



Global Corruption Barometer in the Member States of the European Union

Technical and evaluation report

Brussels, 18 December 2020

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1. Introduction

1.1 The survey in brief

Transparency International commissioned Kantar Belgium to conduct the Global Corruption Barometer in all Member States of the European Union. The Global Corruption Barometer is the main instrument of Transparency International to measure the perception of corruption worldwide. Since its debut in 2003, the Global Corruption Barometer has surveyed the experiences of everyday people confronting corruption around the world.

1.2 Scope and aim of the survey

For the first time, the Global Corruption Barometer in the European Union was implemented using a sampling approach which allows for comparison of results at the sub-national level across European regions.

The survey measured in particular:

- People's views on corruption in their country
- How the level of corruption has changed and in which institutions the problem of corruption is most severe
- Experience of bribery in six different fields
- Perception of government's actions to tackle corruption

On behalf of Transparency International, Kantar Belgium interviewed samples representative of the general population, 18 years and older, in all European regions. The survey was carried out via telephone. Overall, more than 40,600 interviews were conducted.

1.3 Overview of the technical report

The following report describes the implementation of the study between August and December 2020. It provides the relevant information needed to assess the quality and reliability of the survey.

Specifically, this report documents the following aspects:

- Survey design, including the questionnaire, target population, survey mode, translation, scripting and sampling
- Data collection, including interviewer training, fieldwork timings, achieved targets, response rates, interviewer length and feedback from fieldwork
- Data processing, including weighting
- Quality assurance, including the monitoring records and data quality controls
- Lessons learned for future iterations of the survey

2. Study design

2.1 Questionnaire

The survey aimed at gathering insights about the experience of the general population with corruption and their attitudes towards this problem. In August 2020, Transparency International, supported by the research team of Kantar Belgium, developed a questionnaire to capture the general population's perception of corruption. The questionnaire consisted of six parts:

- Screener section
- Perception of corruption (section A)
- Personal experience of corruption (section B)
- Corruption in the political process (section C)
- Attitudes towards corruption (section D)
- Sociodemographic section

The pilot survey showed that the questionnaire had to be shortened in overall length. To achieve a shorter questionnaire, the section C was not included during the main fieldwork.

Figure 1: Modules of the questionnaire

| | |
|---|--|
| Screener section | • Information for respondents, recruitment and identification of target regions |
| Section A: Perception of corruption | • Institutional trust and perception of corruption in national and international institutions |
| Section B: Personal experience of corruption | • Experience of giving favours and bribery in national institutions, including requests of sexual nature |
| Section C: Corruption in the political process* | • Experience of influence and intimidation during the election process |
| Section D: Attitudes towards corruption | • Views on corruption in general and corrupt practices in the country |
| Sociodemographic section | • Sociodemographic information, media use and position on the political spectrum |

The final questionnaire is added as **Annex B Questionnaire** to this report.

2.2 Target population

The survey targeted the general population in all European regions, aged 18+ and older. The sample sizes per country were chosen to achieve a regional representative sample for the general population. The table below provides an overview of the regional level and target sample sizes of the survey for each country.

Table 1: Regional target level and sample sizes by country

| Country | Regional sample targets | | Total sample |
|-------------|-------------------------|-------------|--------------|
| | Target level | Sample size | |
| Austria | NUTS1 | 300 | 900 |
| Belgium | NUTS1 | 300 | 900 |
| Bulgaria | NUTS2 | 500 | 3000 |
| Croatia | NUTS1 (national) | 1000 | 1000 |
| Cyprus | NUTS1 (national) | 500 | 500 |
| Czechia | NUTS1 (national) | 1000 | 1000 |
| Denmark | NUTS1 (national) | 1000 | 1000 |
| Estonia | NUTS1 (national) | 1000 | 1000 |
| Finland | NUTS1 (national) | 1000 | 1000 |
| France | NUTS1 | 300 | 3600 |
| Germany | NUTS1 | 300 | 4800 |
| Greece | NUTS1 | 300 | 1200 |
| Hungary | NUTS1 | 300 | 900 |
| Ireland | NUTS1 (national) | 1000 | 1000 |
| Italy | NUTS1 | 300 | 1500 |
| Latvia | NUTS1 (national) | 1000 | 1000 |
| Lithuania | NUTS1 | 500 | 1000 |
| Luxembourg | NUTS1 (national) | 500 | 500 |
| Malta | NUTS1 (national) | 500 | 500 |
| Netherlands | NUTS1 | 300 | 1200 |
| Poland | NUTS1 | 300 | 2100 |
| Portugal | NUTS1 | 700/150 | 1000 |
| Romania | NUTS2 | 500 | 4000 |
| Slovakia | NUTS2 | 500 | 2000 |
| Slovenia | NUTS1 (national) | 1000 | 1000 |
| Spain | NUTS1 | 300 | 2100 |
| Sweden | NUTS1 | 300 | 900 |

In all but four countries the regional level of the survey was set at NUTS1 level. In order to allow a more detailed analysis, in four countries (Bulgaria, Lithuania, Romania and Slovakia), the regional

level was set at NUTS2 level and the target sample size per region was increased. The design used the latest available Eurostat NUTS classification of European regions which is the current NUTS 2016 classification.¹

In addition to this design, extra targets were set to achieve at least:

- 300 completed interviews in each of the two NUTS2 regions of Croatia (HR03, HR04)
- 300 completed interviews in each of the three NUTS2 regions of Ireland (IE04, IE05, IE06)

In order to achieve feasibility, some cases smaller regions were not included in the survey. These following regions were not covered:

- France: Corsica (FRM) and overseas territories Guadeloupe, Martinique, Guyana, La Réunion, Mayotte (FRY)
- Spain: Ceuta (ES63) and Melilla (ES64)
- Finland: Åland (FI2)

The regional distribution of the survey is documented in **Chapter 3: Data collection** of this report.

2.3 Survey mode

In all 27 Member State countries (and all NUTS regions), Kantar interviewed respondents through telephone interviews, with an appropriate mix of landline and mobile contacts. For interviews in telephone mode, Kantar's centralised Global Research Centre CATI was used to coordinate and monitor the fieldwork in each country. Respondents were called on both fixed lines and mobile phones.

The sampling approach is documented in a separate sampling approach note and in **Section 2.6 Sampling** of this report. As part of the Global Research Centre, Kantar has developed its own RDD (Random Digit Dialling) sample generation capabilities based on using contact telephone numbers obtained from respondents in random probability or random location face-to-face surveys as seed numbers.

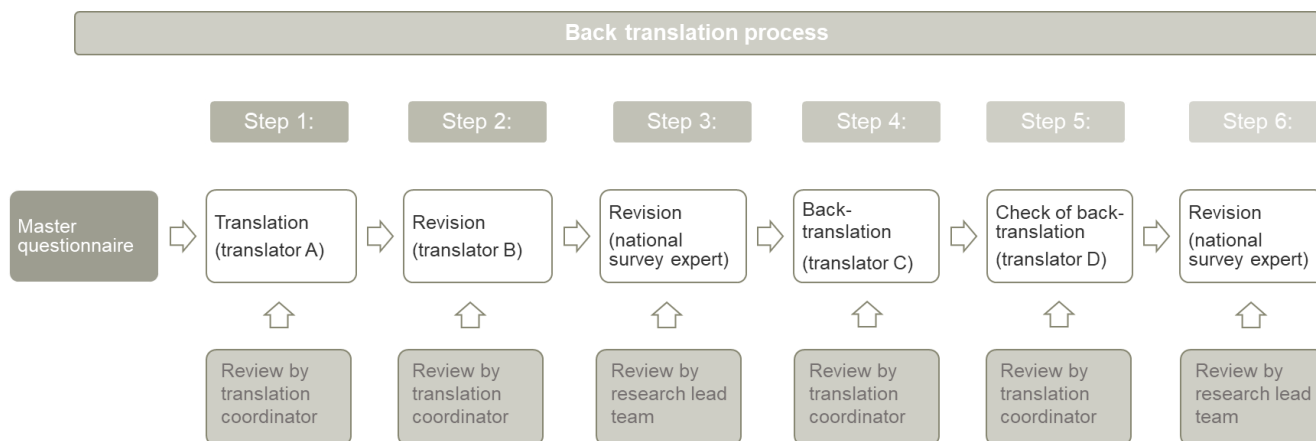
2.4 Translation

Translation is a crucial aspect in a multi-country survey: the quality of data collected and consequently the reliability of the conclusions of a survey depends greatly on the quality of the translations. Kantar Belgium used its own translation department to deliver the required quality and was responsible for the translation process.

The procedure established by Kantar Belgium for translation aims to ensure perfect correspondence between a master questionnaire and the final translation. For the survey, the questionnaire was translated through a multi-stage backtranslation process, using the in-house translation coordination tool NeferTT. The translation was shared for approval with the Transparency International research team. The National Chapters of Transparency International were asked to provide feedback on the translation which was subsequently implemented in the questionnaire.

¹ Eurostat NUTS classification: <https://ec.europa.eu/eurostat/web/nuts/background>

Figure 2: Overview of the translation process



The same questionnaire was used in all countries (with adaptations for country specific items). Together with training materials for the interviewer instructions, the questionnaire was translated from the English master file into the main languages of each country. The following table shows the languages covered in the survey.

Table 2: Interview languages by country

| Country | Language |
|-----------|------------|
| Austria | German |
| Belgium | French |
| | Flemish |
| Bulgaria | Bulgarian |
| Cyprus | Greek |
| Czechia | Czech |
| Germany | German |
| Denmark | Danish |
| Estonia | Estonian |
| | Russian |
| Greece | Greek |
| Spain | Spanish |
| | Catalan |
| Finland | Finnish |
| France | French |
| Croatia | Croatian |
| Hungary | Hungarian |
| Ireland | English |
| Italy | Italian |
| Lithuania | Lithuanian |

| | |
|-------------|--------------|
| Luxembourg | French |
| | Luxemburgish |
| | German |
| Latvia | Latvian |
| | Russian |
| Malta | Maltese |
| | English |
| Netherlands | Dutch |
| Poland | Polish |
| Portugal | Portuguese |
| Romania | Romanian |
| Sweden | Swedish |
| Slovenia | Slovenian |
| Slovakia | Slovak |

2.5 Scripting

The finalised questionnaire was scripted in the Qlib toolkit. Qlib is Kantar’s in-house questionnaire design tool. Qlib provides an efficient and accurate approach in creating questionnaires. The process for scripting was carried out as follows:

- The Qlib questionnaire was made available to the scripting team, who reviewed it before starting work and sought clarification about anything that seems unclear or ambiguous.
- The questionnaire was initially be scripted in English, to produce a single master script. The script was tested by the team in Kantar and the research team of Transparency International
- The single master script, containing all programming instructions, was then adapted for each country, with the questionnaire text overwritten by the relevant country-specific translation.

At the end of the scripting process, a dummy dataset, containing 10,000 interviews, was created and tested by the Kantar teams and the research team of Transparency International.

2.6 Sampling

The sample design of the study is fully probabilistic in the largest regions and a combination of probabilistic and targeted design in the smaller, less populated regions. The targeted sample used in smaller regions is geo-tagged mobile RDD which allows for a minimum percentage of responses from mobile phones within these regions.

To maximise both coverage and representation of the target population an overlapping dual frame design was used in almost all countries. The sample frame in all countries except Finland and Sweden is the official numbering plan that guides the national telecommunications agency’s allocation of new numbers. In Germany and Italy, where the landline numbering plans are open, it is extremely inefficient to sample directly from the numbering plan, due to the extremely high

volume of inactive numbers generated. In these two countries, for the landline sample, we used list-assisted RDD, utilising the 'white pages' and social media sources to build a 'list' of telephone number blocks from which to generate our sample. In Finland and Sweden, where telephone registers exist with regional information, we used these registers as our sample frame.

The process by which we draw a sample of geo-tagged mobile sample followed that we used for mobile RDD, generating a random sample of numbers based on the mobile numbering plan. Once we generated this sample, we then checked which numbers are active based on home location register lookup service (HLR). HLR is a non-invasive legal way to identify if a mobile number has been activated by an operator or not. The active numbers were then geo-tagged. The geo-tagging data is coming from google snippets where our sample supplier checks whether an active mobile RDD number is listed on the web and has any region info like postcode or city linked to it (any data we use is publicly available).

2.7 Respondent selection and recall strategy

For the mobile sample, the person answering the phone - if the primary user and eligible – was selected as respondents. If the person answering was not the primary user, the interviewer asked to speak to them to ascertain eligibility. For the landline sample, one individual was sampled at random from within the same household from all those eligible. Our approach was to use the last birthday rule, where the person in the household who last had a birthday is selected.

A minimum 5 call strategy to non-contacts for both the mobile and landline samples was applied. Calls were made at different times of day and days of week with a minimum of 50% of all calls made after 5pm on Monday to Sunday. The time of day calls are made was managed by the dialler systems, that can ensure minimum time lags between calls to the same number. A minimum of 1 day were set between each call to the same number for non-contacts, whilst for busy numbers we called them back after 20 minutes.

2.8 Pilot survey

Before the start of the main stage data collection, a pilot survey was conducted in all countries that are covered by the study. The aim of the pilot survey was to test the validity and robustness of the survey instrument as well as gaining experience in the practical implementation of the survey.

The target was to complete 10 interviews per country. The pilot survey was carried out in all 27 Member States of the European Union between 24 and 28 September 2020. The findings from the pilot survey were applied to improve the instrument and fieldwork setup. The following steps were taken:

- Improvement of the questionnaire flow (revision of introduction and working of question Q10)
- Revision of questions to improve understanding for respondents (most notably in questions Q3, Q4, Q17, Q21, Q22, Q24, Q25)
- Shortening overall questionnaire length (questions Q6, Q18, Q19, Q20, Q28 were removed or reduced)

The pilot report is added as **Annex C Pilot report** to this report.

3. Data collection

3.1 Interviewer training

A central briefing for the country project managers was held jointly by the Public Division team of Kantar Belgium and the coordination team of Kantar's Global Research Centre on 22 September 2020. Beforehand, country teams had received and reviewed the localised questionnaires and were provided all briefing materials. The briefing materials included a survey administration manual, a detailed manual explaining the questionnaire, the master questionnaire and the translated and localised questionnaire for each country. The country teams also had access to the local scripts, in order to familiarise themselves with the script and conduct interviewer trainings.

3.2 Fieldwork dates

The fieldwork was carried out between 13 October and 6 December 2020. In Lithuania, the fieldwork started slightly later than in other countries due to a technical issue which was resolved after a several days. The table below shows the fieldwork dates per country.

Table 3: Fieldwork dates by country

| Country | Fieldwork start | Fieldwork end |
|-----------|-----------------|---------------|
| Austria | 13/10/2020 | 30/11/2020 |
| Belgium | 13/10/2020 | 19/11/2020 |
| Bulgaria | 13/10/2020 | 06/12/2020 |
| Croatia | 13/10/2020 | 05/11/2020 |
| Cyprus | 13/10/2020 | 18/11/2020 |
| Czechia | 13/10/2020 | 05/11/2020 |
| Denmark | 17/10/2020 | 30/11/2020 |
| Estonia | 13/10/2020 | 10/11/2020 |
| Finland | 13/10/2020 | 10/11/2020 |
| France | 13/10/2020 | 01/12/2020 |
| Germany | 13/10/2020 | 23/11/2020 |
| Greece | 13/10/2020 | 25/11/2020 |
| Hungary | 13/10/2020 | 05/11/2020 |
| Ireland | 14/10/2020 | 30/11/2020 |
| Italy | 13/10/2020 | 20/11/2020 |
| Latvia | 16/10/2020 | 08/11/2020 |
| Lithuania | 26/10/2020 | 19/11/2020 |

| | | |
|-------------|------------|------------|
| Luxembourg | 12/10/2020 | 05/11/2020 |
| Malta | 13/10/2020 | 18/11/2020 |
| Netherlands | 13/10/2020 | 30/10/2020 |
| Poland | 13/10/2020 | 15/11/2020 |
| Portugal | 13/10/2020 | 24/11/2020 |
| Romania | 13/10/2020 | 04/12/2020 |
| Slovakia | 13/10/2020 | 23/11/2020 |
| Slovenia | 13/10/2020 | 19/11/2020 |
| Spain | 13/10/2020 | 27/11/2020 |
| Sweden | 13/10/2020 | 24/11/2020 |

During the time of fieldwork, the following events took place:

- In Cyprus, on 12 October 2020, shortly before the start of fieldwork, a political scandal about sold passports was present in the news.²
- In Lithuania, general parliamentary elections took place on 11 and 25 October 2020.³

The list of fieldwork institutes is added as **Annex A List of partner institutes** to this report.

² <https://cyprus-mail.com/2020/10/13/political-parties-call-on-syllouris-to-resign/>

<https://www.aljazeera.com/news/2020/10/12/cypriot-politicians-implicated-in-plan-to-sell-criminals-passport>

³ https://rezultatai.vrk.lt/index_en.html

3.3 Achieved sample sizes

Following the study design, the overall target was to achieve 40,600 completed interviews. As the target were slightly surpassed in the some of the regions, the overall number of achieved interviews is 40,663 completes. The table below summarises the achieved sample sizes per region in all countries.

Table 4: Achieved sample size by region

| Country | Region | | Total target | Level | NUTS Code | Target | Achieved |
|----------|---|--|--------------|-------|-----------|--------|----------|
| Belgium | RÉGION DE BRUXELLES-CAPITALE / BRUSSELS HOOFDSTEDELIJK GEWEST | | 900 | NUTS1 | BE1 | 300 | 300 |
| | VLAAMS GEWEST | | | | BE2 | 300 | 301 |
| | RÉGION WALLONNE | | | | BE3 | 300 | 300 |
| Bulgaria | Severozapaden | | 3000 | NUTS2 | BG31 | 500 | 500 |
| | Severen tsentralen | | | | BG32 | 500 | 500 |
| | Severoiztochen | | | | BG33 | 500 | 500 |
| | Yugoiztochen | | | | BG34 | 500 | 500 |
| | Yugozapaden | | | | BG41 | 500 | 500 |
| | Yuzhen tsentralen | | | | BG42 | 500 | 500 |
| Czechia | ČESKÁ REPUBLIKA | | 1000 | NUTS1 | CZ0 | 1000 | 1000 |
| Denmark | DANMARK | | 1000 | NUTS1 | DK0 | 1000 | 1003 |
| Germany | BADEN-WÜRTTEMBERG | | 4800 | NUTS1 | DE1 | 300 | 300 |
| | BAYERN | | | | DE2 | 300 | 300 |
| | BERLIN | | | | DE3 | 300 | 300 |
| | BRANDENBURG | | | | DE4 | 300 | 301 |
| | BREMEN | | | | DE5 | 300 | 300 |
| | HAMBURG | | | | DE6 | 300 | 300 |
| | HESSEN | | | | DE7 | 300 | 300 |
| | MECKLENBURG-VORPOMMERN | | | | DE8 | 300 | 300 |
| | NIEDERSACHSEN | | | | DE9 | 300 | 300 |
| | NORDRHEIN-WESTFALEN | | | | DEA | 300 | 300 |

| | | | | | | | |
|---------|--------------------------------------|--|------|-------|------|------|------|
| | RHEINLAND-PFALZ | | | | DEB | 300 | 300 |
| | SAARLAND | | | | DEC | 300 | 300 |
| | SACHSEN | | | | DED | 300 | 300 |
| | SACHSEN-ANHALT | | | | DEE | 300 | 300 |
| | SCHLESWIG-HOLSTEIN | | | | DEF | 300 | 300 |
| | THÜRINGEN | | | | DEG | 300 | 300 |
| Estonia | EESTI | | 1000 | NUTS1 | EE00 | 1000 | 1000 |
| Ireland | IRELAND | | 1000 | NUTS1 | IE0 | 1000 | 1002 |
| Greece | VOREIA ELLADA | | 1200 | NUTS1 | EL5 | 300 | 301 |
| | KENTRIKI ELLADA | | | | EL6 | 300 | 300 |
| | ATTIKI | | | | EL3 | 300 | 300 |
| | NISIA AIGAIΟΥ, KRITI | | | | EL4 | 300 | 300 |
| Spain | NOROESTE | | 2100 | NUTS1 | ES1 | 300 | 300 |
| | NORESTE | | | | ES2 | 300 | 300 |
| | COMUNIDAD DE MADRID | | | | ES3 | 300 | 300 |
| | CENTRO (ES) | | | | ES4 | 300 | 301 |
| | ESTE | | | | ES5 | 300 | 300 |
| | SUR | | | | ES6 | 300 | 301 |
| | CANARIAS | | | | ES7 | 300 | 301 |
| France | Île de France | | 3600 | NUTS1 | FR1 | 300 | 300 |
| | Centre-Val de Loire | | | | FRB | 300 | 302 |
| | Bourgogne-Franche-Comté | | | | FRC | 300 | 304 |
| | Normandie | | | | FRD | 300 | 303 |
| | Nord-Pas-de-Calais-Picardie | | | | FRE | 300 | 300 |
| | Alsace-Champagne-Ardenne-Lorraine | | | | FRF | 300 | 302 |
| | Pays de la Loire | | | | FRG | 300 | 302 |
| | Bretagne | | | | FRH | 300 | 301 |
| | Aquitaine-Limousin- Poitou-Charentes | | | | FRI | 300 | 302 |
| | Languedoc-Roussillon-Midi-Pyrénées | | | | FRJ | 300 | 302 |
| | Auvergne-Rhône-Alpes | | | | FRK | 300 | 300 |
| | Provence-Alpes-Côte d'Azur | | | | FRL | 300 | 303 |

| | | | | | | | |
|-----------------|-------------------------------------|--|------|-------|------|------|------|
| | Corse | | | | FRM | 0 | 0 |
| | Guadeloupe | | | | FRY1 | 0 | 0 |
| | Martinique | | | | FRY2 | 0 | 0 |
| | Guyane | | | | FRY3 | 0 | 0 |
| | la Réunion | | | | FRY4 | 0 | 0 |
| | Mayotte | | | | FRY5 | 0 | 0 |
| Croatia | HRVATSKA | | 1000 | NUTS1 | HR0 | 1000 | 1000 |
| Italy | NORD-OVEST | | 1500 | NUTS1 | ITC | 300 | 301 |
| | SUD | | | | ITF | 300 | 300 |
| | ISOLE | | | | ITG | 300 | 301 |
| | NORD-EST | | | | ITCH | 300 | 300 |
| | CENTRO (IT | | | | ITI | 300 | 301 |
| Cyprus | KÝPROS | | 500 | NUTS1 | CY0 | 500 | 502 |
| Latvia | LATVIJA | | 1000 | NUTS1 | LV0 | 1000 | 1001 |
| Lithuania | SOSTINĖS REGIONAS | | 1000 | NUTS2 | LT01 | 500 | 500 |
| | VIDURIO IR VAKARŲ LIETUVOS REGIONAS | | | | LT02 | 500 | 500 |
| Luxembourg | LUXEMBOURG | | 500 | NUTS1 | LU0 | 500 | 501 |
| Hungary | KÖZÉP-MAGYARORSZÁG | | 900 | NUTS1 | HU1 | 300 | 300 |
| | DUNÁNTÚL | | | | HU2 | 300 | 300 |
| | ALFÖLD ÉS ÉSZAK | | | | HU3 | 300 | 301 |
| Malta | MALTA | | 500 | NUTS1 | MT0 | 500 | 501 |
| The Netherlands | NOORD-NEDERLAND | | 1200 | NUTS1 | NL1 | 300 | 302 |
| | OOST-NEDERLAND | | | | NL2 | 300 | 300 |
| | WEST-NEDERLAND | | | | NL3 | 300 | 300 |
| | ZUID-NEDERLAND | | | | NL4 | 300 | 301 |
| Austria | OSTÖSTERREICH | | 900 | NUTS1 | AT1 | 300 | 303 |
| | SÜDÖSTERREICH | | | | AT2 | 300 | 300 |
| | WESTÖSTERREICH | | | | AT3 | 300 | 300 |
| Poland | MAKROREGION POŁUDNIOWY | | 2100 | NUTS1 | PL2 | 300 | 300 |
| | MAKROREGION PÓŁNOCNO-ZACHODNI | | | | PL4 | 300 | 300 |

| | | | | | | | |
|----------|-------------------------------------|--|------|-------|------|------|------|
| | MAKROREGION POŁUDNIOWO-ZACHODNI | | | | PL5 | 300 | 300 |
| | MAKROREGION PÓŁNOCNY | | | | PL6 | 300 | 300 |
| | MAKROREGION CENTRALNY | | | | PL7 | 300 | 300 |
| | MAKROREGION WSCHODNI | | | | PL8 | 300 | 300 |
| | MAKROREGION WOJEWÓDZTWO MAZOWIECKIE | | | | PL9 | 300 | 300 |
| Portugal | CONTINENTE | | 1000 | NUTS1 | PT1 | 700 | 701 |
| | REGIÃO AUTÓNOMA DOS AÇORES | | | | PT2 | 150 | 150 |
| | REGIÃO AUTÓNOMA DA MADEIRA | | | | PT3 | 150 | 150 |
| Romania | Nord-Vest | | 4000 | NUTS2 | RO11 | 500 | 500 |
| | Centru | | | | RO12 | 500 | 500 |
| | Nord-Est | | | | RO21 | 500 | 501 |
| | Sud-Est | | | | RO22 | 500 | 501 |
| | Sud - Muntenia | | | | RO31 | 500 | 502 |
| | Bucuresti - Ilfov | | | | RO32 | 500 | 502 |
| | Sud-Vest Oltenia | | | | RO41 | 500 | 500 |
| | Vest | | | | RO42 | 500 | 500 |
| Slovenia | SLOVENIJA | | 1000 | NUTS1 | SI0 | 1000 | 1003 |
| Slovakia | Bratislavský kraj | | 2000 | NUTS2 | SK01 | 500 | 500 |
| | Západné Slovensko | | | | SK02 | 500 | 501 |
| | Stredné Slovensko | | | | SK03 | 500 | 500 |
| | Východné Slovensko | | | | SK04 | 500 | 500 |
| Finland | MANNER-SUOMI | | 1000 | NUTS1 | FI1 | 1000 | 1003 |
| Sweden | ÖSTRA SVERIGE | | 900 | NUTS1 | SE1 | 300 | 301 |
| | SÖDRA SVERIGE | | | | SE2 | 300 | 302 |
| | NORRA SVERIGE | | | | SE3 | 300 | 300 |

3.4 Response rate

Following the AAPOR guidelines for response rate calculation in surveys, we derived the response rate based on the registered outcome codes in all countries.⁴ The overall response rate of the survey was 5.2%. The below table shows the response rate by country.

Table 5: Response rate by country

| Country | Response rate (RR1) |
|-------------|---------------------|
| Austria | 2.7% |
| Belgium | 5.1% |
| Bulgaria* | 13.2% |
| Croatia | 2.2% |
| Cyprus | 3.1% |
| Czechia | 2.3% |
| Denmark | 4.4% |
| Estonia | 11.3% |
| Finland | 6.4% |
| France | 11.1% |
| Germany | 4.3% |
| Greece | 4.0% |
| Hungary | 14.6% |
| Ireland | 2.9% |
| Italy | 3.0% |
| Latvia | 9.4% |
| Lithuania | 5.9% |
| Luxembourg | 2.4% |
| Malta | 8.0% |
| Netherlands | 13.6% |
| Poland | 3.4% |
| Portugal | 5.9% |
| Romania | 6.8% |
| Slovakia | 10.6% |
| Slovenia | 3.6% |
| Spain | 7.5% |
| Sweden | 11.1% |

⁴ [https://www.aapor.org/Standards-Ethics/Standard-Definitions-\(1\).aspx](https://www.aapor.org/Standards-Ethics/Standard-Definitions-(1).aspx). This calculation follows the standard response rate calculation without estimated eligibility, AAPOR Response Rate 1 (RR1).

Due to differences how outcomes codes are registered, the response rate may appear higher or lower in some countries. In Bulgaria, the calculation includes all interviews that were conducted by the local Kantar institute.

3.5 Average interview length

The interview length was measured during fieldwork. The average interview length was 17 minutes and 12 seconds. The table below shows the minimum, maximum and average interview length per country. Please note, interviews that were interrupted and that resumed at a later point in time are only registered with the timings of the latest part of the interview. Therefore, the dataset contains a few interviews with a very short duration.

Table 6: Average interview duration by country (in minutes)

| Country | Minimum | Maximum | Average |
|-------------|----------|----------|----------|
| Austria | 00:04:50 | 00:37:57 | 00:15:59 |
| Belgium | 00:05:17 | 01:23:54 | 00:18:26 |
| Bulgaria | 00:07:01 | 00:59:13 | 00:18:25 |
| Croatia | 00:08:18 | 01:27:46 | 00:16:43 |
| Cyprus | 00:06:36 | 00:37:59 | 00:16:06 |
| Czechia | 00:11:10 | 00:58:23 | 00:19:25 |
| Denmark | 00:08:58 | 00:56:58 | 00:16:53 |
| Estonia | 00:07:37 | 00:43:57 | 00:14:35 |
| Finland | 00:10:50 | 01:12:45 | 00:18:26 |
| France | 00:03:24 | 01:05:41 | 00:16:36 |
| Germany | 00:06:12 | 01:26:15 | 00:18:24 |
| Greece | 00:03:51 | 00:41:57 | 00:14:37 |
| Hungary | 00:05:09 | 01:06:08 | 00:15:15 |
| Ireland | 00:09:38 | 01:11:50 | 00:19:59 |
| Italy | 00:02:59 | 00:40:25 | 00:13:05 |
| Latvia | 00:10:29 | 00:34:51 | 00:17:27 |
| Lithuania | 00:08:25 | 00:44:38 | 00:16:18 |
| Luxembourg | 00:09:56 | 01:15:07 | 00:18:40 |
| Malta | 00:06:22 | 00:45:42 | 00:16:58 |
| Netherlands | 00:08:56 | 00:40:47 | 00:17:10 |
| Poland | 00:09:33 | 00:44:17 | 00:17:53 |
| Portugal | 00:11:12 | 00:58:26 | 00:18:41 |
| Romania | 00:02:57 | 01:40:51 | 00:16:40 |
| Slovakia | 00:07:23 | 01:49:45 | 00:17:46 |
| Slovenia | 00:09:12 | 00:44:38 | 00:16:37 |
| Spain | 00:08:32 | 00:49:45 | 00:16:24 |

| | | | |
|--------|----------|----------|----------|
| Sweden | 00:11:27 | 00:40:37 | 00:19:32 |
|--------|----------|----------|----------|

3.6 Evaluation feedback

At the end of fieldwork, the country teams provided feedback on the study in a standardised evaluation format. This feedback consists of general feedback on the questionnaire, feedback on specific questions, the translation, an assessment of the interest in the study and recommendations for improvement.

Feedback from country fieldwork teams:

- *Austria: Concerning content and structure of the questionnaire it worked very well and there were no major problems. The most difficult part is the proper coding of jobs and education at the end, as interviewers need to adjudicate a lot of information and know about a variety of different modes of working or learning, to find the correct answer. Flexibility with the mobile/fix quotas at the end is very much appreciated. Only a small percentage of interviews could be realized via fix numbers, which is becoming the usual result in Austria. Interest was better than expected, although we advised interviewers not to mention anything of politics in the introduction and state the topic generally as "life in Austria".*
- *Bulgaria: Moderate level of interest. A subset of the sample showed a very high level of interest and eagerness to participate. Elderly female respondents exhibited a lower level of interest in comparison to all the rest (partially due to perceptions of the topic as sensitive). Some respondents had a slight difficulty understanding "Q5" and interviewers had to repeat the labels of the scale. A considerable share of respondents viewed the survey topic as sensitive. This was the primary motivation to refuse participation in the survey.*
- *Cyprus: Quite long questionnaire for the respondents but easy going too. The topic was interesting.*
- *Germany: the subject of the survey had been of above-average interest to both the interviewer and the target group (of course, as far as respondents are concerned, this assessment is based on feedback from the interviewer and on interviews heard, so it is an interpretation). There were no issues with the general understanding of the survey*
- *Finland: In Q20, the question was "How often does this happen in your country" and the statement was "Appropriate actions being taken against officials who engage in corruption." This was understood in two ways. Some respondents felt that there wasn't much corruption among the public officials, so this rarely happens in general. But the intended meaning was that if corruption does happen, how often is appropriate action taken. The question about current occupation was a bit complicated, maybe it could be streamlined.*
- *Croatia: The level of interest was average-good, there were no issues with translations or understanding.*
- *Hungary: Operators highlighted that several "pro-government respondents" complained about the "left-wing approach" of the questionnaire. (Corruption is a hot topic in the Hungarian public discourse, and we think this is obviously a matter of interpretation because everyone had the opportunity to express their own view). Respondents were interested in the interview and there were no understanding or translation issues.*
- *Lithuania: The interest on the survey was "higher than usual" and there were no problems with understanding of the survey or translations.*
- *Luxembourg: The levels of interest were high.*
- *Malta: Overall, the level of interest was good and there were no translation issues.*

- *Poland: Generally, there were no problem with the survey. In one case, Q21 was misunderstood by the respondent. "Wiadomości" is a TV program on one of the TV stations. When asking the respondent how often he watches the news (wiadomości in polish) on TV, he thought it was about that particular TV program, not generally news. Overall, there were no issues with difficulty in translations*
- *Portugal: In question scales, the interviewers sometimes need to read the options again, since the respondents lost in the choice options. However, when the interviewers presented the scales options again, everything was clear and the respondents did not have difficulties to answer. In the short / direct questions, the respondents were greater speed and concentration in the answer. Some respondents had some difficulty to answer at very long questions. In the future, reduce the length of some questions (some of questions were too long).*
- *Romania: The level of interest was high, there were no problems with understanding or translations.*
- *Slovenia: The level of interest was average, there are no special remarks about issues with translations or understanding*
- *Slovakia: The question of sexuality seemed inappropriate to people. The level of interest was average. Q20 - Some respondents had a problem with understanding this matrix. Way of phrasing was difficult, they did not know to connect the question with answers, which related to "how often". Q30 - "Finally, in political matters people tend to speak about "the left" and "the right". How would you place your views on a scale from 0 to 10 where 0 is "the left" and 10 is "the right"?" Some respondents had a problem with understanding question. Lot of people, who do not have a good view to political matters, do not know if they their view is left or right. These terms are not so used among common people. The way of phrasing the questions could be simpler and shorter, sometimes interviewers have to explain or repeat the question to respondents*
- *Sweden: Perhaps changing introduction (regarding what we present as the topic of the survey) to something that is more likely to get respondents interested. When getting through the intro the respondents seemed to find the questionnaire interesting. It seemed that some respondents (especially younger ones) misunderstand Q8 as relating to current events regarding Covid-19, meaning that it seemed that some interpreted "personal connections" as meaning "contacts in person" (as opposed to contacts via phone, webconference etc.). It should be noted that this misinterpretation is probably easier to make in the Swedish translation ("personliga kontakter") than in the English one.*

4. Data processing

The data from interviews was entered by interviewers directly into the CATI system. No additional data entry was required. For the quality measures applied during data processing, see chapter 9 on quality control. The data was formatted in the convention provided by the research team of Transparency International.

The code book documenting the structure of the data file is added as **Annex E Code book** to this report.

4.1 Weighting approach

The Global Corruption Barometer Survey sample design ensures an equal sample of respondents at either the NUTS1 or NUTS2 regional level of each country. Where the country is not broken down at the regional level, the design is an optimal mix of mobile and landline interviews or a mobile only design. The optimal mix is one that provides a net sample that best represents the population by gender, age, working status and educational attainment, thereby minimising the need for post stratification weights.

Where the country is broken down into regions the mix of mobile and landline interviews in each region aims to minimise screen-outs based on the respondent being in the wrong region, whilst also ensuring a minimum threshold on the number of responses via mobile sample. The minimum mix of mobile in each region is designed to ensure a net sample of respondents that provides a good regional representation. As it is not possible to target mobile RDD sample based on geography, it was supplemented with geo-tagged mobile sample in the survey. This sample is initially drawn as RDD sample, but it is then appended with a flag to identify its location.

Appending with geography is likely to have some impact on the representation of the mobile sample, however this was deemed preferable to a design with a relatively high percentage of landline interviews, especially in countries where the landline penetration is low. Weights are calculated to mitigate for some of the observable issues with the representation of the net sample of respondents due to our design choices and differential response rates.

4.2 Weighting process

In the first step, a design weight is calculated for the landline sample. The weight is equivalent to the number of adults (18+) in the household. This is to compensate for the fact that only one person in each household is selected to take part, so individuals in larger households have a lower probability of selection. For the mobile sample the design weight is 1, as the person answering the phone is selected and we have assumed people tend to own and use only one mobile phone.

In the second step the design weighted sample is calibrated to known population targets on gender, age, employment and educational attainment. The population targets are collected at the regional level, to align with the design used in each country and the calibration weights calculated at this level.

In the third and final step, a regional adjustment is made such that the weighted sample for each region is proportional to its target population. This ensures estimates calculated at the country level are representative by region.

Table 7: Weighting factors and population parameter sources

| Population parameter | Source (Table) |
|------------------------|---|
| Gender by Age | Eurostat: Population by (demo_r_pjangroup) |
| Employment | Eurostat EU LFS: Employment by sex, age and NUTS2 region (lfst_r_lfe2emp) |
| Educational attainment | Eurostat: Population aged 25-64 by educational attainment level, sex and NUTS 2 region (edat_lfse_04) |

4.3 Weighting outcomes

Where an individual had a weight larger than 5, their weight was capped at 5 and the capped weights scaled to a mean of 1. This was to avoid individuals having too much influence over the survey estimates and to help minimise the variance in the final weights. Capping the weights at 5 does impact on the representation of the final weighted sample by those variables we weight on. However, this impact was minimal and is recommended to help improve the efficiency of the net weighted sample.

The weighted national samples were further calibrated so that the sum of the weights within country reflect the proportion of the eligible European population for that country. Thus, the countries with larger eligible populations will have more influence (weight) on the pan European survey estimates than those with small eligible populations, reflecting the differences in their populations.

An overview of the weighting outcome by is added as **Annex D Weighting efficiency** to this report.

5. Quality assurance

Data quality to a large extent is ensured by the centralised CATI scripting and controls undertaken during fieldwork. In addition to this, we carried out quality procedures relevant for data processing and editing.

5.1 Fieldwork monitoring

The country teams aim to monitor at least 5-10% of interviews during the fieldwork, as per standard data collection protocol by Kantar. In the table below, we summarise the monitoring of interviewers that was carried out during this study.

Table 8: Monitoring record during fieldwork

| | Interviews | | | Interviewers | | |
|-------------|------------|-----------|------------|--------------|-----------|------------|
| | Achieved | Monitored | Percentage | Assigned | Monitored | Percentage |
| Austria | 903 | 128 | 14% | 17 | 15 | 88% |
| Belgium | 900 | 90 | 10% | 34 | 18 | 53% |
| Bulgaria | 600 | 360 | 60% | 43 | 36 | 84% |
| Croatia | 1000 | 101 | 10% | 14 | 14 | 100% |
| Cyprus | 502 | 75 | 15% | 18 | 18 | 100% |
| Czechia | 1000 | 195 | 20% | 47 | 47 | 100% |
| Germany | 4801 | 494 | 10% | 351 | 199 | 57% |
| Denmark | 1003 | 100 | 10% | 29 | 29 | 100% |
| Estonia | 1000 | 88 | 9% | 30 | 17 | 57% |
| Finland | 1003 | 100 | 10% | 21 | 20 | 95% |
| France | 3621 | 111 | 3% | 111 | 111 | 100% |
| Greece | 1201 | 251 | 21% | 34 | 34 | 100% |
| Hungary | 901 | 61 | 7% | 14 | 12 | 86% |
| Ireland | 1002 | 73 | 7% | 41 | 37 | 90% |
| Italy | 1564 | 235 | 15% | 9 | 9 | 100% |
| Lithuania | 1000 | 100 | 10% | 20 | 20 | 100% |
| Latvia | 1001 | 89 | 9% | 22 | 20 | 91% |
| Luxembourg | 502 | 40 | 8% | 17 | 17 | 100% |
| Malta | 501 | 108 | 20% | 19 | 19 | 100% |
| Netherlands | 1203 | 121 | 10% | 41 | 11 | 27% |

| | | | | | | |
|----------|------|------|-----|----|----|------|
| Poland | 2100 | 122 | 6% | 58 | 55 | 95% |
| Portugal | 1001 | 98 | 10% | 9 | 8 | 89% |
| Romania | 4006 | 2010 | 50% | 30 | 30 | 100% |
| Slovenia | 1003 | 204 | 20% | 21 | 21 | 100% |
| Slovakia | 2001 | 102 | 5% | 54 | 54 | 100% |
| Spain | 2103 | 106 | 5% | 20 | 20 | 100% |
| Sweden | 903 | 95 | 11% | 11 | 11 | 100% |

5.2 Data processing

The organisation of the data processing stage ensured control of the coding and cleaning of the data, and the correct weighting of the raw sample to ensure that it is representative at national level.

The purpose of cleaning the data is to remove errors or aberrant values to produce consistent and correct results. Files are cleaned in several distinct stages:

- The identification and removal of incorrect codes or invalid numeric values, for each question;
- Missing values/ non-item response (generally pre-empted by CATI program which does not allow non-item response)
- Verification of data consistency internally

Data cleaning was carried out in real time directly in the Kantar Global Research Centre. The Kantar Global Research Centre aggregates the survey data instantaneously and provides the Coordination Centre and field managers in the countries or territories concerned “partial points” in real time. In other words, all the players may therefore carry out real-time checks on the adequacy of the work completed, both in terms of the scheduling and of the sample structure.

The continuous control of the central file by the Coordination Centre before the completion of the fieldwork has numerous advantages. Essentially, it enabled us to anticipate any problems (and thus save time) when the definitive file is delivered. Processes include:

- Checking that the programming of the script has properly respected the data map in the instructions drafted by the Coordination Centre;
- Checking once again the proper operation and application of the filters;
- Checking the coding;
- Checking the socio-demographic structure of the partial sample.

The centralised CATI infrastructure provided every institute with control reports on their own data, and a series of performance and quality indicators for the work of their interviewer teams. This method of transmission has the double benefit of making the data immediately available (the same day) and of allowing the secure central storage of data for the whole survey.

Data was encoded at national level in accordance with the instructions given by the Kantar Global Research Centre. The quality and comparability of the national results depend on compliance with these instructions.

The use of our Kantar Global Research Centre guaranteed the consistency of encoding, in particular in two vital stages before the launch of a survey:

1. The automatic, centralised production of the CATI scripts by Kantar Global Research Centre including translation. This enabled us to eliminate the manual editing stage of the survey scripts at country level, as well as all the risks of the incorrect transposition of the approved translation. The centralised platform guarantees that data will have to fall within a pre-determined range, filters will be applied automatically and correctly via central scripting, and consistency across items will be ensured by pre-programmed logic checks. The CATI programming will not allow for missing items or outliers. This completely centralised approach completely removes the possibility of these types of error from the fieldwork institutes, both from interviewers and supervisors.
2. Given that our institutes are obliged to use this centralised platform for their translation, it is impossible to encounter a difference between the approved translation and the content of the final questionnaire administered to the respondents. The same translation platform contains the approved translations and produces, solely from the said translations, the questionnaires intended to be used for the fieldwork via our Kantar Global Research Centre.

We instructed our fieldwork partner agencies to deliver intermediary data files on an ongoing basis. This intermediary data was checked completely both in terms of codification and consistency of the data. In addition, the data files were aggregated at an intermediary stage and through controls were carried out when 10%, 50%, 75% and 100% of completed interviews were achieved. Any problem would have been immediately reported back to the country fieldwork team and a corrective measure would have been taken to solve the issue in question.

6. Lessons learned

The survey provided insights that can be helpful for future iterations of the Global Corruption Barometer in the European Union and similar studies. Although the survey was implemented without major problems, it provided opportunities for learning that can be summarised in the following three practical considerations:

- **Pilot survey:** The pilot survey was of central importance. The pilot results helped to identify problems in the understanding of the questions and the practical implementation of the questionnaire. The collected feedback helped us to refine the survey instrument and to arrive at an optimal setup. We would recommend conducting a pilot survey again in future iterations of the survey, in particular if there will be changes to the questionnaire.
- **Monitoring of sociodemographic quota:** In the results of the survey, we see in some regions a slight skew in the sample distribution towards certain groups of the population. This may be due to the use of mobile sample and to different patterns in answer behaviour to telephone surveys. Although this skew can be corrected with weighting, we would recommend to closely monitor the sociodemographic quotas in future iterations of such a regional survey.
- **Sociodemographic section of questionnaire:** A key insight from the interviewer feedback is that some of the questions in the sociodemographic section may be difficult for the interviewers and respondents to understand. This is especially the case for the questions on occupation and education. Although it is clear that certain questions need to be kept as they are to ensure comparability with other iterations of the Global Corruption Barometer, Kantar would recommend reforming the sociodemographic section in future iterations. This can ease the implementation and provide further additional insights.