contact government officials about. For each, please tell me which body should be contacted regarding this problem.

34. Fixing holes in the street close to your house (Open-ended; n = 1,600)

	Gender		
	Male	Female	Total
Mayor, member of municipality	22.9%	24.9%	24.0%
Village leader, member of village council	28.2%	27.7%	27.9%
District, community leader, member of district	27.1%	24.0%	25.3%
City or village leadership	0.9%	1.9%	1.4%
Head, member of regional authorities	2.6%	1.1%	1.8%
Member of National Assembly	0.9%	0.8%	0.8%
President of Armenia	0.4%	0.1%	0.3%
Ministry	0.3%	0.4%	0.4%
Watersupply	0.1%	0.0%	0.1%
Communal services	0.7%	1.0%	0.9%
Sanitary-epidemiological station	0.1%	0.0%	0.1%
Condominium, House maintenance office	2.9%	3.1%	3.0%
Road construction department	1.5%	3.0%	2.3%
Businessmen	0.3%	0.0%	0.1%
Acquaintance, relative	0.1%	0.1%	0.1%
Other	0.7%	0.7%	0.7%
Don't know	3.6%	4.6%	4.2%
Nobody	3.8%	4.3%	4.1%
No answer	2.8%	2.4%	2.6%
Total	100.0%	100.0%	100.0%

35. The collection of trash (Open-ended; n = 1,600)

	Gender		
	Male	Female	Total
Mayor, member of municipality	14.7%	11.9%	13.1%
Village leader, member of village council	28.6%	27.1%	27.8%
District, community leader, member of district	21.5%	18.2%	19.7%
City or village leadership	1.4%	1.0%	1.2%
Head, member of regional authorities	0.0%	0.7%	0.4%
Member of National Assembly	0.3%	0.2%	0.2%
President of Armenia	0.1%	0.0%	0.1%
Watersupply	0.4%	0.5%	0.5%
Communal services	9.8%	13.2%	11.7%
Sanitary-epidemiological station	2.0%	2.0%	2.0%
Condominium, House maintenance office	10.8%	10.8%	10.8%
Road construction department	0.1%	0.1%	0.1%
Acquaintance, relative	0.0%	0.1%	0.1%
Other	1.2%	0.5%	0.8%
Don't know	2.0%	5.0%	3.7%
Nobody	3.3%	5.5%	4.6%
No answer	3.5%	3.2%	3.3%
Total	100.0%	100.0%	100.0%

36. Putting your name in the voter list (Open-ended; n = 1,600)

	Gender		
	Male	Female	Total
Mayor, member of municipality	4.8%	6.3%	5.6%
Village leader, member of village council	11.7%	16.3%	14.4%
District, community leader, member of district	7.0%	8.1%	7.6%
City or village leadership	1.2%	0.8%	0.9%
Head, member of regional authorities	0.4%	0.3%	0.4%
Member of National Assembly	0.0%	0.3%	0.2%
President of Armenia	0.1%	0.0%	0.1%
Electoral Commission	39.6%	35.6%	37.3%
Ministry	0.1%	0.0%	0.1%
Traffic police	0.0%	0.1%	0.1%
Court	11.9%	6.3%	8.7%
ArmenTel and communication services	0.6%	0.1%	0.3%
Watersupply	0.1%	0.1%	0.1%
Sanitary-epidemiological station	0.3%	0.0%	0.1%
Condominium, House maintenance office	1.3%	2.9%	2.2%
Road construction department	0.0%	0.1%	0.1%
Other	1.0%	0.8%	0.9%
Don't know	8.4%	11.4%	10.1%
Nobody	5.5%	6.1%	5.9%
No answer	5.9%	4.4%	5.1%
Total	100.0%	100.0%	100.0%

37. Drinking water in your home (Open-ended; n = 1,600)

	Gender		
	Male	Female	Total
Mayor, member of municipality	7.8%	5.5%	6.5%
Village leader, member of village council	25.5%	25.6%	25.6%
District, community leader, member of district	8.0%	6.5%	7.1%
City or village leadership	0.6%	0.7%	0.6%
Head, member of regional authorities	1.0%	0.3%	0.6%
Member of National Assembly	0.0%	0.2%	0.1%
President of Armenia	0.3%	0.2%	0.3%
Electoral Commission	0.3%	0.1%	0.2%
Ministry	0.3%	0.1%	0.2%
Traffic police	0.0%	0.1%	0.1%
Court	0.3%	0.0%	0.1%
ArmenTel and communication services	0.1%	0.0%	0.1%
Watersupply	41.9%	47.3%	45.0%
Communal services	0.9%	1.5%	1.3%
Sanitary-epidemiological station	0.0%	0.1%	0.1%
Condominium, House maintenance office	4.9%	3.1%	3.9%
Businessmen	0.3%	0.1%	0.2%
Acquaintance, relative	0.0%	0.1%	0.1%
Other	0.9%	1.6%	1.3%
Don't know	0.9%	1.5%	1.3%
Nobody	3.8%	3.2%	3.4%
No answer	2.2%	2.1%	2.1%
Total	100.0%	100.0%	100.0%

38. Telephone service (Open-ended; n = 1,600)

	Gender		
	<u>Male</u>	<u>Female</u>	<u>Total</u>
Mayor, member of municipality	1.9%	1.4%	1.6%
Village leader, member of village council	6.1%	9.8%	8.2%
District, community leader, member of district	0.3%	1.1%	0.8%
City or village leadership	0.1%	0.0%	0.1%
Head, member of regional authorities	0.6%	0.5%	0.6%
Member of National Assembly	0.3%	0.3%	0.3%
President of Armenia	0.4%	0.0%	0.2%
Ministry	0.9%	0.5%	0.7%
Traffic police	0.3%	0.0%	0.1%
ArmenTel and communication services	80.8%	78.2%	79.3%
Watersupply	0.9%	0.1%	0.4%
Condominium, House maintenance office	0.0%	0.1%	0.1%
Acquaintance, relative	0.0%	0.1%	0.1%
Other	1.2%	1.0%	1.1%
Don't know	0.7%	1.8%	1.3%
Nobody	2.5%	3.2%	2.9%
No answer	3.0%	1.9%	2.4%
Total	100.0%	100.0%	100.0%

39. Fixing holes on the highway (Open-ended; n = 1,600)

	Gender		
	<u>Male</u>	<u>Female</u>	<u>Total</u>
Mayor, member of municipality	28.3%	31.0%	29.8%
Village leader, member of village council	13.4%	17.7%	15.8%
District, community leader, member of district	8.3%	7.3%	7.7%
City or village leadership	0.6%	0.3%	0.4%
Head, member of regional authorities	18.3%	11.2%	14.3%
Member of National Assembly	0.9%	1.4%	1.2%
President of Armenia	0.6%	0.1%	0.3%
Ministry	2.8%	1.2%	1.9%
Traffic police	0.4%	0.3%	0.4%
ArmenTel and communication services	0.3%	0.1%	0.2%
Watersupply	0.0%	0.1%	0.1%
Communal services	0.0%	0.2%	0.1%
Condominium, House maintenance office	0.7%	0.5%	0.6%
Road construction department	2.8%	3.6%	3.3%
Acquaintance, relative	0.0%	0.1%	0.1%
Other	1.2%	1.1%	1.1%
Don't know	9.1%	12.6%	11.1%
Nobody	6.4%	6.0%	6.2%
No answer	6.1%	4.9%	5.4%
Total	100.0%	100.0%	100.0%

40. How do you think Armenian media portrays women today in Armenian society? Does media portray women in a positive, negative or neutral manner? (n = 1,600)

	Gender		
	<u>Male</u>	<u>Female</u>	<u>Total</u>
Positive	50.4%	56.6%	53.9%
Negative	14.7%	10.6%	12.4%
Neutral	19.6%	18.7%	19.1%
Other	1.9%	1.1%	1.4%
Don't know	12.8%	12.5%	12.6%
No answer	0.7%	0.4%	0.6%
Total	100.0%	100.0%	100.0%

41. What do you mean by? (Open-ended; multiples responses allowed; n = 1,365)

	Gender		
	<u>Male</u>	<u>Female</u>	<u>Total</u>
As an equal citizen of the society	13.6%	13.8%	13.7%
As a person possessing political ad social liberties	4.7%	6.7%	5.9%
As an active member of the society	11.0%	12.7%	12.0%
As a good professional	9.7%	11.4%	10.7%
As a person with positive capacities	23.7%	24.0%	23.9%
As a good mother, devoted to family	12.3%	11.6%	11.9%
As a non-equal citizen of the society	4.7%	3.8%	4.2%
As a person without political and social liberties	1.5%	1.7%	1.6%
As having no role in the society, isolated from politics	6.5%	6.5%	6.5%
As neglected, with burden of family duties	6.1%	6.1%	6.1%
As a person with negative capacities	8.6%	4.6%	6.3%
Both good and bad	10.2%	9.3%	9.7%
Women issues are seldom addressed	0.9%	1.0%	1.0%
Other	6.0%	4.8%	5.3%
Don't know	0.2%	0.5%	0.4%
No answer	2.7%	2.5%	2.6%

42. Do you agree or disagree with this statement: A woman should not be involved in political events. Do you strongly agree, somewhat agree, somewhat disagree, not at all agree with this statement? (n = 1,600)

	Gender		
	<u>Male</u>	<u>Female</u>	<u>Total</u>
Strongly agree	15.2%	8.0%	11.1%
Somewhat agree	11.2%	8.1%	9.4%
Somewhat disagree	11.3%	10.9%	11.1%
Strongly disagree	61.3%	71.3%	67.0%
Don't know	0.6%	1.4%	1.1%
No answer	0.4%	0.2%	0.3%
Total	100.0%	100.0%	100.0%

43. Please look at this list of different areas in society. As you know, women in Armenia are very active in some of these areas and not very active in other areas. Please look at the list and tell me in which three areas you think it is most important areas for women to be involved. (Multiple responses allowed; n = 1,600)

	Gender		
	<u>Male</u>	<u>Female</u>	<u>Total</u>
Social welfare	26.8%	25.1%	25.8%
Health care system	68.3%	71.0%	69.8%
Education	78.2%	74.7%	76.2%
Family	88.8%	90.4%	89.7%
Governance and decision-making at the national level	6.4%	8.2%	7.4%
Governance and decision-making at the local level	2.3%	4.3%	3.5%
Business life	8.0%	11.2%	9.8%
Military	3.6%	2.6%	3.0%
Other	1.4%	0.2%	0.8%

44. As you may know, women are more than 50% of the total electorate in Armenia. However, there are very few women elected to political offices. I will now read you two statements. Please tell me which of these statements do you agree with most: (n = 1,600)

- A. We should set aside a certain number of seats in the National Assembly **only** for women, in order to ensure fair representation.
- B. Setting aside seats for women in the National Assembly is unnecessary, since women should compete with men for the same elected positions.

	Gender		
	<u>Male</u>	<u>Female</u>	<u>Total</u>
Agree most with statement A	42.9%	52.0%	48.1%
Agree most with statement B	48.3%	42.1%	44.7%
Agree equality with both [<i>Volunteered</i>]	2.5%	1.6%	2.0%
Disagree with both [<i>Volunteered</i>]	5.4%	2.6%	3.8%
Don't know	0.9%	1.5%	1.3%
No answer	0.1%	0.1%	0.1%
Total	100.0%	100.0%	100.0%

45. What percentage of seats do you think should be set aside? (n = 801)

	Gender		
	<u>Male</u>	<u>Female</u>	<u>Total</u>
Less than 5%	8.6%	4.7%	6.2%
6% -10%	11.2%	10.4%	10.7%
11% -15%	16.0%	10.4%	12.6%
16% -20%	15.0%	16.8%	16.1%
21% -30%	24.0%	24.5%	24.3%
More than 30%	24.9%	32.7%	29.7%
Don't know	0.3%	0.4%	0.4%
Total	100.0%	100.0%	100.0%

46. How likely is it that you would vote for a woman political candidate, if she was as equally qualified as the male candidate? Are you very unlikely, somewhat unlikely, somewhat likely, very likely? (n = 1,600)

	Gender		
	Male	Female	Total
Very unlikely	10.4%	8.4%	9.3%
Somewhat unlikely	11.0%	8.3%	9.5%
Somewhat likely	29.2%	26.6%	27.7%
Very likely	46.2%	54.3%	50.8%
Don't know	2.0%	1.8%	1.9%
No answer	1.2%	0.5%	0.8%
Total	100.0%	100.0%	100.0%

47. For what reasons would you not be likely to vote for an equally qualified woman candidate? (Open-ended; multiple responses allowed; n = 301)

	Gender		
	Male	Female	Total
Women candidate will not reach the result	8.2%	5.9%	7.0%
Women has no appropriate human capacities to win elections	14.0%	9.8%	11.9%
Women are not supported by political forces	3.1%	0.4%	1.7%
Women is very busy and has plenty of additional problems	0.9%	1.7%	1.3%
Women should not be in politics, her place is family	29.2%	23.7%	26.4%
Man is cleverer	8.0%	6.6%	7.3%
I trust in men's capabilities	28.3%	34.0%	31.2%
Other	5.7%	8.7%	7.2%
Don't know	0.0%	0.3%	0.2%
No answer	14.9%	19.1%	17.0%

48. Now think about your children or children you may have in the future. Would you encourage a daughter to run for political office? (n = 1,600)

	Gender		
	Male	Female	Total
Strong yes	19.1%	24.4%	22.1%
Weak yes	20.8%	22.3%	21.7%
Mixed support	15.7%	17.6%	16.8%
Weak no	16.0%	15.8%	15.9%
Strong no	24.6%	17.0%	20.3%
Don't know	0.9%	1.2%	1.1%
No answer	2.9%	1.8%	2.3%
Total	100.0%	100.0%	100.0%

49. In your opinion, is violence against women within the home a very common problem, somewhat common, not very common, or There is very little violence against women within the home? (n = 1,600)

	Gender		
	Male	Female	Total
Very common	10.2%	14.7%	12.8%
Somewhat common	23.0%	27.8%	25.7%
Not very common	43.5%	37.2%	39.9%
There is very little violence against women within the home	17.2%	15.3%	16.1%
Don't know	3.9%	3.6%	3.8%
No answer	2.3%	1.4%	1.8%
Total	100.0%	100.0%	100.0%

50. What do you think domestic violence against women means? What sort of action would fit under domestic violence? (Open-ended; multiples responses allowed; n = 1,600)

	Gender		
	Male	Female	Total
Beating, cruel treatment	49.8%	49.2%	49.4%
Bad language, insulting	18.9%	17.6%	18.2%
Moral abuse, pathologic jealousy	7.0%	7.2%	7.1%
Human rights deviations	37.5%	29.9%	33.2%
No vote; prevention from working	18.7%	22.8%	21.0%
Inequality of women and men	14.8%	21.3%	18.5%
Unemployment of husband and exploitations	4.0%	2.7%	3.3%
Being too busy with house work	3.7%	4.1%	3.9%
Other	2.6%	2.8%	2.7%
Don't know	0.6%	0.9%	0.8%
No answer	3.7%	5.2%	4.5%

51. Do you agree or disagree with the following statement: Under the Soviet system, women had much more influence in the decision-making process of Armenia. Do you strongly agree, somewhat agree, somewhat disagree, or strongly disagree. (n = 1,600)

	Gender		
	Male	Female	Total
Strongly agree	30.8%	31.6%	31.2%
Somewhat agree	14.8%	16.3%	15.7%
Somewhat disagree	12.6%	13.3%	13.0%
Strongly disagree	24.1%	20.6%	22.1%
Don't know	16.7%	17.1%	16.9%
No answer	1.0%	1.1%	1.1%
Total	100.0%	100.0%	100.0%

52. What is the reason for your answer? (Open-ended; multiple responses allowed; n = 1,313)

	Gender		
	<u>Male</u>	<u>Female</u>	<u>Total</u>
Women participated in political life much more	20.4%	21.3%	20.9%
Women were freer in making decisions	18.0%	19.5%	18.8%
Women had more rights	11.2%	11.3%	11.3%
Women were protected by law	4.6%	6.2%	5.5%
Women were more occupied in industrial sector	4.7%	6.4%	5.7%
Women had no independent role in public life	13.6%	10.4%	11.8%
There was no freedom of speech, democracy	8.9%	6.2%	7.4%
Now there is more freedom, equality	12.8%	14.3%	13.6%
Now women are more active in public life	8.7%	10.2%	9.5%
Now women are more of business style	1.7%	2.3%	2.0%
No change	3.0%	2.1%	2.5%
Other	3.8%	3.8%	3.8%
Don't know	0.8%	0.5%	0.6%
No answer	5.5%	4.4%	4.9%

53. First, can you tell me which NGOs you know something about? (Open-ended; multiple responses allowed; n = 1,600)

	Gender		
	Male	Female	Total
Women Struggle for Environment Protection	0.0%	0.2%	0.1%
Red Cross	8.2%	8.5%	8.4%
Women Union "Sandukht"	0.0%	0.3%	0.2%
Women's Republican Council	2.5%	3.7%	3.2%
"Gtutyun" Charity	0.0%	0.2%	0.1%
Armenian Democratic Forum	1.5%	1.3%	1.4%
Jesus Christ Church Organization	0.0%	0.3%	0.2%
Good Will, Good Deed, Good Results	0.0%	0.2%	0.1%
Sport NGO	0.1%	0.0%	0.0%
Astghik	0.0%	0.4%	0.2%
Intellectual Women	0.0%	0.2%	0.1%
Aragast	0.3%	0.2%	0.2%
War Veterans NGO	1.3%	0.4%	0.8%
Union of Young Lawyers	0.3%	0.1%	0.2%
IFES	0.8%	0.7%	0.7%
Nor Spitak	0.4%	0.8%	0.6%
Women's Union	1.4%	0.7%	1.0%
Caritas	0.6%	0.8%	0.7%
Paros	0.2%	0.6%	0.4%
Armenian Relief Union	1.1%	0.9%	1.0%
United Nations	0.8%	0.5%	0.7%
Save the Children	1.8%	1.0%	1.3%
Scouts	0.9%	0.4%	0.6%
Mothers of Soldiers	1.4%	1.2%	1.3%
Armenian Relief Fund	2.6%	1.4%	1.9%
Volunteer Partisans Union	0.8%	0.3%	0.5%
Union of "Greens"	1.1%	0.4%	0.7%
Medicins Sans Frontieres	0.5%	0.2%	0.3%
Meghvik	0.3%	0.2%	0.2%
World Vision	0.3%	0.5%	0.4%
Organization of Women with University Education	0.3%	0.3%	0.3%
OXFAM	0.4%	0.1%	0.2%
Spyur	0.6%	0.8%	0.7%
Other	15.5%	12.6%	13.9%
Don't know any NGOs	47.2%	44.6%	45.7%
Don't know what an NGO is	15.2%	21.9%	19.0%
No answer	5.9%	5.3%	5.6%

54. How did you find about these NGOs? (Open-ended; multiple responses allowed; n = 475)

	Gender		
	<u>Male</u>	<u>Female</u>	<u>Total</u>
Television	32.3%	30.3%	31.2%
Press	28.8%	20.0%	24.0%
Radio	5.4%	5.8%	5.6%
Advertisement on phone	0.0%	0.8%	0.4%
Information bulletins, booklets	4.1%	4.4%	4.3%
I am a member of the organization	7.7%	7.6%	7.7%
Attended the organization activity	4.4%	5.9%	5.2%
I have experience with activity, support of organizations	18.5%	21.7%	20.2%
From acquaintances	24.5%	28.1%	26.4%
From study, work place	6.5%	3.8%	5.0%
Other	1.0%	1.3%	1.2%
Don't know	0.3%	0.0%	0.1%
No answer	1.8%	3.9%	2.9%

55. Have you ever done any voluntary, unpaid work for any NGO? (n = 474)

	Gender		
	<u>Male</u>	<u>Female</u>	<u>Total</u>
Yes	32.6%	24.2%	28.1%
No	67.4%	75.4%	71.7%
Don't know	0.0%	0.0%	0.0%
No answer	0.0%	0.4%	0.2%
Total	100.0%	100.0%	100.0%

56. Have you ever approached any NGO to help solve a problem that you had? (n = 474)

	Gender		
	<u>Male</u>	<u>Female</u>	<u>Total</u>
Yes	23.9%	24.5%	24.2%
No	76.1%	75.1%	75.6%
Don't know	0.0%	0.4%	0.2%
No answer	0.0%	0.0%	0.0%
Total	100.0%	100.0%	100.0%

57. How necessary are non-governmental organizations or NGOs in Armenia --- essential, very necessary, not very necessary, not at all necessary? (n = 474)

	Gender		
	<u>Male</u>	<u>Female</u>	<u>Total</u>
Essential	20.7%	23.4%	22.2%
Very necessary	38.2%	39.8%	39.1%
Not very necessary	26.0%	25.5%	25.7%
Not at all necessary	8.3%	5.3%	6.6%
Don't know	6.3%	5.7%	6.0%
No answer	0.6%	0.3%	0.4%
Total	100.0%	100.0%	100.0%

Now I am going to read out a list of types of organizations. For each, please tell me whether you are a member of this type of an organization. If you are not a member, please tell me whether you have ever taken part in or attended any activities of this type of organization. Do you take part in these activities regularly, occasionally, or once in a while?

- 58.A Church or other religious organization (n = 1,600)

	Gender		
	<u>Male</u>	<u>Female</u>	<u>Total</u>
Once in a while	4.8%	6.8%	5.9%
Occasionally	9.0%	8.4%	8.7%
Regularly	2.2%	4.3%	3.4%
Member	1.3%	2.1%	1.7%
Did not take part	82.7%	78.4%	80.3%
Total	100.0%	100.0%	100.0%

- 58.B Sport or recreation (n = 1,600)

	Gender		
	<u>Male</u>	<u>Female</u>	<u>Total</u>
Once in a while	3.6%	1.8%	2.6%
Occasionally	5.8%	1.9%	3.6%
Regularly	1.9%	.9%	1.3%
Member	2.3%	.3%	1.2%
Did not take part	86.3%	95.2%	91.4%
Total	100.0%	100.0%	100.0%

- 58.C Cultural and educational (n = 1,600)

	Gender		
	<u>Male</u>	<u>Female</u>	<u>Total</u>
Once in a while	4.5%	3.7%	4.1%
Occasionally	6.3%	6.9%	6.6%
Regularly	3.5%	5.2%	4.4%
Member	1.9%	2.4%	2.2%
Did not take part	83.9%	81.8%	82.7%
Total	100.0%	100.0%	100.0%

58.D Youth (n = 1,600)

Gender

	<u>Male</u>	<u>Female</u>	<u>Total</u>
Once in a while	2.2%	1.8%	1.9%
Occasionally	4.4%	3.6%	3.9%
Regularly	2.5%	1.4%	1.9%
Member	1.7%	1.1%	1.4%
Did not take part	89.2%	92.1%	90.9%
Total	100.0%	100.0%	100.0%

58.E Professional or business association (n = 1,600)

Gender

	<u>Male</u>	<u>Female</u>	<u>Total</u>
Once in a while	2.5%	1.8%	2.1%
Occasionally	5.4%	3.7%	4.4%
Regularly	3.0%	2.9%	2.9%
Member	2.0%	1.9%	1.9%
Did not take part	87.1%	89.8%	88.6%
Total	100.0%	100.0%	100.0%

58.F Women's issues (n = 1,600)

Gender

	<u>Male</u>	<u>Female</u>	<u>Total</u>
Once in a while	0.6%	1.9%	1.3%
Occasionally	1.0%	2.0%	1.6%
Regularly	0.6%	0.7%	0.6%
Member	0.0%	1.4%	0.8%
Did not take part	97.8%	94.1%	95.7%
Total	100.0%	100.0%	100.0%

58.G Environmental (n = 1,600)

Gender

	<u>Male</u>	<u>Female</u>	<u>Total</u>
Once in a while	1.6%	1.9%	1.7%
Occasionally	6.1%	3.4%	4.6%
Regularly	3.5%	2.0%	2.6%
Member	0.4%	0.2%	0.3%
Did not take part	88.4%	92.5%	90.8%
Total	100.0%	100.0%	100.0%

58.H Charitable (n = 1,600)

Gender

	<u>Male</u>	<u>Female</u>	<u>Total</u>
Once in a while	3.2%	2.6%	2.9%
Occasionally	5.2%	3.1%	4.0%
Regularly	3.9%	3.0%	3.4%
Member	0.4%	0.7%	0.6%
Did not take part	87.2%	90.7%	89.2%
Total	100.0%	100.0%	100.0%

58.I Political party of other political organization (n = 1,600)

Gender

	<u>Male</u>	<u>Female</u>	<u>Total</u>
Once in a while	2.0%	0.8%	1.3%
Occasionally	2.5%	1.3%	1.8%
Regularly	0.7%	0.0%	0.3%
Member	6.5%	2.9%	4.4%
Did not take part	88.2%	95.1%	92.1%
Total	100.0%	100.0%	100.0%

58.J Healthcare (n = 1,600)

Gender

	<u>Male</u>	<u>Female</u>	<u>Total</u>
Once in a while	1.6%	1.8%	1.7%
Occasionally	2.2%	1.1%	1.6%
Regularly	0.9%	1.4%	1.2%
Member	0.3%	1.3%	0.9%
Did not take part	95.1%	94.4%	94.7%
Total	100.0%	100.0%	100.0%

58.K Condominium Association (n = 1,600)

Gender

	<u>Male</u>	<u>Female</u>	<u>Total</u>
Once in a while	2.3%	0.8%	1.4%
Occasionally	2.8%	1.0%	1.8%
Regularly	1.0%	0.3%	0.6%
Member	0.4%	0.7%	0.6%
Did not take part	93.5%	97.3%	95.6%
Total	100.0%	100.0%	100.0%

58.L Other (n = 1,600)

Gender

	<u>Male</u>	<u>Female</u>	<u>Total</u>
Once in a while	0.1%	0.0%	0.1%
Occasionally	0.6%	0.3%	0.4%
Regularly	0.0%	0.2%	0.1%
Member	1.0%	0.3%	0.6%
Did not take part	0.6%	1.4%	1.1%
No answer	97.7%	97.7%	97.7%
Total	100.0%	100.0%	100.0%

59-64. Listed below are different groups of people. For each one, please tell me whether you completely trust them, somewhat trust them, somewhat distrust them, or completely distrust them?

59. Your neighbors (n = 1,600)

Gender

	<u>Male</u>	<u>Female</u>	<u>Total</u>
Completely trust	28.7%	26.8%	27.6%
Somewhat trust	47.6%	50.1%	49.0%
Somewhat distrust	13.4%	12.1%	12.6%
Completely distrust	9.6%	10.7%	10.2%
Don't know	0.4%	0.3%	0.4%
No answer	0.3%	0.0%	0.1%
Total	100.0%	100.0%	100.0%

60. Your relatives (n = 1,600)

Gender

	<u>Male</u>	<u>Female</u>	<u>Total</u>
Completely trust	51.6%	49.2%	50.2%
Somewhat trust	38.8%	40.5%	39.8%
Somewhat distrust	5.8%	5.7%	5.7%
Completely distrust	3.5%	4.3%	3.9%
Don't know	0.1%	0.1%	0.1%
No answer	0.1%	0.2%	0.2%
Total	100.0%	100.0%	100.0%

61. Your coworkers (n = 1,600)

Gender

	<u>Male</u>	<u>Female</u>	<u>Total</u>
Completely trust	31.5%	22.9%	26.6%
Somewhat trust	42.2%	41.0%	41.5%
Somewhat distrust	14.7%	14.8%	14.7%
Completely distrust	5.5%	9.2%	7.6%
Don't know	2.5%	6.3%	4.6%
No answer	3.6%	5.8%	4.9%
Total	100.0%	100.0%	100.0%

62. People from a different region of Armenia (n = 1,600)

Gender

	<u>Male</u>	<u>Female</u>	<u>Total</u>
Completely trust	11.5%	8.2%	9.6%
Somewhat trust	27.5%	26.0%	26.7%
Somewhat distrust	27.2%	24.0%	25.3%
Completely distrust	24.4%	31.0%	28.2%
Don't know	8.7%	10.1%	9.5%
No answer	0.7%	0.7%	0.7%
Total	100.0%	100.0%	100.0%

63. Your community leaders (n = 1,600)

Gender

	<u>Male</u>	<u>Female</u>	<u>Total</u>
Completely trust	17.4%	13.5%	15.2%
Somewhat trust	25.5%	26.6%	26.2%
Somewhat distrust	16.1%	19.0%	17.7%
Completely distrust	38.2%	36.6%	37.3%
Don't know	2.6%	4.2%	3.5%
No answer	0.1%	0.1%	0.1%
Total	100.0%	100.0%	100.0%

64. The National Assembly (n = 1,600)

Gender

	<u>Male</u>	<u>Female</u>	<u>Total</u>
Completely trust	3.2%	3.2%	3.2%
Somewhat trust	13.7%	13.5%	13.6%
Somewhat distrust	21.1%	20.6%	20.8%
Completely distrust	60.8%	59.3%	59.9%
Don't know	1.2%	3.1%	2.3%
No answer	0.1%	0.3%	0.3%
Total	100.0%	100.0%	100.0%

65. How interested are you in matters of politics and government in Armenia – are you very interested, somewhat interested, not too interested, or not at all interested? (n = 1,600)

Gender

	<u>Male</u>	<u>Female</u>	<u>Total</u>
Very interested	35.4%	18.5%	25.8%
Somewhat interested	31.3%	34.4%	33.1%
Not too interested	20.9%	29.1%	25.5%
Not at all interested	11.6%	17.5%	15.0%
Don't know	0.3%	0.0%	0.1%
No answer	0.6%	0.4%	0.5%
Total	100.0%	100.0%	100.0%

66. Overall, how satisfied are you with the job that city/village Municipality is doing? Would you say that you are very satisfied, somewhat satisfied, somewhat unsatisfied, or very unsatisfied? (n = 1,600)

	Gender		
	Male	Female	Total
Very satisfied	7.7%	6.2%	6.9%
Somewhat satisfied	25.1%	26.4%	25.8%
Somewhat dissatisfied	35.6%	36.6%	36.1%
Very dissatisfied	28.9%	27.3%	28.0%
Don't know	2.2%	3.1%	2.7%
No answer	0.6%	0.4%	0.5%
Total	100.0%	100.0%	100.0%

Now, I will read you a series of statements. For each please tell me if you strongly agree, somewhat agree, somewhat disagree, or strongly disagree with this statement.

- 67.A Voting gives people like me a chance to influence decision-making in Armenia (n = 1,600)

	Gender		
	Male	Female	Total
Strongly agree	14.4%	12.4%	13.2%
Somewhat agree	22.2%	23.9%	23.2%
Somewhat disagree	23.1%	24.5%	23.9%
Strongly disagree	39.0%	36.3%	37.5%
Don't know	1.2%	2.5%	1.9%
No answer	0.1%	0.4%	0.3%
Total	100.0%	100.0%	100.0%

- 67.B People like me have little or no influence on the way things are run in Armenia (n = 1,600)

	Gender		
	Male	Female	Total
Strongly agree	48.0%	46.9%	47.3%
Somewhat agree	27.2%	26.2%	26.6%
Somewhat disagree	13.2%	17.0%	15.4%
Strongly disagree	10.0%	7.0%	8.3%
Don't know	1.3%	2.5%	2.0%
No answer	0.3%	0.3%	0.3%
Total	100.0%	100.0%	100.0%

67.C I trust the justice system to protect me from unjust treatment of the state (n = 1,600)

Gender

	<u>Male</u>	<u>Female</u>	<u>Total</u>
Strongly agree	6.8%	6.4%	6.6%
Somewhat agree	17.1%	21.2%	19.4%
Somewhat disagree	23.4%	27.0%	25.4%
Strongly disagree	50.9%	41.8%	45.7%
Don't know	1.2%	3.6%	2.6%
No answer	0.6%	0.1%	0.3%
Total	100.0%	100.0%	100.0%

67.D If I were wrongly accused of a crime, I am sure our judicial system would acquit me (n = 1,600)

Gender

	<u>Male</u>	<u>Female</u>	<u>Total</u>
Strongly agree	9.6%	7.3%	8.3%
Somewhat agree	16.4%	19.4%	18.1%
Somewhat disagree	22.9%	28.6%	26.2%
Strongly disagree	49.9%	40.9%	44.8%
Don't know	1.0%	3.4%	2.4%
No answer	0.1%	0.3%	0.2%
Total	100.0%	100.0%	100.0%

67.E Our judicial system is unbiased and applies the law equally for all people (n = 1,600)

Gender

	<u>Male</u>	<u>Female</u>	<u>Total</u>
Strongly agree	5.7%	4.2%	4.8%
Somewhat agree	12.6%	14.8%	13.9%
Somewhat disagree	23.5%	28.6%	26.4%
Strongly disagree	56.8%	48.2%	51.9%
Don't know	1.2%	3.8%	2.7%
No answer	0.1%	0.3%	0.3%
Total	100.0%	100.0%	100.0%

67.F It is important that judges be independent of political pressure when making decisions on cases (n = 1,600)

Gender

	<u>Male</u>	<u>Female</u>	<u>Total</u>
Strongly agree	84.0%	81.5%	82.6%
Somewhat agree	9.7%	11.7%	10.9%
Somewhat disagree	2.3%	2.9%	2.6%
Strongly disagree	2.3%	1.3%	1.7%
Don't know	1.2%	2.4%	1.9%
No answer	0.4%	0.2%	0.3%
Total	100.0%	100.0%	100.0%

68. Other than voting, what other ways can citizens attempt to influence the actions of government officials? (Multiple responses allowed; n = 1,600)

	Gender		
	Male	Female	Total
Public complaints	30.0%	24.7%	27.0%
Demonstrations	32.7%	31.5%	32.0%
Press or media	12.7%	13.6%	13.2%
Becoming a member of a political party	3.9%	3.0%	3.4%
Meeting with an official	11.6%	13.4%	12.6%
Joining an NGO	2.1%	2.5%	2.4%
Letter to an official	11.2%	12.6%	12.0%
Rebellion	6.5%	2.9%	4.4%
Bribes	7.0%	8.1%	7.6%
Other	7.1%	5.8%	6.4%
Don't know	3.4%	4.9%	4.3%
There is no way	29.0%	29.5%	29.3%

69. In your opinion, how serious is the problem of official corruption in Armenia? Is it very serious, somewhat serious, not too serious, or not serious at all? (n = 1,600)

	Gender		
	Male	Female	Total
Very serious	69.1%	66.3%	67.5%
Somewhat serious	18.1%	20.7%	19.6%
Not too serious	7.1%	7.8%	7.5%
Not serious at all	1.0%	0.9%	0.9%
No official corruption in Armenia <i>[Volunteered]</i>	0.9%	0.3%	0.6%
Don't know	3.6%	3.8%	3.7%
No answer	0.1%	0.1%	0.1%
Total	100.0%	100.0%	100.0%

70. Do you think that citizens of Armenia accept corruption as a fact of life? (n = 1,600)

	Gender		
	Male	Female	Total
Yes	83.7%	83.8%	83.8%
No	11.3%	10.2%	10.7%
Don't know	4.7%	5.5%	5.1%
No answer	0.3%	0.5%	0.4%
Total	100.0%	100.0%	100.0%

71. How much information do you have about the judicial system in Armenia? (n = 1,600)

	Gender		Total
	Male	Female	
Great deal	5.1%	2.2%	3.4%
Fair amount	23.5%	12.7%	17.4%
Not very much	27.5%	28.7%	28.2%
None at all	42.6%	55.2%	49.8%
Don't know	1.0%	1.0%	1.0%
No answer	0.3%	0.2%	0.3%
Total	100.0%	100.0%	100.0%

Please tell me whether you agree or disagree with the following statements

- 72.A The Armenian judiciary is not influenced by political leaders when making decisions (n = 1,600)

	Gender		Total
	Male	Female	
Strongly agree	10.7%	5.9%	8.7%
Somewhat agree	9.1%	21.3%	14.1%
Somewhat disagree	34.5%	33.1%	33.9%
Strongly disagree	44.2%	39.0%	42.0%
Don't know	1.5%	0.7%	1.2%
No answer	0.0%	0.0%	0.0%
Total	100.0%	100.0%	100.0%

- 72.B The presidential administration in Armenia supports independent decision-making for judges (n = 1,600)

	Gender		Total
	Male	Female	
Strongly agree	12.7%	10.9%	12.0%
Somewhat agree	24.9%	21.9%	23.7%
Somewhat disagree	25.4%	24.8%	25.1%
Strongly disagree	34.5%	40.1%	36.8%
Don't know	2.5%	2.2%	2.4%
No answer	0.0%	0.0%	0.0%
Total	100.0%	100.0%	100.0%

- 72.C The *Azgayin Joghov* supports independent decision-making for judges (n = 1,600)

	Gender		Total
	Male	Female	
Strongly agree	12.2%	8.1%	10.5%
Somewhat agree	19.8%	23.5%	21.3%
Somewhat disagree	26.4%	22.1%	24.6%
Strongly disagree	36.5%	43.4%	39.3%
Don't know	5.1%	2.9%	4.2%
No answer	0.0%	0.0%	0.0%
Total	100.0%	100.0%	100.0%

73. Please tell me how likely you are to vote in the 2003 presidential election in Armenia. Are you certain to vote, very likely to vote, not likely to vote, or will you not vote for sure? (n = 1,600)

	Gender		
	<u>Male</u>	<u>Female</u>	<u>Total</u>
Certain	57.4%	57.2%	57.3%
Very likely	23.0%	24.4%	23.8%
Not likely	7.7%	6.1%	6.8%
Certain not to vote	10.9%	10.6%	10.8%
Don't know	0.9%	1.5%	1.3%
No answer	0.1%	0.1%	0.1%
Total	100.0%	100.0%	100.0%

74. Why are you not likely to vote in this election? (Open-ended; multiple responses allowed; n = 282)

	Gender		
	<u>Male</u>	<u>Female</u>	<u>Total</u>
Elections are unfair	25.3%	21.1%	23.0%
Election have formal character	12.4%	21.8%	17.5%
My vote is not decisive	17.6%	15.7%	16.6%
Don't care who will be elected	0.3%	3.3%	2.0%
No worthy candidates	7.7%	3.2%	5.3%
Don't trust candidates	22.0%	25.8%	24.1%
Will be absent from place	4.2%	2.4%	3.2%
Member of sect, faith does not allow me to go to elections	1.1%	0.9%	1.0%
Have no desire to go to elections	8.4%	8.8%	8.6%
Have no possibility to vote	4.2%	4.4%	4.4%
Other	9.4%	4.2%	6.6%
Don't know	0.0%	0.1%	0.1%
No answer	1.2%	0.9%	1.1%

75. And what about the parliamentary election in 2003. Are you certain to vote, very likely to vote, not likely to vote, or will you not vote for sure? (n = 1,600)

	Gender		
	<u>Male</u>	<u>Female</u>	<u>Total</u>
Certain	50.9%	49.1%	49.9%
Very likely	23.9%	27.5%	26.0%
Not likely	9.9%	7.2%	8.4%
Certain not to vote	13.8%	14.4%	14.1%
Don't know	1.0%	1.4%	1.2%
No answer	0.4%	0.3%	0.4%
Total	100.0%	100.0%	100.0%

76. Why are you not likely to vote in this election? (Open-ended; multiple responses allowed; n = 361)

Gender

	<u>Male</u>	<u>Female</u>	<u>Total</u>
Elections are unfair	24.2%	20.5%	22.2%
Election have formal character	21.5%	20.3%	20.8%
My vote is not decisive	16.6%	16.5%	16.5%
Don't care who will be elected	5.4%	2.4%	3.8%
No worthy candidates	4.3%	5.6%	5.0%
Don't trust candidates	23.2%	28.0%	25.8%
Will be absent from place	2.4%	1.9%	2.1%
Member of sect, faith does not allow me to go to elections	0.9%	0.7%	0.8%
Have no desire to go to elections	5.2%	6.7%	6.0%
Have no possibility to vote	2.6%	2.6%	2.6%
Other	4.4%	5.8%	5.2%
Don't know	0.0%	0.2%	0.1%
No answer	1.8%	2.3%	2.1%

77. And finally, how likely you are to vote in the 2002 local election in Armenia. Are you certain to vote, very likely to vote, not likely to vote, or will you not vote for sure? (n = 1,600)

Gender

	<u>Male</u>	<u>Female</u>	<u>Total</u>
Certain	54.1%	57.0%	55.7%
Very likely	23.5%	24.1%	23.9%
Not likely	6.4%	4.3%	5.2%
Certain not to vote	12.9%	11.5%	12.1%
Don't know	0.7%	1.1%	0.9%
No answer	2.3%	2.0%	2.1%
Total	100.0%	100.0%	100.0%

78. Why are you not likely to vote in this election? (Open-ended; multiple responses allowed; n = 277)

Gender

	<u>Male</u>	<u>Female</u>	<u>Total</u>
Elections are unfair	17.8%	14.3%	16.0%
Election have formal character	16.5%	17.4%	16.9%
My vote is not decisive	19.4%	19.7%	19.6%
Don't care who will be elected	3.5%	4.6%	4.1%
No worthy candidates	4.5%	3.6%	4.0%
Don't trust candidates	23.0%	32.4%	27.9%
Will be absent from place	3.2%	2.0%	2.6%
Member of sect, faith does not allow me to go to elections	0.5%	1.0%	0.8%
Have no desire to go to elections	9.0%	5.5%	7.2%
Have no possibility to vote	3.2%	4.0%	3.6%
Other	7.7%	6.4%	7.0%
Don't know	0.0%	0.3%	0.2%
No answer	4.4%	4.5%	4.5%

79. Do you think that these upcoming elections in Armenia will be fair or not? Do you think they will be... (n = 1,600)

	Gender		
	<u>Male</u>	<u>Female</u>	<u>Total</u>
Completely fair	4.2%	3.9%	4.1%
Somewhat fair	14.2%	16.3%	15.4%
Not very fair	34.7%	35.4%	35.1%
Not fair at all	38.7%	36.6%	37.5%
Don't know	7.1%	6.9%	7.0%
No answer	1.0%	0.8%	0.9%
Total	100.0%	100.0%	100.0%

Please tell me how much information you have about the following aspects of the electoral process in Armenia?

- 80.A Registering to vote (n = 1,600)

	Gender		
	<u>Male</u>	<u>Female</u>	<u>Total</u>
Great deal	26.1%	21.9%	23.7%
Fair amount	35.4%	32.6%	33.8%
Not very much	19.2%	20.9%	20.2%
None at all	18.4%	23.5%	21.3%
Don't know	0.7%	1.0%	0.9%
No answer	0.1%	0.1%	0.1%
Total	100.0%	100.0%	100.0%

- 80.B Checking your name on the voter register (n = 1,600)

	Gender		
	<u>Male</u>	<u>Female</u>	<u>Total</u>
Great deal	28.6%	24.5%	26.3%
Fair amount	36.9%	35.5%	36.1%
Not very much	17.9%	19.3%	18.7%
None at all	15.8%	20.2%	18.3%
Don't know	0.7%	0.3%	0.5%
No answer	0.1%	0.2%	0.2%
Total	100.0%	100.0%	100.0%

- 80.C Filling out a ballot (n = 1,600)

	Gender		
	<u>Male</u>	<u>Female</u>	<u>Total</u>
Great deal	44.6%	41.9%	43.1%
Fair amount	38.8%	37.0%	37.8%
Not very much	9.0%	11.6%	10.5%
None at all	7.1%	9.1%	8.3%
Don't know	0.4%	0.2%	0.3%
No answer	0.1%	0.1%	0.1%
Total	100.0%	100.0%	100.0%

80.D Information on candidates and parties up for election (n = 1,600)

	Gender		
	<u>Male</u>	<u>Female</u>	<u>Total</u>
Great deal	25.3%	18.2%	21.3%
Fair amount	32.0%	31.2%	31.5%
Not very much	24.3%	26.5%	25.5%
None at all	17.7%	23.4%	21.0%
Don't know	0.6%	0.7%	0.6%
No answer	0.1%	0.1%	0.1%
Total	100.0%	100.0%	100.0%

80.E The work of the Central Election Commission (n = 1,600)

	Gender		
	<u>Male</u>	<u>Female</u>	<u>Total</u>
Great deal	10.6%	5.9%	7.9%
Fair amount	17.7%	14.9%	16.1%
Not very much	28.1%	29.0%	28.6%
None at all	42.6%	48.7%	46.1%
Don't know	0.9%	1.2%	1.1%
No answer	0.1%	0.2%	0.2%
Total	100.0%	100.0%	100.0%

APPENDIX 3. DEMOGRAPHIC DATA

1-2. Gender and age (Open-ended; n = 1,600)

	Gender		
	<u>Male</u>	<u>Female</u>	<u>Total</u>
18-25	16.3%	14.1%	15.1%
26-35	19.5%	18.1%	18.7%
36-45	22.2%	24.7%	23.6%
46-55	19.5%	15.9%	17.4%
56-65	8.7%	12.4%	10.8%
66+	13.8%	14.8%	14.4%
Total	100.0%	100.0%	100.0%

3. What is the highest level of education you have attained? (n = 1,600)

	Gender		
	<u>Male</u>	<u>Female</u>	<u>Total</u>
Elementary	1.2%	2.9%	2.1%
Incomplete high school	9.4%	7.9%	8.6%
High school	33.1%	34.2%	33.7%
Secondary professional school	21.9%	27.1%	24.9%
Incomplete university	6.1%	4.7%	5.3%
University	28.3%	23.2%	25.4%
Total	100.0%	100.0%	100.0%

4. What is your marital status? (n = 1,600)

	Gender		
	<u>Male</u>	<u>Female</u>	<u>Total</u>
Singe	22.1%	14.2%	17.6%
Married	70.3%	64.8%	67.2%
Divorced	2.3%	4.9%	3.8%
Widow/widower	5.2%	16.0%	11.4%
Total	100.0%	100.0%	100.0%

5. How long have you been living in this community? (Open-ended; n = 1,600)

	Gender		
	<u>Male</u>	<u>Female</u>	<u>Total</u>
1-5 years	5.7%	8.7%	7.4%
6-10 years	4.2%	8.9%	6.9%
11-15 years	9.7%	14.8%	12.6%
16-20 years	8.7%	13.7%	11.6%
21-30 years	19.8%	17.1%	18.3%
31+ years	51.9%	36.8%	43.3%
Total	100.0%	100.0%	100.0%

6. What is your current employment status? (n = 1,600)

	Gender		
	<u>Male</u>	<u>Female</u>	<u>Total</u>
Work full time at one job	29.8%	16.9%	22.5%
Work full time at more than one job	2.2%	1.1%	1.6%
Work part time at one job	3.5%	4.9%	4.3%
Work part time at more than one job	0.9%	0.5%	0.7%
Farmer/Fisherman	12.6%	3.6%	7.5%
Unemployed	28.1%	16.9%	21.7%
Retired/Pensioner	17.2%	23.1%	20.5%
Student	4.8%	4.9%	4.9%
Housewife	0.0%	27.5%	15.6%
Other	1.0%	0.4%	0.7%
Total	100.0%	100.0%	100.0%

7. What is your occupation [*What was your occupation?*] (n = 1,151)

	Gender		
	<u>Male</u>	<u>Female</u>	<u>Total</u>
Worker	32.3%	27.1%	29.7%
Civil Servant	24.4%	18.2%	21.3%
Professional (doctor, teacher, etc.)	18.1%	40.0%	29.2%
R&D employee (scientist, researcher, etc.)	0.9%	2.2%	1.6%
Businessman	7.7%	2.1%	4.9%
Military servant	2.3%	0.0%	1.1%
Other	8.3%	4.5%	6.3%
Never have been employed	2.5%	2.2%	2.3%
No answer	3.5%	3.8%	3.6%
Total	100.0%	100.0%	100.0%

8. In which of the following sectors you are mostly involved? (n = 1,600)

	Gender		
	<u>Male</u>	<u>Female</u>	<u>Total</u>
Government	3.6%	1.7%	2.6%
Industry	22.5%	23.1%	22.8%
Transportation	8.2%	2.1%	5.1%
Construction	12.3%	1.0%	6.6%
Communication/ Mass media	1.6%	2.1%	1.8%
Agriculture	6.8%	8.4%	7.6%
Food and service sector	5.7%	4.1%	4.9%
Trade	6.1%	3.1%	4.6%
Education	7.3%	23.9%	15.8%
Health care	2.7%	12.6%	7.7%
Culture	2.5%	3.1%	2.8%
NGO sector	0.5%	0.7%	0.6%
Political party	0.0%	0.0%	0.0%
Finances	1.6%	1.7%	1.7%
Other	12.7%	4.6%	8.6%
No answer	5.9%	7.7%	6.8%
Total	100.0%	100.0%	100.0%

9. Have you taken part in any volunteer activities for your community in the past year?
(n = 1,600)

	Gender		
	<u>Male</u>	<u>Female</u>	<u>Total</u>
Yes	17.0%	9.5%	12.7%
No	82.0%	89.6%	86.3%
No answer	1.0%	0.9%	0.9%
Total	100.0%	100.0%	100.0%

10. If yes, do you know what organization organized this activity? (Open-ended; n = 204)

	Gender		
	<u>Male</u>	<u>Female</u>	<u>Total</u>
Mayor, member of municipality	11.0%	5.7%	8.8%
Village leader, member of village council	5.1%	5.7%	5.4%
Head, member of district community council	8.5%	6.9%	7.8%
Head, member of regional authorities	0.0%	1.1%	0.5%
Member of community council	2.5%	0.0%	1.5%
Charity	0.8%	0.0%	0.5%
Myself	3.4%	0.0%	2.0%
Other	39.0%	43.7%	41.0%
Don't know	3.4%	4.6%	3.9%
No answer	26.3%	32.2%	28.8%
Total	100.0%	100.0%	100.0%

11. Which number best describes the current financial situation of you and your family living there with you? (n = 1,600)

	Gender		
	<u>Male</u>	<u>Female</u>	<u>Total</u>
Very poor, we do not have enough money for our most basic needs	16.6%	19.9%	18.5%
Poor, we barely have enough money to buy food, we rarely buy clothes	32.6%	31.5%	32.0%
Modest, we have enough to eat, we occasionally buy clothes, but we have nothing left over to save.	40.4%	37.5%	38.7%
Moderate, we have some savings	7.3%	8.2%	7.8%
Above average, we have savings, and can afford a lot	2.2%	2.5%	2.4%
No answer	1.0%	0.3%	0.6%
Total	100.0%	100.0%	100.0%

APPENDIX 4. INFORMATION ABOUT IFES/ARMENIA

IFES/Armenia Vision Statement

The International Foundation for Election Systems (IFES) in Armenia is committed to the success of a vibrant and effective civil society. IFES believes that fair and free elections, good governance, rule of law and civic awareness and participation are necessary components of a flourishing, stable and prosperous democracy.

IFES/Armenia Mission Statement

IFES provides nonpartisan, locally defined, technical assistance and information to the Armenian population and institutions for the development of civil society and democracy.

Current Project: Citizens' Awareness and Participation in Armenia

IFES is implementing a major democracy strengthening and civic education project to empower the citizens of Armenia. The goal of this 4-year project, funded by the United States Agency for International Development (USAID), is increased citizen participation in local self-government through dissemination of information, encouragement of civic initiatives and advocacy, and promotion of inter-sectoral dialogues between local residents, local self-government bodies, businesses and non-commercial organizations. By building the knowledge base and organizing capabilities of community members and improving their ability to communicate with authorities, the project also promotes a more transparent, responsive and democratic government.



Direct Citizen Engagement

In March 2001, IFES initiated its Civic Educators Corps, which currently includes 22 instructors in 8 regions of the Republic of Armenia.

IFES instructors offer the following services and resources free-of-charge to communities in their regions:



- Facilitation of discussion groups
- Organization of citizen initiative groups and advocacy campaigns
- Distribution of information materials and Community Council reports
- Coordination of volunteer actions
- Hosting of youth interns
- Promotion of dialogues between local residents, authorities, businesses and non-governmental organizations
- Carrying out of election debates and other voter education activities
- Providing of opportunities for citizen feedback on legislative initiatives

In the first year of their work, IFES instructors have conducted more than 2,339 activities and provided services to more than 42,000 citizens from 354 communities.

Education, Advocacy, and Oversight through Indigenous Partner

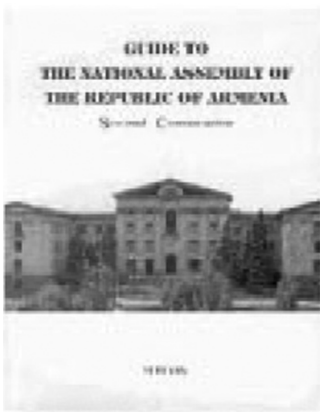
IFES has established a partnership with the Women's Republican Council (WRC), an Armenian non-governmental organization. WRC, with its experience in encouraging women to engage in public life, is jointly implementing portions of the project, especially those targeted at women.

Joint IFES-WRC activities include an International Women's Day Public Information Campaign, polls targeted at the female demographic, training and support to encourage women candidates to run for public office, parliamentary hearings on women's issues, and cooperation of women NGOs with the media. IFES also works with the WRC to produce publications and public service announcements. These activities emphasize the achievements of women in public life and encourage positive change in the attitudes of the public, authorities and the media towards women participation in public life.



Information Resources

Reflecting the belief that information is power, IFES is producing regular informational products and distributing them widely to the population. IFES produces professional quality citizen's guides to the parliament, national and regional governments. It issues a steady stream of voter education materials, as well as issue-oriented leaflets on subjects such as the court system, local governance, condominiums, human rights, and many others. IFES reports on community council meetings around the country, and prepares and distributes council reports to the public. IFES also works with the media to broadcast candidate election debates and public service announcements. A national IFES survey is conducted annually and its results are distributed as well.



Each of IFES/Armenia's offices contain a library where citizens can find information about elections, civil society, local self-governance, democracy and other related topics.

The IFES Yerevan main Resource Center is open to the public every Wednesday from 2:00p.m. to 5:00p.m., and on other days upon request.

IFES – A World Wide Record of Implementing Civic Projects

IFES is a non-partisan, nonprofit organization founded in 1987 with a grant from USAID and is internationally recognized as one of the world's leading providers of democracy, civil society and governance assistance.

IFES is dedicated to the success of democracy worldwide, the prospect that each person in every corner of the world is entitled to have a free and informed say in how he or she is governed, and that democratic governance is evolving and dynamic, created by and meeting the needs of the people that it serves.

IFES provides professional advice and technical assistance in the promotion of democracy worldwide and serves as a clearinghouse of information on governance, rule of law, civil society and election.

In addition to its current office in Armenia that opened in 1996, IFES has field offices in 25 countries and program experience in more than 120 countries worldwide. Civil society and civic education programs initiated by IFES have also operated in Bosnia, Georgia, Russia, Moldova, Ukraine, Romania, Kazakhstan and other countries.



IFES/Armenia, Head OfficeAlex Manukian 9, 5th Floor

Yerevan

Tel: (3741) 51 20 51, Fax: (3741) 51 20 15

E-mail: ifes@ifes.amwww.ifes.am**Aragatsotn Marz**

Aigestan 16

Ashtarak

Tel: (032) 3 43 77

Fax: (032) 3 62 76

E-mail: ifesas@arminco.com**Armavir Marz**

Kamo, 4, Apt. 1

Echmiadzin

Tel: (031) 5 69 43

Fax: (031) 4 69 33

E-mail: ifese@arminco.com**Gegharkunik Marz**

Gortsaranain 4, Apt. 20

Sevan

Tel: (061) 2 07 66

Fax: (061) 2 11 56

E-mail: ifess@arminco.com**Kotaik Marz**Barekamutyan 1, 2nd Floor

Abovian

Tel: (022) 2 04 15

Fax: (022) 2 04 22

E-mail: ifesab@arminco.com**Lori Marz**

Vardanants 102/3

Vanadzor

Tel/Fax: (051) 4 29 68

E-mail: ifesv@arminco.com**Shirak Marz**Shirakatsi 68, 2nd Floor, Room 25

Giumri

Tel: (041) 3 97 56

Fax: (041) 2 41 02

E-mail: ifesg@arminco.com**Siunik Marz**

Melik Stepanyan 6

Kapan

Tel/Fax: (085) 6 32 20

E-mail: ifesk@syunik.am**Yerevan**Alex Manukian 9, 4th Floor, Room 409

Yerevan

Tel: (3741) 51 20 81, 51 20 82,

51 20 83, 51 20 84

Fax: (3741) 51 20 14

E-mail: trainer@ifes.am,trainer1@ifes.am