

Cluster №			Interview №		

1.1 How would you describe the current situation in the country? (ONE answer)

1.	Normally, good
2.	Bearable
3.	Unbearable
98.	Do not know

1.2 According to you what was/is Bulgaria's overall development? (ONE answer per row!)

	To better	To worse	I don't know
1. During the government of Ivan Kostov	1	2	98
2. During the government of Simeon Sax-Coburg Goth	1	2	98
3. During the government of Sergei Stanishev	1	2	98
4. During the government of Boyko Borisov	1	2	98

1.3 How do you evaluate the overall economic situation of the country for the last 12 months? (ONE answer)

1.	Very much improved
2.	Improved a bit
3.	Not changed
4.	Worsen a bit
5.	Very much worsen
98.	I don't know

1.4 How do you think the overall economic situation of the country will develop for the next 12 months? (ONE answer)

1.	Will be very much improved
2.	Will be improved a bit
3.	Not changed
4.	Will be worsen a bit
5.	Will be very much worsen
98.	I don't know

1.5 How do you think your household financial situation will change during the next 12 months? (ONE answer)

1.	Will be very much improved
2.	Will be improved a bit
3.	Not changed
4.	Will be worsen a bit
5.	Will be very much worsen
98.	I don't know

1.6 Do you trust the stability of Bulgarian lev? (one answer)

1.	Yes, fully trust
2.	Yes, but I am afraid it may devalue
3.	No

1.7 Do you think it is good the Bulgarian lev to be changed with the euro? (one answer)

1.	Yes, as soon as possible
2.	Yes, depending on the economic conditions
3.	No
98.	I don't know

1.8 Do you support the currency board system in which the Bulgarian lev is fixed to the euro? (one answer)

1. Yes
2. No
98. I don't know

1.9 Do you think the unemployment in the country for the next 12 months will...? (one answer)

1. Suddenly increase
2. Slightly increase
3. Stay at the same level
4. Slightly decrease
5. Suddenly decrease
98. I don't know

1.10 Has the international economic crisis affected you or a member of your household in the following ways? (every right answer)

		Me	Member of my household
1.	Forced leave	1	2
2.	Layoff	1	2
3.	Decrease of income from private business	1	2
4.	Decreased salary	1	2
5.	Reduced working day	1	2
6.	Non-paid overtime work	1	2
7.	Loan refusal	1	2
8.	Increase of the debt repayment plan	1	2
9.	Other (<i>specify</i>).....	1	2
99.	No, the crisis hasn't affected us yet	1	2

1.11 In the USA some big banks have declared bankruptcy and there is world financial crisis. Do you trust the stability of the Bulgarian bank system? (one answer)

1. Yes, absolutely
2. Rather yes
3. Rather no
4. No, absolutely not
98. I don't know

1.12 Is there a need for special measures from the state to counteract the crisis? (one answer)

1.	Yes, definitely
2.	Rather yes
3.	Rather no
4.	No, definitely not
98.	I don't know

1.13 Do you approve anti-crisis measures of the new government? (one answer)

1.	Yes, I approve them
2.	Do not approve
98.	I do not know what measures the Government has taken
99.	The government has not taken any measures

2. POLITICS

2.1 If next Sunday there are parliamentary elections for which party would you vote?

1.	GERB
2.	Coalition za Bulgaria
3.	DPS
4.	Ataka
5.	Siniata coalition
6.	RZS
7.	Lider
8.	NDSV
9.	Other (<i>specify</i>)
99.	I won't vote

2.2 Are you eligible to vote in the upcoming partial local elections for mayor of Sofia?

1.	Yes	—go to № 2.3
2.	No	—go to № 2.4
98.	Don't know	

2.3 Who will you vote for in the upcoming partial local elections for mayor of Sofia? (one answer)

1.	Yordanka Fandakova (GERB)
2.	Gerogi Kadiev (BSP)
3.	Teodor Dechev (independent)
4.	Other candidate (<i>кой</i>).....
5.	Another independent candidate
98.	Not decided yet
99.	I won't vote

2.4 What is vote buying? (one answer)

1.	Normal way to win more voters
2.	European practice
3.	Crime
98.	Don't know

2.5 If you are offered money to vote for certain political party what would you do? (one answer)

1.	I will take the money and vote for that party
2.	I will take the money but I will vote for the party I like
3.	I will take the money but I won't vote
4.	I won't take the money and I will vote for the party I like
5.	I won't take the money and I won't vote
98.	I don't know

2.6 All campaign materials had the message "Buying and selling of votes is a crime." Was there a positive impact on your decision to vote? (one answer)

1.	Yes, this message convinced me to vote
2.	Regardless of the message, I would still vote
3.	No, the message rather discouraged me to vote
4.	No, I do not vote and I do not care about campaign messages
98.	I don't know

2.7 To what extent do you trust the following organizations / institutions? (one answer per row)

	To a very great extent	To a great extent	To a small extent	To a very small extent	I don't know
1. Charitable or humanitarian organizations	1	2	3	4	98
2. BNB	1	2	3	4	98
3. Hospitals in Bulgaria	1	2	3	4	98
4. Newspapers and magazines	1	2	3	4	98
5. Armed Forces	1	2	3	4	98
6. Large companies	1	2	3	4	98
7. European Union	1	2	3	4	98
8. National Health Insurance Fund	1	2	3	4	98
9. Internet editions	1	2	3	4	98
10. NATO	1	2	3	4	98
11. NGOs	1	2	3	4	98
12. National Social Security Institute	1	2	3	4	98
13. UN	1	2	3	4	98
14. Organizations for environmental protection	1	2	3	4	98
15. Parliament	1	2	3	4	98
16. Political parties	1	2	3	4	98
17. Police	1	2	3	4	98
18. Government	1	2	3	4	98
19. Prosecution	1	2	3	4	98
20. Public administration	1	2	3	4	98
21. Radios	1	2	3	4	98
22. Unions	1	2	3	4	98
23. Investigation	1	2	3	4	98
24. Court	1	2	3	4	98
25. Judiciary as a whole	1	2	3	4	98
26. Television	1	2	3	4	98
27. Church	1	2	3	4	98

2.8 To what extent do you approve the following ideas that are being discussed now? (one answer per row)

	Completely approve	Rather approve	Rather disapprove	Completely disapprove	I don't know
1. Save the flat tax of 10% of personal income	1	2	3	4	98
2. Have significantly fewer officers, but higher salaries and higher demands on their work	1	2	3	4	98
3. Have significantly less staff of MI, but with higher salaries and higher demands on their work	1	2	3	4	98
4. To equalize the retirement age for men and women, thus increase that of the women	1	2	3	4	98
5. To confiscate the property of all unable to prove its origin, even without crime	1	2	3	4	98
6. The closure of 10 customs and the reduction of customs officers	1	2	3	4	98
7. Mandatory exams after grade 7 to serve as an entrance exam for high school	1	2	3	4	98
8. Police officers should be armed with live cartridges	1	2	3	4	98

3. EUROPEAN UNION

3.1 The Bulgarian or the European institutions you trust more? (one answer)

More trust in EU institutions	Same	More trust in BG institutions	None	I don't know
1	2	3	4	98

3.2 Do you approve the give of more powers to the European institutions at the expense of the national institutions? (one answer)

Completely approve	Rather approve	Rather disapprove	Completely disapprove	I don't know
1	2	3	4	5

3.3 To what extent will the new Bulgarian government succeed in defending the interests of Bulgaria in the following areas?

Completely successful <-1-|2-|3-|4-|5-|6-|7-> Completely unsuccessful (one answer per row)

		Scale	I don't know
1.	Energy issues	<-1- 2- 3- 4- 5- 6- 7->	98
2.	Quota for greenhouse gases	<-1- 2- 3- 4- 5- 6- 7->	98
3.	Tax policy	<-1- 2- 3- 4- 5- 6- 7->	98
4.	Agriculture and stock-breeding	<-1- 2- 3- 4- 5- 6- 7->	98
5.	More representatives of the smaller EU members	<-1- 2- 3- 4- 5- 6- 7->	98
6.	EU enlargement	<-1- 2- 3- 4- 5- 6- 7->	98

4. CIVIL SOCIETY

4.1 Did you participate in any of the following charitable or public activities during the last year? (one answer per row)

	Yes	No	I don't remember
1. Donations in a box for civic organizations (street campaigns, in institutions, in shops, in museums, etc.)	1	2	98
2. Donations in a box for church, synagogue, mosque	1	2	98
3. Donations via bank account in support of a certain cause or organization	1	2	98
4. Donations via text message in support of a certain cause or organization	1	2	98
5. Donations via phone call in support of a certain cause or organization	1	2	98
6. Donations via post card in support of a certain cause or organization	1	2	98
7. Buying a ticket for a charity event	1	2	98
8. Buying a ticket from the State Lottery charity draw	1	2	98
9. Buying a piece of art part of whose price is for charity	1	2	98
10. Buying products in support of a certain cause or organization (If yes, specify).....	1	2	98
12. Participation in charity activities organized by your employer (voluntary work, donation of company equipment, money, etc.). (If yes, specify).....	1	2	98
13. Support for civic organization or person in need with volunteer work	1	2	98
14. Donations for a person in need	1	2	98

4.2 On the market there are products whose buying is in support of a certain cause or organization. Imagine there are two same products (same quality) and one of them supports the "good cause". In which case would you buy that product?

1.	I would buy that product even though it might be more expensive
2.	I would buy that product only if the price is not more expensive
3.	I would buy the cheaper product in any case
98.	I don't know

4.3 Are there companies that donate funds to support various social causes (such as donations to treat people, children with disabilities, schools and churches and many others). In your opinion, what are their motives for doing so? (up to 2 answers)

1.	They do it to promote the company name
2.	They do it because they really want to help the needy
3.	Make it as indulgences for sins
4.	They do it because others are doing it
5.	They do it because they have so much money that they do not know what to do with them
98.	Do not know

4.4 Have you participated in any of the following charitable or public activities?

(Answer on each row)

1.	To send a text message for a charity campaign
2.	Individual donations (cash)
3.	Material donations (clothes, shoes, books)
4.	Voluntary work for certain groups (children without parental care, disadvantaged people, schools, sick people)
5.	Voluntary work for enrichment of the environment (cleaning or landscaping of gardens, cleaning the space around the residential blocks, small repair on the street / playground)
6.	Public hearings, public meetings, forums on important community issues
7.	Meetings to solve the problem in the neighborhood / neighborhood
8.	Citizens' initiative (such as protection of Irakli)
9.	NGOs / Civil Society
10.	Political Party
11.	Union
12.	Club, even informal
13.	Protest
14.	Community Center
15.	Voluntary Organisation
16.	Charity campaign
17.	Online forums
18.	Blogs
19.	Online petitions / subscriptions

4.5 If involved, what are your reasons for taking an action?

(Please write down 2 answers)

- 1)
- 2)

4.6 Do you trust NGOs? (one answer)

1.	Yes	Go to № 4.7
2.	No	Go to № 4.8
98.	I don't know	Go to № 4.9

4.7 If yes, why?.....

4.8 If not, why?.....

4.9 In your opinion, who are the most authentic representatives of the civil society?

(Answer on each row)

1. Environmentalists
2. Students
3. Pensioners
4. Football fans
5. Farmers
6. Local Communities
7. Non-governmental organizations
8. The Unions
9. All of the above
10. Others.....
99. There is no authentic (real) civil society in Bulgaria

4.10 What is the impact of civil society on the process of policy formulation in the country?

1.	No influence
2.	Civil society organizations are essential partners in policy
98.	Do not know

4.11 To participate in a charity campaign, who should organize it? (one answer)

1.	Public authority
2.	Non-governmental organization (NGO)
3.	Media (newspaper, radio or TV)
4.	Large private company
5.	<i>Other (Specify).....</i>
98.	Initiator of the charity campaign does not affect my decision
99.	I don't have confidence in charitable campaigns

4.12 In your opinion, practices of corruption in civil society organizations are: (one answer)

1.	None
2.	Isolated cases
3.	Mechanism of action
98.	Do not know

5. HEALTH INSURANCE

5.1 In the last year did you suffer from any disease? And did you seek medical help? (Fill table rows, if the respondent had any disease, but not sought help, ask for the reason in the following list and make a note in the last column)

1. I know what medications I need for this and I buy them
2. There is no hospital or doctor nearby
3. Do not trust doctors
4. I have no money
5. The problem was minor and not worth it
6. Other (specify-write in the last column)

		I was sick of ...	I looked for medical assistance	If haven't looked for, why? (Give one answer from the list above)
1.	Chronic disease	1	2	1 2 3 4 5 6
2.	Injury	1	2	1 2 3 4 5 6
3.	Severe flu	1	2	1 2 3 4 5 6
4.	Light flu / cold	1	2	1 2 3 4 5 6
5.	Other	1	2	1 2 3 4 5 6
99.	I'm not ill	99	— go to question № 5.8	

Questions 5.2 to 5.7 inclusive shall be set only if RESPONDENTATE seek medical attention for at least one illness

5.2 Who did you seek medical assistance from?

1.	GP
2.	Doctor - specialist
3.	Hospital
4.	Private Clinic
5.	First aid
6.	Other

5.3 Did doctors give you a clear and understandable information about your health condition and possible treatments? (one answer)

1.	Yes, in all cases
2.	Yes, but only in certain cases
3.	No

5.4 Identify the medical care you received last year: (one answer per row)

1.	Easily accessible (well organized)	2.	Difficult to access (bureaucratic)		
1.	Quality	2.	Poor		
1.	Timely	2.	Late		
1.	Free	2.	Affordable	3.	Expensive

5.5 Did you seek a second medical opinion about your condition? (one answer)

1.	Yes
2.	No

5.6 Have you had to pay for medicine? (one answer)

1.	Yes >>> go to question № 5.7
2.	No >>> go to question № 5.8

5.7 What did you pay extra for? (Every right answer)

1.	Examinations
2.	Medicine
3.	Supplies
4.	Stay at a hospital
5.	After illness therapy
6.	Other

5.8 Are you familiar with the rights of insured persons? (one answer)

1.	Yes, with all rights
2.	Yes, but only with certain rights
3.	No

5.9 Who / where did you get information about your health rights? (Every right answer)

1.	GP
2.	Hospital
3.	Private practice
4.	Regional center for healthcare
5.	National Health Insurance Fund
6.	Family
7.	TV
8.	Newspapers
9.	Internet
10.	Lawyer
11.	Other (who?).....
99.	I don't look for such information...

5.10 When was your last thorough health check ? (one answer)

1.	More than 6 months ago	— go to question № 5.12
2.	Between 6 months and 1 year	
3.	More than one year	
4.	Never	— go to question № 5.11

5.11 What is the most important reason you have not made a health check? (one answer)

1.	My personal doctor hasn't informed me
2.	No directions
3.	Have no time
4.	I do not believe in prevention
5.	Afraid of results
6.	Even if something shows up, it won't get proper treatment
7.	Other

5.12 Have you ever had any of the following health rights abuse? (Every right answer)

1.	Rude and impolite staff in the hospital
2.	Your treatment is delayed / denied due to lack of proper medical equipment or faulty
3.	Your treatment is delayed / denied due to lack of necessary medicines in pharmacies or hospital
4.	Your treatment is delayed / denied due to lack of directions to a specialist or another bureaucratic obstacle
5.	Your treatment is delayed / denied due to inability to use expensive equipment or consumables for reexamination
6.	Poor sanitation in health / hospital
7.	You were requested illicit payment for doctor, nurse or hospital attendant
8.	You were requested illicit payment for hospitalization, medicines or medical supplies
9.	You got a wrong diagnosis
10.	You've called an emergency service, but it came very late
11.	You have been prescribed an incorrect treatment

5.13 If you encountered any of those violations, have you sought a way to protect your rights? (one answer)

1.	Yes	— go to question № 5.14
2.	No	— go to question № 5.21

5.14 Who did you contact? (Every right answer)

1.	Arbitration committee of the Doctors Association	— go to question № 5.15
2.	Director of the hospital	— go to question № 5.16
3.	NHIF	— go to question № 5.17
4.	Ombudsman	— go to question № 5.18
5.	Regional Health Centre	— go to question № 5.19
6.	Court	— go to question № 5.20
7.	Other	

5.15 How would you describe the actions of the arbitration committee of the Doctors Association in response to your complaint? (one answer per row)

Evaluation			I don't know
1. Very fast	<—1-----2---3----4---5—>	Very slow	98
2. Fully competent	<—1-----2---3----4---5—>	Fully incompetent	98
3. Fully responsible	<—1----2---3----4----5—>	Fully irresponsible	98
4. Fully effective	<—1----2---3---4----5—>	Fully useless	98

5.16 How would you describe the actions of the director of the hospital in response to your complaint? (one answer per row)

Evaluation			I don't know
1. Very fast	<—1-----2---3----4----5—>	Very slow	98
2. Fully competent	<—1-----2---3----4---5—>	Fully incompetent	98
3. Fully responsible	<—1----2---3----4----5—>	Fully irresponsible	98
4. Fully effective	<—1----2---3---4----5—>	Fully useless	98

5.17 How would you describe the actions of the NHIF in response to your complaint? (one answer per row)

Evaluation			I don't know
1. Very fast	<—1-----2---3----4----5—>	Very slow	98
2. Fully competent	<—1-----2---3----4---5—>	Fully incompetent	98
3. Fully responsible	<—1----2---3----4----5—>	Fully irresponsible	98
4. Fully effective	<—1----2---3---4----5—>	Fully useless	98

5.18 How would you describe the actions of the Ombudsman in response to your complaint?

Evaluation			I don't know
1. Very fast	<—1-----2---3----4----5—>	Very slow	98
2. Fully competent	<—1-----2---3----4---5—>	Fully incompetent	98
3. Fully responsible	<—1----2---3----4----5—>	Fully irresponsible	98
4. Fully effective	<—1----2---3---4----5—>	Fully useless	98

5.19 How would you describe the actions of the regional health center in response to your complaint? (one answer per row)

Evaluation			I don't know
1. Very fast	<—1-----2---3----4----5—>	Very slow	98
2. Fully competent	<—1-----2---3----4---5—>	Fully incompetent	98
3. Fully responsible	<—1----2---3----4----5—>	Fully irresponsible	98
4. Fully effective	<—1----2---3---4----5—>	Fully useless	98

5.20 How would you describe the actions of the court in response to your complaint? (one answer per row)

Evaluation		I don't know
1. Very fast <—1-----2----3----4----5—>	Very slow	98
2. Fully competent <—1 ----2----3----4 ---5—>	Fully incompetent	98
3. Fully responsible <—1 ----2 ---3 ----4----5—>	Fully irresponsible	98
4. Fully effective <—1 ----2 ---3 ---4 ----5—>	Fully useless	98

5.21 What is the most important reason not to seek a way to protect your rights? (One answer)

1.	I don't know who to turn to
2.	I'm broke
3.	I have no time to loose
4.	No one is going to pay attention
5.	I don't believe anything will change
6.	Other.....

5.22 In your opinion, could the court protect you in violation of your health rights? (One answer)

1.	Yes	— go to question № 6.1
2.	No	— go to question № 5.23
98.	I don't know	— go to question № 6.1

5.23 If you think you couldn't, what are the two most important reasons for this? (Up to 2 possible answers)

1.	In the laws there are no procedures to protect the health rights of citizens
2.	People do not know their health rights
3.	People do not know the court procedures
4.	Judicial proceedings are slow and expensive
5.	Judiciary system is as corrupt as the Health
6.	In the laws there are no procedures to protect the health rights of citizens
7.	Other.....

6. PASSPORT BLOCK

6.1 Sex

Male	Female
1	2

6.3 Type of settlement (one answer)

City-capital	Regional city	Other town	Village
1	2	3	4

6.2 Date of birth / age

Day	Month	Year	Age
		

6.4 What is the highest educational level you have completed?(one answer)

University-bachelor, master, Phd	Higher, professional college	Secondary	Primary	Initial	Lower than initial
1	2	3	4	5	6

Question № 6.5 ONLY TO PERSONS with university and college education

High school	Year of graduation

6.6 What is your social status at the moment: (one answer)

Working	Studying	Working and studying	Maternity leave	Housewife	Unemployed	Working retired person	Not working retired person
1	2	3	4	5	6	7	8

6.7 What is your marital status? (one answer)

1.	Single
2.	Living together
3.	Married
4.	Separated
5.	Divorced
6.	Widow

6.8 How many persons, including the children, are in your household? (write down with number)

1.	Number of persons under 18
2.	Number of persons over 18

6.9 What is your household monthly net income? (write down with number).....leva

6.10 Do you have health insurance? (One answer)

1.	Yes	— go to question № 6.11
2.	No	— go to question № 6.12
98.	Don't know	

6.11 Do you pay regular health insurance? (one answer)

1.	Yes	— go to question № 6.13
2.	No	— go to question № 6.12
98.	Don't know	— go to question № 6.13

6.12 Why don't you pay regular health insurance? (One answer)?

1.	I lost my job
2.	I was abroad
3.	I work illegally
4.	Other (specify).....

6.13 What is your ethnic group? (one answer)

Bulgarian	Turkish	Roma	Other (please, specify)
1	2	3	4

6.14 What is your religion? (One answer)

1.	Christian Orthodox
2.	Catholic
3.	Protestant
4.	Muslim
5.	Other (Please, specify)
99.	No religion