

# Public Opinion on Service Delivery and NGOs in Uganda; Household Survey

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## 1 Survey Identification Information

<b>Q1</b> FILL IN THE SURVEYOR'S INFORMATION	
A. First name, Last name	B. Surveyor ID

FILL IN THE INFORMATION BELOW		
	A. Location name	B. Location code
<b>Q2</b> Region		
<b>Q3</b> District		
<b>Q4</b> Constituency		
<b>Q5</b> Subcounty		
<b>Q6</b> Parish		
<b>Q7</b> Town/village		

<b>Q8</b> SURVEY ID [GENERATED AUTOMATICALLY]	ID _____
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<b>Q9</b> WRITE THE SURVEY DATE		
A. Day	B. Month	C. Year

<b>Q10</b> SURVEY STARTING TIME [GENERATED AUTOMATICALLY]
A. HH (24H) ____:____ MM ____:____

### 1.1 Household Sampling

<p><i>Good Day. My name is [...]. I am an interviewer from Matrice360, a research firm with offices in Kampala. We are working with independent researchers based in the United States to study how ordinary citizens feel about economic and social conditions in Uganda.</i></p> <p><i>We are interviewing a few households in your village, and your household has been chosen completely randomly. In each household, we are interviewing either the male or female head of the household. In each household, the individual that we want to talk to is chosen randomly.</i></p> <p><i>The person I need to speak to in this family is [insert name]. This person has been selected totally randomly. Is this person presently at home?</i></p>	
If yes:	<i>May I please interview this person now?</i>
If no:	<i>Will this person return here at any time today?</i>
If no:	<i>Thank you very much. I will select another household. [REPORT TO YOUR SUPERVISOR BEFORE REPLACING.]</i>
If yes:	<i>Please tell this person that I will return for an interview at [insert convenient time]. [IF THIS RESPONDENT IS NOT PRESENT WHEN YOU CALL BACK, REPLACE THIS HOUSEHOLD WITH A BACK-UP HOUSEHOLD.]</i>

### 1.2 Consent Script

<p>WHEN YOU HAVE IDENTIFIED AN INDIVIDUAL FROM THE HOUSEHOLD, PLEASE IDENTIFY A CONVENIENT PLACE AND CAREFULLY READ THE CONSENT FORM TO HIM/HER AND MAKE SURE THAT HE/SHE HAS UNDERSTOOD IT. IF CONSENT IS OBTAINED, PLEASE PROVIDE</p>
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THE RESPONDENT WITH THE INFORMATION SHEET AND CONTINUE WITH THE INTERVIEW. IF THE INTERVIEW IS UNSUCCESSFUL FOR ANY REASON, PLEASE REPORT THIS TO THE SUPERVISOR AND RECORD THE REASON FOR THE UNSUCCESSFUL VISIT BELOW.

Q11 Reason for unsuccessful visit	Household 1	Household 2	Household 3	Household 4	Household 5
1. Refused to be interviewed					
2. Not Ugandan citizen					
3. Did not speak a survey language					

## 2 Basic Information

**SCRIPT:** Thank you for agreeing to participate in this survey. I am going to begin by asking you some basic questions about yourself and your household.

### 2.1 Demographic Information

Q12 CIRCLE CODE FOR SEX OF RESPONDENT	0 Male 1 Female
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Q13 How old are you now?  [IF RESPONDENT DOES NOT KNOW, APPROXIMATE HIS/HER AGE.]	AGE IN COMPLETED YEARS .....  DK R
---	--

Q14 How long have you been living in this village, not considering the times that you have left for short periods of less than six months?	YEARS .....  DK R
--	-------------------------

### 2.2 Work Situation and Subjective Economic Situation

Q15 What is your highest level of education?	<ol style="list-style-type: none"> <li>1. Less than primary school</li> <li>2. Some primary school</li> <li>3. Completed primary school</li> <li>4. Some secondary school</li> <li>5. Completed secondary school</li> <li>6. More than secondary School</li> </ol> DK R
--	--

Q16 In general, how would you rate your living conditions compared to those of other households in your parish?  [READ OPTIONS OUT LOUD]	<ol style="list-style-type: none"> <li>1. Much worse</li> <li>2. Somewhat worse</li> <li>3. About the same</li> <li>4. Somewhat better</li> <li>5. Much better</li> </ol> DK R
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### 2.3 Policy Priorities

Q17 In your opinion, what are the most pressing problems facing this country that the national government should address? Please remember that your answers are completely confidential, and we are not working with government or any political parties.  [DON'T READ OPTIONS. CODE FROM RESPONSES. ACCEPT UP TO THREE ANSWERS. IF RESPONDENT OFFERS THREE OPTIONS, ASK "WHICH OF THESE IS THE MOST IMPORTANT, WHICH IS SECOND MOST IMPORTANT".]	Most important	Second most important	Third most important
A. Jobs and unemployment	1	1	1
B. Taxes	2	2	2
C. Food shortages	3	3	3
D. Health care	4	4	4
E. Education	5	5	5

F. Infrastructure (roads, bridges, electricity)	6	6	6
G. Farming/agriculture	7	7	7
H. Corruption and bribery	8	8	8
I. Land issues	9	9	9
J. Crime, security and violence	10	10	10
K. Capacity of local governments	11	11	11
L. Political rights	12	12	12
M. Tribalism	13	13	13
N. Other	14	14	14

Q18 In your opinion, what are the most pressing problems facing this country that the district government should address?  [DON'T READ OPTIONS. CODE FROM RESPONSES. ACCEPT UP TO THREE ANSWERS. IF RESPONDENT OFFERS THREE OPTIONS, ASK "WHICH OF THESE IS THE MOST IMPORTANT, WHICH IS SECOND MOST IMPORTANT".]	Most important	Second most important	Third most important
A. Jobs and unemployment	1	1	1
B. Taxes	2	2	2
C. Food shortages	3	3	3
D. Health care	4	4	4
E. Education	5	5	5
F. Infrastructure (roads, bridges, electricity)	6	6	6
G. Farming/agriculture	7	7	7
H. Corruption and bribery	8	8	8
I. Land issues	9	9	9
J. Crime, security and violence	10	10	10
K. Capacity of local governments	11	11	11
L. Political rights	12	12	12
M. Tribalism	13	13	13
N. Other	14	14	14

### 3 Access to Services

*SCRIPT: I would now like to ask you some questions about your access to public services and the quality of these services in your community. Just like a variety of people sell goods at the local market, a variety of groups in Uganda work to provide public services to citizens. This includes government, non-profits, and other NGOs. The non-profit sector includes Christian and Islamic organizations (Catholic Medical Bureau, Muslim Medical Bureau, etc.) and organizations frequently referred to as NGOs.*

#### 3.1 Community Health Workers

Q19 Now I would like to ask you about community health workers in your community. Community health workers can be members of government-run Village Health Teams or are sometimes recruited by other organizations such as NGOs.			
	YES	No	Don't know [DK R]
A. As far as you know, is there an active Village Health Team run by government in your village?	1	0	
	YES	No	Don't know [DK R]
B. As far as you know, is there an active Community Health Promoter run by BRAC or Living Goods in your village?	1	0	

	Charity			For-profit			Don't know [DK R]
C. Thinking of the Community Health Promoter program run by BRAC or Living Goods: Do you think that this program mainly provides charity to people in the communities where it operates by subsidizing health products and paying health promoters to give advice, or does the program operate for a profit?	1			2			
	Within the past one month	Within the past three months	Within the past six months	Within the past year	More than 1 year ago	Never	Don't know [DK R]
D. When was the last time your household was visited by a Village Health Team member to receive health related care or advice? Was it [...]? [READ OUT OPTIONS]	5	4	3	2	1	0	
	Within the past one month	Within the past three months	Within the past six months	Within the past year	More than 1 year ago	Never	Don't know [DK R]
E. When was the last time someone in your household went to visit a Village Health Team member to seek health related care or advice? Was it [...]? [READ OUT OPTIONS]	5	4	3	2	1	0	
F. About how many times, total, has your household received health related care or advice from a Village Health Team member within the last twelve months?	_____ Number of visits						Don't know [DK R]
	Very dissatisfied	Somewhat dissatisfied	Neither satisfied nor dissatisfied	Somewhat satisfied	Very satisfied		Don't know [DK R]
G. Overall, are you satisfied or unsatisfied with the health services offered by your community's Village Health Team? [PROBE FOR STRENGTH]	0	4	3	2	1		
	Within the past one month	Within the past three months	Within the past six months	Within the past year	More than 1 year ago	Never	Don't know [DK R]
H. When was the last time your household was visited by a Community Health Promoter to receive health related care or advice? Was it [...]? [READ OUT OPTIONS]	5	4	3	2	1	0	
	Within the past	Within the past	Within the past	Within the past	More than 1	Never	Don't know [DK

	one month	three months	six months	year	year ago		R]
I. When was the last time someone in your household went to visit a Community Health Promoter to seek health related care or advice? Was it [...]? [READ OUT OPTIONS]	4	3	2	1		0	
E. About how many times, total, has your household received health care or advice from a Community Health Promoter in the last twelve months?	_____ Number of visits						Don't know [DK R]
	Very dissatisfied	Somewhat dissatisfied	Neither satisfied nor dissatisfied	Somewhat satisfied	Very satisfied		Don't know [DK R]
J. Overall, are you satisfied or unsatisfied with the services offered by the Community Health Promoter program? [PROBE FOR STRENGTH]	0	4	3	2	1		

### 3.2 Presence of NGOs

**SCRIPT:** I have some questions about the presence NGOs and their activities in this area. For the purposes of this survey, we are asking about NGOs that are focused on economic development and the delivery of services to ordinary Ugandans. Please think about any NGOs that have provided services in your area. This does not mean that these NGOs must have offices nearby. We are interested in hearing about any NGOs that have provided services to people living in your village.

<b>Q20</b> Are there any NGOs that have been providing services to people in your village within the last twelve months? Can you recall the name of any of these NGOs or the type of work that they do? [LEAVE NAME BLANK AND MARK SECTOR IF RESPONDENT CAN'T RECALL]					
	Name of NGO	Health	Education	Other (Service delivery)	
1	_____	1	2	3	DK R
2	_____	1	2	3	DK R
3	_____	1	2	3	DK R
4	_____	1	2	3	DK R
5	_____	1	2	3	DK R
6	_____	1	2	3	DK R
7	_____	1	2	3	DK R
8	_____	1	2	3	DK R
9	_____	1	2	3	DK R
10	_____	1	2	3	DK R

**Q21** Thinking about this list of NGOs that have been active in your village, did you or someone in your family receive services from any of these NGOs?

[LEAVE NAME BLANK AND MARK SECTOR IF RESPONDENT CAN'T RECALL]

NGO	No	Once or twice	More than twice	More than five times	More than ten times	
1	0	1	2	3	4	DK R
2	0	1	2	3	4	DK R
3	0	1	2	3	4	DK R
4	0	1	2	3	4	DK R
5	0	1	2	3	4	DK R
6	0	1	2	3	4	DK R
7	0	1	2	3	4	DK R
8	0	1	2	3	4	DK R
9	0	1	2	3	4	DK R
10	0	1	2	3	4	DK R

**Q22** How much do you think your [...] has helped to bring NGOs to your community?

[RANDOMIZE ORDER]

	None	A little	Some	A lot	Don't know/ Haven't heard [DK R]
A. Constituency MP	1	2	3	4	
B. District Chairperson	1	2	3	4	
C. Local Councilors (including District, Subcounty, or Village Councilors)	1	2	3	4	
D. Civil servants in Kampala	1	2	3	4	
E. Civil servants in your district					

**Q23** How much do you think your [...] has helped to plan or oversee NGO projects in your community?

[RANDOMIZE ORDER]

	None	A little	Some	A lot	Don't know/ Haven't heard [DK R]
A. Constituency MP	1	2	3	4	
B. District Chairperson	1	2	3	4	
C. Local Councilors (including District, Subcounty, or Village Councilors)	1	2	3	4	
D. Civil servants in Kampala	1	2	3	4	
E. Civil servants in your district	1	2	3	4	

**Q24** How much power do you think [...] over where NGOs put their projects and services?

[RANDOMIZE ORDER]

	None	A little	Some	A lot	Don't know/ Haven't heard [DK R]
A. The president has	1	2	3	4	
B. Your Constituency MP has	1	2	3	4	
C. Your District Chairperson has	1	2	3	4	
D. Your Local Councilors (including	1	2	3	4	

District, Subcounty, or Village Councilors) have					
E. Civil servants in Kampala have	1	2	3	4	
F. Civil servants in your district have	1	2	3	4	
G. NGOs themselves have	1	2	3	4	

## 4 Social Attitudes and Behavior

**SCRIPT:** In this section, I want to ask you some questions about politics in Uganda. There are no right answers; we are only interested in hearing your opinions and beliefs. Please remember that this is a neutral survey and we are not related to any political party or government official and all your responses will be treated with the utmost confidentiality.

### 4.1 Political Knowledge and Interest

Q25 Can you tell me [...]?	Correct	Incorrect			Correct Answer
A The name of your Subcounty Councilor	1	2		DK R	Check list
B The name of your District chairperson	1	2		DK R	Check list
C The name of your Constituency MP	1	2		DK R	Check list
D The name of the main opposition candidate in the last presidential elections	1	2		DK R	Check list
E The name of the speaker of parliament	1	2			Check list
F The name of the chief justice	1	2		DK R	Check list
G How many times can the president of Uganda serve in office according to the constitution	1	2		DK R	No term limits in Uganda's constitution

Q26 How often do you get news from the following sources? [Read out options]						
	Never	A few times in a year	A few times a month	A few times a week	Every day	
A. Radio	0	1	2	3	4	DK R
B. Newspapers	0	1	2	3	4	DK R
C. Television	0	1	2	3	4	DK R
D. Internet	0	1	2	3	4	DK R

### 4.2 Political Participation

Q27 During the past twelve months, have you or a family member contacted [...] about an issue with health service delivery in your community?							
[READ OUT OPTIONS] [RANDOMIZE ORDER]							
	Never	Once or twice	More than twice	More than five times	More than ten times	Don't know [DK R]	
A. A Constituency MP	0	1	2	3	4		
B. A District Chairperson	0	1	2	3	4		
C. A local Councilor (including District, Subcounty, or Village Councilors)	0	1	2	3	4		
D. A district health official (DHO, Health Inspectors)	0	1	2	3	4		
E. A government agency in Kampala (Ministry of Health)	0	1	2	3	4		
F. An NGO	0	1	2	3	4		

Q28 When you or a family member contacted [...], how many of those times did they give you feedback?
--



[READ OUT OPTIONS]						
	Never	Once or twice	More than twice	More than five times	More than ten times	Don't know [DK R]
A. A Constituency MP	0	1	2	3	4	
B. A District Chairperson	0	1	2	3	4	
C. A local Councilor (including District, Subcounty, or Village Councilors)	0	1	2	3	4	
D. A district health official (DHO, Health Inspectors)	0	1	2	3	4	
E. A government agency in Kampala (Ministry of Health)	0	1	2	3	4	
F. An NGO	0	1	2	3	4	

**Q29** During the past twelve months, have you or a family member contacted [...] about an issue with some other service in your community?

[READ OUT OPTIONS]  
[RANDOMIZE ORDER]

	Never	Once or twice	More than twice	More than five times	More than ten times	Don't know [DK R]
G. A Constituency MP	0	1	2	3	4	
H. A District Chairperson	0	1	2	3	4	
I. A local Councilor (including District, Subcounty, or Village Councilors)	0	1	2	3	4	
J. A district health official (DHO, Health Inspectors)	0	1	2	3	4	
K. A government agency in Kampala (Ministry of Health)	0	1	2	3	4	
L. An NGO	0	1	2	3	4	

**Q30** When you or a family member contacted [...], how many of those times did they give you feedback?

[READ OUT OPTIONS]

	Never	Once or twice	More than twice	More than five times	More than ten times	Don't know [DK R]
G. A Constituency MP	0	1	2	3	4	
H. A District Chairperson	0	1	2	3	4	
I. A local Councilor (including District, Subcounty, or Village Councilors)	0	1	2	3	4	
J. A district health official (DHO, Health Inspectors)	0	1	2	3	4	
K. A government agency in Kampala (Ministry of Health)	0	1	2	3	4	
L. An NGO	0	1	2	3	4	

**Q31** Here is a list of actions that people sometimes take as citizens. For each of these, please tell me whether you or a family member have taken any of these actions during the past twelve months. [IF YES, PROBE FOR THE NUMBER OF TIMES]

[READ OUT OPTIONS]

	Never	Once or twice	More than twice	More than five times	More than ten times	Don't know [DK R]
A. Attended a community meeting	0	1	2	3	4	
B. Raised an issue at a community meeting	0	1	2	3	4	
C. Attended an event organized by an NGO	0	1	2	3	4	

**Q32** Here is a list of actions that people sometimes take when they are dissatisfied with conditions in their community. For each of these, please tell me whether you or a family member have taken any of these actions during the past twelve months. [IF YES, PROBE FOR THE NUMBER OF TIMES]

[READ OUT OPTIONS]

	Never	Once or twice	More than twice	More than five times	More than ten times	[DK R]
A. Contacted a government official to ask for help or make a complaint	0	1	2	3	4	
B. Contacted an NGO to ask for help or make a complaint	0	1	2	3	4	
C. Contacted the media, like calling a radio program or writing a letter to a newspaper	0	1	2	3	4	
D. Participated in a demonstration or protest march	0	1	2	3	4	
E. Refused to pay a tax or fee to government	0	1	2	3	4	

**Q33** Now I am going to read out a list of groups that people join or attend. For each one, could you tell me whether you or a member of your family are a current official leader, an active member, an inactive member, or not a member.

	Official Leader	Active member	Inactive member	Not a member	Don't know [DK R]
A. A religious group that meets outside of regular worship services	3	2	1	0	
B. A Savings and Credit Cooperative Organisation (SACCO)	3	2	1	0	
C. An organization associated with a political party (ex. NRM, FDC, etc.)	3	2	1	0	
D. Some other voluntary association or community group	3	2	1	0	

### 4.3 Perceptions of Institutional Responsiveness

**SCRIPT:** Now, I am going to ask you some more questions about your beliefs as a citizen. Please remember that your answers will be kept confidential and that we are not related in any way to government or any political party.

**Q34** Sometimes, people try to share their opinions to influence decisions that are made in the country. I am now going to read some statements. After each statement, tell me if you agree or disagree: "People like me can do things that can have an influence on the actions of [...]"

[PROBE FOR THE STRENGTH OF OPINION]

[RANDOMIZE ORDER]

	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Don't know [DK R]
A. My Constituency MP	1	2	3	4	5	
B. My District Chairperson	1	2	3	4	5	
C. My local Councilors (including District, Subcounty, or Village Councilors)	1	2	3	4	5	
D. A government agency in Kampala	1	2	3	4	5	
E. A government agency in my district	1	2	3	4	5	
F. An NGO	1	2	3	4	5	

**Q35** Let's say that there is a problem with health services in your village. Who would be the FIRST, SECOND, and THIRD most useful figures you could approach to ask for help?

[READ OPTIONS]

FIRST

SECOND

THIRD

A. Your Constituency MP	1	1	1
B. Your District Chairperson	2	2	2
C. Your local Councilors (including District, Subcounty, or Village Councilors)	3	3	3
D. A government agency in Kampala	4	4	4
E. A government agency in your district	5	5	5
F. An NGO	6	6	6

<b>Q36</b> Let's say that there is a problem with some other services in your village. Who would be the FIRST, SECOND, and THIRD most useful figures you could approach to ask for help? [READ OPTIONS]	FIRST	SECOND	THIRD
A. Your Constituency MP	1	1	1
B. Your District Chairperson	2	2	2
C. Your local Councilors (including District, Subcounty, or Village Councilors)	3	3	3
D. A government agency in Kampala	4	4	4
E. A government agency in your district	5	5	5
F. An NGO	6	6	6

<b>Q37</b> Imagine that you felt strongly about an issue related to service delivery in your community. For each of these, please tell me how effective you would expect this action to be in addressing the issue.					
[READ OUT OPTIONS] [RANDOMIZE ORDER]					
	Not at all	Not very	Somewhat	Very	Don't know [DK R]
A. Raising the issue at a community meeting	1	2	3	4	
B. Contacting a government official to ask for help or make a complaint	1	2	3	4	
C. Contacting an NGO to ask for help or make a complaint	1	2	3	4	
D. Contacting the media, like calling a radio program or writing a letter to a newspaper	1	2	3	4	
E. Participating in a demonstration or protest march	1	2	3	4	

#### 4.4 Perceptions of State Capacity and Expectations

<b>Q38</b> If life is going to be better in this country in the future, how big a role do you think [...] will play in making these improvements?					
[READ OUT OPTIONS] [RANDOMIZE ORDER]					
	No role	A minor role	Some role	A large role	Don't know [DK R]
A. The national government in Kampala	1	2	3	4	
B. Local governments in your district	1	2	3	4	
C. NGOs working in Uganda	1	2	3	4	

<b>Q39</b> After each statement, tell me if you agree or disagree: Thinking hypothetically, if [...], will do this efficiently?						
[PROBE FOR THE STRENGTH OF OPINION] [RANDOMIZE ORDER]						
	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Don't know

						[DK R]
A. Your district government wants to provide health services to everyone in your district, it	1	2	3	4	5	
B. The national government wants to provide health services to everyone in the country, it	1	2	3	4	5	
C. NGOs working in Uganda want to provide health services to everyone in the country, they	1	2	3	4	5	

<p><b>Q40</b> Several different types of groups work to provide essential health care services to citizens in Uganda. These include governments and non-profit organizations such as NGOs and <i>Christian and Islamic organizations (Catholic Medical Bureau, Muslim Medical Bureau, etc.)</i>. Which of the following statements is closest to your view?</p> <p>[PROBE FOR THE STRENGTH OF OPINION]</p>	<ol style="list-style-type: none"> <li>1. Strongly agree with A</li> <li>2. Agree with A</li> <li>3. Agree with neither</li> <li>4. Agree with B</li> <li>5. Strongly agree with B</li> </ol>
A. It is better if government provides most of the health care in the country and non-profits play a minimal role.	1 2 3 4 5
B. It is better if non-profits provide most of the health care in the country and government plays a minimal role.	Dk R

<p><b>Q41</b> Which of the following statements is closest to your view?</p> <p>[PROBE FOR THE STRENGTH OF OPINION]</p>	<ol style="list-style-type: none"> <li>1. Strongly agree with A</li> <li>2. Agree with A</li> <li>3. Agree with B</li> <li>4. Strongly agree with B</li> <li>5. Agree with C</li> <li>6. Strongly agree with C</li> </ol>
A. The government should both pay for and provide health services.	1 2 3 4 5 6
B. The government should pay for, but non-profits should provide health services.	Dk R
C. Non-profits should both pay for and provide health services.	

#### 4.5 Perceptions of Institutional and Political Performance

**SCRIPT:** Now I have a few questions about how you feel about the performance of previous politicians. For these questions, we are interested in individuals who held elected office before the most recent election in 2016 and who held office after the 2011 election.

[RANDOMIZE ORDER OF Q38 AND Q39]

<p><b>Q42</b> Thinking back to before the 2016 election, how satisfied or dissatisfied were you with the way [...] did their job in providing health services?</p> <p>[PROBE FOR THE STRENGTH OF ATTITUDES]</p>	<ol style="list-style-type: none"> <li>1. Very dissatisfied</li> <li>2. Dissatisfied</li> <li>3. Neither satisfied nor dissatisfied</li> <li>4. Satisfied</li> <li>5. Very Satisfied</li> </ol>
A. Your constituency MP	1 2 3 4 5 DK R
B. Your District Council	1 2 3 4 5 DK R
C. Your Subcounty Council	1 2 3 4 5 DK R

<p><b>Q43</b> Thinking back to before the 2016 election, how satisfied or dissatisfied were you with the way [...] did their job in general?</p> <p>[PROBE FOR THE STRENGTH OF ATTITUDES]</p>	<ol style="list-style-type: none"> <li>1. Very dissatisfied</li> <li>2. Dissatisfied</li> <li>3. Neither satisfied nor dissatisfied</li> <li>4. Satisfied</li> <li>5. Very Satisfied</li> </ol>
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A. Your constituency MP	1	2	3	4	5	DK R
B. Your District Council	1	2	3	4	5	DK R
C. Your Subcounty Council	1	2	3	4	5	DK R

**SCRIPT:** I am now interested in how you feel about the performance of current politicians who were elected in the most recent elections in 2016. For these questions, we are interested in individuals who currently hold office. It is okay if the same person was elected in 2011 and 2016.

[RANDOMIZE ORDER OF Q40 AND Q41]

<b>Q44</b> Are you satisfied or dissatisfied with the way [...] currently doing their job in providing health services?  [PROBE FOR THE STRENGTH OF ATTITUDES]	1. Very dissatisfied 2. Dissatisfied 3. Neither satisfied nor dissatisfied	4. Satisfied 5. Very Satisfied				
A. The president is	1	2	3	4	5	DK R
B. Your constituency MP is	1	2	3	4	5	DK R
C. Your local councilors (including District, Subcounty, or Village Councilors) are	1	2	3	4	5	DK R
D. Government health agencies are	1	2	3	4	5	
E. NGOs working in Uganda are	1	2	3	4	5	DK R

<b>Q45</b> Are you satisfied or dissatisfied with the way [...] currently doing their job in general?  [PROBE FOR THE STRENGTH OF ATTITUDES]	1. Very dissatisfied 2. Dissatisfied 3. Neither satisfied nor dissatisfied	4. Satisfied 5. Very Satisfied				
A. The president is	1	2	3	4	5	DK R
B. Your constituency MP is	1	2	3	4	5	DK R
C. Your local councilors (including District, Subcounty, or Village Councilors) are	1	2	3	4	5	DK R
D. Government health agencies are	1	2	3	4	5	
E. NGOs working in Uganda are	1	2	3	4	5	DK R

#### 4.6 Trust in Institutions

**SCRIPT:** You may have heard that sometimes there is corruption in Uganda, meaning that people use public money for their personal benefit.

<b>Q46</b> Here are ten tokens. Think of these 10 tokens as representing all the money that [...] has in its budget. How many of these tokens do you think actually get spent on programs and services that benefit ordinary citizens in Uganda? How many tokens do you think are wasted? How many tokens do you think are or stolen?  [USE COIN BOARD]	
A. The national government	_____ Tokens spent on programs and services _____ Tokens that are wasted _____ Tokens that are stolen
B. Your district government	_____ Tokens spent on programs and services _____ Tokens that are wasted _____ Tokens that are stolen
E. NGOs working in Uganda	_____ Tokens spent on programs and

	services
	_____ Tokens that are wasted
	_____ Tokens that are stolen

<b>Q47</b> How much do you trust [...] to do the right thing for ordinary people like you? Please remember that your answers will be kept confidential and only to be used for this study.	1. No trust at all
	2. Very little trust
	3. Some trust
	4. A lot of trust
[PROBE FOR THE STRENGTH OF OPINION]	
A. Your constituency MP	1 2 3 4 DK R
B. Your local Councilors (including District, Subcounty, and Village Councilors)	1 2 3 4 DK R
C. Government agencies	1 2 3 4 DK R
D. The president	1 2 3 4 DK R
E. NGOs working in Uganda	1 2 3 4 DK R

#### 4.7 Elections

*SCRIPT: Now I would like to ask you some questions about recent general elections in this country. Remember, your information is confidential*

<b>Q48</b> Did you cast a vote in the [...]?				
	No	Yes	Not eligible to vote	Dk R
A. 2016 general election	0	1	3	
B. 2011 general election	0	1	3	
C. 2006 general election	0	1	3	

<b>Q49</b> In the [...], did you attend a campaign rally?		<b>Q50</b> In the [...], did you work for a candidate or party?
	0. Never	0. No
	1. Once	1. Yes
	2. Multiple times	3. Not eligible to vote
A. 2016 general election	0 1 2 Dk R	0 1 3 Dk R
B. 2011 general election	0 1 2 Dk R	0 1 3 Dk R
C. 2006 genral election	0 1 2 Dk R	0 1 3 Dk R

### 5 Perceptions of Contributions

*SCRIPT: I would like to ask some more questions about who you believe pays for public services in Uganda. For each question, I will ask you to divide ten tokens between three different groups: Government of Uganda, Christian and Islamic organizations (Catholic Medical Bureau, Muslim Medical Bureau, etc.), and NGOs working in Uganda. You can allocate any amount of tokens between zero and ten to any of these groups, but the total for each question must equal to ten.*

#### 5.1 Financing of Service Delivery

<b>Q51</b> Here are ten tokens. Think of these ten tokens as representing all the money spent providing health services at health clinics and hospitals that benefitted ordinary citizens in Uganda in the last twelve months. How many of the tokens do you think were spent by [...]?	
[READ OUT ALL OPTIONS. ANSWERS TO A, B, AND C MUST ADD TO 10]	

[USE COIN BOARD]	
A. The government	_____ Tokens out of 10
B. <i>Christian and Islamic organizations (Catholic Medical Bureau, Muslim Medical Bureau, etc.)</i>	_____ Tokens out of 10
C. NGOs working in Uganda	_____ Tokens out of 10

<p><b>Q52</b> Here are ten tokens. Think of these ten tokens as representing all the money spent providing free health services outside of health clinics and hospitals (such as mobile health clinics or the distribution of mosquito nets) that benefitted ordinary citizens in Uganda in the last twelve months. How many of the tokens do you think were spent by [...]?</p> <p>[READ OUT ALL OPTIONS. ANSWERS TO A, B, AND C MUST ADD TO 10] [USE COIN BOARD]</p>	
A. The government	_____ Tokens out of 10
B. <i>Christian and Islamic organizations (Catholic Medical Bureau, Muslim Medical Bureau, etc.)</i>	_____ Tokens out of 10
C. NGOs working in Uganda	_____ Tokens out of 10

<p><b>Q53</b> Here are ten tokens. Think of these ten tokens as representing all the money spent providing free education services that benefitted ordinary citizens in Uganda in the last twelve months. How many of the tokens do you think were spent by [...]?</p> <p>[READ OUT ALL OPTIONS. ANSWERS TO A, B, AND C MUST ADD TO 10] [USE COIN BOARD]</p>	
A. The government	_____ Tokens out of 10
B. <i>Christian and Islamic organizations (Catholic Medical Bureau, Muslim Medical Bureau, etc.)</i>	_____ Tokens out of 10
C. NGOs working in Uganda	_____ Tokens out of 10

## 5.2 Benefits from NGOs

**Script:** *As you may know, there are many NGOs operating in Uganda. I would like to ask you some questions on how you feel about NGOs in Uganda. It's ok if you feel that you do not know much about this. Just answer as honestly as you can. And remember that this is a neutral survey of independent researchers and we are not related in any way to any NGO.*

Sometimes NGOs implement projects to help improve the lives of people living in Uganda. These projects are intended to help ordinary Ugandans, for example by building a school or health clinic, digging a borehole, or providing free services such as blood tests or medical care.	
<p><b>Q54</b> Some communities in Uganda get many NGO projects while others do not get any at all. Would you say that in the past twelve months, your community has received [...] NGO projects than other communities in Uganda?</p>	<ol style="list-style-type: none"> <li>1 Many more</li> <li>2 Somewhat more</li> <li>3 About the same</li> <li>4 Somewhat less</li> <li>5 Many less</li> </ol>
	DK R

<p><b>Q55</b> Do you think that the benefits from NGOs <b>for your community</b> as a whole have been [...]? [READ OUT OPTIONS]</p>	<ol style="list-style-type: none"> <li>1 Very big</li> <li>2 Somewhat big</li> <li>3 Not too big</li> <li>4 Not big at all</li> </ol>
	DK R

<p><b>Q56</b> Do you think that the benefits from NGOs <b>for you or your household</b> have been [...]? [READ OUT OPTIONS]</p>	<ol style="list-style-type: none"> <li>1 Very big</li> <li>2 Somewhat big</li> <li>3 Not too big</li> </ol>
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**Q57** When it comes to NGOs or the government, which do you think will do a better job of addressing concerns related to development in your community?

- 1 NGOs will do a better job than government
- 2 Both will do about an equally good job
- 3 Government will do a better job than NGOs
- 4 Neither will do a good job

DK R

## 6 Behavioral Measures

### 6.1 Open-ended Behavioral Measure

I have now collected all the information that we need. If you choose, we can end the survey right now and you will receive your compensation for participating in the survey. However, if you are willing to give us five more minutes of your time, we are collecting anonymous messages that will be sent to health service providers in your district. This is meant to provide you with the opportunity to describe what actions you believe should be taken to improve health in your community. You may choose for a message to be sent to health agencies including the Ministry of Health and District Health Office or to a large health NGO operating in your district. If you would like to send a message, I will write down your message while you say it out to me. When survey operations are complete, all messages will be sent anonymously to the group that you select. Would you like to give us five more minutes of your time so that you can send an anonymous message to a health service provider in your district?

[IF NO, SKIP TO NEXT SECTION]

	Government Health Agencies	Health NGO	No Message
<b>Q58</b> To whom would you like your message to be sent?	1	2	0

*[Transcribe message text here]*

### 6.2 Donation Behavioral Measure

The research team working on this project will donate 500,000 USH to a community health worker program as a token of our appreciation for your time. We would like your help in deciding how we distribute this money. You may recommend for us to donate this money to either a Village Health Team fund or to the Living Goods/BRAC Community Health Promoter Program to facilitate their activities, or you may recommend that we give some portion of these funds to each of them. After the conclusion of this survey, we will count all of these recommendations and donate the money according to these recommendations.

Village Health Teams are a government program with a mandate to strengthen access to and provision of quality health services to individuals, households and communities through active engagement and participation of individuals and communities. The Living Goods/BRAC Community Health Promoter program is a large NGO program offering free health services and affordable health products to citizens throughout Uganda and in your district. The goal of Living Goods/BRAC CHP program is to build a sustainable distribution platform for health products and services that are designed to fight poverty and disease in Uganda.

Here are five tokens. Each coin represents 100,000 USH. Please allocate these tokens based on which program you think would be more beneficial.

	VHT Fund	Living Goods/BRAC CHP Program
<b>Q59</b> How many of these tokens do you think we should donate to each program?	_____ USH	_____ USH



<b>Q60</b> I know that I have told you that we are working with independent researchers, but I also know that you might have your own ideas about who we are. Who do you think sent us?	1 Government 2 An NGO 3 Independent researchers  DK R
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## 7 Enumerator Section

<b>Q61</b> Interview end time	_____ : _____ (HH : MM)
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<b>Q62</b> Language used for interview	
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<b>Q63</b> What was the roof of the respondent's home or shelter made of?	
A	Metal, aluminum, tin, or zinc
B	Tiles
C	Shingles
D	Thatch or grass
E	Plastic sheets
F	Asbestos
G	Multiple materials
H	Concrete
I	Some other material
J	Could not tell / could not see

<b>Q64</b> Do you think the respondent had problems understanding the purpose of the survey?	0 No problems    1 Minor problems    2 Major problems
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<b>Q65</b> Was the respondent willing to participate in the visit?	0 Unwilling    1 Somewhat willing    2 Very willing
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<b>Q66</b> Was the respondent willing to share information?	0 Unwilling    1 Somewhat willing    2 Very willing
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<b>Q67</b> Was the respondent concentrating for the whole visit?	0 Concentrated the whole time 1 Somewhat distracted 2 Very distracted
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<b>Q68</b> Was anyone else present during the visit?	0 No one 1 Yes, other household members 2 Yes, friends or neighbors
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<b>Q69</b> Did the respondent consult with others before responding to questions or was otherwise influenced by others during the survey/campaign?	0 Never    1 Sometimes    2 Often
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