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PERCEPTIONS OF SECURITY AND CONFIDENCE IN PUBLIC INSTITUTIONS

THIRD MEASUREMENT FOR THE PARTNERSHIP FOR GROWTH ACTION PLAN INDICATORS

JULY, 2016

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THIRD MEASUREMENT FOR THE PARTNERSHIP FOR GROWTH ACTION PLAN INDICATORS

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Abbreviations

AMSS	Metropolitan Area of San Salvador
BCR	Central Reserve Bank of El Salvador
BFB	Basic Food Basket
CONAPES	National Council on Small Business of El Salvador
CNSM	National Council on the Minimum Wage
CSJ	Supreme Court of Justice
DIGESTYC	Directorate General for Statistics and Census
EAP	Economically Active Population
EAVI	Economic Activity Volume Index
EB	Expanded Needs Basket
FGR	Prosecutor's Office of the Republic
GDP	Gross Domestic Product
GOES	Government of El Salvador
IAIP	Institute for Access to Public Information
IMF	International Monetary Fund
IML	Medical Forensics Agency
IUDOP	University Institute for Public Opinion
MINEC	Ministry of the Economy
MJSP	Ministry of Justice and Public Security
MPHS	Multi-Purpose Household Survey
MSEs	Micro and Small Enterprises
NGO	Non-Governmental Organization

PDDH	Human Rights Ombudsman's Office
PFG	Partnership For Growth
PNC	National Civilian Police
PWA	Population of Working Age
SITRAMSS	Integrated Transportation System for the Metropolitan Area of San Salvador
SPSS	Statistical Package for the Social Sciences
TEG	Government Ethics Tribunal
UCA	Central American University "Jose Simeon Cañas"
UNDP	United Nations Development Programme
USAID	United States Agency for International Development
USG	United States Government

Executive Summary

This study, "Perceptions of Security and Confidence in Public Institutions", is the third round of research conducted by the University Institute for Public Opinion (IUDOP) at the Central American University Jose Simeon Cañas (UCA), at the request of the United States Agency for International Development (USAID) under the objectives of the Joint Action Plan between El Salvador and the United States for the Partnership for Growth (PFG). This report is part of a series of studies with the core purpose of evaluating progress toward a series of indicators on public perceptions of crime, insecurity, and confidence in public institutions, described in Goals 1, 3, 4, 6, and 7 of the PFG in El Salvador. A first study was produced in 2012, with a second study conducted one year later in 2013.

This new round of research required two national-level surveys, which were administered from October 10-31, 2015. One survey was taken from a national-level sample of 2,413 adults representative of the overall Salvadoran population over the age of 18 residing in the country. This survey had a reliability mark of 95% and a sampling error of approximately 1.99% (+/-0.019). Additionally, a survey was taken with 504 micro and small enterprises (MSEs) around the country to gather the perceptions from this economic sector with regard to security and the performance of public institutions. This study had a sampling error of approximately 4.3% (+/-0.043).

With respect to the trends on victimization due to common crime, 18.6% of the respondents reported having directly experienced a criminal act in the 12 months leading up to the survey. A similar percentage of homes (18.8%) reported that members of the household had suffered a criminal act in the same period. While the data show a slight reduction in the victimization rate compared to the studies from 2012 and 2013, these differences are not statistically significant. Nonetheless, significant variations do appear in the geographic concentration of victimization due to common crime, compared to previous measurements. These variations could be the result of greater mobility of criminal groups across the different regions of the country.

With regard to the crimes reported, two out of every three victims of a crime suffered robbery or theft, indicating a high prevalence of economically-driven acts. The downward trend in extortions noted in the 2013 study continues, but it is accompanied by an increase in other types of crimes such as property damage and forced displacement due to violence. Common crime particularly affects men, residents in urban and metropolitan areas, people between the ages of 26 and 40, individuals with greater educational attainment, and households with income over 500 dollars, in upper and middle classes. An important finding from this study is that unlike previous years, the group now most affected by criminal acts is the one corresponding to adults from 26 to 40 years old. This finding marks a shift from the usual trend documented in most studies suggesting that young people are the main target of common crime.

Out of all of the people affected by a criminal episode, just one of every three decided to report the crime to the authorities. While this percentage is an increase in the number of people who decided to report the events, compared to previous studies, the difference is not statistically relevant. The data indicate that, in over 70% of the cases reported, no satisfactory resolutions were produced for the victims. Facing these outcomes, people's willingness to report crimes to official entities is sharply limited by their assessment of the ineffectiveness of the justice system

itself. Among the group of victims that decided not to report crimes, half of these individuals chose not to report because they considered that it would not amount to anything.

Additionally, one of the sectors hardest hit by common crime is that of Micro and Small Enterprises. The survey conducted with MSEs reveals that 37.4% of businesspeople interviewed admitted having been victims of a crime in the year leading up to the interview. This percentage represents a significant increase from the level reported in 2013 (29.5%). According to the businesses affected, in 69.7% of the cases these crimes were motivated by the commercial aspects of their business. Extortions and robbery continue to be the crimes that affect this sector of the economy the most. While there does appear to be a drop in extortions compared to previous years, robbery and threats are trending upward. The reporting rate among MSEs remains relatively stable compared to previous years. Only one out of every three business owners decided to report the crimes. Among those who did report, 70% say that the authorities have taken no actions to investigate. These data show a reiterative pattern of inactivity on the part of the law enforcement and justice authorities in the country, despite the high numbers of property crimes that occur in the country.

With regard to general perceptions of security, 52.7% of respondents expressed feeling somewhat or very safe, while 47.3% reported feeling somewhat or very unsafe about the possibility of being a victim of crime. Nonetheless, the perceptions of security show significant variations depending on the context and environment. The survey explored perceptions of security in different public and private spaces, such as roads, parks, malls, private homes, and others. The data show that public spaces such as roads, markets, plazas, and parks not only continue to be the places where people feel the most vulnerable to suffering a criminal act, the perception of insecurity in these spaces has grown in comparison to the studies of 2012 and 2013. To deepen the analysis around perceptions of security, a security perception index was established with a range from 0 to 100, based on the average scores from seven questions addressing feelings of security in different contexts. Scores near 0 indicate a perception of little security, while values closer to 100 indicate perceptions of greater security. The security perceptions index reported for 2015 was 48.1, the lowest rating recorded since 2012. In 2012 the security perceptions average was 51.7, falling to 49 in 2013.

Likewise, perceptions of safety among regular riders on collective transport are quite low. The results indicate that seven out of every ten regular public transport riders feel not very safe or not safe at all when riding the public transport routes (74.4%). This variable corresponds to the **PFG Goal 4** indicator, "*public perceptions of safety on public transport routes*". The results were converted to a 0-100 scale, in which 0 indicates a perception of no safety, and 100 a perception of total safety. The average of the scores recorded on this scale was 31, similar to the value from the measurement in 2013 (31.8), but quite below the result from 2012 (36.1), which is a statistically significant difference. The Goal 4 indicator measuring perceptions of safety in public transport routes sits at its lowest recorded level since the data from the baseline study in 2012.

To evaluate the evolution in public satisfaction with justice and security institutions, a scale was built based on nine items to measure the performance of institutions such as the PNC, MJSP, the court system, penitentiary system, IML, FGR, and the CSJ. The resulting average from this scale is the main indicator for **PFG Goal 1**, measuring "*Public satisfaction with the performance of justice*

and security institutions". The average recorded in the 2015 measurement **(41.5)** continues to reflect mid to low levels of citizen satisfaction with the work of security and justice institutions. A comparison with previous measurements, using the same group of items, shows that the level of satisfaction with justice and security has remained relatively stable. The data show that the most important variables in terms of public satisfaction with security and justice institutions are the perception of security and the victimization experience. Nonetheless, the perception of security appears to be twice as important as the victimization experience when it comes to explaining the factors that influence public satisfaction with the performance of security and justice institutions. This dynamic reflects the weight that the subjective dimension of violence carries in forming a judgment on public institutions.

In much the same way, the index on "*confidence in government institutions*" was made up of a scale scoring the responses to a group of questions exploring confidence and citizen satisfaction with national 13 public institutions. This index has been used to monitor **PFG Goal 6**. The general average of confidence in public institutions as recorded by this measurement was **44.2**, which reflects mid to low levels of public confidence. To compare this indicator to previous measurements, the databases from 2012 and 2013 recalculated using this same group of institutions. The data show a drop in confidence in institutions since 2012, falling from 47.6 to 44.2. When examining the variables that appear to influence confidence in public institutions in general, the study once again found that the variable that carries the greatest weight in the analysis is the perception of security. This finding suggests that the feeling of insecurity negatively impacts confidence in the system, going beyond just the security and justice institutions and eroding the credibility of public institutions overall.

To explore the assessment of MSEs with regard to security policies and actions, an index entitled "*perception of MSEs of the effects of policies and prosecutorial actions on crime against their businesses*" was constructed, corresponding to the main indicator for **PFG Goal 3**. This index consists of a scale built upon seven items that measure MSEs' satisfaction with the entities responsible for security and justice in the country. The average recorded on a scale of 0 to 100 was **34.1**, which represents a low score from business owners in terms of their assessment of policies and prosecutorial actions against crime. When this index was recalculated for 2012 and 2013 using the same group of items included in this year's measurement, the low scores from MSEs on criminal policies in the country remain stable across different years (34.4 in 2012 and 33.8 in 2013). Overall, the views of the businesspeople surveyed on the performance of security and justice institutions are especially critical compared to the perspectives of citizens in general, which is a reflection of the greater impact that common crime has on this sector of the national economy.

Lastly, the study shows that 64.3% of the citizens interviewed have heard about the national dialogue for security convened by the central government. Nonetheless, the population remains divided when it comes time to evaluate the work of inter-institutional coordination led by the executive branch. 45.5% of the respondents consider that the initiative to convene other social sectors for joint work to address crime has been good or very good, while 43.8% score the initiative as poor or very poor. 11.6% qualify the initiative as fair, and 1.2% responded that there is no joint work between the executive branch and civil society. The data show that while there is widespread knowledge of the efforts for dialogue and coordination led by the government, people's assessment of these initiatives has dipped, likely because these efforts have not

produced concrete improvements in the security situation that the population faces. These results were used to build the index for **Goal 7**, which measures "*public perceptions of national consensus on public security*". The average reported for this index in the study was **56.1**, which on a range from 0 to 100 reflects a mid-range score for the efforts for national dialogue and coordination. Nonetheless, this average marks the lowest level measured thus far for this index; the measurements for 2012 and 2013 came in at averages of 62.1 and 60.1, respectively.

Introduction

The complex dynamics of violent and organized crime that have taken root in El Salvador in recent years are producing diverse effects in economic, social, and political life in the country, with medium-term impacts yet to be seen. While criminal violence has been a constant presence in the country in the past two decades, this violence has taken on increasingly complex faces and expressions, reconfiguring the way in which social and community life is organized. This widespread criminality, and its correlate, impunity, have progressively eroded the legitimacy of and confidence in democratic institutions.

El Salvador experienced an alarming spike in the number of violent deaths in 2015 compared to the trend over the past decade, leading the country to sport the highest rate in its recent history (IML, PNC, various years). According to the statistical record of violent deaths kept by the Medical Forensics Agency, 2015 produced a total of 6,656 homicides, or a rate of 103 violent deaths per 100,000 inhabitants (IML, 2015). This figure slots in at 16 times the global mean, and 5 times the average for Latin America. In a comparative perspective, the number of homicides recorded in 2015 nearly doubled the annual national average for the last decade, estimated at around 3,600 violent deaths.

The problem of violent deaths in El Salvador is not limited to the high numbers, however. The modes and patterns of execution used in many of the killings point to the presence of different and increasingly violent and organized criminal structures that resort to extreme violence as a resource to wrest control from the state and impose their power through fear and coercion.

In addition to gang violence that has grown more and more barbaric, in recent years illegal armed groups operating as social cleansing squads have begun to emerge, with gang members as their primary victims. In certain well-publicized cases, the groups perpetrating these acts were dressed in police and military uniforms, putting the victims in a more vulnerable position. According to police records, a total of 106 massacres occurred in the year 2015, with a toll of 399 victims. The majority of these victims were killed by armed groups in extra-judicial executions (PNC, 2015).

Additionally, the numbers on violent deaths have swollen during 2015 due to the constant deaths of gang members, apparently a product of armed face-offs with the police or the military. In 2015 alone, the PNC reported 676 armed confrontations with gang members, showing that clashes between the police and gangs have ratcheted up in the context of the policy of pursuit of these groups as implemented by the current government administration. While there are signs that some of these deaths may have been the result of poor police procedure or extra-judicial killings, in most cases there are no in-depth institutional investigations to see if this is a systematic practice. Nonetheless, it is increasingly evident that in this war mentality between the gangs and the police, the use of lethal force is no longer exclusively a last resort in police actions.

In this context, it is also important to mention the continual attacks against members of the police force, leaving a death toll of 63 police officers killed by gang members in 2015 (PNC, 2015). These events are unprecedented in the post-war period in El Salvador and have led to a chain of revenge that, in certain cases, has extended to the families of gang members and police

officers. The episodes of open confrontation between the police and gang members and the extra-judicial executions of alleged gang members are signs that the country could be moving toward a new type of armed conflict.

At the same time, the flow of forcibly internally displaced persons due to the threats from criminal groups appears to have grown in both rural and urban areas. While the government has not explicitly recognized this phenomenon, there are signs that this flow is a continuous and recurring exodus, as evidenced by the spike in requests for asylum in different countries in the hemisphere, given the lack of government protection at home. A survey conducted by IUDOP in late 2015 revealed that 4% of the people interviewed had to move to another location in the country due to threats from criminal groups; 11.4% of respondents admitted that a member of their household was forced to flee the country for the same reason in 2015. Given the lack of a national diagnostic study on internal forced displacement, the true breadth of this issue in the country and its impact in the current surge in international migration is not known.

This complex scenario has a severe impact on the subjective dimension of crime, and it has translated into feelings of insecurity and vulnerability among the population, in addition to producing high economic, social, and community costs. A recent study done by the Central Reserve Bank of El Salvador estimated that crime has cost the country 4.026 billion dollars, equivalent to 16% of the Gross Domestic Product (BCR, 2016a). These data show the magnitude of the impact that this phenomenon produces in national economic development. On an institutional level, crime is a factor that severely undermines the credibility of and confidence in public institutions, and support for the democratic system itself, leading to adverse effects for governance and collective projects. In this context, this study seeks to gather the perspectives from public opinion on the climate of insecurity facing the country in late 2015.

This document is a report on the research produced in the third measurement of perceptions of security and confidence in public institutions, conducted by the IUDOP at the UCA, at the request of the United States Agency for International Development (USAID). The objective of this research is to examine the evolution of public perceptions of crime, security, and confidence in fundamental public institutions, in the framework of the Partnership For Growth Joint Action Plan agreed upon by the governments of the United States and El Salvador in 2011. From the study, certain progress indicators for public perceptions of security are derived for Goals 1, 3, 4, 6, and 7 in the PFG Joint Action Plan. Goal 1 refers to public satisfaction with the performance of justice and security institutions; Goal 3 measures the perceptions of micro and small enterprises of the effect of policies and prosecutorial actions on crime against their businesses; Goal 4 corresponds to public perceptions of safety on public transport routes; Goal 6 measures public confidence in government institutions, and; Goal 7 refers to public perceptions of national consensus on public security.

Just as in the previous studies conducted in 2012 and 2013 to measure these indicators, two surveys were performed for this year's research. The first survey was applied with adults around the country in order to assess citizen perspectives on the situation for justice and security, and the performance of government institutions. A second survey was conducted in parallel with a representative sample of MSEs on a national level. The data collection work was performed from October 10 to 31, 2015.

This most recent measurement seeks to maintain comparability with the indexes created for the goals concerning public perceptions of security, as well as other key related indicators reviewed in the 2012 and 2013 studies conducted in the framework of the PFG Joint Action Plan, and similar research undertaken by the IUDOP at the Central American University Jose Simeon Cañas (UCA) over the past decade.

The report is divided into five chapters. Chapter one looks at the economic context in El Salvador in order to lay out the main challenges that the country faces for economic and social development. Chapter two includes a detailed description of the methodological aspects used in both surveys, as well as the procedure followed in building the goals around perceptions of security. A third chapter shares the most relevant findings from the household survey, and it includes five separate sections: The first section is dedicated to analyzing the results for confidence in and public satisfaction with justice and security institutions, and confidence in fundamental government institutions. These results were used in building the indicators for Goals 1 and 6. This section examines socio-demographic and contextual variables that are meaningfully linked to the indexes for Goals 1 and 6. Another section of this chapter shares the results on the subjective perspective of security, analyzing perspectives generally as well as in different daily contexts for the population. With these data, an index was built to rate perceptions of security on a scale and make bivariate and multivariate statistical contrasts. A third section presents the opinions and perceptions of security in collective transport; this information was used to build the Goal 4 indicator on perceptions of safety on public transport routes. An additional section in this chapter analyzes the victimization trends from common crime and the possible variables linked to these criminal episodes. This section also addresses reporting of crimes and how the responsible institutions responded to violent acts, claimant satisfaction with the service received, and the fundamental reasons that led the great majority of citizens to abstain from reporting. The last section in this chapter examines citizen perceptions of the national consensus around public security. These inputs were used to build the main indicator in Goal 7.

Chapter four contains the most relevant findings from the survey of perceptions of security and confidence in public institutions administered to micro and small enterprises. This chapter is divided into three parts. Section one of this chapter addresses how victimization due to common crime affects this sector of the economy, types of crimes, and willingness to report. Section two of the chapter examines the prevailing perceptions of security for business owners, and the strategies that they use to deal with crime. This chapter concludes with a section on the opinions of business owners on policies and prosecutorial actions against crime, which were used to build indicators around Goal 3.

Chapter five includes some considerations on the most relevant findings of this study, as well as an analysis of changes and continuity in some key indicators for security collected from 2012 to 2015.

I. A look at the economic context in El Salvador[1]

Violence and crime produce varied impacts on macro and micro-social levels, which translate into harm to human capital, social capital, the economy, confidence in institutions, and governance. There is a growing recognition that crime has become an increasingly serious problem for the development and economic growth of the country. According to the PFG Analysis of Constraints to Growth, when violence and insecurity combine with low productivity in tradeables, this produces serious constraints for economic growth (USG-GOES, 2011). In this same sense, the Central Reserve Bank of El Salvador (BCR) asserts that crime and violence bear significant costs for the economy. Econometric estimates in a recent study produced by the bank reveal that in 2014, violence cost the country 4.026 billion dollars, equivalent to 16% of its GDP (BCR, 2016a).

Nonetheless, violence is not the only obstacle that has affected the performance of the national economy. The imposition of neoliberal and structural adjustment policies, faithfully applied by the government administrations following the war, has weakened the national production apparatus by substituting the agro-export and manufacturing economic model in favor of a consumption-based economy and the promotion of open trade, without building the competitive capacity of domestic private companies. These policies also led to a greater concentration of capital into private hands by liberalizing markets and privatizing highly profitable state services; this has not translated into better performance of the national economy (Segovia, 2002). One of the areas most affected by these policy decisions was the labor market.

The push for flexibility in the labor market, job losses, and growing underemployment have led to the progressive erosion of job security and reductions in the buying power of the population. These trends have led to growing migration flows abroad over the last two decades. According to the Economics Department at the UCA, one of the problems for the Salvadoran economy lies in the low absorptive capacity of its workforce, which leads to high underemployment and a growing informal sector, rather than outright unemployment (UCA, 2016, p.15).[2]

Official data show that 63% of the population of working age (PWA) are economically active persons (EAP) and that the unemployment rate hovers around 7%. A linear reading of these data could lead one to the conclusion that there is a high rate of employment in El Salvador. Nonetheless, half of the working population has been absorbed by the informal sector of the economy; the central problem for the Salvadoran economy is that of underemployment. International organizations estimate that underemployment in El Salvador reaches up to 43% of the EAP (UNDP, 2008). The data for 2014 show that underemployment reached up to 48% of the EAP in urban areas; this percentage grows to 67.6% and 66.8% in the branches of commerce and agriculture, respectively (UCA, 2016). This means that half of the wage-earners on a national level, and two-thirds in urban areas, work with little job stability, little or no social safety net, and unfair compensation. This situation shows that in El Salvador there are still important gaps in access to decent work.

[1] With collaboration from Roberto Flores and Ángel Avilés.

[2] The national unemployment rate for 2014 reached 6.7% in people of working age (MPHS, 2014). In 2015, the International Monetary Fund (IMF) ranked El Salvador as the country with the second-highest unemployment rate in Central America.

The precarious nature of the labor market is not only expressed in the problems of the informal sector of the economy, however. Low worker wages in important segments of the salaried population, accented by the gap between real and nominal wages and the disparity between minimum wages in rural and urban areas, and among different branches of the economy, make it nearly impossible for many citizens to meet their basic needs, and increase inequality between rich and poor. Presently, the monthly minimum wage for agricultural workers is $118.20; the minimum for commerce and service workers is $251.70; in textiles and confection it is $210.90, and in the industrial sector the minimum wage reaches $246.60 (CNSM, 2013-2015). In 2015, the lowest minimum wage was $98.70, in this case for workers in the cotton harvest. When these salaries are compared with the monetary costs of the Expanded Needs Basket (EB), which in addition to the Basic Food Basket (BFB) includes other basic requirements for healthcare, housing, and education, none of the minimum salaries in the country are sufficient to cover these needs.[3] The highest minimum wage, that of the service sector, still only covers 62% of the BFB. This means that a minimum wage is not enough to allow a single-income family to cover its basic needs consistently (UCA, 2016). This situation is bleaker still when considering that the parameters to establish the BFB and EB levels were defined with food consumption patterns from 20 years ago.

Given this backlog, and recognizing that the methods used to measure poverty in the country based mainly on the cost of certain basic goods and services are prone to hiding certain gaps, in 2014 the country adopted new poverty measurement parameters rooted in the concept of multidimensional poverty. Under these new estimates in which poverty is measured by examining seven deprivations, 35.2% of Salvadoran households now fall under the poverty line.[4] This level increases exponentially in the rural areas of the country. The multidimensional poverty rate is 36 points higher in rural areas than in urban zones (58.5% compared to 22.5%), according to the Presidential Technical Secretariat (*Secretaría Técnica de la Presidencia*, 2015, p.16).

Another structural problem that continues to severely hamper greater economic and social development for a broad swath of the population is the unequal distribution of income, which limits access to education opportunities, and thus job opportunities as well. While the Gini index in El Salvador, which measures income inequality, has fallen from 0.48 to 0.38 from the year 2008 to 2014, the country continues to face a wide gap for income distribution: In 2013, the wealthiest 20% of the population received 48.4% of the monetary income in the country, while the poorest 20% only received 4.9% of the income nationally (Oxfam, 2016).

Poverty and inequality are closely linked to access to basic goods and services in the country. Access to universal and quality education is a challenge that the country still faces in terms of building capacity. Over the course of one decade, average educational attainment has only increased the equivalent of one school year. Currently, the national average is no higher than seven years of schooling. According to data from the Directorate General for Statistics and Census (DIGESTYC), from 2004 to 2014 the average educational attainment level grew from 5.6

[3] According to estimates from DIGESTYC for 2015, the monthly BFB cost was 203 dollars for a family of 3.73 members in the urban area, and 145.92 dollars for a family of 4.26 members in the rural area. The Expanded Needs Basket (EB) is equivalent to twice the value of the BFB; around 400 dollars for the urban area and 290 for the rural zones.

[4] The indicators considered are low education for adults, housing conditions, work and social security, health, basic services, food security, and habitat quality.

years to 6.7 years in school. Rural areas of the country are the furthest behind, where the average educational attainment is 4.9 years in school, while in urban areas this average rises to 7.8 years. At the same time, although strides have been made in recent years to reduce illiteracy, 10.9% of people over the age of 10 in the country still cannot read and write (UNDP, 2015).

While there has been a notable improvement in coverage for primary and secondary education over the last 15 years, university enrollment appears to have peaked, and retention capacity is low, leading to early dropouts. According to official data, just one out of every 10 young people of official age has access to university studies (UNDP, 2013). Less than 15% of the national budget is allocated for education, and investment in education as a percentage of per-capita GDP remains at 3.5%, in contrast to other countries of Central America such as Costa Rica, where investment reaches up to 7.4% of GDP.

In recent years, in addition to structural problems in the public education system such as precarious and inadequate school infrastructure, students held back and repeating grades, problems with educational quality, limited training for teachers and staff, and limitations in coverage for the poorest sectors, an additional problem of school dropout rates has emerged as a result of gang violence that affects schools, and forced internal or international displacement as a result of the violence that thousands of families face. While there are no data to precisely confirm what is driving these dropouts, the rates have been climbing in recent years. Estimates suggest that in 2014 the dropout rate from the public school system reached 3.5% of the matriculated student population (Ramos, 2015).

According to the UNDP (2013), "Schools are the pillars in a system of social wellbeing. Upon these pillars rest the expectations for social mobility and human development, especially for those who hail from impoverished households" (p.138). The invariability of these conditions over time seriously hampers possibilities for education development, particularly for the poorest, and by that token limits their opportunities to build capacities and competencies for professional development. As World Bank specialists have signaled, "limited opportunity restricts economic mobility, perpetuates poverty across generations, and can repress growth by limiting the potential of large groups" (Indrawati, 2016). This panorama of limited opportunities for development, in which decent work is a privilege only enjoyed by 20% of the Economically Active Population, forces people to emigrate in search of better opportunities (UNDP, 2013).

On top of the traditional causes of migration, mainly linked to a lack of job opportunities, criminality now adds a new driver pushing out Salvadoran human capital. Data from the Ministry of Foreign Affair put the number at 2.8 million Salvadorans living outside the country's borders; 90% of this total live in the United States. An estimated 300 Salvadorans leave the country each day for the United States (Montenegro, 2014).

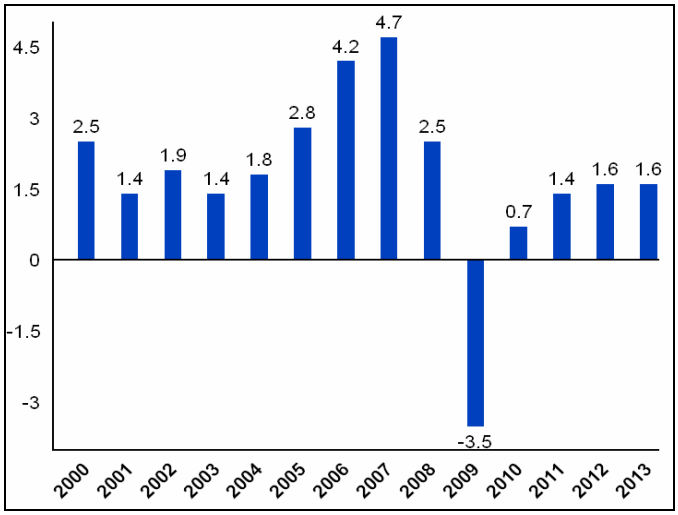
The continuous expulsion of Salvadoran human capital across national borders has generated important social, economic, and cultural changes for families, communities, and Salvadoran society overall. On a macroeconomic level, the economic contribution from emigrants sending important sums of money home in the form of family remittances has kept the fragile Salvadoran economy afloat. In 2015, the BCR reported that family remittances totaled nearly 4.28 billion dollars, equivalent to 14.1% of the national GDP. Despite the economic crisis in the United States and more restrictive migratory policies in that country, remittance flows have

stayed relatively constant over the last decade. According to the BCR, remittances have increased the buying power of Salvadorans residing in this country, contributed to poverty reduction, maintained the flow of imports, and stabilized the trade deficit, keeping the GDP high (in Gómez, 2013). Nonetheless, remittances have also produced negative impacts in the Salvadoran economy. By virtue of their use mainly to support consumption, remittances "lead to price increases and a reduction in levels of economic activity" (UNDP, 2009, p.24). These flows are not always able to generate domestic wealth, as they are mainly invested in imports and not in local production, which should be the main destination of these funds.

In macroeconomic terms, the main problems of the Salvadoran economy are linked to its fragile public finances and are expressed in low levels of investment, employment, and growth. According to Pleitez, although the country has increased its tax burden in recent years, it maintains a high fiscal deficit, high debt, and low levels of savings and investment (Pleitez, 2016). From 2010 to 2015, public debt grew by more than 39% (UCA, 2016). For 2015, El Salvador's public debt is around 16 billion dollars, representing 60.8% of its GDP.

Gross Domestic Product, which represents the production of goods and services by a country for a given period, has seen a slow but sustained recovery, after fluctuations following the global economic crisis in 2008 and a series of natural disasters that have struck the country in recent years. GDP growth rates from 2011 to 2013 show modest growth, at less than 2%.

Graph 1.
Comparative perspectives of GDP in El Salvador 2000-2014
(Real growth rate in percentages)



Source: BCR, 2000-2014

In early 2016, the Economic Activity Volume Index (EAVI) reflected annual growth of 1.76%, influenced by gains in the Transportation, Storage and Communications sector, Electricity, Gas, and Water, and Government Services (BCR, 2016b).

Additionally, the report showed "a continued and high deficit in the trade balance due to the reduction in the exportation of traditional products and a fall in producer goods, combined with a slight reduction in the importation of final goods" (BCR, 2016b, p.1). According to official data, in November 2015, the value of all imports ($851 million) doubled the amount of exports ($407.1 million), which helps to explain why levels of consumption are higher than income.

If these high levels of debt and consumption continue despite low growth, savings, investment, and job creation, and if the necessary policies for fiscal adjustment, redistribution of wealth, and decent jobs are not adopted, in the short term El Salvador could face a serious crisis. This crisis, combined with the scenario of insecurity, could put the progress made thus far in economic and social development at risk.

II. Methodological aspects

The survey "Perceptions of Security and Confidence in Public Institutions" for 2015 was conducted on a national level by the University Institute for Public Opinion (IUDOP) at the Central American University Jose Simeon Cañas (UCA), under contract #AID-519-C-15-00002 with the United States Agency for International Development (USAID). This survey, conducted from October 10 to 31, 2015, is the third measurement on indicators for perceptions of crime, security, and confidence in institutions, as prescribed in the "Partnership For Growth" (PFG) Joint Action Plan. In addition to exploring the state of public opinion on these topics, this measurement serves to evaluate the evolution of these assessments compared to similar measurements taken in 2012 and 2013.

Two surveys were used to build indicators on the perceptions of the general population and perceptions of small business owners. The first survey was taken from a national sample of households, while the other was administered with micro and small enterprises (MSEs); two separate questionnaires were used for these surveys. This section describes the details of the methodology used in both surveys, the tools utilized, and the data analysis strategy.

1. National survey of perceptions of security and confidence in public institutions

1.1. Sample design and selection

The sampling procedure was designed to ensure that the sample would reflect the totality of the Salvadoran adult population as faithfully as possible, in accordance with the population projections for 2012-2013 from the VI Population Census and V Housing Census of 2007, conducted by the Directorate General for Statistics and Census (DIGESTYC) at the Ministry of the Economy.

Given that the study sought to explore the evolution of citizen perceptions of crime and the performance of public institutions from among the national population, the design of this study sample was based on the same sampling framework used for the 2012 survey, dividing the sample across departments, municipalities, and territorial segments in a similar way as divided for the baseline study that year. Nonetheless, on this occasion, various segments from the sample were replaced through a randomized process, given the high crime rate in some of the areas in which the first measurements were taken. The details of this modification are provided at the end of this section.

A total of 2,400 surveys would be conducted with a 95% reliability rate (Z), variance of 50% (p) and a sampling error (E) of 2%, established based on the following formula designed for large or infinite populations:

$$n = \frac{Z^2 pq}{E^2}$$

where,

$$n = \frac{(1.96)^2 (0.50) (0.50)}{(0.0200)^2} = 2400$$

Next, the number of surveys to be administered in each of the 14 departments of the country was determined by virtue of the population in each one, according to the population projections for 2012-2013 from the VI Population Census and V Housing Census of 2007. For example, the Department of San Salvador holds 28.97% of the population over the age of 18 in the country, and thus out of the total of 2,400 interviews slated to be conducted, 28.97% should be done in the Department of San Salvador, which works out to 695 interviews. Likewise, for this year the Department of Morazán is home to just 2.94% of the adult population of the country, which in terms of the national sample means that a total of 71 interviews should be conducted in that department. The details of the population distribution according to population projections for 2013 from the VI Population Census and V Housing Census, as well as the 2,400 interview sample is outlined in Table 1.

Table 1.
Distribution of the population over the age of 18, according to 2013 projections and the sample by department

Department	Inhabitants		Sample Total
	N	%	
Ahuachapán	201,774	5.03	121
Santa Ana	370,073	9.23	222
Sonsonate	283,847	7.08	170
Chalatenango	123,546	3.08	74
La Libertad	481,449	12.01	288
San Salvador	1,161,085	28.97	695
Cuscatlán	156,489	3.9	94
La Paz	209,517	5.23	125
Cabañas	96,103	2.4	58
San Vicente	112,018	2.8	67
Usulután	232,536	5.8	139
San Miguel	299,876	7.48	179
Morazán	117,777	2.94	71
La Unión	162,103	4.05	97
Total	**4,008,193**	**100%**	**2,400**

The sample was selected in several stages, first choosing the municipalities to be included, and later defining the segments in the urban zones and the communities in the rural areas within each municipality. Lastly, households within each segment or community were selected.

The municipalities were selected based on the population distribution within each department of the country. The municipalities to be surveyed within each of the 14 departments were selected as described below.

Once the number of surveys to be administered in each department was calculated, it was determined that 30 interviews would be slated per municipality, for maximum efficiency and effectiveness. Next, the sample municipalities within each department were selected. A first step was to establish the number of municipalities needed to cover the total number of surveys to be conducted in each department; then municipalities could be systematically selected to meet this total. The municipalities in each department were listed in ascending order, beginning with the smallest population up to the largest municipality in each department. As such, for example, in the Department of San Salvador, the list began with the Municipality of Rosario de Mora (the smallest, at 13,534 inhabitants), and ended with the Municipality of San Salvador (the largest, with a population of 290,269 inhabitants).

Step two was to calculate a cumulative sum of populations from each of the listed municipalities listed. Next, a population interval was obtained to determine the municipality to be selected. In each department, this interval was calculated by dividing the total quantity of the population in each department by the number of municipalities needed to reach the total number of interviews to be conducted.

Step three was to determine the starting point to select the municipalities within each department, using a table of random numbers between 0 and 1. The random number obtained was multiplied by the total population of the department in order to determine the starting point for systematic selection, and the first municipality to be included in the sample. In the example of the Department of San Salvador, the random number obtained was 0.7274095438; this number was then multiplied by the total population of the department (1,740,786), producing a value of 1,266,264.

In the cumulative sum, the municipality that corresponded with this value was Soyapango, which thus became the first municipality selected. To choose the second municipality, the population interval produced by dividing the total population of the department (1,740,786 for San Salvador) by the total number of municipalities needed to complete the sample, was then added to this value. This same procedure was repeated successively until the desired number of municipalities in the department was reached. In the cases in which the number of interviews to be conducted in a department did not produce a number that was a multiple of 30, an additional municipality was chosen to reach the needed total of interviews for the department.

With this procedure, a total of 23 municipalities were selected in San Salvador following the population interval. Table 2 details how the municipalities were selected. The second column shows the population in each municipality; column three shows the cumulative population, and the last column specifies the order in which the municipalities were chosen. The selected municipalities appear in shaded cells. As can be seen in the table, when the sum of the interval exceeds the total population of the department, the cumulative count starts again, allowing the smaller municipalities at the top of the list to be chosen as well.

Table 2.
List of municipalities in the Department of San Salvador used for selection

Municipality	Population	Cumulative population	Selection order
Rosario de Mora	13,534	13,534	
El Paisnal	15,080	28,615	
Santiago Texacuangos	21,802	50,417	
Aguilares	23,553	73,970	8
Guazapa	25,889	99,859	
Santo Tomás	28,706	128,564	
Nejapa	32,668	161,233	9
Ayutuxtepeque	42,919	204,151	
Panchimalco	46,141	250,292	10
San Marcos	70,262	320,554	11
Cuscatancingo	78,141	398,696	12
San Martín	91,467	490,163	13
Tonacatepeque	121,303	611,466	14, 15
Ilopango	123,293	734,759	16
Delgado	129,246	864,005	17, 18
Mejicanos	148,234	1,012,239	19, 20
Apopa	163,140	1,175,379	21, 22
Soyapango	275,138	1,450,517	1, 2, 3, 23
San Salvador	290,269	**1,740,786**	4, 5, 6, 7

Once all of the municipalities were selected, the zones within each municipality to be included in the sample were chosen. Two separate procedures were performed to select these zones. For urban areas, the municipalities were divided into population segments based on DIGESTYC maps; in rural areas, single villages or communities (*cantones)* were taken as population units and listed for random selection.

In the case of urban areas, the selection process for the segments to be surveyed was done systematically with a random starting point using DIGESTYC maps. Each map of the municipalities shows an urban area of 2,000 to 15,000 households, and was divided into sequentially numbered segments in a spiral. Each segment accounts for a group of 150 to 300 households. Once the maps were divided, a constant was calculated to facilitate segment selection. For resource and staff distribution purposes, 10 interviews would be planned for each segment; based on this, the needed number of segments in each urban area of each municipality could be calculated in order to fulfill the total number of interviews to be conducted. To determine the number of urban segments to be covered in each municipality, the number of surveys to be administered in the urban area was divided by 10 (the number of interviews to be conducted per segment).

Next, for each urban map, the number of segments on the map of the municipality was divided by the number of segments to be interviewed. This operation produced a number that became the fixed interval to choose the segments based on a random starting point. For example, if the

division of the total number of segments and the total quantity of segments to be selected resulted in 7, a number between 1 and 7 was chosen randomly, and starting with that number, segments were chosen with an interval of each 7 segments. More concretely, if the randomly selected number was 5, the segment with that same number was chosen, then 7 segments more were counted, and segment 12 was selected, and so on until obtaining the stipulated number of segments per municipality. In the urban segments selected, interviews were conducted in each home.

The procedure was much simpler for rural zones. As mentioned above, individual villages (*cantones*) were established as the unit of population, and 10 interviews would be held in each village. Given that data on the population distribution in each village were not available, the villages in each municipality were listed, and based on the number of interviews to be conducted in the rural zone in each municipality, a randomized selection was made to choose the villages to be included in the sample.

The selection procedure for the urban segments and rural villages in each municipality in the country helped to produce randomization and statistical dispersion in sample selection, ensuring a representative sample for the study.

Lastly, in the final stage of sampling, surveys were distributed based on established quotas for sex and age, according to population parameters. This distribution served two purposes. First, it ensured distribution of the surveyed sample equivalent to the total population breakdown in terms of fundamental variables of sex and age. Second, it eliminated the interviewer's personal selection bias by identifying beforehand who should be interviewed in each household visited.

The surveys were administered through systematic visits to the households located in each segment and village selected in each of the chosen municipalities. The interviewers explained to the subjects the objectives and the general topic of the survey. In each case, the survey was administered to one person from each household who met the previously stipulated sex and age requirements voluntarily agreed to respond to the survey. When in a given segment a citizen declined to respond to the survey, another individual with the appropriate age and sex characteristics would be chosen from the same segment.

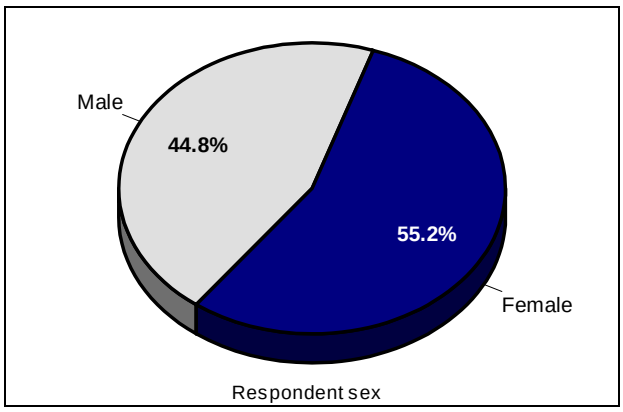
The final sample was then weighted according to the area where the interview subjects lived (urban or rural), to try to bring the sample to reflect as much as possible the real percentages among the population in the country over the age of 18. This process was done using the population projections for 2013 from the VI Population Census and V Housing Census of 2007 from DIGESTYC at the Ministry of the Economy, which outlined urban and rural percentages nationally. Based on these projections, the weight was calculated for the urban and rural sample, producing what is known as a weighted sample. The weighting factor for each sector was calculated using the ratio between the weighted sample and the real sample from each zone: (F = ws/rs). The weighting factor indicates the value of each survey within the national sample; each one was multiplied by the corresponding value for the area where it was collected. This step produced a sample proportional to the number of inhabitants residing in urban and rural areas.

It is important to note that the expansion factor used to weight the database in SPSS gives the sample proportional weight for the projected populations; when weighting the cases, the weighting variable evaluates the cases and displays the exact total of cases in the study as appropriate.[5] In several of the statistical procedures that use weighted variables, a weighted replica may be generated, or weighted fractions can simply be rounded to the nearest whole number. This explains why, in some cases, the sum of the responses in some items may fluctuate a decimal point above or below 100%.

1.2. Final sample characteristics

The final sample obtained for the household survey was of 2,413 valid interviews, conducted in 62 municipalities across the 14 departments of the country. This nationally representative sample had a sampling error of +/-0.0199 (1.99%). In terms of the characteristics of the surveyed population on a national level, 44.8% of the respondents are male, and 55.2% are female.

Graph 2.
Distribution of survey population by sex
(Percentages)



Additionally, 65.9% of the respondents reside in urban areas, while the remaining 34.1% live in rural sectors. The departments were grouped into five zones: West (Ahuachapán, Santa Ana, and Sonsonate), central (La Libertad, Chalatenango, and rural San Salvador), metropolitan area (urban San Salvador and urban Antiguo Cuscatlán and Santa Tecla), paracentral region (Cuscatlán, Cabañas, San Vicente, and La Paz), and East (Usulután, San Miguel, Morazán, and La Unión). The following chart shows the final population distribution by department and area of residence (urban and rural).

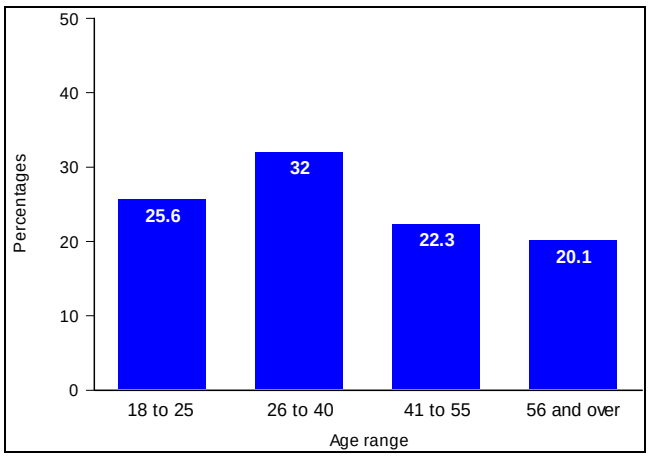
[5] For more information: http://www.catedras.fsoc.uba.ar/sautu/pdfs/SPSS-manual_2.pdf

Table 3.
Distribution of survey population by department and urban or rural areas (Frequency and percentages)

Department	Area		Total
	Urban	Rural	
Ahuachapán	56 45.9%	66 54.1%	122 100%
Santa Ana	148 66.1%	76 33.9%	224 100%
Sonsonate	106 62.4%	64 37.6%	170 100%
Chalatenango	26 35.1%	48 64.9 %	74 100%
La Libertad	213 73.7%	76 26.3%	289 100%
San Salvador	662 94.3%	40 5.7%	702 100%
Cuscatlán	42 44.7%	52 55.3%	94 100%
La Paz	64 51.2%	61 48.8%	125 100%
Cabañas	21 36.2%	37 63.8%	58 100.0%
San Vicente	35 52.2%	32 47.8%	67 100%
Usulután	70 50.4%	69 49.6%	139 100%
San Miguel	96 53.6%	83 46.4%	179 100%
Morazán	21 29.2%	51 70.8%	72 100%
La Unión	31 31.6%	67 68.4%	98 100%
Total	**1,591** **65.9%**	**822** **34.1%**	**2,413** **100%**

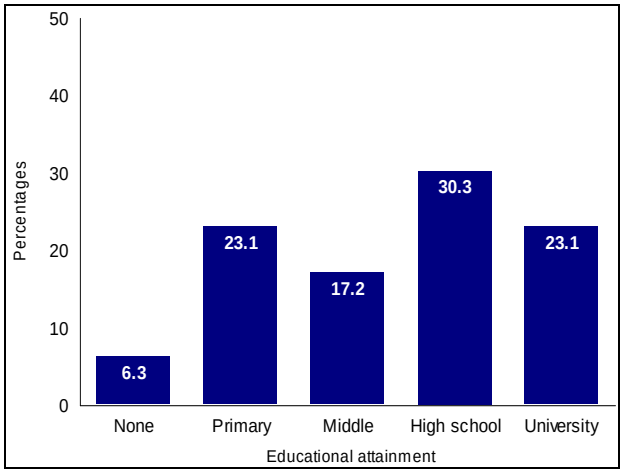
With respect to the ages of the respondent population, 25.6% of respondents were between 18 and 25 years old; 32% between the ages of 26 and 40; 22.3% between 41 and 55 years old; and the remaining 20.1% of the respondents were 56 or older (Annex 4, Chart A).

Graph 3.
Respondent ages
(Percentages)



With respect to educational attainment, 6.3% of respondents had no formal education; 23.1% completed primary school; 17.2% have attended some grade of middle school (seventh, eighth, or ninth); and 30.3% have attended high school. 23.1% of respondents attended technical or university education (Annex 4, Chart B).

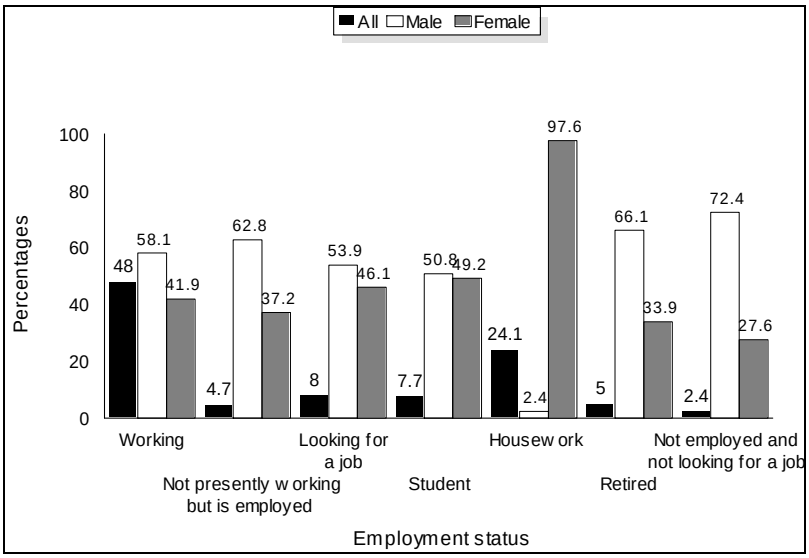
Graph 4.
Respondent educational attainment
(Percentages)



With regard to the labor situation for respondents at the time of the interview, 48% reported that they were employed; 24.1% said they spent their time on housework; 7.7% were students; 8% were actively looking for a job; 5% of the respondents were retired, pensioned or permanently disabled, and; 4.7% reported that they had a job, but were not working at the time of the interview (temporary disability leave, vacation, temporary job, piecework, etc.). 2.4% of respondents indicated that they are neither employed nor looking for a job (Annex 4, Chart C).

Graph 5 shows the labor condition of the respondents, in general terms and disaggregated by sex.

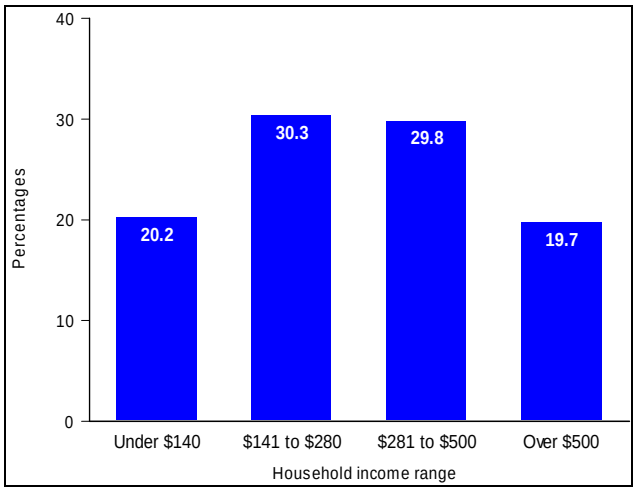
Graph 5.
Respondent employment status by sex
(Percentages)



The above data show important differences by gender. A striking initial number is that the percentage of men that indicated that they are working is much higher than the percentage of women. This trend coincides with the distribution of the economically active population. Likewise, women account for 97.6% of the respondents that spend their time on housework, compared to 2.4% for men. The group of men that are retired or permanently disabled doubles the proportion for women. These data reveal gaps between men and women for labor inclusion, even though women account for the majority of people of working age.

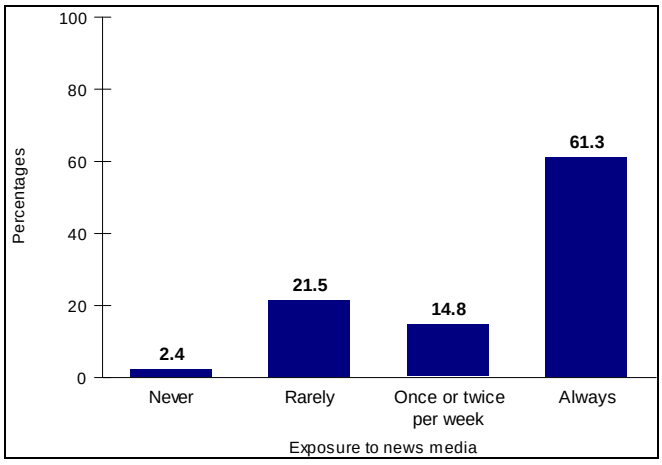
The survey also explored the income for all members of the household, including remittances. In response to these questions, 8.9% of the people surveyed declined to reveal their family income, and 1.9% declared that they have zero income; the calculations for this variable were performed only based on those respondents that reported some income. Among the group that provided information, the average monthly household income was 412.88 dollars. 20.2% reported a family income under 140 dollars per month, 30.3% said that their income fluctuated between 140 and 280 dollars, and 29.8% indicated that their family receives between 281 and 500 dollars each month. Only 19.7% of the respondents reported household incomes greater than 500 dollars per month.

Graph 6.
Respondent household income ranges
(Percentages)



In terms of the frequency with which the respondents watch, listen to, or read the news, 61.3% indicated that they always stay informed through the media; 14.8% indicated that they do so once or twice per week, 21.5% expressed that they do so rarely, and only 2.4% reported that they never watch, listen to, or read the news (Annex 4, Chart 86). These data suggest that the majority of the people interviewed are exposed fairly consistently to the news broadcast over different media channels.

Graph 7.
Frequency with which respondents watch, listen to, or read the news
(Percentages)



1.3. Household survey questionnaire

The questionnaire used in this measurement included two new items on satisfaction with public institutions, and a new section to explore citizen knowledge and assessments on the work of USAID and the PFG Joint Action Plan. The tool was organized into six sections, which collected information pertaining to PFG Goals 1, 3, 4, 6, and 7.

The first section gathered socio-demographic data including the sex and age of the respondents. Section two sought to explore opinions on the national dialogue on security and the efforts that the Government of El Salvador is making with other sectors to reduce crime, such as the current work of the National Council on Security and Coexistence. These items correspond to the indicators for Goal 7.

The third block of questions looked at the level of citizen satisfaction with the performance of justice and security institutions, such as the National Civilian Police (PNC), Ministry of Justice and Public Security (MJSP), the penitentiary system, court system, armed forces, Prosecutor General's Office (FGR), and other government entities. For this year's measurement, two new institutions were added in this section: the Institute for Access to Public Information (IAIP), and the Governmental Ethics Tribunal (TEG). The majority of the items in this section correspond to Goals 1 and 6 of the Joint Action Plan.

A fourth section of the questionnaire sought to examine victimization due to common crime. This section included questions on the general perceptions of security, as well as a battery of questions to understand perceptions of security in the different scenarios in people's daily lives, such as at markets, parks, public plazas, malls, at home, and others. This measurement continued to monitor the items on the perception of insecurity at school and the workplace (Annex 1). This questionnaire also inquired directly on the episodes of victimization to which citizens were exposed over the course of the last year. Among respondents that indicated they had been victims of a crime, the survey further explored whether the event was reported, where the report was made, the result of the claim, and the level of satisfaction with the way that the authorities responded to the cases.

The fifth block of questions was designed to explore public perceptions of safety in public transport, and thus incorporated items on episodes of direct victimization and exposure to crime against citizens traveling on public buses. Additionally, the survey gathered peoples' opinions on the most effective measures to improve safety on public passenger transport routes. This section has information relevant for the indicators in Goal 4.

A final section of this block included questions to explore perceptions and knowledge among the population on the work of USAID and the PFG. In this block, citizens were also asked for their opinions on the main areas in which the country requires greater international support. Lastly, the section on "general data" collected information on educational attainment, employment, and respondent household income. The questionnaire also asked about the political parties preferred by respondents, the frequency with which they read, watch, or listen to news media, and the main way that the respondents hear about crime in the country.

2. Survey on Micro and Small Enterprises perceptions of security and confidence in public institutions

2.1. Sample design and selection

To select the units of analysis for the study, the definition of MSEs from the Ministry of the Economy (MINEC) was used; the main criteria for classifying MSEs in the MINEC Economic Census of 2011 was the number of employees. According to the MINEC (2012), a micro-enterprise is a company with 1 to 10 employees; companies with 11 to 50 employees are classified as small enterprises. The design of our sample considered the distribution of MSEs in the trade, service, and industrial sectors. Agricultural businesses were not included in the sample because they were not included in the Economic Census (rather in the Agricultural Census). The sampling procedure was designed to ensure that the sample would faithfully reflect the universe of micro and small enterprises in the national trade, industry, and service sectors, according to the MINEC 2011 Economic Census.[6]

A total of 500 surveys would be conducted with a 95% reliability rate (Z), variance of 50% (p) and a sampling error (E) of 4.38%, established using the following formula designed for large or infinite populations:

$$n = \frac{Z^2\, pq}{E^2}$$

where,

$$n = \frac{(1.96)^2\,(0.5)(0.5)}{(0.043827)^2} = 500$$

After establishing that a minimum of 500 interviews of micro and small enterprises was needed, the number of surveys to be administered in each department was determined, based on the number of establishments identified in the 2011 Economic Census. For example, the Department of San Salvador is home to 38.4% of the establishments in the country, and thus of the total number of interviews slated to be conducted in the selected municipalities for the MSE sample, 192 should be conducted in San Salvador. Likewise, the Department of Morazán is home to just 1.43%, which in terms of the national sample means that a total of 7 interviews should be conducted in that department. The details of the departmental distribution of the companies as identified in the Economic Census, and the sample designed for the study are outlined in Table 4.

[6] A business in the service, industry, or trade sectors identified in the different municipalities selected for the sample.

Table 4.
Distribution of business establishments according to the 2011 Economic Census and sample distribution by department

Department	TOTAL		
	N	%	Sample Total
Ahuachapán	6,245	3.88	19
Santa Ana	16,526	10.27	51
Sonsonate	10,838	6.74	34
Chalatenango	3,500	2.18	11
La Libertad	18,632	11.58	58
San Salvador	61,782	38.41	192
Cuscatlán	4,304	2.68	13
La Paz	6,736	4.19	21
Cabañas	3,138	1.95	10
San Vicente	3,112	1.93	10
Usulután	8,255	5.13	26
San Miguel	11,199	6.96	35
Morazán	2,306	1.43	7
La Unión	4,290	2.67	13
Total	**160,863**	**100%**	**500**

A two-stage process was used for sample selection, first choosing territorial segments[7] within each municipality, and then the given establishments in each segment. The number of interviews to be conducted in each department was defined proportionally to the businesses established in each one. With the data from the 2011 Economic Census, the micro and small enterprises were separated in each department, to calculate the number of interviews to be done.

Since the municipalities to be visited in each department were already selected for the sample designed for the household survey, as explained previously, the number of surveys for each municipality was distributed according to the number of establishments in each one in order to ensure representation in each municipality and department. For example, the Municipality of Ahuachapán is home to 84% of the business establishments in the Department of Ahuachapán, and thus 16 interviews were scheduled for that municipality; the Municipality of Concepción de Ataco accounts for 10.6% of the enterprises in that department, and thus was assigned two interviews; the Municipality of Tacuba, with 5.4% of the businesses, received one interview of the total number of interviews with MSEs planned for the Department of Ahuachapán.

[7] A territorial segment is a conglomerate of 150 to 300 households, used to make a cartographic division of the zones on municipal maps in order to select households for the sample.

After defining the number of surveys to be administered in each selected municipality, the number of micro or small enterprises to be chosen was then established. To arrive at this number, the percentage of micro-enterprises in the Department of Ahuachapán was calculated by dividing the total number of micro-enterprises in the department (6,162) by the total number of MSEs in Ahuachapán according to the 2011 Economic Census (6,245). Micro-enterprises account for 98.7% of the MSEs of that department; given this ratio, the survey was administered for this sector only. No small enterprises were interviewed in Ahuachapán, as their representation in the department was very low (1.3% of the MSEs).

This same procedure was done for each of the departments, in order to appropriately distribute the sample and avoid any bias in the information for the study. Table 5 shows the final distribution of the enterprises in each department.

Table 5.
Distribution of business establishments according to the 2011 Economic Census
Sample distribution by Micro and Small Enterprises

Department	Micro	%	N	Small	%	N	Total
Ahuachapán	6,162	3.96	19	83	1.61	0	6,245
Santa Ana	16,168	10.38	50	358	6.95	1	16,526
Sonsonate	10,639	6.83	33	199	3.86	1	10,838
Chalatenango	3,453	2.22	11	47	0.91	0	3,500
La Libertad	17,798	11.43	55	834	16.18	3	18,632
San Salvador	59,049	37.92	183	2,733	53.04	9	61,782
Cuscatlán	4,235	2.72	13	69	1.34	0	4,304
La Paz	6,629	4.26	21	107	2.08	0	6,736
Cabañas	3,102	1.99	10	36	0.70	0	3,138
San Vicente	3,073	1.97	10	39	0.76	0	3,112
Usulután	8,131	5.22	25	124	2.41	1	8,255
San Miguel	10,801	6.94	34	398	7.72	1	11,199
Morazán	2,271	1.46	7	35	0.68	0	2,306
La Unión	4,199	2.70	13	91	1.76	0	4,290
Total	**155,710**	**100**	**484**	**5,153**	**100**	**16**	**160,863**
	96.8%			**3.2%**			**100%**

Source: Data from 2011 Economic Census OLAP data cubes, Digestyc

The surveys were administered through systematic visits to the enterprises located in each segment selected in the chosen municipalities. The interviewers explained the objectives and the general topic of the survey for the businesses, and only the owners or administrators of the businesses that agreed to participate in the study were interviewed. Companies that declined to respond to the survey were substituted by other companies from the same sector. Additionally, businesses were not interviewed if the business owner or administrator was not present at the time of the visit.

2.2. Final sample characteristics

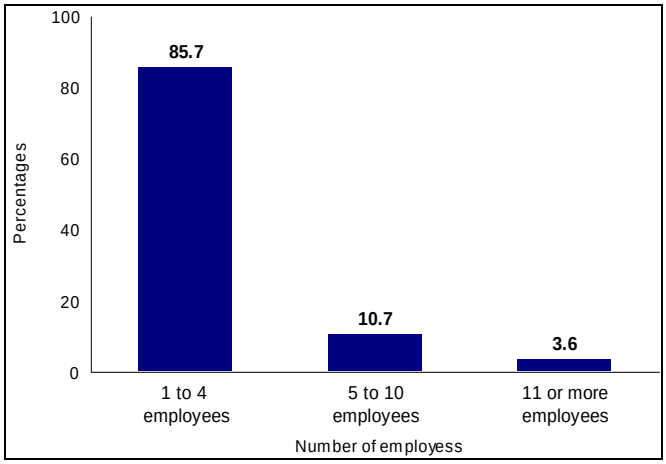
The final sample was of 504 valid interviews, conducted in 56 municipalities across the 14 departments of the country. This nationally representative sample had a sampling error of +/-0.0433 (4.33%). As was mentioned previously, the MINEC parameters to classify businesses based on the number of employees were used. According to these criteria, 96.4% of the companies surveyed fall into the category of micro-enterprises (1 to 10 employees), and 3.6% were classified as small enterprises (11 to 50 employees) (Annex 5, Chart D). Table 6 shows the sample distribution by department of the country.

Table 6.
Distribution of the respondent businesses by department

Department	Category		Total
	Micro-enterprise (1-10 employees)	Small enterprise (11 or more employees)	
Ahuachapán	19	0	19
Santa Ana	50	1	51
Sonsonate	34	1	35
Chalatenango	11	0	11
La Libertad	55	5	60
San Salvador	183	9	192
Cuscatlán	13	0	13
La Paz	21	0	21
Cabañas	10	0	10
San Vicente	10	0	10
Usulután	25	1	26
San Miguel	34	1	35
Morazán	7	0	7
La Unión	14	0	14
Total	**486**	**18**	**504**
	96.4%	**3.6 %**	**100%**

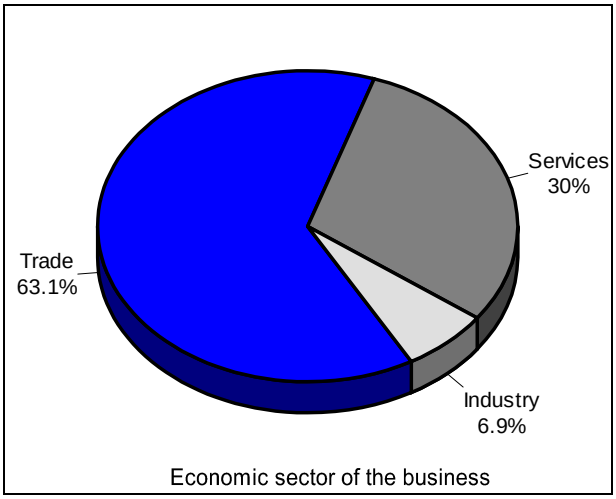
Graph 8 shows the distribution of the enterprises surveyed by number of employees. The data show that 85.7% of the businesses had from 1 to 4 people, 10.7% had 5 to 10 employees, and 3.6% of the businesses employed 11 workers or more.

Graph 8.
Distribution of respondent businesses by size
(Percentages)



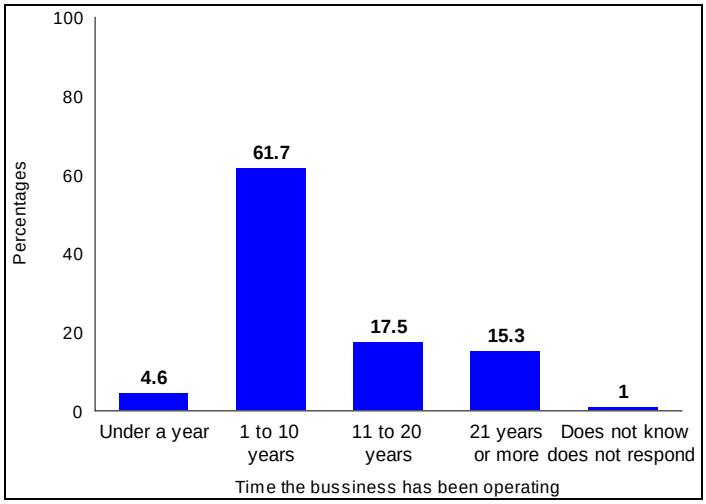
In terms of economic sectors, 63.1% of the MSEs interviewed belong to the trade sector, 30% to the service sector, and 6.9% are in industry (Annex 5, Chart 3). Once again, it is clear that the majority of this sector of the economy works in the field of trade.

Graph 9.
Economic sector of respondent business
(Percentages)



With regard to the age of the businesses surveyed, 61.7% of the businesses had been in operation between 1 and 10 years, 17.5% had been operating for 11 to 20 years, 15.3% had been running for 21 years or more, and only 4.6% of business owners and administrators reported that the business was less than 1 year old. 1% of the respondents indicated that they did not have information on the age of the businesses, particularly in the cases that the data were provided by the administrators and not the owners of the enterprise (Annex 5, Chart 2). The average age of the MSEs interviewed was 11 years of operations; these enterprises are experienced in their area of the economy.

Graph 10.
Length of operations of respondent businesses
(Percentages)



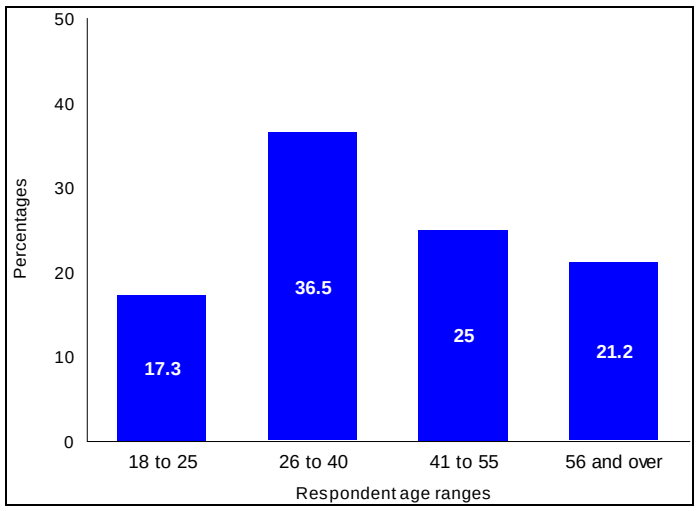
In terms of the sex of the business owners and administrators interviewed, 56.2% are women and 43.8% are men. 50.4% of the respondents indicated that they were the owners of the business, while 49.6% reported that they were administrators (Annex 5, Chart B).

Table 7.
Sample distribution by respondent sex and post

Category	Male	Female	Total
Owner	(107) 48.4%	(147) 51.9%	(254) 50.4%
Administrator	(114) 51.6%	(136) 48.1%	(250) 49.6%
Total	**221 43.8%**	**283 56.2%**	**504 100%**

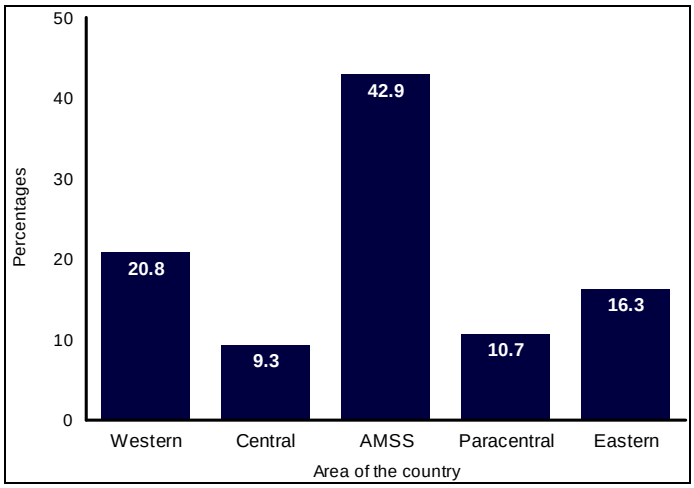
The results show that 56.2% of the MSEs interviewed in this study are run by women, confirming the important role of women in this sector of the economy. Part of this trend is also due to the nature of many of these enterprises as family businesses established to support household subsistence economies. With regard to the ages of the owners and administrators surveyed, 17.3% are between 18 and 25 years old, 36.5% in the age range from 26 to 40, 25% from 41 to 55 years old, and 21.2% are people age 56 and over (Annex 5, Chart A).

Graph 11.
Respondent age ranges
(Percentages)



With respect to the geographic area for business operations, 42.9% of the MSEs surveyed operate in the San Salvador Metropolitan Area (AMSS), 20.8% operate in the Western zone, 16.3% work in the Eastern zone, 10.7% in the paracentral region, and 9.3% in the central zone of the country. These results show the important concentration of micro and small enterprises in the AMSS, and their contribution to the economic dynamics in the capital city and surrounding municipalities.

Graph 12.
Respondent businesses by area of operations
(Percentages)



2.3. MSEs survey questionnaire

The tool used for the MSE survey is divided into seven sections, and in general terms it follows the same questionnaire used for the baseline survey in 2012 and the 2013 measurement, with a few variations that will be discussed below. The first part of the questionnaire included general respondent data such as sex, age, and position at the company, as well as information on the age and economic sectors for the businesses.

The second section explored general opinions on crime. The survey asked respondents about the main problem in the country, and explored perceptions of crime in general in addition to crime as a threat to the future of the country and development of their businesses.

Section three explored perceptions of security among micro and small business owners. To understand this aspect, the survey asked about general perceptions of security, and included a battery of questions on the different measures that business owners have adopted to protect themselves from crime.

The fourth section looked at confidence in the effectiveness of the police and justice system, and explored the opinions on different measures adopted by the government to address criminality in the country.

Section five of the questionnaire addressed confidence and satisfaction among business owners with regard to the performance of different public institutions. For this section, a battery of questions was composed to inquire about the work of institutions in the justice and security system, the central government, and municipal authorities. Just as in the household survey, this section also included two new questions regarding the Institute for Access to Public Information (IAIP), and the Governmental Ethics Tribunal (TEG). This section contains information corresponding to the Goal 3 indicators for the PFG Joint Action Plan.

Section six explored victimization of business owners, their employees, and their respective enterprises. The section also looked at reporting crime and response from the authorities. Lastly, a seventh section sought to gain perspectives from business owners on the business climate for the coming year, as well as exposure to news from the media. This last section concluded with a series of items that explored the perceptions and knowledge of micro and small business owners on the work that USAID and the PFG undertake in the country, as well as the main areas in which the country requires foreign aid.

3. Data collection, processing, and analysis

Android devices were used for data collection in both surveys. The objective of using these devices was to improve data collection and processing and reduce the probability of errors. One of the advantages of using this technology is the general reduction of survey application times, freeing additional time for data analysis, as the information gathered by field survey-takers can be downloaded daily onto a database server.

Data processing was done automatically. An initial synchronization process was performed for the IUDOP database server, to then download the information into a CSV (comma-separated values) format. The compiled information was then translated to the SPSS software (Statistical Program for Social Sciences). This computer package was used to perform all of the analyses needed to produce this report and the corresponding charts and graphics.

Next, the data were analyzed using bivariate and multivariate statistical tests in order to visualize associations among the variables. In most cases, statistical contrasts were made with socio-demographic and context variables such as sex, age, area of residence, educational attainment, income, and exposure to news media. Additionally, in the case of the MSE survey, the contrasts incorporated variables such as economic sector, time of operations, and size of the businesses. Ratios with statistical weight have been documented in this report to support the statements and analysis with regard to the data.

3.1. Construction of the Goal Indexes

Just as with the reports for 2013 and 2013, to facilitate statistical data analysis and to calculate the indicators for the Goals, the items on the questionnaire were designed as scales converted to a range from 0 to 100 to aid in calculating averages. Scores nearest 0 represent the lowest levels on the scale, while values nearest to 100 correspond to the highest levels. With the mathematical sum of the items, indexes were then built for each of the Goals of the PFG Joint Action Plan (1, 3, 4, 6, and 7). In this survey, the structure of some goals has varied due to the incorporation of new items, as described below.

The index for Goal 1, *Public satisfaction with the performance of justice and security institutions*, was built with the sum of the responses from questions 7 to 10 on the questionnaire, which measure public satisfaction with the work of the PNC, MSJP, penitentiary system, and court system; items 13, 14, and 16, that measure satisfaction with the performance of the FGR and the *Dr. Roberto Masferrer* Medical Forensics Agency (IML), and the CSJ, which were included for the first time in the calculations for this goal; and questions 22 and 23, which measure confidence in police and judicial system effectiveness (see Annex 1). These items appear on the questionnaire for the household survey sample.

The satisfaction scale runs from 0 to 3, where 0 represents the option "Not satisfied at all"; 1 corresponds to the option "Not very satisfied"; 2 represents "Somewhat satisfied", and 3 represents the option "Very satisfied". A first step was to convert these values to a scale from 0 to 100, in which the option "Very satisfied" was set to a value of 100, "Somewhat satisfied" was set at 66, "Not very satisfied" at 33, and "Not satisfied at all" was given a value of 0. A similar

process was performed for questions 22 and 23, which asked about confidence that the police would capture perpetrators of a crime, and that the justice system would process and punish lawbreakers. An average near 0 would indicate no confidence in the justice institutions, whereas a value near 100 would reflect the highest levels of confidence in the effectiveness of the justice system. The new variable thus expresses the average satisfaction and confidence in the work of the institutions in the justice and security system (Annex 4, Charts 5, 6, 7, 8, 11, 12, 14, 20, and 21). As was explained previously, since this study included questions on public satisfaction with the work of the FGR, IML, and CSJ into the calculations on this goal, the index for Goal 1 of the 2012 and 2013 studies was recalculated to incorporate these three institutions.

In the case of the index for Goal 3, on the *Perception of Micro and Small Enterprises of the effects of policies and prosecutorial actions on crime against their businesses*, the sum of questions 23, 24, 28 to 31, 34, 35, and 37 from the MSE questionnaire was used (Annex 2). Items 23 and 24 measure confidence in the effectiveness of police work and the justice system to arrest and process the individuals responsible for criminal acts; questions 28 to 31, 34, 35, and 37 refer to public satisfaction among MSEs with the work of the PNC, MSJP, penitentiary system, court system, FGR, IML, and the CSJ.

All of the questions used to calculate this goal originally had a scale from 0 to 3, where 0 represents the option "Not at all satisfied", 1 represents the option "Not very satisfied", 2 corresponds to "Somewhat satisfied", and 3 represents "Very satisfied". A first step was to convert the values to a scale of 0 to 100. The option "Very satisfied" was assigned a value of 100; "Somewhat satisfied" was given a 66, "Not very satisfied" was set at 33, and "Not satisfied at all" was given a value of 0 (Annex 5, Charts 20, 21, 25, 26, 27, 28, 31, 32, and 34).

The new variable represents businesses' assessment of the work of the main security and justice institutions in the country to address crime. Scores nearest to 0 represent a very poor assessment of the actions and policies against crime, and values nearest to 100 signal a very positive assessment in this field. This third study harmonizes the selection of items to build Goals 1 and 3.

The indicator for Goal 4, *Public perception of safety on public transport routes*, was calculated based on the results from item 50 of the household survey questionnaire. This question was only asked of those respondents that traveled on public transport routes with some frequency (66.6% of the sample). Values nearest to 0 indicate that citizens do not feel safe at all on public transport, while averages nearest to 100 reflect that riders feel very safe (Annex 4, Chart 62).

The main indicator for Goal 6, *Public confidence in government institutions*, was built with the sum of 13 out of the 15 items that make up the battery of questions in the section on "public confidence and satisfaction with the performance of institutions" in the household survey. The goal is made up of items 7 to 18, and item 21, which explore public confidence in the prosecutor's office, executive, legislative, and judicial branches, central government, and municipal governments. Unlike the measurements taken in 2012 and 2013, in this study, Goal 6 was calculated with the incorporation of four new items to measure public satisfaction with the work of the PNC, MSJP, the penitentiary system, and the court system.

The possible responses for these questions were distributed on a range from 0 to 3, where 0 represented the option "Not satisfied at all", and 3 corresponded to the option "Very satisfied". The findings were reclassified on a scale of 0 to 100, with 0 representing a total lack of confidence in government institutions, and 100 expressing full confidence in the work of these entities (Annex 4, Charts 9, 10, 11, 12, 13, 14, 15, 16, and 17).

The index for Goal 7, *Public perception of national consensus on public security*, was built with the sum of questions 5 and 6 from the questionnaire for the household survey. The first question explored citizen knowledge on the national dialogue, such as the current work of the National Council on Security and Coexistence. To build this index, the variable was reclassified on a scale of 0 to 100: values nearest to 0 represent total unawareness of this topic, and 100 represents maximum knowledge on this consensus. Question 6 asked the respondents to rate the work carried out by the government in conjunction with other sectors to reduce crime, on a scale from "Very good" to "Very Bad". Once again, the variable was converted on a scale of 0 to 100, where "Very Bad" was given a score of 0, and "Very good" was represented by a score of 100 (Annex 4, Charts 3 and 4). Only the respondents that answered the questions corresponding to these items were considered in building these scales.

Due to the incorporation of questions on other institutions in building the main indicator for Goal 1 (FGR, IML, and CSJ) and Goal 6 (PNC, MJSP, the penitentiary system and judges) in this round of measurement, and in order to facilitate statistical comparability with the indicators produced under these goals in the measurements from 2012 and 2014, the previous measurements were recalculated using the present equations. Harmonizing the indexes for Goals 1 and 6 enabled analysis of their evolution over the course of the three measurements, and opened the door for statistical contrasting.

3.2. Considerations for replacing segments due to crime

Since the year 2012, the IUDOP has encountered greater difficulties in gathering Salvadoran public opinions using surveys in areas with high crime rates. These difficulties have emerged as gangs and other organized criminal structures exert greater territorial control in different rural and urban areas around the country. Due to the risks associated with the presence of armed groups, and based on assessments of the areas selected in the study using reviews of field logs and in consultation with outreach workers from municipal governments and the Ministry of Health, we proceeded to replace the areas in our sample that were classified as high risk areas for crime.

Selection of the replacement segments was done using the same randomized process with which the initial sample was determined in 2012, attempting to maintain the same levels of representation and municipal and department weight. A total of 96 segments were ultimately replaced, including 58 urban segments and 38 rural segments, representing 38.2% of the total number of segments included in the sample.

While the process of selecting new segments was performed under the same parameters of randomization and municipal and departmental representation, it is important to recognize that the extraction of sectors from the sample could lead to the risk of under-representing certain

opinions of the Salvadoran population by leaving out the population sectors that are being most heavily impacted by crime. However, it is also worth noting that it is also not certain that covering these segments in the sample would have substantially varied the results, as residents in these areas tend to be more afraid to share their opinions on crime and report any criminal events they have suffered. In this context of social research, ethical considerations to ensure the safety of the participant groups should be prioritized, and the study should avoid exposing citizens to possible retaliation from the criminal groups that control their territories.

III. Results of the household survey

1. Public satisfaction with the performance of justice and security institutions - Goal 1; and Public confidence in government institutions - Goal 6

This section presents and analyzes the results regarding public perceptions of the performance of public institutions, which were measured in terms of satisfaction with the performance of 15 key public institutions in the country, including 7 entities charged with ensuring security and justice administration. The questions were oriented to explore public satisfaction with the work of these institutions generally, and confidence in police and judicial efficiency, specifically.

These indicators were used in building PFG Goals 1 and 6. Goal 1 seeks to "Professionalize justice sector institutions to make them more effective in combating crime and insecurity in El Salvador, as well as to enhance the public perception of these government institutions." Goal 6 is oriented toward "Professionalizing public administration in El Salvador and improving public confidence in the government" (El Salvador - United States Joint Action Plan, 2011-2015). Given that this is the third measurement for these indicators, it is now possible to compare changes and trends in these perception indicators from 2012 to 2015.

This section is divided into four parts. Part one looks at the general results for public satisfaction with the work of these institutions. Then, the results on confidence in police and judicial effectiveness are presented, along with the index calculated to evaluate confidence in justice and security institutions, corresponding to the Goal 1 indicator. This block concludes with a brief discussion of citizen assessments of the services provided by some of these public entities as they responded to different requests and procedures. A final part of this section presents the results on Goal 6, exploring the behavior of the data on confidence in government institutions.

1.1. Citizen satisfaction with the performance of public institutions

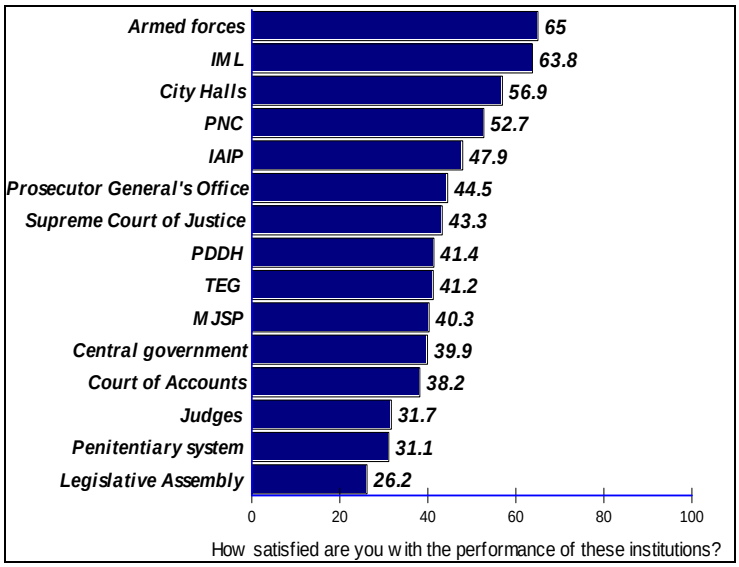
The survey explored general satisfaction with the performance of 15 different entities that make up the central government, along with the judicial branch, Legislative Assembly, and municipal governments. A battery of questions was administered with a scale for respondents to score their level of general satisfaction with the work of these different institutions. This survey included measurements of public satisfaction with two new institutions, the IAIP and TEG, which were recently created. This battery of questions was then used to build the indicators for Goals 1 and 6. The following table consolidates the results from this battery of questions (Annex 4, Charts 5, 6, 7, 8, 9, 10, 11, 12, 13, 14, 15, 16, 17, 18, and 19).

Table 8.
Level of satisfaction with the performance of public institutions
(Percentages)

Now I am going to ask you some questions about the institutions in the country. I want you to indicate how satisfied you are with the performance of these institutions on issues of security. Please respond on the following scale: very satisfied, somewhat, a little or not at all satisfied.	Very satisfied	Somewhat satisfied	A little satisfied	Not at all satisfied	Do not know
7. How satisfied are you with the performance of the PNC?	19.2	35.2	31.2	14.4	---
8. How satisfied are you with the performance of the Ministry of Justice and Security?	9.2	28.3	36.2	25.4	1.0
9. How satisfied are you with the performance of the penitentiary system (prisons)?	7.4	18.1	31.5	38.6	4.5
10. How satisfied are you with the performance of the judges (Courts)?	5.6	20.7	36.2	36	1.5
11. How satisfied are you with the performance of the Human Rights Ombudsman's Office?	13.2	25.1	33.8	26.8	1.1
12. How satisfied are you with the performance of the armed forces?	35.3	33.5	23.1	8.2	---
13. How satisfied are you with the performance of the Prosecutor General's Office?	12.1	31	34.2	21.4	1.2
14. How satisfied are you with the performance of the Medical Forensics Agency (Coroner's Office)?	34.4	30.5	24	8.9	2.3
15. How satisfied are you with the performance of the Court of Accounts?	8.2	24.2	36.2	26	5.4
16. How satisfied are you with the performance of the Supreme Court of Justice?	10.5	29.3	37.8	20.2	2.3
17. How satisfied are you with the performance of the Legislative Assembly (deputies)?	5.9	16	29.6	48.6	---
18. How satisfied are you with the performance of the central government, in general?	13.6	23.5	32.9	30.1	---
19. How satisfied are you with the performance of the Institute for Access to Public Information?	15.3	27.2	35.1	15.9	6.5
20. How satisfied are you with the performance of the Government Ethics Tribunal?	8.3	25.7	37.2	19.9	8.9
21. How satisfied are you with the performance of your local City Hall?	33.6	24.2	22.2	20.1	---

To facilitate analysis and construction of the indexes, the answers to each question were converted to a scale from 0 to 100, where 0 represents no satisfaction and 100 represents total satisfaction with the work of these institutions. The graph below explores the average public satisfaction with the institutions named in the study.

Graph 13.
Level of satisfaction with the performance of public institutions
(Average, Scale 0-100)*



*** Values of 0 indicate not at all satisfied and 100 very satisfied.**

A look at the results shows that none of the evaluated institutions is satisfactory for all of the citizens consulted. To the contrary, the data reflect general public dissatisfaction with the work of the majority of the institutions reviewed. With the exception of the armed forces (65), the IML (63.8), City Halls (56.9), and the PNC (52.7), which received moderate and upper-middle scores for public satisfaction, the rest of the institutions received ratings below the midpoint of the scale. The measurements from 2012 and 2013 showed similar trends.

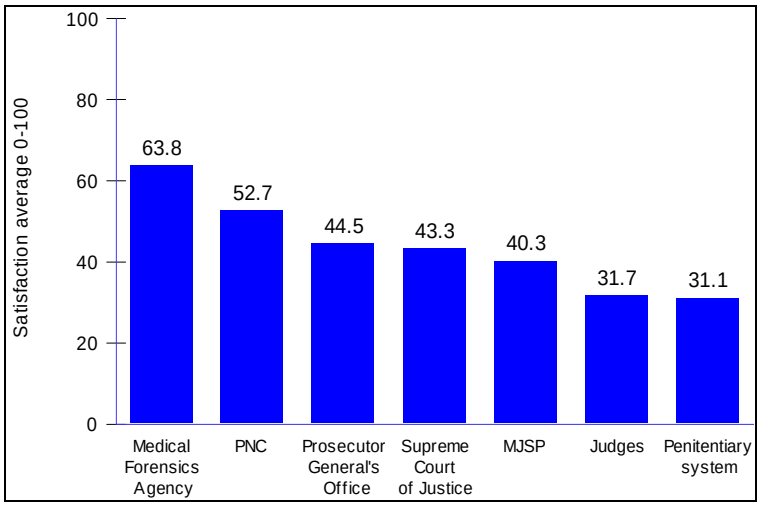
Once again, the institutions that received the lowest public satisfaction scores were the court system (31.7), penitentiary system (31.1), and the Legislative Assembly (26.2). While the Legislative Assembly is the entity that received the lowest scores for citizen satisfaction, the average citizen satisfaction scores registered in this survey were the lowest reported by the three surveys. The decline in the public image of the legislative branch continues, despite the change in legislative session in 2015, and the turnover of one-fifth of the legislators.

Compared to scores for public institutions produced by the previous measurements, only 6 of the 13 entities examined improved their marks. These institutions were: IML, municipal governments, PNC, CSJ, the court system, and the penitentiary system. Nonetheless, the institution that enjoyed the clearest improvement in public satisfaction with its work was the IML, which moved from an average satisfaction score of 56.1 in 2013, to 63.8 in 2015. In contrast, the official body whose score dipped the most was the central government, falling from 51.2 in 2013 to 39.9 in 2015. These results will be discussed at the end of this chapter, in the analysis of the variable "*Confidence in government institutions*".

1.2. Satisfaction and confidence in the performance of justice and security institutions

A review of citizen satisfaction with the work of the institutions charged with security and justice issues reveals that only the IML and PNC receive scores above the midpoint of the scale. Among the rest of the institutions studied, the court system and penitentiary system receive the lowest citizen satisfaction scores. It is interesting to find this trend in the case of the penitentiary system, despite the fact that it is one of the security institutions that has undergone important reforms to professionalize prison management.

Graph 14.
Level of satisfaction with the performance of justice and security institutions
(Average, Scale 0-100)*



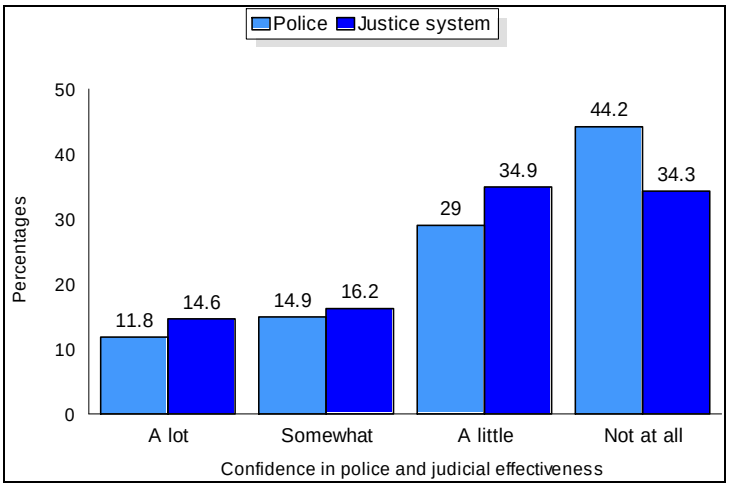
*** Values of 0 indicate not at all satisfied and 100 very satisfied.**

The level of citizen satisfaction with the work of institutions tends to be closely linked to confidence in these institutions. Low institutional performance and the perception of ineffectiveness erode public confidence. Although building institutional confidence involves different factors, many of them subjective, institutional mistrust tends to leach into the political system and can be expressed in individual and collective anomic behaviors that may enable violence and block the construction of key consensus. Hobbes (in Flax, 2006) notes that mistrust is also an obstacle when it comes to addressing extreme conflict and promoting peaceful social interactions. The lack of confidence in institutions and the increase in the number of citizens with growing dissatisfaction in the performance of the authorities can lead these individuals, under certain circumstances, to support and make use of mechanisms outside the law to defend themselves from crime or commit criminal acts themselves, believing that the climate of widespread impunity will protect them from any punishment. That is, the lack of confidence in institutions also becomes an incentive for criminals, as it seems unlikely that the arm of the law can reach those who commit crimes.

Just as in previous measurements, confidence in the effectiveness of justice and security institutions was explored through two questions. "If you were the victim of robbery or assault, to what extent would you trust the police to capture the perpetrator: A lot, somewhat, a little or not at all?" and "to what extent would you trust the justice system to prosecute and punish the perpetrator of the crime: a lot, somewhat, a little, or not at all?"

The results show low public confidence in general in police effectiveness in pursuit of crime, and in the process of judgment and punishment through the justice system. The data reveal that 73.2% of the respondents thought that it would be improbable or highly improbable that the PNC would capture the culprit of a crime, and 69.2% indicated that it would be improbable or highly improbable for the justice system to process and punish the perpetrator (Annex 4, Charts 20 and 21).

Graph 15.
Confidence in the effectiveness of the PNC and justice system
(Percentages)



Once these data were converted to a scale from 0 to 100, with the values closest to 0 representing the least confidence in the effectiveness of institutions, and values nearest to 100 correspond to the highest confidence, the results showed the justice system with an average score of **42.8**, and the PNC with a score of **39.8**. Even though these low to medium scores show that there is little credibility for police and judicial effectiveness, in both cases these scores represent an improvement over the citizen confidence measured in 2013. In the 2013 survey, the PNC received a score of **32** for citizen confidence in their effectiveness, while the justice system scored at **39.5**.

Nonetheless, an analysis of the victimization surveys conducted over the course of a decade (IUDOP 2001, 2004, and 2009),[8] as well as the PFG surveys in 2012 and 2013, shows an overall decline in the indicators for confidence in police and judicial effectiveness. From 2001 to 2015, the number of respondents that indicated absolute mistrust in the effectiveness of the police increased 10-fold (from 4% to 44.2%), and the number of respondents that trusted fully in police effectiveness fell from 30.3% to 11.8%. Confidence in the effectiveness of the justice system also fell progressively over the course of the last fifteen years, although not as drastically as in the case of the PNC. From 2001 to 2015, the number of respondents that indicated mistrust in the justice system nearly tripled, growing from 9.6% to 34.3%, while those that trusted greatly in the system fell from 21.8% to 14.6%.

Table 9.
Confidence in the effectiveness of the PNC and justice system, comparative 2001-2015
(Percentages)

Study year	Confidence in the effectiveness of the police				Confidence in the effectiveness of the justice system			
	A lot	Somewhat	A little	Not at all	A lot	Somewhat	A little	Not at all
2001	30.3%	34.9%	29.3%	4%	21.8%	26.7%	39.8%	9.6%
2004	18.4%	29.5%	39%	13.1%	15.5%	26.6%	41.5%	16.3%
2009	11.2%	38.8%	28.3%	21.7%	20.8%	39.4%	25.5%	14.3%
2012	14.7%	14.7%	30.2%	40.4%	17.8%	17.1%	36.2%	29%
2013	14%	12.6%	29.5%	44%	17%	15.8%	36.5%	30.8%
2015	11.8%	14.9%	29%	44.2%	14.6%	16.2%	34.9%	34.3%

Source: MJSP, et. al. (2002); Ministry of the Interior, et. al. (2005), IUDOP (2009), and USAID (2012, 2013, and 2015).

While these trends are nothing new, they confirm the ongoing erosion in the confidence in key institutions for justice administration in the country. The public image of these institutions has been worn down not only by the context of rising violence, but also as a result of the historic weaknesses of the justice system that prevent it from fulfilling its mission of ensuring full and timely justice. Currently, security and justice administration institutions face a large backlog of cases from the maelstrom of criminal violence in the country, and increasingly complex and organized criminal structures.

1.2.1. User assessment of justice system institutions and municipal government services

Another way of examining citizen views of the work of institutions was through a battery of questions asked of the users of the different institutions, to explore their assessments of the quality of the services they received, and their satisfaction with how their different demands

[8] It is important to clarify that the drafting of the questions posed in the surveys varied slightly between 2012, 2013, and 2015. In 2001, 2004, and 2009, the question regarding the PNC was asked as follows: "If a person commits a crime in this country, how sure are you that the police will arrest him/her?". In the case of the justice system, the question was: "Now suppose that the police captures the criminal, how sure are you that the justice system will process and punish him/her?"

were handled. As was the case with the measurements from 2012 and 2013, the questions explored the quality of services provided by the courts, the FGR, Human Rights Ombudsman´s Office (PDDH), PNC, Attorney General of the Republic, and City Halls.

Since this survey does not take a representative sample of the users of these institutions, the data should be interpreted as a general parameter to assess the service offered by these entities, rather than an evaluation of the quality of services they provide to the public. Given the small number of respondents that reported going to most of the institutions, it is not possible to make general conclusions on a national scale based on these data.

Table 10.
Assessment of the users of the services offered by justice institutions and municipal governments (Percentages)

Institution	Has not gone	Has gone	What was the service like?			Was your problem taken care off?		
			Good	Average	Bad	Yes	No	Don't know
City Hall	57.5%	**42.5% (1026)**	**68.2%**	24.7%	7.1%	**85.3%**	14.7%	---
National Civil Police	85.6%	14.4% (348)	44.7%	30%	25.4%	46.8%	53.2%	---
Court	93.5%	6.5% (156)	45.5%	32%	22.4%	58.1%	41.9%	---
Human Rights Ombudsman's Office	95%	5% (121)	47.9%	25.6%	26.4%	41.3%	**58.7%**	---
Prosecutors General's Office	95.6%	4.4% (105)	43.8%	27.6%	**28.6%**	43.8%	55.2%	1%
Attorney General of the Republic	96.6%	3.4% (82)	47.6%	29.3%	23.2%	41.5%	57.3%	1.2%

Among the sample consulted, 1,838 people reported having requested some kind of service or aid from the institutions mentioned in the study. Out of this group, 55.8% (1,026) reported having gone to their municipal government; once again, the data show that City Halls are the government agencies that have the most interaction with citizens. Nonetheless, requests for services from municipal governments seem to have tailed off this year, compared to previous studies. In 2012, 46.7% of the respondents sought out some sort of service from their municipal government; in 2013 this number was 45.7%, and in 2015 it fell to 42.5%.

Upon bivariate examination of the socio-demographic characteristics of respondents who sought services from City Halls, the data suggest that people residing in urban areas, those from the Eastern zone of the country, and respondents in upper and upper-middle classes are the most likely to request municipal services. Additionally, as the level of educational attainment and household income of the respondents grows, they are more likely to have requested some service from their City Halls. Once again, socio-demographic variables appear to influence access to certain public institutions and services.

After municipal governments, the police force continues to be the entity with the second-highest frequency at which respondents sought aid and services (14.4%). The PNC is followed by the court system, although only 156 people (6.5%) reported having requested some service over the course of the previous year, and then the PDDH, where only 5.5% of respondents requested support (121 people). The FGR (4.4%) and the Attorney General of the Republic (3.4%) were the institutions that received the fewest requests from respondents over the course of the year (Annex 4, Charts 22, 25, 28, 31, 34, and 37). The measurements from 2012 and 2013 identified similar trends.

When users of municipal services were consulted with regard to the treatment they received, 68.2% responded that there was a good level of service, and 85.3% indicated that their problem had been resolved. Once again, in this case there appears to be a correlation between the assessment of the treatment and the effectiveness of the services to resolve citizen demands.

Table 10 shows that, of the six institutions included in the study questions, only municipal governments received a favorable score from over 60% of the respondents for the treatment they received. For the rest of the institutions, opinions were deeply divided. Nearly one-third of the respondents that requested some service from the PNC, court system, FGR, or Attorney General of the Republic scored the treatment received as "average" (Annex 4, Charts 23, 26, 29, 32, 35, and 38).

The prosecutor's office was the institution that earned the most negative assessment in terms of the services provided, which is concerning given that the FGR is one of the main institutions that victims approach to report crimes and seek State protection if their rights have been violated. Proper treatment for victims is a sign of respect and empathy for their condition, it enables closer collaboration in the different stages of investigating the events, and it helps to avoid re-victimization at the hands of the justice system.

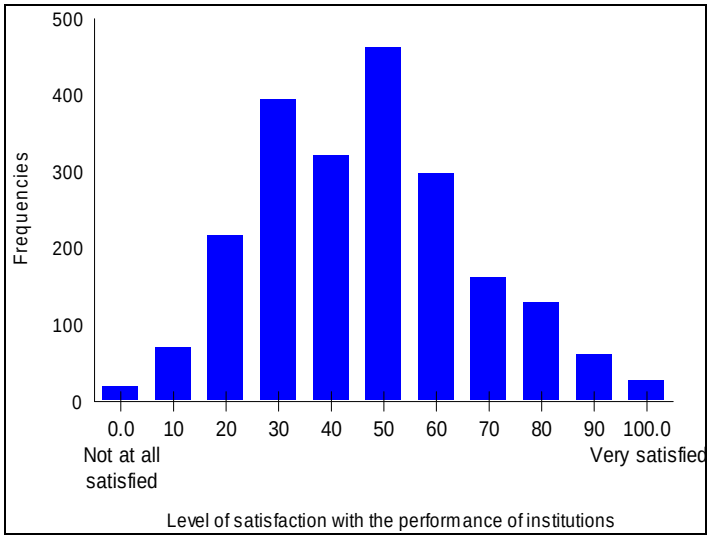
With regard to effectiveness in resolving demands or requests, only in the case of municipal governments and the court system did over 50% of the respondents report that their problem had been resolved. That is to say, in over half of the cases where users presented a claim or case to the PDDH, Attorney General of the Republic, FGR, or PNC, the issue was not resolved. These data coincide with the low level of public satisfaction expressed with the performance of these institutions. In comparative terms, all of the institutions included in this year's measurement have poorer scores for their services and effectiveness in resolving problems, compared to the 2013 measurement. This decline may be feeding into the reduction in citizen satisfaction with the performance of public institutions.

1.3. Goal 1 Index - Public satisfaction with the performance of justice and security institutions

To evaluate progress in the PFG Action Plan goals, a new variable called "*Index of satisfaction with the performance of justice and security institutions*" was developed. This index was built on the sum of items 7 to 10, and items 13, 14, and 16, which measure satisfaction with the performance of the PNC, MJSP, court system, penitentiary system, IML, FGR, and the CSJ, along with questions 19 and 20, which addressed confidence in the effectiveness of the police

and justice system. The sums of these items were averaged, and these values were converted to a scale from 0 to 100 to develop the main indicator for Goal 1: "*Public satisfaction with the performance of justice and security institutions*". Under this scale, 0 indicates a total lack of satisfaction with the work of the justice and security institutions, while a score of 100 corresponds to total satisfaction with their performance. The following graph shows the distribution of the respondents in the satisfaction index.

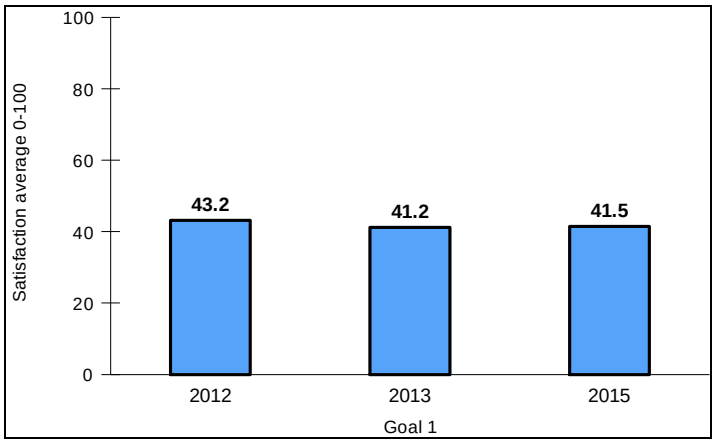
Graph 16.
Goal 1. Index of satisfaction with justice and security institutions (Frequency)



The average score from the satisfaction index with the performance of security and justice institutions was **41.5**, with a standard deviation of 19.96; this is a medium-low score for public satisfaction with institutional performance. 68.7% of the respondents ranked their satisfaction below the mid-point value, scoring the performance of security institutions at or below 50 on the scale, while the remaining 31.3% indicated satisfaction values over 50 (on a 0 - 100 scale).

To make this index directly comparable with the results from the measurements in 2012 and 2013, the FGR, IML, and CSJ were incorporated into Goal 1 from those years, as well. With this new calculation, the Goal 1 score for the year 2012 was **43.2**, while the score from 2013 was **41.2**. Contrasting these scores with the 2015 measurement shows that satisfaction with justice and security institutions has remained relatively stable compared to previous year. The slight reduction with respect to the index in 2012 is not statistically significant.

Graph 17.
Goal 1. Index of satisfaction with justice and security institutions, by study year (Averages)*



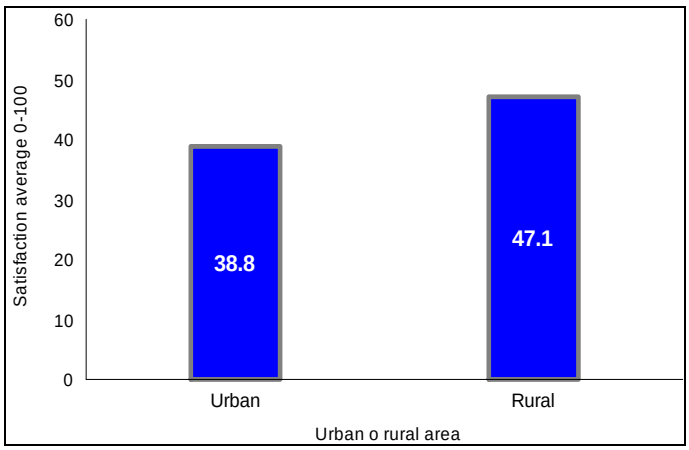
*** Values of 0 indicate not at all satisfied and 100 very satisfied.**

1.3.1. Citizen satisfaction with the performance of justice and security institutions, and demographic and context variables

While the level of general satisfaction with the performance of security institutions is low, it may vary significantly in function of certain demographic and contextual variables, such as exposure to the media and victimization experience. The analysis also included opinions on crime and the perception of security.

The data show, once again, that residents in rural areas tend to be more satisfied with the performance of the security institutions (47.1) than urban dwellers are (38.8). Inhabitants in the San Salvador Metropolitan Area (AMSS) have a less positive assessment of the security institutions (35.8), compared to those living in other regions of the country. In recent years, the movements of criminal groups and proliferation of gangs in rural areas of the country has boosted the prevalence of crime in regions that had historically reported low crime rates. Nonetheless, this does not seem to have significantly reduced the evaluation of justice and security institutions in these areas.

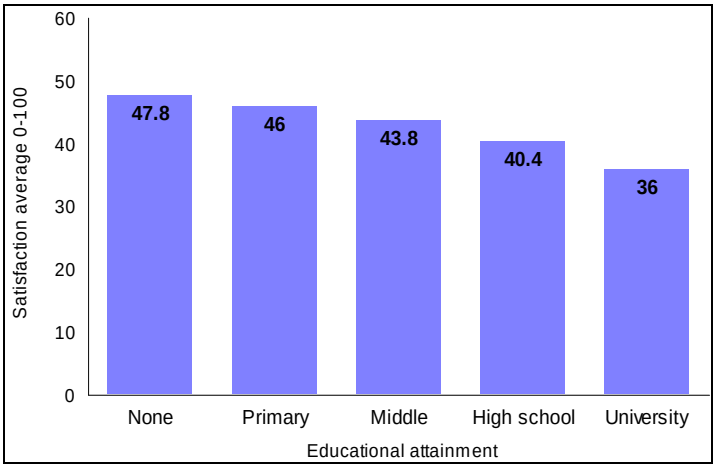
Graph 18.
Index of satisfaction with justice and security institutions, by respondent area of residence (Average, Scale 0-100)*



*** Values of 0 indicate not at all satisfied and 100 very satisfied.**

A contrast between the index of satisfaction with the performance of security and justice institutions and respondent's educational attainment shows that the more highly educated respondents tend to be more critical of the work of these institutions, compared to respondents that did not attend formal school or have low academic attainment levels. This analysis reveals an inversely proportional relationship: as the respondents' educational attainment level rises, their level of satisfaction with the work of justice and security entities falls.

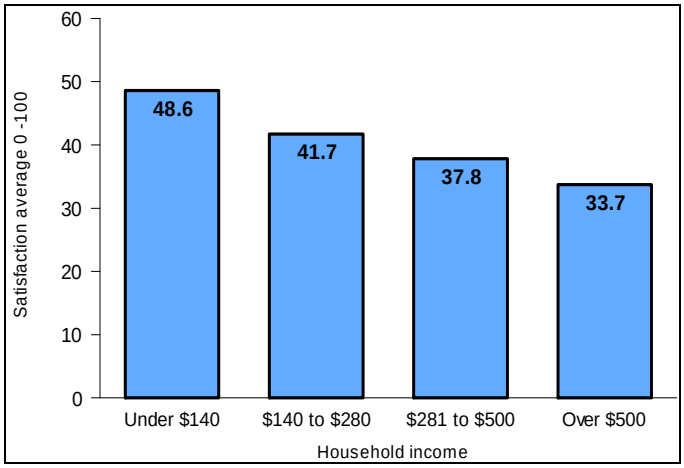
Graph 19.
Index of satisfaction with justice and security institutions, by respondent educational attainment level (Average, Scale 0-100)*



*** Values of 0 indicate not at all satisfied and 100 very satisfied.**

People's views on the justice and security system also seem to be linked to their economic income. Just as in the case of education, respondents with higher income tend to grant less favorable scores for the performance of justice and security entities. The index shows a downward trend as income levels rise.

Graph 20.
Index of satisfaction with justice and security institutions, by respondent income levels (Average, Scale 0-100)*



*** Values of 0 indicate not at all satisfied and 100 very satisfied.**

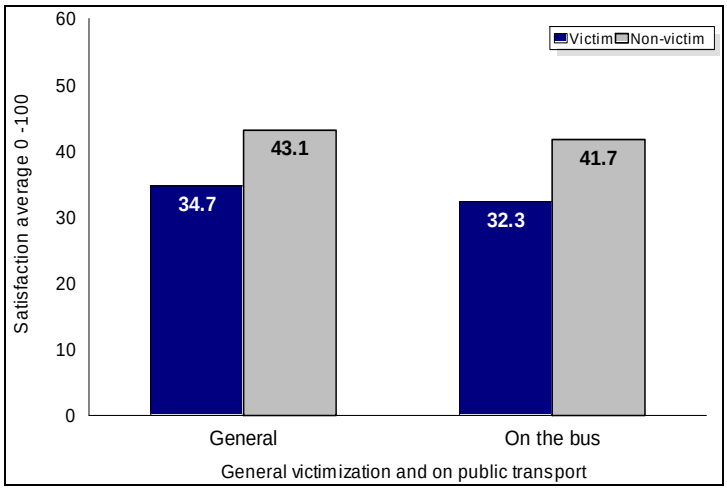
Once again, this research reveals that educational attainment and access to greater resources are factors that significantly impact the way in which people interpret their environment and build their outlook on the political system and its institutions. In this case, no significant statistical variations were found between men and women, in terms of their satisfaction with justice and security institutions.

In terms of context variables, the study found that the level of exposure to news media appears to influence people's assessment of the work in security and justice institutions. Respondents that never watch, hear, or read news in the media, as well as the respondents that are better informed, tend to express more negative opinions on the work of justice and security institutions, compared to the rest of the citizens. This suggests the effects that being extremely uninformed may have in forming judgments on public institutions, as well as the effects of continuous exposure to sensationalist news media.

The index of satisfaction with security and justice institutions is also shaped by people's direct victimization experiences, the subjective perception of security, and their opinions on crime. Respondents that have been personally affected by a crime, whether on the bus or in other scenarios, those that feel the least safe from crime, and those that believe that crime has risen in the past year, all indicate less satisfaction with the work of the security institutions. The following graph describes the satisfaction index by victimization in general and in public transport. As can be observed, citizen assessments on the performance of justice and security

institutions are significantly less positive among individuals who suffered an attack in the year leading up to the survey.

Graph 21.
Index of satisfaction with justice and security institutions, by general victimization and on the public transport (Average, Scale 0-100)*



*** Values of 0 indicate not at all satisfied and 100 very satisfied.**

Without a doubt, assessments of the work of the justice and security system are not only influenced by personal experiences as victims of crime and the sense of vulnerability that this generates; overall dissatisfaction with the response capacity and services of these institutions also plays a role. The previous sections show that the institutions responsible for receiving complaints and addressing cases, such as the FGR, are precisely the ones that receive the least favorable scores in terms of their services and the effectiveness of their response for victims.

A multiple linear regression was used to understand the weight of the factors that help to explain the levels of satisfaction with justice and security institutions. The results from this model show that the predictors for citizen satisfaction with justice and security institutions are: educational attainment, area of residence, personal victimization, perception of security, and assessment of government efforts to reduce crime in coordination with other sectors. Individuals with lower educational attainment, residents in rural areas, and people that have not been affected by a crime feel safer and evaluate the coordinated work of the government to combat crime more positively; they are more satisfied than the rest of the citizens with the performance of justice and security institutions. Nonetheless, the variables that ended up playing a central role in public satisfaction with these institutions were: assessments of the government efforts to work with other sectors to reduce crime, and perception of security (See annexes).

This finding is interesting, in that it reveals the weight that the subjective dimension of violence carries, as well as the way in which people evaluate government coordination to combat crime. These variables influence public satisfaction with security and justice, even more than the objective dimension of violence as measured through direct victimization. That is, the probability that citizens will be more satisfied with justice and security institution grows as people view the coordination efforts of the government more positively, and feel safer in their surroundings. This speaks to the importance that opinions on government efforts and perceptions of the threats in everyday life hold for governance objectives.

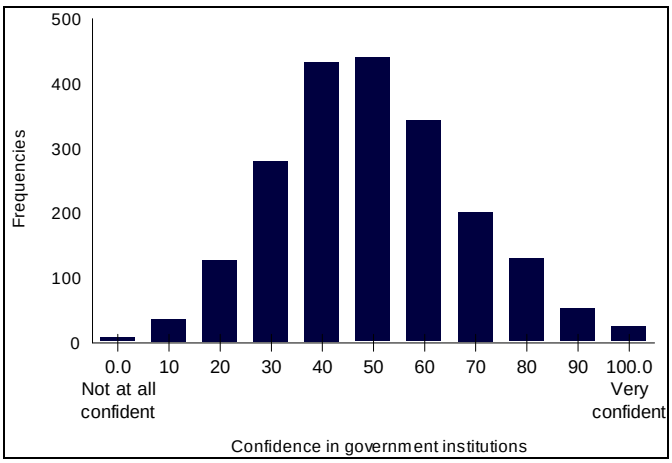
In short, the data show that opinions on the justice system have not improved in recent years. There is widespread citizen dissatisfaction with the investigation and prosecutorial efforts made by the corresponding public institutions. An analysis of the importance of the perception of security in terms of public support for institutions is certainly pertinent, particularly given that feelings of security are not only built on subjective assessments, but on concrete experiences as well that people have in their interactions with these institutions. This speaks to the importance of elevating the quality of the justice and security institutions, not only to ensure effective law enforcement in case of violations, but also to offer greater certainty and a sense of protection for citizens who seek their help. The current weak state of these institutions continues to be one of the main drivers of widespread impunity, and an incentive for criminal activity.

1.4. Index for Goal 6 – Public confidence in government institutions

Following the logic from the previous section, but in this case covering 13 separate public institutions, an index of *public confidence in government institutions* was established as the indicator for Goal 6. This index is built upon the sum of questions 7 to 18, and question 21 in the questionnaire, which refer to public satisfaction with the PNC, MJSP, penitentiary system, judges, PDDH, armed forces, FGR, IML, General Accounting Office, CSJ, Legislative Assembly, central government, and municipal governments (Annex 4, Charts 5 to 16 and Chart 19). Unlike the measurements from 2012 and 2013, this study included the first four entities mentioned above in the construction of this index.

To build a score for this variable, responses to the questions were converted to a scale of 0 to 100, where 0 represents no confidence in government institutions, and 100 shows full confidence. Graph 22 illustrates the distribution of the respondents on a scale from 0 to 100.

Graph 22.
Goal 6. Index of confidence in government institutions (Frequency)



The index score for confidence in government institutions was **44.2**, with a standard deviation of 18.83. On this scale, 63.8% of respondents indicated a score below the midpoint, while 36.2% gave scores above 50 points (on the scale from 0 to 100). In this latter group, only 0.2% awarded the highest possible score for institutional confidence.

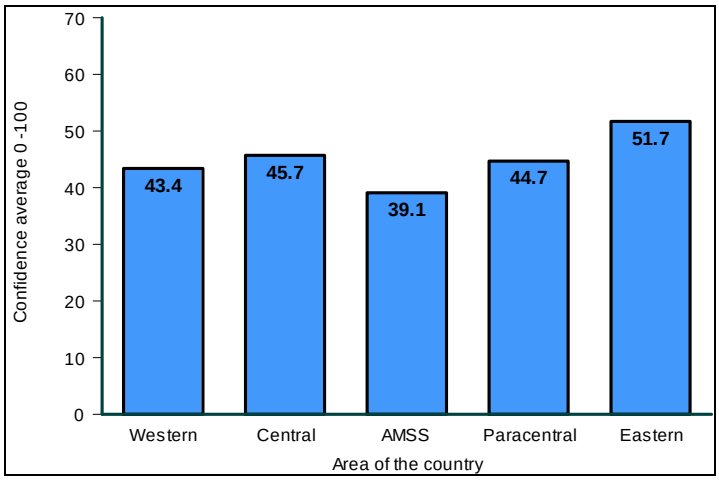
A comparison between this value and the scores from previous measurements based on the same institutions reveals a reduction in confidence in government institutions. While this index has not varied significantly from 2013 to 2015 (moving from **44.6** to **44.2**), when contrasted with the results from 2012, a three-year trend can be observed, falling from an average of **47.6** to **44.2**. This score is higher than the satisfaction index for justice and security institutions, but it continues to be a medium-low score, as it falls below the midpoint of the scale.

1.4.1. Level of confidence in government institutions and demographic and context variables

This brief section examines the relationship between the confidence index for government institutions and demographic and contextual variables. The data show that confidence in fundamental public institutions tends to vary according to region and respondent residence, age, educational attainment, social strata, and household income. In this case, gender did not prove to be a variable that set different groups apart. Confidence in institutions also appears to be impacted by exposure to news in the media, victimization experience, perception of security, and opinions on crime.

Graph 23 illustrates the variations in the institutional confidence index by the regions where the respondents live. The data show that residents in the San Salvador Metropolitan Area report the least confidence in public institutions, while inhabitants in the Eastern region report the highest levels of confidence in institutions noted in the study. These results are similar to the findings from the measurements in 2012 and 2013. Associated with these findings, residents in rural areas cite greater confidence in government institutions than urban inhabitants.

Graph 23.
Index of confidence in government institutions, by respondent geographic area of residence (Average, Scale 0-100)*

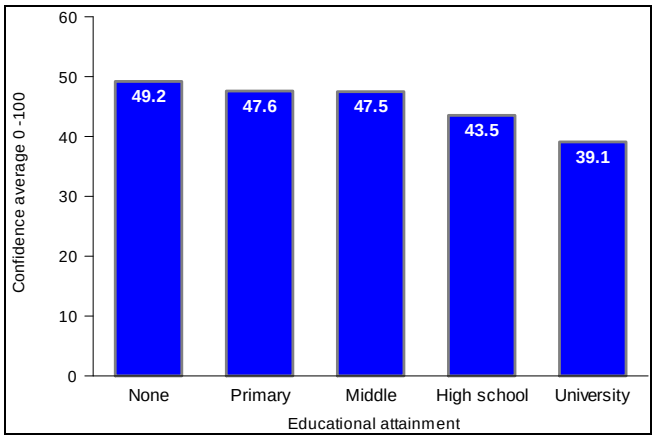


*** Values of 0 indicate not at all confident and 100 very confident.**

The age of the respondents also produces statistically significant differences in their confidence in government institutions. It is interesting to find that the highest levels of confidence in institutions were reported among the youngest age group of respondents, those from 18 to 25 years old (48.2). The data show that confidence progressively erodes as people grow older; this trend holds true through the age range from 41 to 55 years old (41.7). After this age group, confidence levels recover among respondents age 56 or over (44.1). The youngest respondents and older adults are the ones that have expressed greatest confidence in state institutions.

Additionally, individuals' academic levels appear to influence in their confidence in the credibility of government institutions. An inversely proportional relationship can be observed between confidence in institutions and respondents' educational attainment. Graph 24 shows that institutional confidence falls as the respondents' educational attainment rises. This difference is most evident between the group with primary school studies, and respondents that have completed high school or university education.

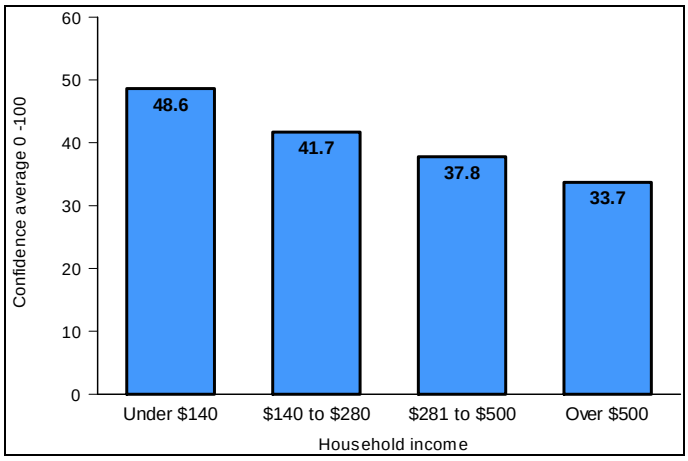
Graph 24.
Index of confidence in government institutions, by respondent educational attainment level (Average, Scale 0-100)*



*** Values of 0 indicate not at all confident and 100 very confident.**

Linked to educational level, social stratification also appears to influence the way that people judge institutional performance. People in working and marginalized classes indicate greater confidence in government institutions than the levels reported by citizens in middle and upper classes. In keeping with the findings from previous measurements, the trend shows that higher family income levels tend to correlate with a reduction in confidence in state institutions.

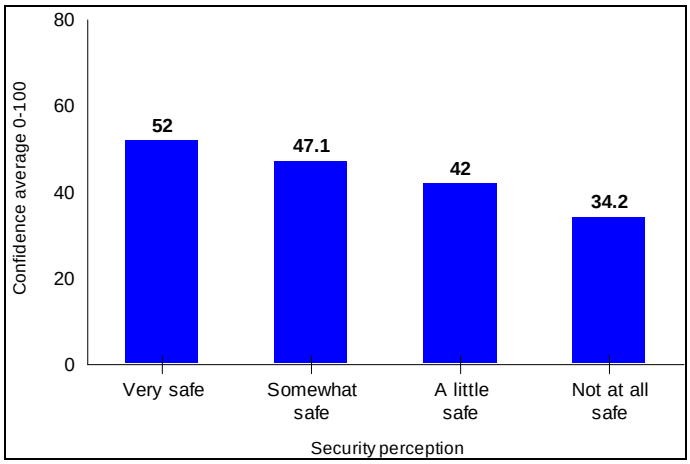
Graph 25.
Index of confidence in government institutions, by respondent monthly household income (Average, Scale 0-100)*



*** Values of 0 indicate not at all confident and 100 very confident.**

With regard to other context variables such as exposure to news, the survey shows that respondents who rarely watch, read, or listen to news (45.8) and those who do once or twice per week (45.4) indicate greater confidence in institutions; those who never watch the news (35.5) and those who indicated that they were always informed of national affairs (43.8) reported less confidence. Variables of victimization and perception of security also influence confidence in institutions. Individuals that have been victims of crime express significantly less confidence in state institutions (38.2) than those who have not suffered a crime directly (45.7). Confidence in institutions also falls significantly as people feel less secure.

Graph 26.
Index of confidence in government institutions, by perception of security (Average, Scale 0-100)*



*** Values of 0 indicate not at all confident and 100 very confident.**

These data once again confirm the weight that education and access to socio-economic resources carry in forming judgments on the political institutional system and its surroundings. Access to educational and informative resources can provide better cognitive tools to evaluate the quality of institutions, and the political context of the country in general. At the same time, people with better socio-economic conditions tend to have greater interaction with public institutions; their experiences in engaging with institutions influences their judgment and confidence. This suggests that improvements in the quality of services and responses from public institutions could have a positive impact on their image, and thus in the confidence they enjoy from the public.

A multiple linear regression model shows that the credibility of fundamental public institutions seems to be influenced by demographic variables such as sex, educational attainment, age, and area of residence. Women, youth, individuals with lower educational attainment, and inhabitants in the rural area express greater confidence in institutions. The data also show that the respondents who feel the safest and trust the most in police and judicial effectiveness to arrest and process perpetrators of crimes, indicate the greatest confidence in government institutions. Confidence in police and judicial effectiveness are the two factors that carry the greatest weight in the analysis of confidence in institutions (see annex). The belief that the police and judicial system are ineffective has a negative impact on confidence in the system; that is, this belief goes beyond justice and security institutions alone, and colors opinions of public institutions overall, affecting the legitimacy of the entire political system.

2. Perception of security

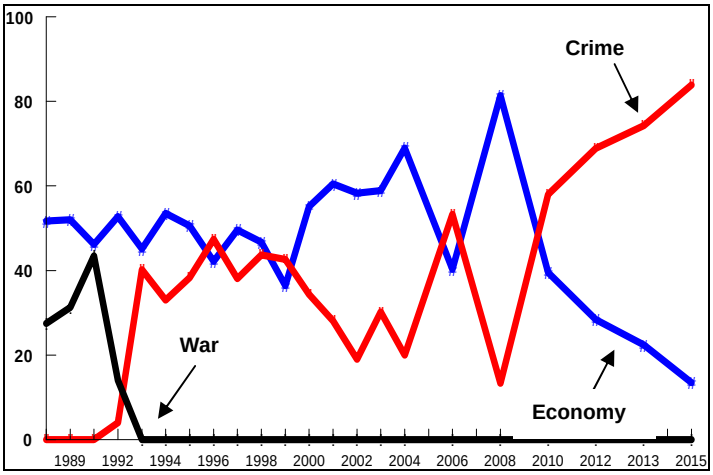
This chapter discusses the main findings related to the indicators for perceptions of security measured in this survey. In addition to exploring the principal variables linked to perceptions of security, the study analyzes the environments in which people feel the most secure. It is important to note that the perception of security refers to the subjective dimensions of violence, which may or may not correspond to objective violence, or the magnitude of the criminal acts that are concretely produced in a society. Insecurity refers to the feeling of vulnerability the individuals experience before the possibility of being affected by a criminal act.

Measurements in the region show that countries such as Costa Rica exhibit high levels of insecurity, but low crime rates; the subjective dimension of crime does not always correspond to objective violence. Over the last decade, El Salvador has exhibited high crime rates and a high perception of insecurity. Surveys conducted by the IUDOP show progressive growth in the perception of insecurity in recent years, which appears to be linked to the increase in crime rates.

One expression of the importance that the security situation has held for Salvadorans in recent years is the preponderance of crime as a nationally relevant issue. While in recent years crime and insecurity have been identified by broad swaths of the population as a national problem, it had not previously been reported by such a high percentage of citizens as the greatest problem of public concern. The PFG survey for 2015 shows that 83.9% of respondents identified crime as the main problem for the country. Only 13.5% mentioned economic problems, while 2.5% identified other issues (Annex 4, Chart 1). In the 2012 survey, the number of respondents that indicated crime as the main problem of the country was 66.5%, while in the 2013 survey the number rose to 74.3%.

The following graph describes the opinion trends on the principal problem in of the country, from the periodic surveys conducted by the UCA since 1989. The data show an exponential increase in responses placing crime and security as the main public concern since 2010.

Graph 27.
Country's main problem in perspective



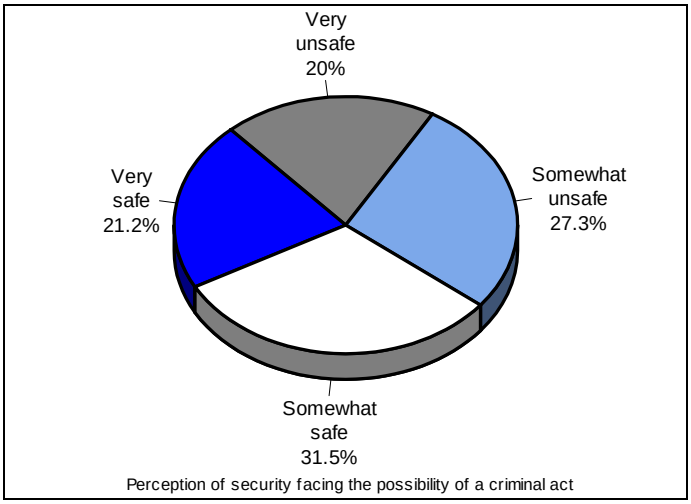
Source: IUDOP surveys, different years

These results coincide with the opinions that crime has increased in the country in the last year. 81.6% of the respondents consulted in this study believe that crime increased, 16.4% believe it has stayed the same, and just 2.1% believe that crime has decreased over the last year. Converted to a scale from 0 to 100, where responses asserting that crime has increased are assigned a score near 0, and responses indicating that crime has fallen receive scores near 100, the mean score reported in the sample was 10.3, with a standard deviation of 22.61.

Given the importance of the perception of security in this analysis of the security context, the study examined this aspect in several ways. The survey explored the perception of security in general, on public transport routes, and in different public and private spaces of people's daily lives.

The survey used the traditional question posed by the IUDOP in different national questionnaires since 2001 to ask respondents for their general perception of security: "With regard to the place where you live, and considering the possibility of suffering a crime, do you feel very safe, somewhat safe, somewhat unsafe or very unsafe?". The results are divided: 52.7% of the respondents indicated feeling somewhat or very safe, while 47.3% reported feeling somewhat or very unsafe.

Graph 28.
General perceptions of security
(Percentages)



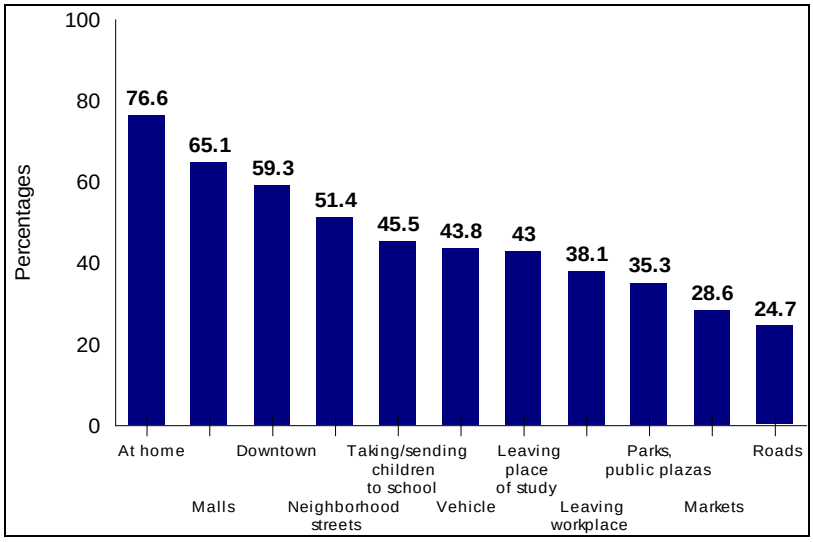
The perception of security seems to have risen slightly since the 2013 measurement, although it continues to be below the level reported in 2012. In 2012, 57.9% of the respondents indicated that they felt secure, while in the 2013 measurement this figure only reached 50.5%. The study also included a battery of questions to explore the perception of security in 11 different public and private environments. These questions were integrated into a single variable to build the security index, which will be used for statistical analysis. Chart 1 shows the questions used.

Chart 1.
Items to measure the perception of security in different contexts

With regard to crime, please tell me if you feel safe or unsafe in the following places: ***[Read the alternatives for each question]***
31. Leaving the workplace *[If the respondent does not work outside the home, check 8]*
32. Leaving place of study *[If the respondent does not go to school, check 8]*
33. While taking, collecting or sending your children to their place of study *[if no family members attends school, check 8]*
34. Driving in your vehicle *[If the respondent does not drive a vehicle, check 8]*
35. Downtown in your city or town
36. On the roads
37. At the market
38. On the street and green areas in your neighborhood or community
39. In parks, public plazas or parking lots
40. At malls or shopping centers [*If the respondent does not visit malls or shopping centers, check 8*]
41. At home

The questionnaire filtered questions 31, 32, 33, 34, and 40 to be asked only to respondents that corresponded to the given scenario (respondents with a job or attending school, with family members attending school, those that drive a vehicle or visit shopping centers, etc). The results from this battery of questions show that the majority of the respondents feel insecure in the different environments where they move and undertake their daily activities, although the level of insecurity varies in the different sites. Once again, people's homes, the downtown area in their cities of residence, malls, and their neighborhood streets are the places where respondents reported feeling the most secure. The environments where respondents feel the greatest insecurity are on roads and highways, markets, parks, and leaving the workplace (see Annex 4, Charts 40, 41, 42, 43, 44, 45, 46, 47, 48, 49, 50, and 51).

Graph 29.
Perceptions of security in different contexts
(Percentages)



The data show that public spaces such as roads, markets, plazas, and parks not only continue to be the places where people feel the most vulnerable to suffering a criminal act, the feeling of insecurity in these spaces has grown as well. The number of respondents that feel insecure leaving their workplace has also increased significantly. While these data are alarming, they do reflect widespread fear among the population due to the increase in the crime rate, particularly in places where social interactions are more impersonal and the sites are less familiar. These results take shape in the current national context, given the repeated violent acts that occur in public places such as markets, and cadavers frequently being left on the roadside.

Once again, in the theoretical approach on social capital, which underscores the importance of public spaces in building collective confidence and a feeling of community belonging, it is important to note that the loss of confidence in areas where community life is built has a perverse effect on social integration, increasing community vulnerability to crime. Segovia and Neira argue that "beyond a certain threshold of insecurity, public spaces cease to build social

capital, or even undermine it due to attitudes of mistrust or passiveness. That is, insecurity in public spaces could not only lead to these spaces going unused, it could provoke undesired effects in which social capital shrinks rather than growing" (2005, p.177).

A comparison between these data and the measurements from 2009, 2012, and 2013 shows an increase in feelings of insecurity in public places as well as more familiar or private environments. The fall in the perception of security leaving the workplace or school is particularly noteworthy, suggesting growing insecurity even in familiar places. Under certain circumstances, crime can lead people to abandon their jobs or studies due to the magnitude of the risk, such as what is occurring with school dropout due to violence in certain public schools.

Table 11.
Perceptions of security among people in different contexts, comparative 2009-2015
(Percentages)

Do you feel safe...	2009	2012	2013	2015
At home	66.7	78.2	75.8	76.6
Downtown in your city	32.9	64.9	58.1	59.3
Leaving work	39.1	49.6*	48.1	**38.1**
In your car	43.9	56.5	46.3	43.8
At malls	40.8	62	55.6	65.1
At parks and plazas	19.9	39.4	35.8	35.3
On neighborhood streets	42.8	54.8	49.6	51.4
At the market	19.5	32.9	33	28.6
On the roads	---	30.8	27.5	24.7
Leaving school or the university	---	---	51.4	**43**
Picking your children up from school	---	---	47	45.5

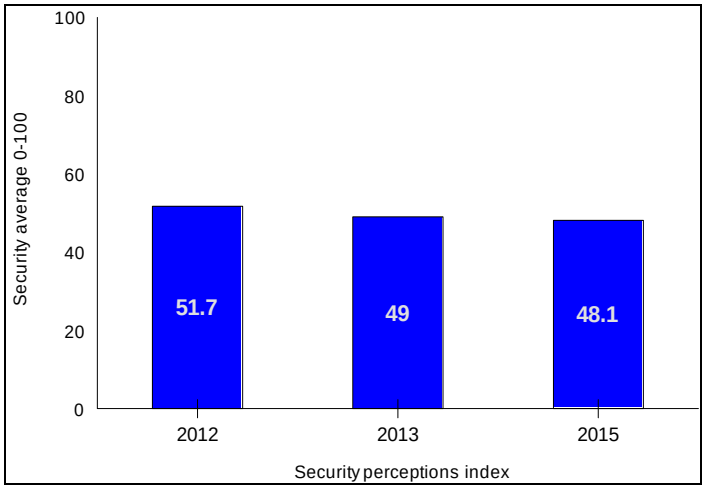
Source: IUDOP survey, 2009, and PFG 2012, 2013, and 2015.

To facilitate the statistical analysis, an index was built with the sum and average of the responses to the battery of questions that examined the perception of security in different environments. This new security index was converted to a scale from 0 to 100, where values nearest to 0 represent the absence of security, and scores near 100 denote greater security. Questions 31 to 34, which examine the perception of security leaving work, school, picking children up from school, or driving in a vehicle, were not considered in building this index due to the small number of cases in which these questions were applied.

The general score for the security perception index was **48.1**, which is a mid-range value on a scale of 0 to 100. This average is similar to the index reported in 2013 (49), but it continues to come in below the score for 2012 (51.7). In other words, the perception of security appears to be similar to the level reported two years ago, but it has clearly fallen since 2012. Nonetheless, it is interesting to find that in similar scales built in studies performed by the IUDOP in 2001 and 2004, the perception of security was much lower than the levels reported in recent years.[9]

[9] The average for the security perception variable in the 2004 study was 42.9 on a scale of 0 to 100.

Graph 30.
Security perceptions index, by study year
(Average, Scale 0-100)*



*** Values of 0 indicate not at all safe and 100 very safe.**

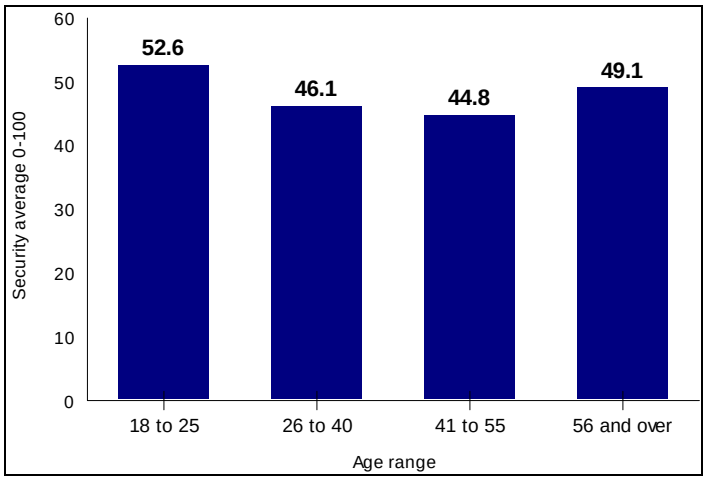
2.1. Variables associated with the perception of security

To analyze the factors associated with the perception of security, a bivariate contrast was initially performed between the security index and demographic and contextual variables such victimization and satisfaction and confidence in security institutions. Next, a multiple linear regression was done to identify the factors that carry the greatest weight for the perception of security.

The contrast between the security index and demographic variables shows that the variables most significantly linked to the feeling of security are sex and age. In this case, area of residence, educational attainment, income, socio-economic strata, and exposure to news media did not make a statistically relevant difference in the security index.

With respect to the variable of sex, men reported feeling significantly more secure (51) than women, who indicated an average score of 45.5 (0-100 scale). While this figure is consistent with findings in similar studies, it stands in contrast to the trend of the greater proclivity of men to become victims, as reported in statistical records from official sources. In terms of age, once again it is noteworthy that the youngest group of respondents reported a greater perception of security compared to the rest, despite the fact that this age group continues to be the most affected by criminal violence, as well as abuse of authority at the hands of the police and army. A study in 2014 on the security situation in El Salvador (IUDOP, 2014) reported that, of the total number of homicides officially recorded from 2009 to 2012, 55% of the victims were under the age of 30, showing a high prevalence of violent mortality among the youth population of the country.

Graph 31.
Security perceptions index, by age range
(Average, Scale 0-100)*



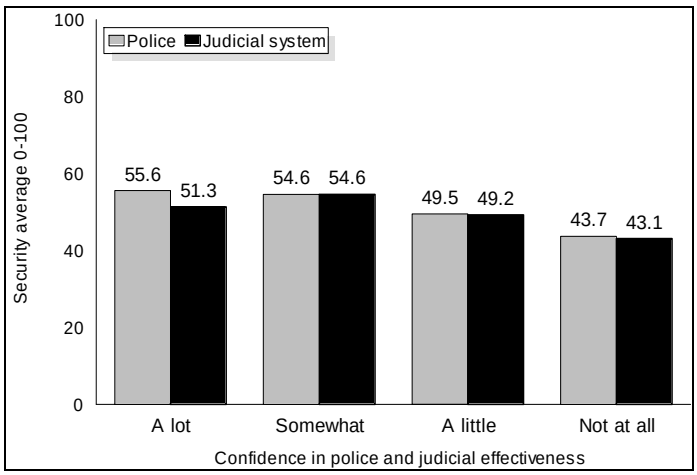
*** Values of 0 indicate not at all safe and 100 very safe.**

Once again, contrasting the security index with direct victimization reveals that the victims of a crime feel comparatively more insecure than those who were not affected by a criminal event. Respondents that suffered a crime reported a security average of 40.7, a medium-low value in this index; the score rises to 50.2 among respondents that did not directly suffer a crime. This speaks to the psycho-social impact that an experience of direct aggression produces, which then can translate into a feeling of fear and greater personal vulnerability, increasing the subjective sense of insecurity.

According to the analysis, another variable that appears to impact the feeling of security in the population is the respondent's opinion on the crime situation in the country, along with the level of citizen confidence in the effectiveness of the police and judicial system to arrest, process, and punish the perpetrators of criminal acts. Those that believe that crime rates have fallen report a significantly higher security index score (66) than those who feel that crime has risen over the course of the 12 months leading up to the survey (46.4).

The data also show that the feeling of security is greater among citizens that trust that the police will arrest criminals and the judicial system will process and try them, compared to respondents that do not have confidence in police and judicial effectiveness. This trend reinforces the close relationship that exists between the perception of the performance of justice and security institutions and the feeling of personal security. The sensation of vulnerability to being a victim of a crime tends to be stronger when citizens believe that law enforcement and justice institutions are ineffective.

Graph 32.
Security perceptions index, by confidence in the effectiveness of the police and judicial system (Average, Scale 0-100)*



*** Values of 0 indicate not at all safe and 100 very safe.**

Using a multiple linear regression with the security index as a dependent variable to examine the factors that carry the most weight in the perception of security, the analysis found that the variables that most influence respondents' feeling of security were sex, age, household income, victimization conditions, their assessments of the coordinated efforts of the government and their level of satisfaction with security and justice institutions. Men, youth, individuals with higher incomes, people that have not directly suffered a crime, those that view the coordinated work of the government to reduce crime positively and express greater satisfaction with the work of the institutions responsible for security and justice feel comparatively safer than the rest of the respondents.

Nonetheless, in this analysis, the variable that proved to carry the most weight in citizens' feeling of security was the level of citizen satisfaction with the performance of justice and security institutions. The variable that measures overall satisfaction with security and justice institutions proved to be more closely linked to the feeling of citizen security than to the victimization experience itself. This means that, in general, the people that express greater dissatisfaction with the police and justice system, and with the performance of other institutions such as the FGR, IML, and penitentiary system, are more likely to feel insecure in their surroundings, even more likely than those who have directly suffered a crime (see annex).

While this analysis does not attempt to provide an exhaustive explanation of a phenomenon as complex as the feeling of citizen security, recognizing that it has multiple causes, the data available in this study are particularly relevant in that they confirm the preponderance of the quality of the justice and security institutions and judgments on their performance, both for the magnitude of objective violence as well as for the subjective dimension of security.

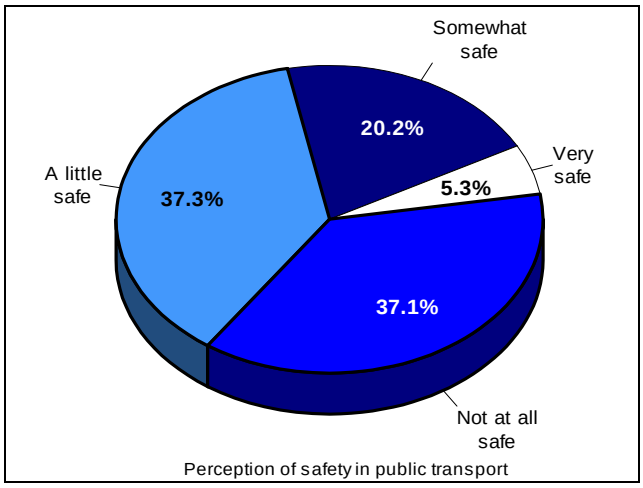
3. Public perception of safety on public transport routes - Goal 4

This chapter presents the most relevant findings on security in public transport, measured through a series of questions asked of regular public transport riders in urban and rural areas of the country. This section contains information relative to the indicator for Goal 4. This block of questions on security in public transportation included a filter to ask the questions only of those respondents that ride public the transport system with some frequency, in this case, 66.6% of the sample (1,607 cases).

Goal 4 in the PFG Joint Action Plan, to facilitate economic growth by ensuring that El Salvador's labor force is protected from crime while transiting to and from work, and ensuring that the public transportation service providers serving the labor force are protected from crime (United States Government and Government of El Salvador, Joint Action Plan for the Partnership for Growth, p.11) has a main indicator of "*Public perception of safety on public transport routes*".

The index for the Goal 4 indicator was built upon the results from question 52 on the questionnaire, formulated as follows: "Please tell me how safe or unsafe you feel while riding the bus, minibus or other public transport service?". The data show that 37.1% of respondents indicated that they felt not at all safe, 37.3% felt a little safe, 20.2% somewhat safe, and just 5.3% reported feeling very safe while riding some public transport service (Annex 4, Chart 62).

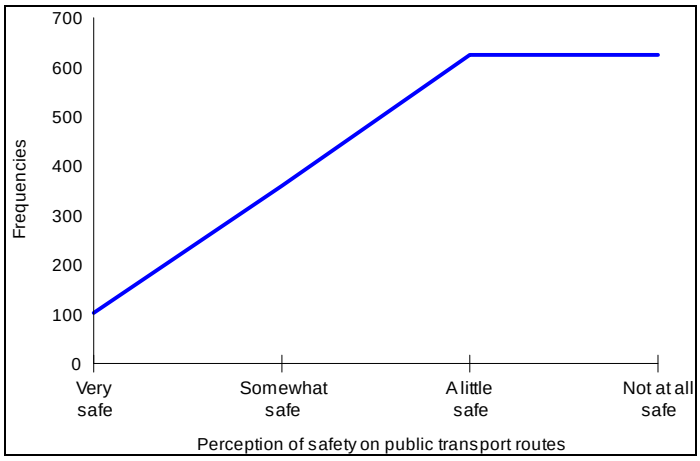
Graph 33.
Perception of safety in public transport
(n = 1607)
(Percentages)



Just as with the other indexes built for this study, the responses to this question were converted to a range from 0 to 100, in which scores near 0 suggest a perception of no security on buses, and scores near 100 indicate a perception of high security. The security average reported by the sample was **31**, which on a scale from 0 to 100 indicates that public transport riders feel little security when using this service. This score is similar to the average recorded in the 2013 survey (31.8), but significantly lower than the score measured in 2012 (**36.1**). The differences between these scores proved to be statistically significant.

This suggests that the widespread perception among public transport riders of collective transportation units as a site of high risk for crime has grown in recent years. The ongoing occurrence of crimes such as theft, armed robbery, and killings inside buses, including against drivers, may feed into this greater feeling of insecurity. According to transportation industry groups, 93 transportation company employees and 54 riders were killed inside public transport vehicles in 2015 (Alvarado, 2015). Graph 34 illustrates the distribution of the respondents across the scale for the perception of safety on public passenger transport routes (Goal 4). 24.5% of respondents awarded a score of 0, while only 5.5% indicated the maximum value of 100.

Graph 34.
Goal 4 Indicator.
Distribution of the scale of perception of safety on public transport routes
(n = 1607)
(Frequency)



A disaggregated analysis of these results shows that, while there is a low perception of security among public transport riders, the opinions are not the same across the entire population. There are statistically significant variations in riders' perceptions of security according to their area and region of residence, as well as by age. The perception of security in public transport is also linked to exposure to news, general victimization, victimization in collective transport, and exposure to crimes committed in the public transport system. Additionally, respondents' assessment of the crime situation in the past year seems to impact their general sense of security in the public transport system. In the statistical analysis, variables such as sex, educational attainment, social strata, and income are not conditions that appear to influence the perception of security in public transport.

Table 12 shows that residents in rural areas and the Western region of the country, people over the age of 56, individuals that never see the news, and respondents that reported that they had not been victims of crime in general nor on the public transport system tend to indicate that they feel safer on the public transport system, compared to the rest of the respondents. Additionally, respondents that had not witnessed an attack or criminal event inside a bus, and those that believe that crime has fallen in the country, tend to feel more secure as they travel in public transportation.

Table 12.
Security perceptions index for public transport, by demographic and context variables (Averages 0-100)

Variables	Average for safety in public transport (Scale 0-100)
Area	
Urban	29.3
Rural	**33.9**
Area of residence	
Western	**36.9**
Central	29
AMSS	24.5
Paracentral	30.2
Eastern	**36**
Ages	
18 to 25 years old	32.8
26 to 40 years old	28.4
41 to 55 years old	28.8
56 and over	**35.7**
Exposure to news media	
Never	**36.3**
Rarely	34.1
Once or twice per week	32.3
Always	29.5
General victimization	
Victim	22
Non-victim	**33.4**
Victimization in public transport	
Victim	16.1
Non-victim	**32.5**
Witnessed crimes on the bus	
Yes	20.6
No	**34.4**
Opinion on crime	
Increased	29.2
Same	35.6
Decreased	**51.1**

A third group of variables linked to the perception of security on public transport has to do with the performance of justice and security institutions. Respondents that have greater confidence in the capacity of the police to arrest perpetrators of crimes and of the judges to process and punish them, feel more secure on the public transport system than the rest of citizens. In other words, the confidence and credibility that the justice institutions warrant from citizens play an important role in the predominant feelings of security in daily spaces such as public transport.

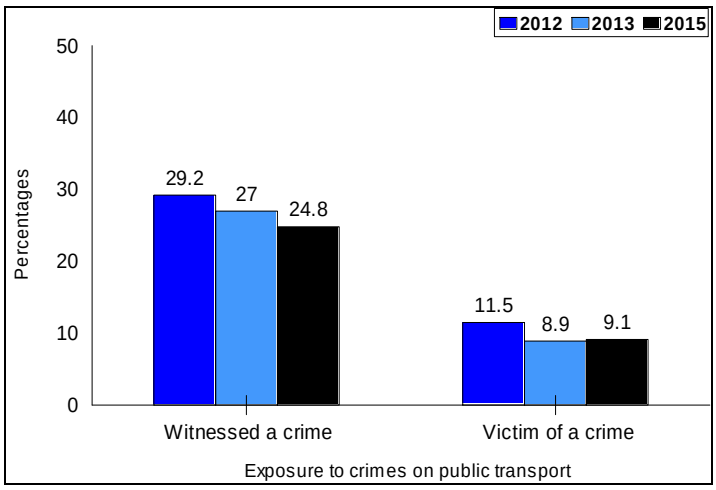
This leads us to hypothesize that the perception of citizen security could improve, even in historically insecure areas such as public transport, when citizens trust more in the work of justice and security institutions and feel satisfied with their performance. This once again underscores the importance of confidence in the system; the erosion of this confidence appears to permeate the subjective dimension of crime. Nonetheless, it is clear that security in the public transport system will improve with integral interventions in cities to reduce disorder and chaos in the public thoroughfare, and a comprehensive reform of the public transport system operating in the main urban areas of the country, elevating the quality of service for riders, improving and training personnel, and controlling security within the buses.

3.1. Types of crimes that occur on public transport, and exposure to violence

As in the case of previous studies, in this survey public transport riders were asked if they had suffered a crime in the past 12 months while riding the bus. 9.1% of the riders interviewed indicated that they had suffered a crime on a bus in the last 12 months (Annex 4, Chart 65), while 24.8% reported having witnessed a robbery, assault, or murder while on the bus.

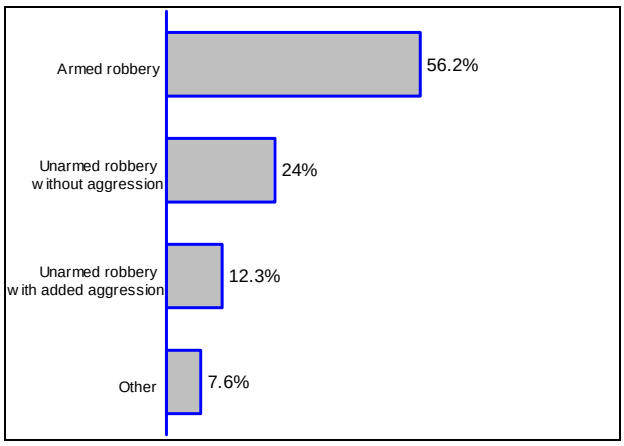
A comparison between these data and the previous PFG measurements shows that the victimization rate on public transport reported in this survey is similar to the records from 2013 (8.9%) and 2012 (11.5%). Nonetheless, there is a reduction in the numbers of riders that reported having witnessed a robbery or other crime on the transport system.

Graph 35.
Exposure to criminal acts on public transport, by study year (Percentages)



The main crimes that victims reported were armed robbery, at 56.2%, followed by theft at 24%. 12.3% mentioned unarmed robbery with added aggression and threats. To a lesser degree, other victims reported threats, extortion, kidnapping, and physical assault without robbery (Annex 4, Chart 67).

Graph 36.
Types of crimes occurring on public transport
(n = 146)
(Percentages)



These results show that while the number of citizens that reported robberies or other assaults on collective transport has not risen significantly compared to previous measurements, the severity of the crimes committed on the public transportation system represents a serious threat for riders. Following the trends of victimization due to common crime, these results show that the majority of these acts are economically motivated, that is, these are mainly property-related crimes, although they often include aggression or threats against the physical safety of the victims. The presence of weapons in the majority of violent events, reported in a space with such a large number of people moving through, speaks to the magnitude of the risk involved in using this public service under the current conditions of insecurity. The implementation of the Integrated Transportation System for the Metropolitan Area of San Salvador (SITRAMSS) should be the start of a comprehensive reform to the public transport system on a national scale, eradicating the current disorder and the risky conditions under which public transportation has historically operated in El Salvador.

4. Victimization in El Salvador in 2015

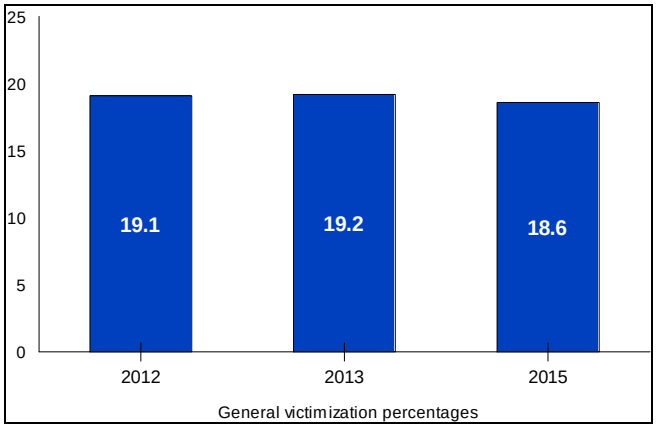
This chapter presents information on the trends for personal victimization, reporting crimes, and responses by institutions responsible for investigation. The results are first analyzed according to the demographic and context variables associated with victimization; a multivariate analysis is then performed to identify some of the most important predictors for victimization due to common crime.

It is important to mention that, given the predominant climate of terror in broad swaths of the country as a result of the strong territorial control by the gangs and other organized criminal structures, there is likely a tendency of under-reporting among the respondents in this study. Nonetheless, even if there is under-reporting of the common crime reported in this measurement, the survey has included different groups of questions to measure various dimensions of the security situation, including the subjective dimension, to gather different indicators on citizen perspectives on security.

4.1. General victimization

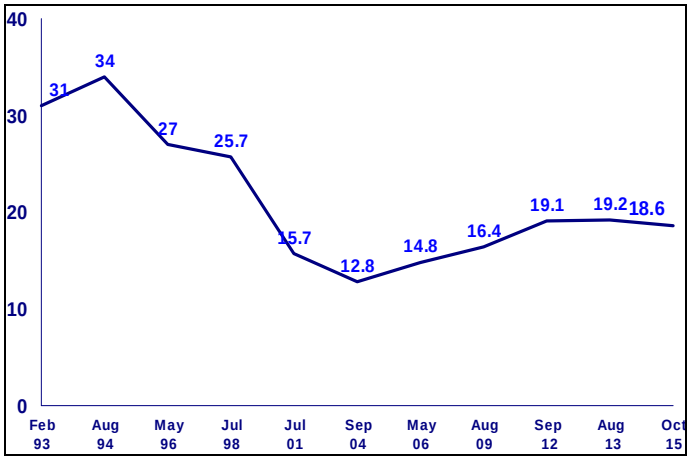
Victimization due to common crime was explored in different ways in this study. One of the ways that crime has traditionally been measured in El Salvador in different national surveys since the 1990s is by asking what crimes respondents have directly experienced in the 12 months leading up to the survey (IUDOP, different years). In this year's survey, 18.6% of the sample (448 cases) reported having been victims of a crime, while the remaining 81.4% indicated that they had not been victims of any criminal act (Annex 4, Chart 52). In other words, one out of every five Salvadorans was affected by a criminal act over the course of the last year. This percentage is slightly below the levels reported in the PFG studies for 2012 and 2013.

Graph 37.
Percentage of direct victims from a criminal act, by study year



Victimization in family groups is reported in similar proportions to direct victimization. 18.8% of respondents indicated that a relative or a member of their household had suffered a crime in the period in question (Annex 4, Chart 60). Graph 38 presents a historical perspective of the prevalence of direct victimization as reported in IUDOP studies since 1993.

Graph 38.
Victimization due to crime according to opinion polls since 1993
(Percentages)

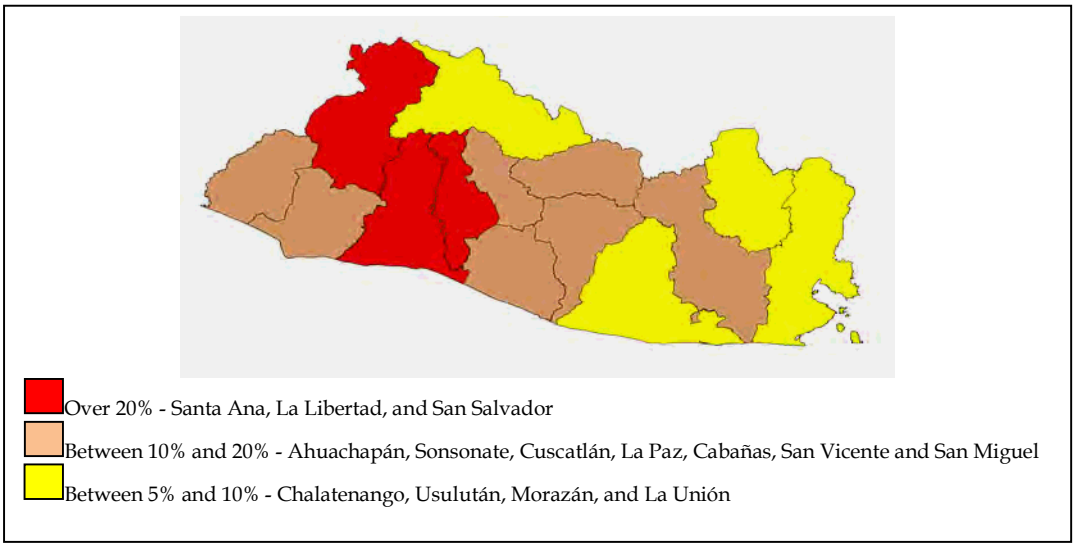


Source: IUDOP reports, MJSP, others (2002);
Ministerio de Gobernación, et al (2005) and USAID (2012, 2013, and 2015).

The data show that after a notable reduction in the victimization rates due to common crime recorded in 2004, victimization has followed a progressive upward trend. In recent years, the victimization rates reported appear to hold steady. While this report does not attempt to explain the changes in victimization trends, the possibility of under-reporting due to victims' omission of certain facts should be considered, either because respondents have grown desensitized as a result of constant exposure to these events (such as the case of domestic violence or recurring extortion payments), or out of fear of retaliation by criminal groups.

An analysis of direct victimization according to the departments in which the victims reside shows that the departments of the country with the highest victimization rates due to common crime are: San Salvador, Santa Ana, and La Libertad, with percentages over 20%. A second group of departments reports intermediate levels of victimization - between 10% and 20% - Ahuachapán, Sonsonate, Cuscatlán, La Paz, Cabañas, San Vicente, and San Miguel. Lastly, the group with the lowest levels of victimization, under 10%, includes respondents from Chalatenango, Usulután, Morazán, and La Unión.

Figure 1.
Victimization by
victim department of residence, 2015

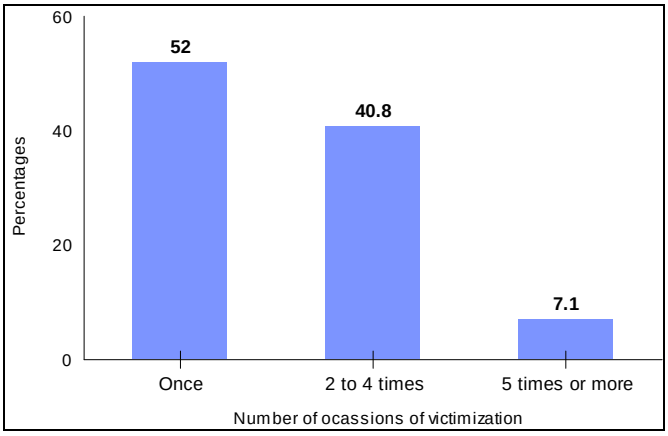


A comparison of these results with the measurements from 2012 and 2013 shows that the number of departments with victimization rates over 20% has fallen, while the group with rates under 10% has grown, which would seem to suggest a fairly widespread reduction in victimization rates on a national scale. It is striking that departments such as Usulután, Cuscatlán, and La Unión, which have recorded a spike in criminal activity due to the expansion of gang activity, report low victimization rates.

Aside from specific findings in this study for victimization rates, a comparison with the data from previous years reveals a pattern of geographic variation in the incidence of crime, which may be the result of migration flows and greater mobility of criminal groups across different regions of the country. "Movement of some gang 'cliques' and other criminal groups toward rural areas of the country and fluctuations in the drug trafficking routes may lead to outbreaks of violence in certain regions" (IUDOP, 2014, p.12).

Respondents who had been personally affected by a crime were asked how many times they had suffered these events. The data show that half of the victims have suffered multiple and repeated victimization. 47.9% of the people affected suffered more than two crimes in the year, while 52% reported one crime. These data confirm the trend uncovered in previous measurements, which suggests a pattern of more widespread and multiple victimization, especially in crimes such as robbery, theft, and extortion.

Graph 39.
Number of times victims suffered a crime over the course of one year (Percentages)



In calculating the crime index, the total number of crimes reported by victims, the data indicate that a total of 1,021 crimes were committed, for an average of 2.3 crimes per person in the year leading up to the survey.

4.2. Victimization and demographic variables

A bivariate statistical analysis reveals significant variation in victimization experiences in function of socio-demographic variables such as sex, zone and region of residence, age, educational attainment, labor conditions, socio-economic strata, and the average household income of the respondents. Men, residents in urban and metropolitan areas, people between the ages of 26 and 40, individuals with greater levels of education, and households income over 500 dollars, in upper and middle classes, are the most likely to suffer from common crime. These data confirm that, in general terms, the profile with the greatest vulnerability to common crime remains relatively similar from previous studies.

Disaggregated by sex, men reported a victimization rate of 21.5%, while the number falls to 16.2% among women, corroborating the greater prevalence of victimization among the male population. The area of residence once again was an influential variable for victimization frequency. People living in urban areas reported a victimization rate of 21.9%, nearly twice the rate of rural inhabitants (12%). Additionally, as shown in Table 13, residents in the San Salvador Metropolitan Area (the conglomerate of 12 municipalities in San Salvador and two in La Libertad) report the highest victimization rate, well above the national average (18.6%). In contrast, inhabitants of the Eastern and central region report the lowest percentages in the nation.

The age of the respondents continues to be a condition that sways the prevalence of victimization due to common crime. However, and in contrast to previous studies, the data show that the group most affected by common crime, according to this study, is that of individuals from 26 to 40 years old, and not the younger respondents as had been the trend. That is, the typical inversely proportional ratio document in previous studies, in which as respondent age rose, victimization prevalence fell, no longer fully holds true. This trend is likely due to the fact that widespread and complex criminality is now affecting an increasingly diverse swath of society.

Another variable frequently related to victimization is educational attainment (academic level). Respondents with lower levels of education report the lowest victimization rates, compared to respondents with greater academic instruction. The data show that respondents with higher education exhibit victimization rates nearly four times greater than individuals who have not attended school or only have elementary school education. This is almost certainly linked to the socio-economic conditions and buying power of the respondents. Along these same lines, the study found that household income is closely associated to victimization due to common crime. Individuals with greater household incomes tend to be at greater risk of suffering a robbery or another crime, compared to respondents that reported less income. The results suggest that victimization is concomitant with greater household income. The prevalence of victimization among respondents that reported income over 500 dollars (29.6%) nearly tripled the victimization rate among respondents that reported income under 140 dollars (11.5%). Victimization is also related to other variables such as socio-economic strata and labor conditions. Victimization was concentrated more in upper and middle classes, compared to the working class, although there was not a strictly linear relationship.

Table 13.
Victimization according to demographic variables
(Percentages)

Variables	Victimization (%)
Sex	
Male	**21.5**
Female	16.2
Area of residence	
Urban	**21.9**
Rural	12
Region of residence	
Western	20.3
Central	13.9
AMSS	**27.2**
Paracentral	16.3
Eastern	9.2
Ages	
18 to 25 years old	19.4
26 to 40 years old	**23.1**
41 to 55 years old	16.2
56 and over	13
Education	
None	8.6
Primary	8.1
Middle	15.9
High school	20.9
University	**30.8**
Social class	
Upper	**33.3**
Upper-middle	18.9
Lower-middle	24.4
Working class	21.1
Marginalized	22.2
Rural	12

It was also interesting to find that individuals who did not work outside the home (stay-at-home mothers, unemployed individuals not seeking work, retirees or people with permanent disabilities) reported victimization significantly lower than the rate for people actively seeking employment, employed at the time of the interview, or students. These data again suggest that the probability for victimization is not linked to having a job per se, rather to the risk associated with greater movement and travel to perform daily activities outside the home, as is the case for students or people who reported that they were actively seeking employment. The lower mobility of retired individuals or stay-at-home mothers seems to reduce their likelihood of being victims of common crime.

Linked to greater mobility, another variable that appears to be associated with victimization was the frequency with which citizens use public transport. Respondents that usually use public transport suffer crimes more frequently than individuals that never or seldom use this service.

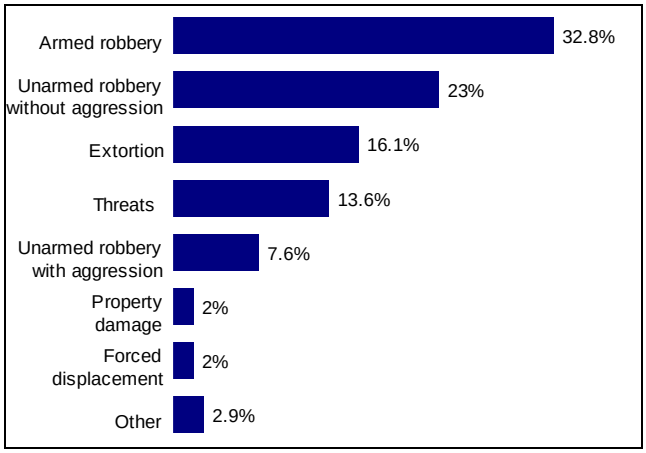
To deepen the analysis of the variables that constitute the most important predictors for personal victimization, a logistic regression was performed to analyze the aforementioned variables as a group. The findings show that the variables that have the greatest influence in victimization were educational attainment and the frequency of use of public transport. The rest of the variables were less relevant in this model. Nonetheless, the variable that appears to carry the highest weight in the probability that an individual might be affected by common crime in El Salvador is educational attainment; this variable is often closely linked to socio-economic conditions.

In other words, individuals with higher educational attainment and those who use public transportation every day face greater probabilities of suffering a crime than the rest of the population. These data once again point to two circumstances that seem key in terms of the probability of being affected by a crime: the relatively greater access to goods and resources that individuals with higher educational attainment tend to have and are thus more attractive for common crime, and higher exposure to common crime associated with frequent use of the public transport system that is characterized by recurrent criminal events.

4.3. Crimes that affect the population the most

Among respondents that reported having been victims of a crime, one-third suffered an armed robbery, one-fifth were victims of a theft, 16.1% of extortion, 13.6% threats, 7.6% robbery without weapons but with aggression, and 6.9% were victims of other crimes. It is important to note that, while the latter group is a small number of cases, the trend of victims abandoning their homes due to threats (2%) seems to be growing in visibility in recent years (Annex 4, Chart 54). Internal and international forced displacement due to violence has spiked in recent years due to the growing territorial control of criminal groups in different parts of the country.

Graph 40.
Victimization by type of crime
(n = 448)
(Percentages)



Combining the different types of robberies reported by victims, these crimes account for two-thirds of the crimes reported (63.4%); two out of every three victims of crime suffered a robbery or theft. When all of the crimes with economic motives are grouped, they account for 80% of the events reported. Table 14 presents the different types of crimes reported in periodic surveys conducted by the IUDOP and in PFG surveys.

Table 14.
Victimization by crime type, comparative 2007-2015
(Percentages)

Crimes	2007	2009	2010	2011	2012	2013	2015
Robbery (without assault)	52.1	42	37.4	34.6	18.4	25.8	23
Robbery and assault	36.6	20.8	16.9	25.5	43*	40.1*	**40.4***
Extortion	4.2	23.4	26.9	25.9	21.4	17.5	16.1
Assault (no robbery)	1.1	1.1	1.2	----	1.1	1.3	0.7
Threats	4.7	10.8	14.5	8.4	15.5	12.6	13.6
Other	1.1	1.9	3.2	5.6	0.7	2.8	6.2

Source: IUDOP 2007, 2009, 2010, 2011, and PFG Survey 2012, 2013, and 2015.
* To ensure data comparability, this category combines armed and unarmed robbery with assault or aggression.

The first thing that can be observed from the table above is that the prevalence of robbery with assault has risen in the last five years, and theft continues to have an important impact on the population. According to these data, the crime with the second greatest growth in recent years is threats, most clearly since 2012. Another noteworthy aspect is the downward trend in extortions reported since 2012, despite the fact that this had been one of the crimes that most affected the population over the last decade.

4.4. Reporting crime

Reporting of crimes was addressed through a block of questions to inquire about whether events were reported, the institutions where complaints or reports were filed, and the quality of the service provided. The group that declined to report crimes was also asked about the reasons for non-reporting. The items asked on this question are presented in the following chart.

Chart 2.
Items to measure the willingness for reporting crime and case response

Items
45. Did you report the criminal act to the authorities?
46. Why did you not report the incident? *[Do not read the alternatives]*
47. What institution did you report the criminal act to? *[Do not read the alternatives]*
48. What was the outcome of the report? *[Do not read the alternatives]*
49. How satisfied are you with the way in which the authorities responded to your case?

Respondents that suffered a crime were asked whether they reported the event. The data show that the high rate of victims that decide not to report crimes has remained relatively stable over time. 63.2% of victims indicated that they had not reported the crime to the corresponding authorities; just 35.7% asserted that they had reported the crime to an official institution, while 1.1% declined to answer the question (Annex 4, Chart 53). This means that just one out of every three people affected by common crime reported this crime to the authorities.

Table 15.
Reporting crime in perspective
(Percentages)

Crime reported	Yes	No
2001	25.8%	74.2%
2004	37%	63%
2009	35.4%	64.6%
2012	29.3%	70.7%
2013	35.4%	64.6%
2015	35.7%	63.2%

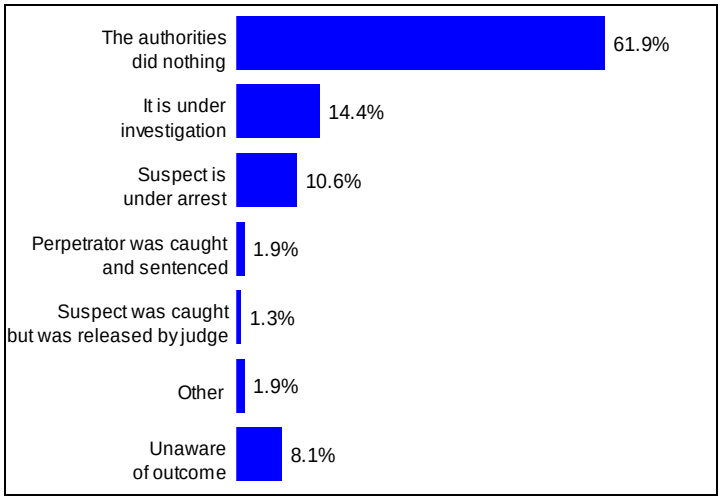
Source: MJSP and others (2002); Ministry of the Interior, and others (2005), IUDOP (2009) and USAID (2012, 2013, and 2015).

Nine out of every ten victims that decided to report the crime did so at the police station, while only 6.3% filed their reports with the FGR, and 4.3% sought out other institutions. When respondents who indicated that they had reported the crime were asked about the outcome of their reports, once again the data show that in the majority of the cases reported, the corresponding authorities did not take action.[10] Only 14.4% of this group indicated that their

[10] Generally in the sense that the case was not investigated, that is, the victim is unaware of any further actions taken in the case.

cases are being investigated; 10.6% said that the suspect had been arrested, 1.9% reported that the suspect had been arrested and sentenced, and 1.3% of the victims that reported the crime asserted that the suspect had been arrested and subsequently set free by the judge. Once again, a considerable number of victims indicated that they are unaware of the outcome of their report (8.1%); they were not notified of the results of their case.

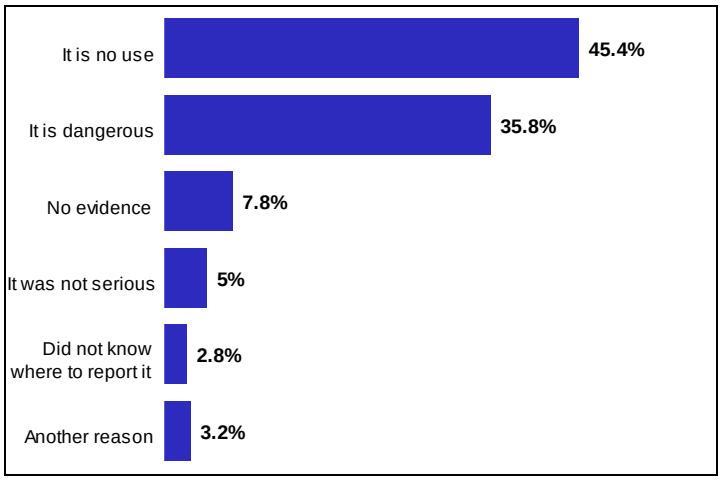
Graph 41.
Outcomes from reporting crime
(n = 160)
(Percentages)



The data indicate that in over 70% of the cases reported, no satisfactory resolutions were produced for the victims, or victims are unaware of the status of their case. This coincides with the high number of cases that are thrown out or closed at the start of the process. Data from the FGR show that in recent years, over 80% of the cases that reached the prosecutor's office were eventually shelved; this number serves as a parameter for the level of effectiveness in criminal investigation capacity (IUDOP, 2014). In this context, it is understandable that most of the victims that reported crimes are dissatisfied with the performance of the institutions that heard their cases; this explains the little willingness of the public to report crimes. 70.6% of respondents indicated that they were not very satisfied or not at all satisfied with how their cases had been handled; only one-third of them reported feeling somewhat or very satisfied with the response they received from the authorities (Annex 4, Chart 59).

Among the great majority of victims that did not report the crime, most felt that it was of no use; that is, they chose not to report because they believe it would be unfruitful to do so. One-third of respondents indicated that it is dangerous and that they fear retaliation. 7.8% of respondents indicated that they had no proof to present, 5% said that they did not report because they didn't consider that the crime was severe enough to warrant it, and 2.8% did not know where to report. 3.2% shared other reasons for why they abstained from reporting (Annex 4, Chart 56).

Graph 42.
Reasons for non-reporting crime
(n = 282)
(Percentages)



These data corroborate the hypothesis that willingness to report crimes is strongly influenced by perceptions of the effectiveness of the justice system, which is linked to the low citizen satisfaction with the justice system and the little credibility that these institutions enjoy in the country, as was analyzed in the previous pages. Under these conditions, the perverse cycle of violence and impunity continues, as the ineffectiveness of the operators of the justice system discourages victims from reporting and puts these victims in a position of greater vulnerability. In a context of widespread criminality, the disrepute of the justice system encourages citizens to take justice into their own hands or support actions outside the law, which erodes the rule of law and weakens democratic institutions.

5. Public perception of national consensus on public security - Goal 7

In recent years, El Salvador has faced serious obstacles to building consensus around fundamental national issues such as the economy and insecurity. The widespread polarization that has permeated political and social life, authoritarianism in the exercise of power, and the subordination of key national decisions to special interest groups, have all been factors that over time have prevented the construction of lasting agreements on strategic issues for national life. While there is widespread citizen consensus on security as a principal national problem, thus far El Salvador has not been able to build an authentic national consensus on the approach to addressing violence and insecurity, nor establish participatory, inclusive, and transparent dialogue processes with different sectors of the society.

This brief section presents the most relevant results for Goal 7, on the national consensus for security. Goal 7 of the PFG Joint Action Plan is oriented to promoting a national dialogue on actions to improve citizen security in El Salvador, actively involving all sectors of national life, including the private sector, the media, non-governmental organizations, churches, etc., in efforts to solve the problem of insecurity (Joint Country Action Plan, El Salvador-United States, 2011-2015). The indicator for this goal is "*Public perception of national consensus on public security*".

Similar to the studies in 2012 and 2013, the indicator for Goal 7 was built with the sum of two questions in the questionnaire. The sum of these questions was converted to a scale from 0 to 100, and then an average was taken to produce the *index on public perceptions of national consensus on public security*, where 0 represented the most unfavorable perception of the national consensus on security, while 100 represented the most favorable assessment. The items used to analyze Goal 7 are presented below.

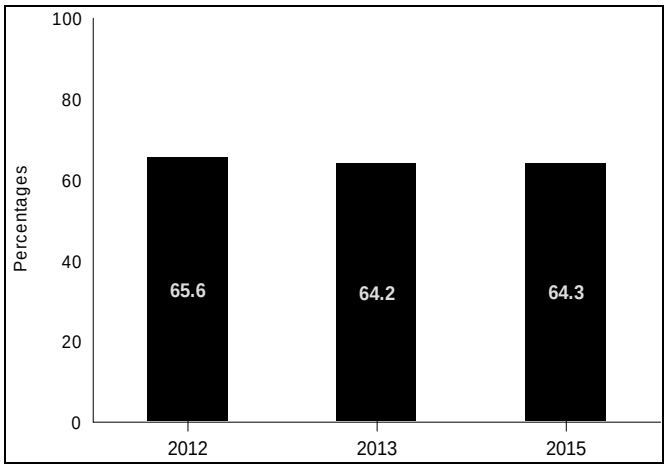
Chart 3.
Items to measure perceptions of national consensus on security

Items
5. Have you heard of the national dialogue on security, in which the government has convened the private sector, churches and other social sectors (such as the discussions in the National Council on Security and Coexistence)?
6. Based on what you have seen or heard, how would you evaluate the work that the government is doing together with other sectors to reduce crime (private companies, churches, NGOs)?

The first section of this chapter presents general results on knowledge around the national dialogue for security, and citizen assessments of the coordinated efforts of the central government to reduce crime. The results for Goal 7 are then presented, and the chapter concludes with an analysis of the variables that appear to be associated to perceptions of the national consensus on security.

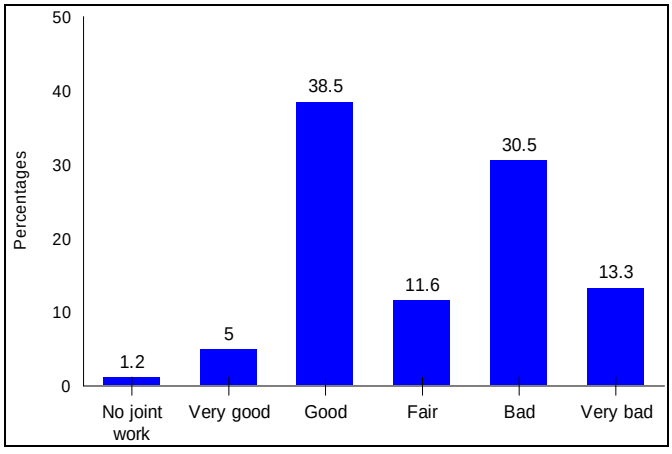
When citizens were asked if they had heard about the national dialogue on security convened by the central government, 64.3% responded affirmatively, while 35.7% reported that they knew nothing about it (Annex 4, Chart 3). These findings are similar to the results from the surveys in 2012 and 2013.

Graph 43.
Knowledge on the national dialogue consensus on security, by study year
(Percentages)



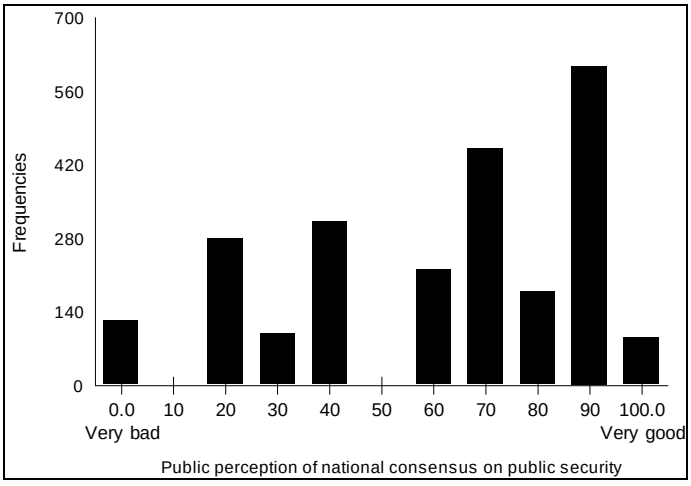
Nonetheless, when respondents were asked to evaluate the coordination efforts by the central government to work with other sectors to deal with crime, opinions were evenly divided. 43.5% scores the government's coordination efforts as good or very good, while 43.8% give a score of bad or very bad. 11.6% believe the initiative as fair, and 1.2% responded that there is no joint work between the executive branch and civil society (Annex 4, Chart 4).

Graph 44.
Assessment of government efforts to reduce crime, in conjunction with other sectors
(Percentages)



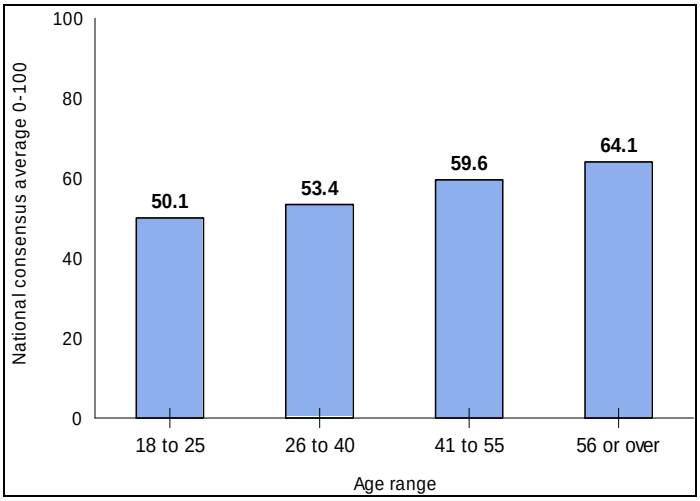
The sum of these items produces a score of **56.1** for this index, with a standard deviation of 29.02. On the 0 - 100 scale, this average is a mid-range score on the national consensus on public security. In 2012 the average was 62.1; in 2013 this average was 60.1, showing a progressive reduction in the scores for citizen assessments on this topic. The differences in these averages are statistically significant. The distribution of the public perception index scores on the national consensus on public security are presented in Graph 45.

Graph 45.
Goal 7. Index of public perceptions of national consensus on public security (Frequency)



A bivariate analysis of this index with demographic variables shows that the variation in results on the consensus on security is influenced by respondent sex and age. Other variables such as area and region of residence, educational attainment, income, and social strata do not appear to significantly influence opinions on this topic. In terms of gender, men reported a score of 57.8, while this average fell to 54.6 for women. With respect to age, the trend is for assessments on the security consensus to improve as age rises, as shown in Graph 46.

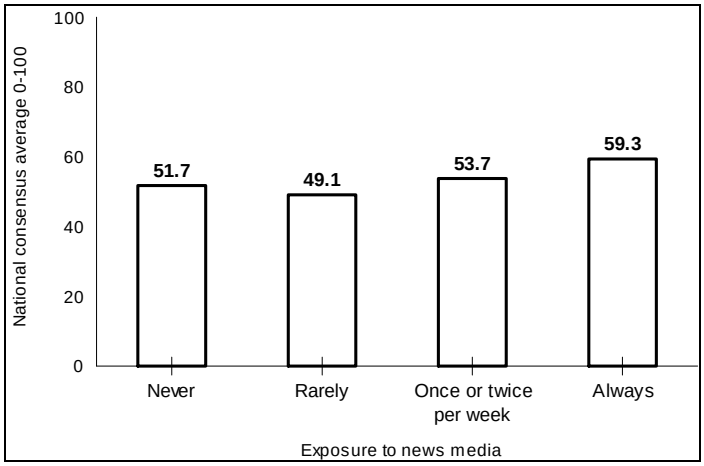
Graph 46.
Index of public perceptions of national consensus on public security, by respondent age range
(Average, Scale 0-100)*



*** Values of 0 indicate very bad perception and 100 very good perception.**

Variables such as opinions on crime, the frequency with which respondents are exposed to news media, perceptions of security, and satisfaction with security and justice institutions seem to influence the way in which respondents score the efforts to build consensus on security issues. With respect to opinions on security, the most positive views on the consensus predominantly come from respondents who believe that crime has fallen, with these respondents producing a score of 68.7 (on a scale from 0 to 100). The average fell to 60.5 among respondents who believe that crime rates have remained the same, and shrank to 54.9 among respondents who felt that crime increased over the last year. In other words, judgments on the crime situation appear to influence citizen assessments of the government's efforts to jointly address security issues. In terms of exposure to the news media, views on national consensus tend to improve significantly among respondents who read or listen to the news every day. In contrast, the average scores fall among respondents who reported less exposure to the news. While it is understandable that the group most exposed to the news would have more information on the government initiatives to address crime, these results are still noteworthy, especially when there is a saturation of sensationalist coverage in most of the mass media that often influences viewers' judgment.

Graph 47.
Index of public perceptions of national consensus on public security, by exposure to news media
(Average, Scale 0-100)*



*** Values of 0 indicate very bad perception and 100 very good perception.**

The data show that as the perception of security increases, positive views on the national consensus grow as well. Put in other words, those that feel the most secure have a more favorable assessment of the government efforts to reach consensus on security issues; those that feel more insecure tend to be more critical of these initiatives.

By integrating all of these variables into a multiple linear regression model to explore the weight of the different conditions in shaping assessments of the government efforts to build a consensus on security, the analysis found that age, educational attainment, exposure to the news, satisfaction with justice and security institutions, and satisfaction with the performance of the central government are the factors that influence these opinions the most. Among this group of variables, satisfaction with the work of the executive branch was precisely the one that held the greatest importance in shaping assessments of the government's initiatives to build consensus on security issues. This refers to the importance that the image of the executive branch holds for the credibility of a national dialogue process and in building fundamental agreements on key topics such as security. Judgments on the leadership and capacity of the government to face problems such as security can influence the public support that citizens lend to processes for dialogue and national consensus-building.

IV. Results of the survey for Micro and Small Enterprises

This section describes the main findings from the survey administered to a national sample of MSE owners and administrators, and it is divided into three parts. Part one addresses victimization due to common crime and how it affects the production sector. Part two contains results on the prevailing perception of security among businesses, and the measures that they have taken to protect themselves from crime. The last part of this section presents the opinions of business owners on work to address and punish crime, as well as confidence and satisfaction in the work done by security and justice institutions. The section concludes with the results of the main indicator for Goal 3, *Perception of Micro and small enterprises of the effect of policies and prosecutorial actions on crime against their business.*

1. Victimization in MSEs

1.1. General victimization and victimization linked to production activities

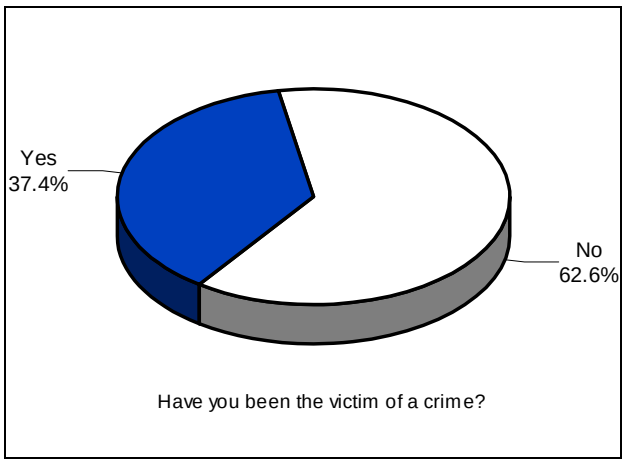
This section presents the results on victimization of micro and small enterprises, the most common crimes that these businesses have faced over the course of the last year, and the variables associated with victimization that affect the productive sector of the country. This section also discusses the data on business owners' willingness to report crime and their opinions on the response provided by authorities responsible for investigating crimes. These findings are then compared the studies from 2012 and 2013 to identify trends. The questions used to explore this issue are presented in the chart below.

Chart 4.
Items to measure victimization of MSEs

Items
43. Have you been the victim of a criminal act, such as robbery, extortion, threats, or other type of criminal act in the last 12 months?
45. How many times have you been the victim of a criminal act in the last 12 months?
46. Was this crime related to owning or being a part of this business?
52. Has anyone who works with you at your business been the victim of any crime, such as robbery, extortion, threat or other type of criminal act in the last 12 months?
53. Was this crime related to being part of this business?

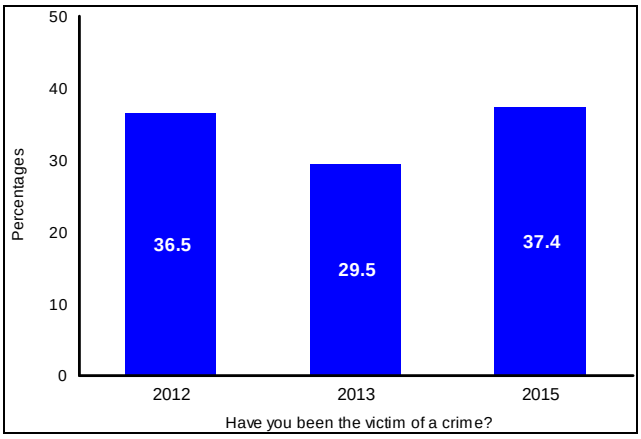
When MSE owners and administrators were asked if they had been victims of a crime in the last year, 37.4% responded affirmatively, while 62.6% reported that they had not suffered an event of this nature (Annex 5, Chart 40).

Graph 48.
Owners and administrators as victims of a crime over the last 12 months
(Percentages)



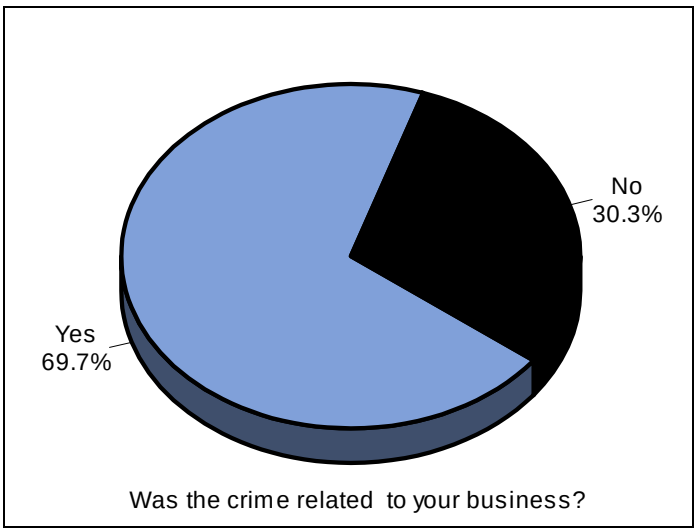
The percentage of micro and small business owners that reported being victims of a crime is higher than the rate reported for 2013, and even exceeds the level from 2012.

Graph 49.
MSEs owners who
were victims of a crime, by study year
(Percentages)



Respondents were also asked if the crimes were due to the fact that they owned a business, to establish whether these criminal acts against micro and small enterprises were linked to their business activities. 69.7% of the respondents that reported having been victims of a crime in the past year indicated that the crime was directly related to the business dynamic of their enterprise. The rest of the respondents (30.3%) believed that the crimes were circumstantial and did not appear to be connected to their businesses (Annex 5, Chart 43).

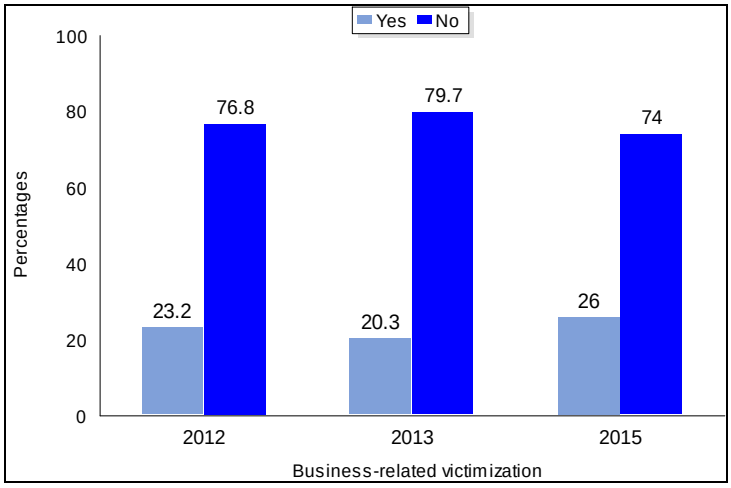
Graph 50.
Relationship between the criminal act and business activities
(Percentages)



The data show that the percentage of businesses that expressed that the crime was related to their business activity increased compared to measurements from 2012 and 2013. In 2012 this percentage sat at 63.7% of respondents; in 2013 the number climbed to 69.3%, rising to 69.7% of the businesses interviewed in 2015 that reported having been victims of common crime. That is, in recent years, two out of every three crimes affecting this sector of the economy were linked to the business activities themselves. These data corroborate that MSEs are one of the economic sectors most exposed to common crime.

The following graph shows the general victimization experienced by the business owners or administrators consulted (37.4%), as well as the proportion of victims that suffered criminal acts directly related to the productive activity of their enterprises (131 businesses). Viewing these cases in relation to the total number of businesses interviewed (504 MSEs), 26% of the MSEs consulted suffered crimes related to their business activities. Compared to the results of previous measurements, these data show an increase in business-related victimization of 5.7 percentage points with respect to 2013, and 2.8% compared to 2012. Graph 51 shows the business-related victimization rate for the period from 2012-2015.

Graph 51.
Business-related victimization, by study year
(Percentages)

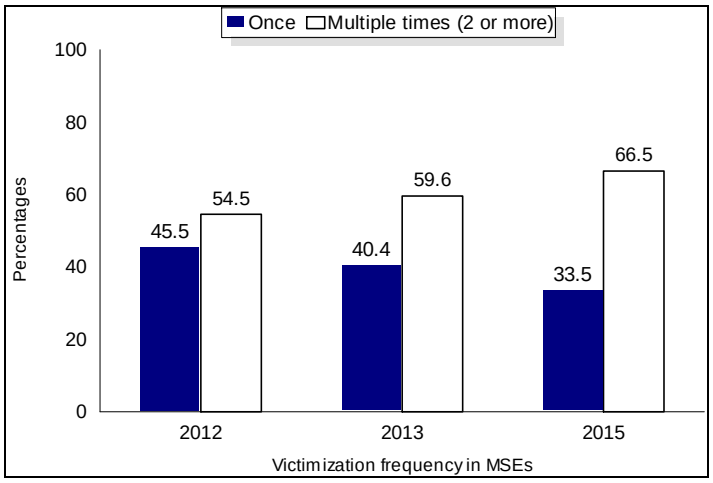


To further explore the impact of crime on business dynamics, these enterprises were asked whether any of their employees had been a victim of crime in the past 12 months. 33.8% (126 businesses) indicated that their employees or collaborators had been affected by a crime. Of this group, 45.2% reported that the crime was due to the employee's participation in the business (Annex 5, Charts 49 and 50). Comparing this figure to the measurements from 2012 and 2013 shows that the number of employees who have suffered a crime related to business activities has risen by 10 percentage points compared to 2013, and 8 points compared to 2012. In 2012 this percentage sat at 37.1%, while in 2013 the number of employees affected by a business-related crime was 34.8%. These data underscore the high vulnerability to common crime that persists not only among business owners, but for the workforce of this productive sector as well.

To explore the magnitude of crime against this sector, respondents were asked how many times they had been victims of a crime in the past year. The survey shows that 66.5% of micro and small enterprises were victimized multiple times, that is, they suffered two or more crimes in the study period; the remaining 33.5% were affected by only one criminal act. Among the group that was affected on repeated occasions, 45.2% suffered from 2-4 crimes, while 21.3% indicated that they had been victimized 5 or more times over the year leading up to the study.

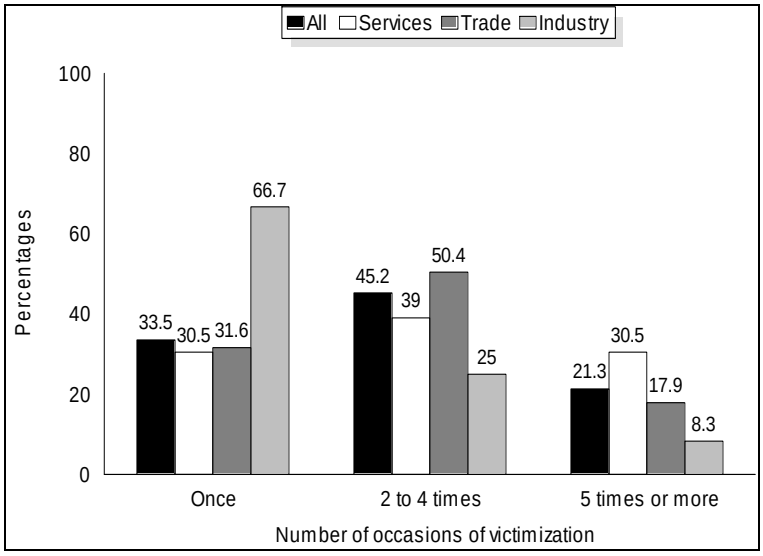
Compared to the data from 2012 and 2013, multiple victimization of micro and small enterprises has risen by 6 percentage points compared to 2013. Graph 52 shows the frequency of victimization reported by the businesses consulted.

Graph 52.
Victimization frequency in MSEs, by study year
(Percentages)



A calculation of the number of crimes reported shows a total of 1,213 crimes committed against the respondent businesses over the course of the year leading up to the survey (November 2014 to October 2015), for an average of 6.4 criminal events per company per year. In 2012, this average was 5.6 events, and in 2013 the average was 5 criminal events per year. Once again, the data show that it is not only the prevalence of crime against the micro-enterprise sector that has grown; a growing number of businesses are being affected by crime a growing number of times. That is to say, in addition to seeing more micro-enterprises suffering crimes, among the affected group the economic impact is greater as the victims have been exposed to relatively recurrent criminal acts. The following graph shows the frequency with which businesses have been victims of crime, according to their economic sector.

Graph 53.
Number of times that business owners were victims of a criminal act, by economic sector
(Percentages)



As can be seen here, MSEs that operate in the trade and service sectors record the highest percentages of multiple victimization, compared to more industrial enterprises. Nonetheless, compared to the data from 2013, it can be observed that multiple victimization of MSEs has also grown in the industry sector.

With regard to the type of crimes that micro and small enterprises face, the majority of these events are property-related crimes. Among the group of victims, 38.8% indicated that they had suffered an extortion, 19.7% reported armed robbery, 14.9% reported theft, 14.4% threats, and 7.4% said they had been victims of robbery without weapons, but with physical aggression or threats. Only 3.7% indicated property damage, and 1.1% reported other types of crimes. Compared to the data from previous studies, extortions appear to have fallen (from 44.4% in 2013 and 2013), but the rate of armed robbery, theft, and threats all have risen since the 2013 measurement.

The reduction in extortions reported by the MSE owners and administrators surveyed coincides with the numbers reported by the police, which may be due to the added emphasis on this crime in police and criminal persecution efforts. Nonetheless, given that this is a crime that often comes with threats and intimidation, there tends to be under-reporting in official statistics as well as survey-based reports.

In examining the variables associated with MSE victimization, the only variables with statistically meaningful contrasts were respondent sex and age. The results show that male business owners were victimized significantly more frequently than women. It is clear that, in this case, the vulnerability associated with their business activities is added to their condition as men to elevate the risk of being a victim of crime. With respect to age, business owners between 26 and 40 years old show the greatest prevalence of victimization. In this case, area and region of business operations, business size, economic activity, and the time the business has been operating do not appear to be conditions closely associated with victimization, likely because crime is generally widespread in this sector of the economy.

1.2. Reporting crime among the business sector

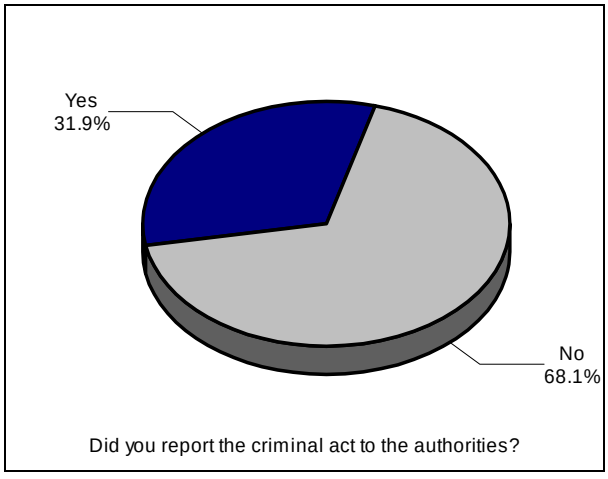
This section provides information on reporting of crimes, the outcomes of those reports, and the assessments of business owners with regard to the responses provided by the institutions that received the reports. The items used in the questionnaire to explore this issue are listed below.

Chart 5.
Items to measure willingness for reporting crime and case response for MSEs

Items
47. Did you report the criminal act to the authorities?
48. Why did you not report the incident? [*Do not read the alternatives*]
49. What institution did you report the robbery or criminal act to? [*Do not read the alternatives*]
50. What was the outcome of the report? [*Do not read the alternatives*]
51. How satisfied were you with the way in which the authorities responded to your case?

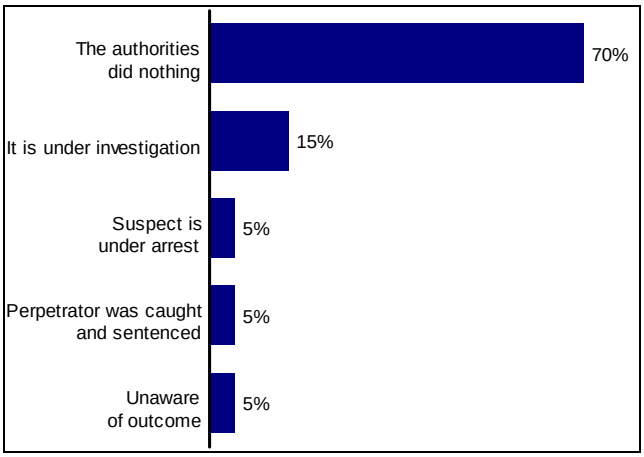
Out of the group of MSE owners and administrators that indicated they had been affected by a crime (188), only 31.9% (60 cases) reported the crime to the authorities; the remaining 68.1% chose not to report it (Annex 5, Chart 44).

Graph 54.
Reporting crime among MSEs owners
(Percentages)



These data show a trend similar to the findings from 2012 and 2013. Approximately 7 out of 10 micro and small businesses affected by crime declined to notify the authorities. The reporting rate does not exceed 35%, revealing once again the lack of confidence in and credibility of the institutions charged with investigating and punishing crime. Among the group of businesses that did report the crime, 96.7% filed their reports with the PNC, while 3.3% reported to the FGR (Annex 5, Chart 46). This confirms that the PNC continues to be the institution that receives the majority of the report of common crime, likely due to their presence across the national territory and their position as the best-known institution in the justice system. With regard to the outcomes of the reports made by these businesses, 70% of the businesses affected indicated that the authorities have taken no action to resolve the crime, 15% reported that an investigation is underway, 5% indicated that the suspect had been arrested, and another 5% reported that the perpetrator had been arrested and convicted. 5% of the businesses expressed that they are unaware of the outcome of their report (Annex 5, Chart 47).

Graph 55.
Outcomes from reporting crime by MSEs
(Percentages)

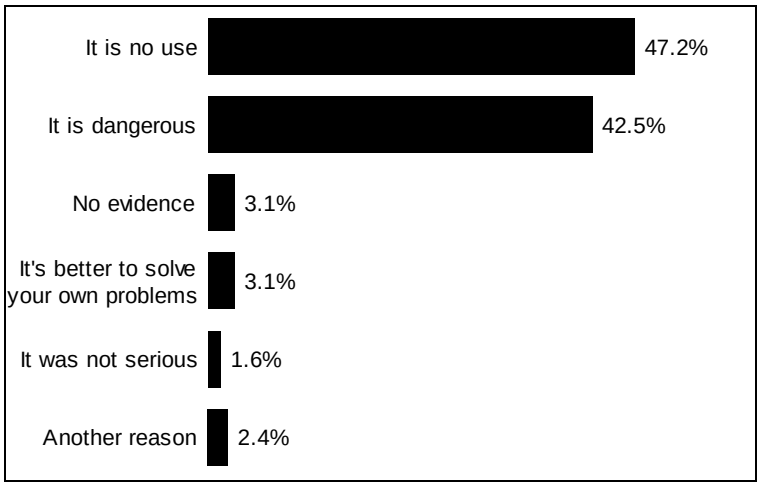


When the responses are combined according to the status of the case, in three out of every four cases the authorities have taken no action to investigate the event, or the outcome of the report is not known. Similar trends were found in the 2012 and 2013 studies. These data show a reiterative pattern of inactivity on the part of the law enforcement and justice authorities in the country, despite the high numbers of property crimes that occur in the country. In the case of extortion, while the establishment of specialized units at the PNC and FGR, and the passage of a special law to address these cases are initiatives that contribute to combating these crimes nationally, these steps do not seem to translate yet into significant changes in the outcomes of most of the reports filed by this sector of the economy.

When the group that opted to report the crimes was consulted on their satisfaction with the attention that the authorities paid to their case, a broad majority (81.7%) indicated that they were not very satisfied or not at all satisfied with the way in which their cases were handled; only 18.4% reported being somewhat or very satisfied (Annex 5, Chart 48). Comparing these data with previous measurements reveals an increase in businesses' dissatisfaction with how their respective cases were handled. In 2012, the percentage of respondents that were not very satisfied or not at all satisfied was 70.5%; in 2013 this percentage was 68.1%. The numbers from 2015 represent an increase of over 10 percentage points compared to previous years.

With respect to the group of businesses that were victims of a crime but decided not to report (128), the main argument behind this decision once again is that there is no use in reporting, due to the perception of ineffectiveness in justice enforcement. Nearly half of the respondents that did not report the crime argued that it would not amount to anything because the authorities do not resolve cases (47.2%), while 42.5% attributed their decision to the possibility of retaliation as a result of reporting. To a lesser extent, other respondents indicated that they did not have sufficient evidence to file a claim, or that they preferred to resolve these problems themselves (3.1% each), and 2.4% identified other reasons (Annex 5, Chart 45). It is important to note the 10 point increase from the 2012 study (32.6%) in the group that mentioned the danger of retaliation for reporting the crime to the authorities.

Graph 56.
Reasons that businesses did not report crime
(Percentages)



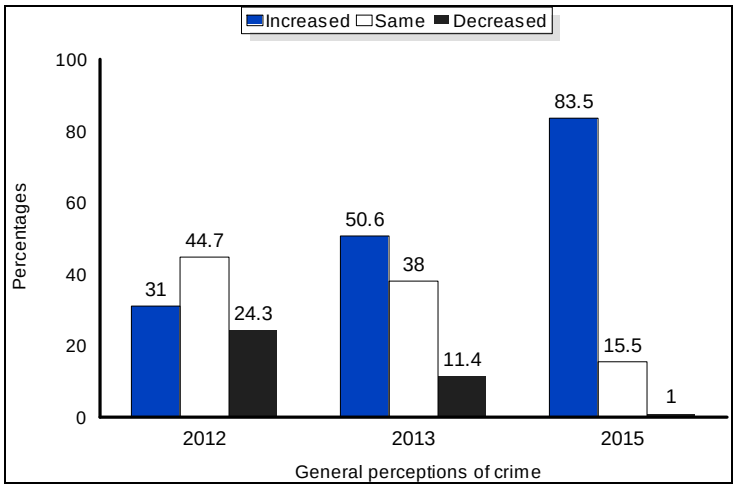
These figures speak to the widespread climate of fear and panic among the general population due to the high crime rate as well as to retaliation at the hands of criminal groups once they find out that the crime has been reported. In short, the data show that the rising crime rate in the country has a harmful impact on this productive sector. The greater vulnerability of this business sector is rooted in its lesser capacity to overcome economic impacts and the little room to maneuver to mitigate crime, compared to medium-size or large companies.

2. Perceptions of security among the business sector

This section analyzes the perceptions of security among MSE owners and administrators surveyed nationally, as well as the steps that businesses have taken to avoid being victims of crime. Perceptions of crime in general, and as a threat to the future of the country and business development, are also addressed.

When consulted with respect to the crime situation in the country over the last 12 months, the great majority of businesses surveyed (83.5%) believe that crime has increased; 15.5% think that things have remained the same, and only 1% believe that crime has decreased in the past year (Annex 5, Chart 5). Contrasting these opinions with the results from the 2013 survey shows that the number of businesses that believe that crime has increased has risen by over 30 points.

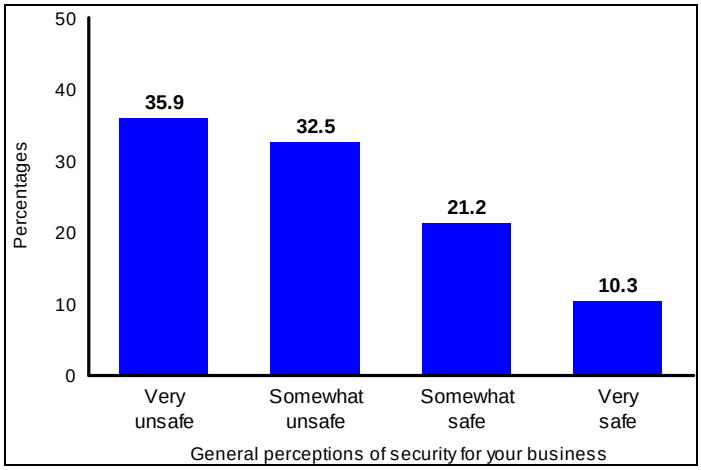
Graph 57.
General perceptions of crime in the country, by study year
(Percentages)



When asked for their perception of security facing the possibility of suffering a crime in the place where their business is located,[11] 68.4% of these respondents indicated that they felt somewhat or very unsafe, while 31.5% said they felt somewhat or very safe (Annex 5, Chart 8). A similar trend could be found in the consultations from 2012 and 2013, in which approximately 7 out of every 10 respondents indicated they felt unsafe before the risk of suffering a crime.

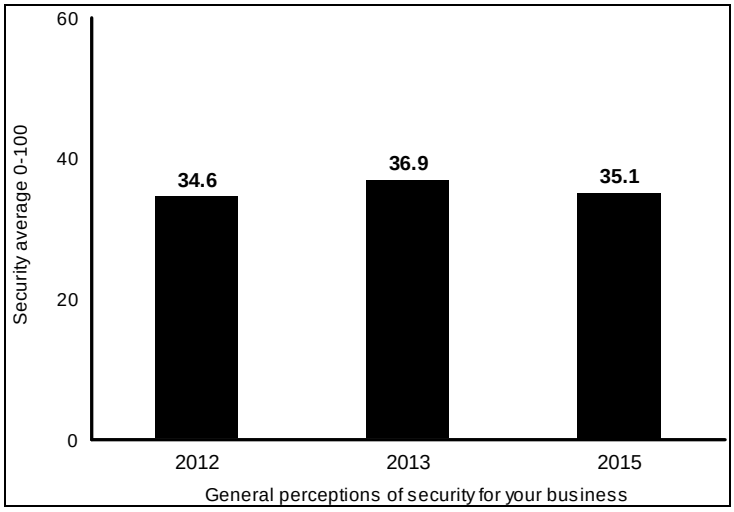
[11] The question was drafted as follows: "Speaking of the place where your business is located and considering the possibility of suffering a crime, do you feel very safe, somewhat safe, somewhat unsafe or very unsafe?"

Graph 58.
Perceptions of security for businesses
(Percentages)



Converted to a scale from 0 to 100, where 0 means total insecurity and 100 the maximum perception of security, the mean score was 35.1, indicating that business owners and administrators generally feel somewhat insecure given the possibility of being victims of a crime at their business. Graph 59 shows the evolution of the levels of insecurity for MSEs, recorded over the three studies.

Graph 59.
Average perception of security for business, by study year
(Average, Scale 0-100)*

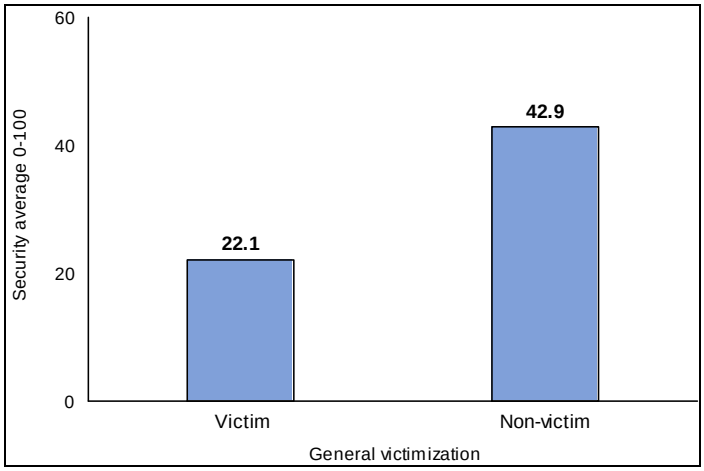


*** Values of 0 indicate not at all safe and 100 very safe.**

Other statistical contrasts were performed to examine the link between perception of security and other variables. The results show that the variables of respondent sex, geographic area, location of the MSEs, business type, time that the business has been operating, and commercial sector of operations do not bear significant influence on the perceptions of security among business owners or administrators. However, perceptions of security among MSEs appear to be associated with the respondent's post, exposure to the news in the media, and victimization experience. Additionally, the feeling of security among MSEs appears to once again be linked to their perceptions of the effectiveness of security and justice institutions.

The results show that MSE administrators report greater levels of insecurity (32.5) than the owners themselves (37.6). This is probably a function of the fact that many of the administrators spend more time at the place of business, putting them in a situation of greater exposure to risk of a crime. Insecurity also appears to vary according to exposure to news in the media. Respondents that reported always watching the news feel more insecure (40.8), compared to those who indicated that they seldom or never watch the news (55.3); this trend underscores the influence that exposure to the news has on feelings of security. Another factor that appears to influence the perceptions of security of business owners or administrators is the direct victimization experience. Businesspeople that reported having suffered a crime feel significantly more insecure (22.1) than those that were not affected by a robbery or other crimes (42.9). This confirms the weight that the experience of having been a direct target of crime bears on feelings of greater vulnerability.

Graph 60.
Perceptions of security by victimization experience
(Average, Scale 0-100)*



*** Values of 0 indicate not at all safe and 100 very safe.**

As was the case in the household survey, another variable that appears to influence the perception of security among the MSE sample is confidence in police and judicial effectiveness. The data show that businesspeople that have little or no confidence in the work of the police and judicial system feel more insecure than respondents that expressed some or great confidence in these institutions.

On this point, it is important to note that the configurations of fear and insecurity converge and are shaped by diverse personal, cultural, environmental, and institutional conditions. In that sense, "drivers of insecurity are diverse, and depend on the socio-cultural conditions and the physical and psychological disposition of the subjects [...] Risks may increase or ease depending on these particular conditions" (Angarita, 2011, p.91). The data once again show the important weight that perception of the effectiveness and credibility of the operators of the justice system carries in shaping a sense of security or insecurity. The erosion of the public credibility of key institutions to guarantee security and justice in the country increases the feeling of vulnerability and fear of crime.

2.1. Measures taken by MSEs to protect themselves from crime

The survey used a battery of ten questions to explore the strategies that business owners have employed to safeguard their businesses from criminal attack. The following chart presents the questions used.

Chart 6.
Items on security measures adopted due to fear of crime

Now please think of some measures you have taken in the last 12 months out of fear of crime against your business…
12. Due to fear of crime, have you considered the possibility of closing your business?
13. Due to fear of crime, have you had to change the location of your business?
14. Due to fear of crime, have you thought about moving your business to another area?
15. Due to fear of crime, have you reduced the business' hours for sales, service or operations?
16. Due to fear of crime, have you changed your phone number (personal or business) landline or cell?
17. Due to fear of crime, have you considered leaving the country?
18. Due to fear of crime, have you acquired a firearm for your protection?
19. Due to fear of crime, have you installed alarms in your business?
20. Due to fear of crime, have you reinforced grills on doors and windows, or the walls of your business?
21. Due to fear of crime, have you hired or increased the services of a private security company?

The data show that the mechanisms businesses use to protect themselves from crime range from situational measures such as reinforcing the physical security of their business, up to avoiding and fleeing security threats. In this sense, 56% of businesses reported having installed bars or reinforced doors, windows, and walls at their business; 55.8% modified their business hours; 48.9% reported changing their business or personal telephone numbers (landline or cellular); 27.9% installed alarms; and 13.3% hired or increased private security services for their businesses. As well, 7.4% admitted having purchased a firearm for self-defense (Annex 5, Charts 12, 13, 15, 16, 17, and 18).

A significant group also reported considering or having taken steps as extreme as changing their place of business, closing the business, or even fleeing the country. At the time of the survey, 12.7% reported having relocated their MSE out of fear of crime; 14.8% of respondents were considering relocating to another area, and 37.1% were considering the possibility of closing their business. One particularly alarming figure is that nearly half of the MSE sample (42.7%) was considering fleeing the country out of fear of crime. (Annex 5, Charts 9, 10, 11, and 14).

Table 16 shows a comparison of the results obtained in the 2012, 2013, and 2015 surveys on the security measures adopted. One finding that is seriously alarming is that the number of business owners who indicated that they were considering migrating due to fear of crime nearly doubled from 2012 to 2013. This measure could be considered the most extreme, and it was usually considered after exhausting other coping strategies, but it gives an insight into the difficult situation that this sector of the economy is facing.

The measures that businesses have turned to the most in recent years include: installing alarms at their businesses, reducing their business hours, or hiring more robust private security or surveillance. These measures usually bring increased running costs or a reduction in profitability, such as in the case of modifying business hours.

Table 16.
Measures taken by businesses to protect themselves from crime, by study year
(Percentages)

Out of fear of being a victim of crime, have you...	2012	2013	2015
Reinforced grills on doors and windows, or the walls	58.2	55.3	56
Reduced the business hours	52.6	52.9	55.8
Changed phone number (personal or business) landline or cell	50	45.8	48.9
Considered the possibility of closing your business	39.2	36.5	37.1
Considered leaving the country	23.5	25.8	**42.7**
Installed alarms	17.5	19.3	27.9
Thought about moving your business to another area	13.9	15.3	14.8
Change the location of your business	8.7	10.4	12.7
Hired or increased the services of a private security company	9.6	9.2	13.3
Acquired a firearm for your protection	8.1	8.8	7.4

These results give an idea of the direct and indirect costs that MSEs take on by resorting to these different strategies in order to avoid being victims of a crime. Additionally, adding job opportunities can be considerably more difficult when over 40% of the businesspeople consulted express their desire to leave the country out of fear of crime. These indicators are concerning when one considers that MSEs are an important driver of direct employment and catalyst for household economies.

2.2. Opinions on the threat that crime represents for the future of the country and business development

The survey also addressed perceptions among businesses on the threat that crime represents for future wellbeing in the country and business development. Chart 7 presents the questions used.

Chart 7.
Items to measure perceptions of the threat that crime poses

Items
9. With regard to the country in general, how much would you consider that the current crime situation poses a threat for our future wellbeing: a lot, somewhat, a little or not at all?
10. With regard to your business, how much do you consider that the current crime situation represents a threat for your business development: a lot, somewhat, a little or not at all?

The data reveal that the perception of crime as a threat to the future of the country has increased. 94.6% of respondents consider that crime greatly threatens the future well-being of El Salvador (Annex 5, Chart 6). This percentage represents a clear increase of four percentage points over previous measurements. 74.2% of MSEs interviewed consider that crime greatly threatens the development of their business. This percentage is also considerably higher than the results from 2012 and 2013. Table 17 shows the results for these questions in the three PFG studies.

Table 17.
Perceptions of the threats that crime poses for future wellbeing and business development, by study year (Percentages)

Year	Crime threatens our future well-being				Crime threatens business development			
	A lot	Somewhat	A little	Not at all	A lot	Somewhat	A little	Not at all
2012	90.6	5	3.7	0.8	65.9	14.3	12.9	6.9
2013	90.6	5.3	3.3	0.8	68.7	12.5	13.1	5.7
2015	94.6	2.4	1.8	1.2	74.2	11.1	8.3	6.3

To facilitate analysis, the results from both questions were converted to a scale from 0 to 100. The perception of crime as a threat to the future wellbeing of the country reached an average of 96.8 (on a 0-100 scale), while the assessment of crime as a threat to business development received a mean score of 84.3. These averages indicate that crime greatly threatens the future of the country and business development. These data suggest that there is an important consensus among the MSE sample that crime is an important adverse factor for the future of the country and business development. Compared to the data reported on a similar scale in a previous measurement, these opinions have grown since 2012 and 2013[12].

[12] In 2012, the perception of crime as a threat for future wellbeing reached an average of 95.1, while in 2013 the average was 95.2 on a scale from 0 to 100. The perception of crime as a threat for business development scored an average of 79.6 in 2012, and rose to 81.3 in 2013.

3. Perception of MSEs of the effect of policies and prosecutorial actions on crime against their businesses - Goal 3

This section presents information related to Goal 3 of the PFG Joint Action Plan. PFG Joint Action Plan Goal 3 seeks to reduce the impact of organized crime on small and medium businesses, potentially the most dynamic sector of the economy whose contribution to growth is key to the economic wellbeing of El Salvador. Its indicator is the level of "*perception of Micro and small enterprises of the effect of policies and prosecutorial actions on crime against their businesses*".

To ensure indicator comparability, the procedures from previous years were repeated in this survey. The main index was built with the sum of the arithmetical sum of questions 23 and 24, 28 to 31 and 34, 35, and 37 of the questionnaire, which measure confidence in the effectiveness of police and prosecutors, and satisfaction with the work of the main operators of the justice system. The values were converted to a 0-100 scale to be averaged, where scores near 0 represent a negative assessment of the work of these institutions, and scores near 100 reflect a positive assessment. In this edition of the survey additional items were added to measure satisfaction with the FGR, CSJ, and IML. Chart 8 presents the items used to measure this indicator.

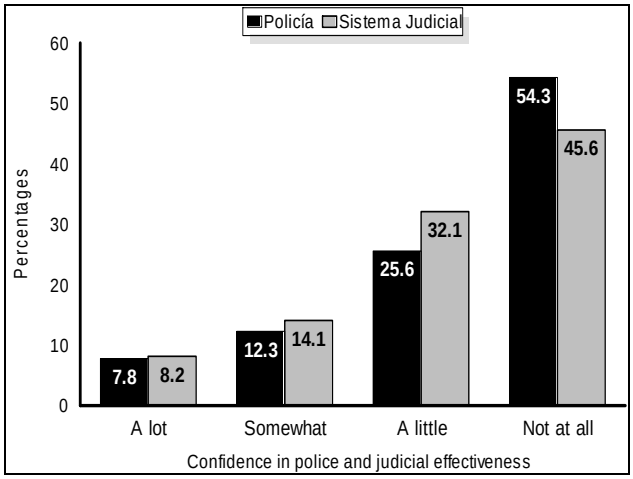
Chart 8.
Items that make up the Goal 3 index

Now I am going to ask you some questions about the institutions in the country. I want you to indicate how satisfied you are with the performance of these institutions on issues of security. Please respond on the following scale: very satisfied, somewhat, a little or not at all satisfied.
23. If you were the victim of robbery or assault, to what extent would you trust the police to capture the perpetrator: a lot, somewhat, a little, or not at all?
24. And to what extent would you trust the justice system to prosecute and punish the perpetrator of the crime: a lot, somewhat, a little, or not at all?
28. How satisfied are you with the performance of the PNC?
29. How satisfied are you with the performance of the Ministry of Justice and Security?
30. How satisfied are you with the performance of the penitentiary system (prisons)?
31. How satisfied are you with the performance of the judges (Courts)?
34. How satisfied are you with the performance of the Prosecutor General's Office?
35. How satisfied are you with the performance of the Medical Forensics Agency (Coroner's Office)?
37. How satisfied are you with the performance of the Supreme Court of Justice?

3.1. Confidence in the effectiveness of the PNC and justice system

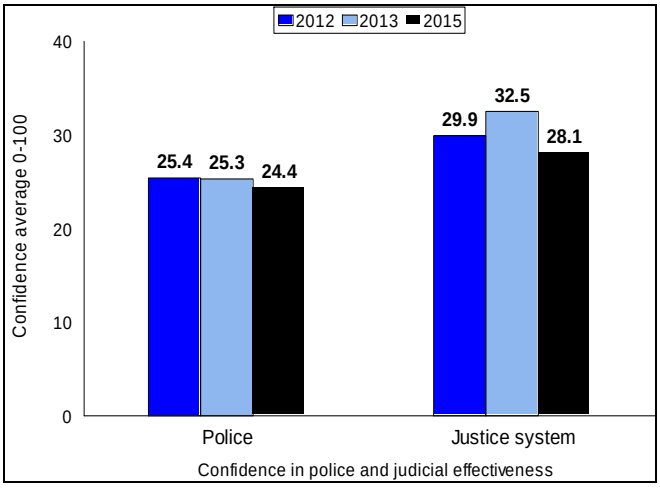
This section presents the results related to business owners' confidence in the effectiveness of the PNC and justice system (items 23 and 24). The general results show that, as was the case in previous measurements, the businesspeople interviewed have low confidence in the effectiveness of the police and justice system. Approximately eight out of every ten businesspeople have little or no confidence that the police will arrest perpetrators of crimes committed against them (Annex 5, Chart 20), and that the justice system will process and punish these lawbreakers (Annex 5, Chart 21).

Graph 61.
Confidence among businesses in the effectiveness of the PNC and justice system (Percentages)



Converting these values to a 0-100 scale in which 0 indicates "no confidence" and 100 indicates "great confidence", the average confidence in the effectiveness of the police rated at 24.4, while confidence in the judicial system rated at 28.1. Both scores express low citizen confidence in the work of these institutions. The following graph shows the average scores for confidence of businesspeople in the effectiveness of the police and judicial system, as measured in 2012, 2013, and 2015.

Graph 62.
Confidence among businesses in the effectiveness of the PNC and justice system, by study year (Average, Scale 0-100)*



*** Values of 0 indicate not at all confident and 100 very confident.**

The average scores for confidence in the police and justice system reported in 2015 are lower than the scores awarded in previous years. The major dip in the confidence of the business sector in the justice system is noteworthy compared to the 2013 study. This reduction likely is due to the greater impact that common crime has on this sector of the economy. One of the crimes with the greatest impact on MSEs is extortion. As the National Council on Small Business of El Salvador (CONAPES) has reported previously, MSEs continue to be subject to periodic extortion payments that severely restrict their ability to grow (Garcia, 2015, and Acan-EFE, 2015).

Although a special law against extortion was passed in the first quarter of 2015 as a state action to reduce the negative impacts of this crime on the economy, the inclusion of new classifications of aggravating circumstances and special procedural provisions (Asamblea Legislativa de El Salvador, 2015) does not appear, in the short term, to have reduced the risk that MSEs face as they attempt to grow their businesses.

3.2. Satisfaction with the performance of justice and security institutions

To measure satisfaction with the work of different institutions associated with the justice system, a battery of questions was used to examine the performance of the PNC, MJSP, penitentiary system, judges, FGR, IML, and the CSJ. Table 18 presents these questions and their results (Annex 5, Charts 25, 26, 27, 28, 31, 32, and 34).

Table 18.
Satisfaction with the performance of security and justice institutions
(Percentages)

Satisfaction with the performance of security and justice institutions	Very satisfied	Somewhat satisfied	A little satisfied	Not at all satisfied	Do not know
Satisfaction with the performance of the PNC	9.9	27.4	41.9	20.8	---
Satisfaction with the performance of the Ministry of Justice and Security	4.6	18.9	39.2	37.4	---
Satisfaction with the performance of the penitentiary system (prisons)	3	14.7	35.3	**45**	2
Satisfaction with the performance of the judges (Courts)	1.6	15.1	38.1	**44.2**	1
Satisfaction with the performance of the Prosecutor General's Office	6.7	28.4	36.5	26.8	1.6
Satisfaction with the performance of the Medical Forensics Agency (Coroner's Office)	29.6	30	26.4	10.9	3.2
Satisfaction with the performance of the Supreme Court of Justice	4.8	25	39.7	28.2	2.4

Upon converting these responses to a scale from 0 to 100, where scores near zero represent no satisfaction and scores near 100 represent great satisfaction with the work of these government institutions, the entities that receive the highest satisfaction scores from businesses are the IML (59.9), PNC (41.8), and the FGR (38.1), followed by the CSJ at 35.2 and the MJSP with an average score of 30. The institutions to which the MSE sample confers the lowest average satisfaction scores are the penitentiary system (24.8) and the judges (24.4). A comparison with the data from the PFG measurements in 2012 and 2013 shows that the MJSP, penitentiary system, and judges are the entities with the greatest erosion in the levels of satisfaction with their performance.

Table 19.
Satisfaction among Micro and Small Enterprises with the performance of security and justice institutions,
by study year
(Average, Scale 0-100)*

Institution	2012	2013	2015
PNC	43	40.4	**41.8**
Ministry of Justice and Security	37.8	31.3	**30**
Penitentiary System	29.1	25.2	**24.8**
Judges	26.7	26.3	**24.4**
Prosecutor General's Office	37.1	39.8	38.1
Medical Forensics Agency	47.4	49.3	59.9
Supreme Court of Justice	31.9	35.1	35.2

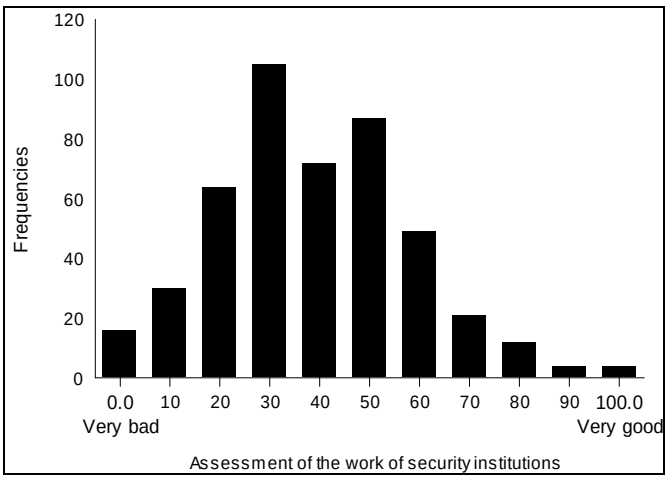
*** Values of 0 indicate not at all satisfied and 100 very satisfied.**

These results show, as was the case with the household survey, that the businesses interviewed also indicate low satisfaction with the performance of key institutions for justice enforcement in the country. The deterioration of the assessment of the work of the Ministry of Justice and Public Security is concerning, given its role in "leading the strategies that make up state policy on public security" (Article 35, section 1, OE, 1989). The dissatisfaction among micro and small enterprises with the work of the MJSP could translate into a lack of legitimacy for the plans that this state institution seeks to implement for the MSE sector, and eventually a lack of business support for national security initiatives in general. Additionally, the negative public views of the work of the judges and penitentiary system eat away at the legitimacy of the current justice and law enforcement system overall.

3.3. Goal 3 Index – Perception of MSEs of the effects of policies and prosecutorial actions on crime against their businesses

To explore the assessments of MSEs on the security and justice actions and policies in the country, a scale variable was built with the arithmetical sum of the group of seven items listed previously. An average was taken for this variable to score the general assessment of business respondents with regard to the policy and prosecutorial work of justice and security institutions, on a scale of 0 to 100. Values near 0 indicate a very poor assessment of the policies and prosecutorial actions against crime, while scores near 100 reflect a very positive assessment of these actions. The following graph shows the distribution of the scores on this index to measure the effects policies and prosecutorial actions for MSEs.

Graph 63.
Goal 3. Assessment index by Micro and Small Enterprises of the effects of policies and prosecutorial actions on crime against their businesses (Frequency)

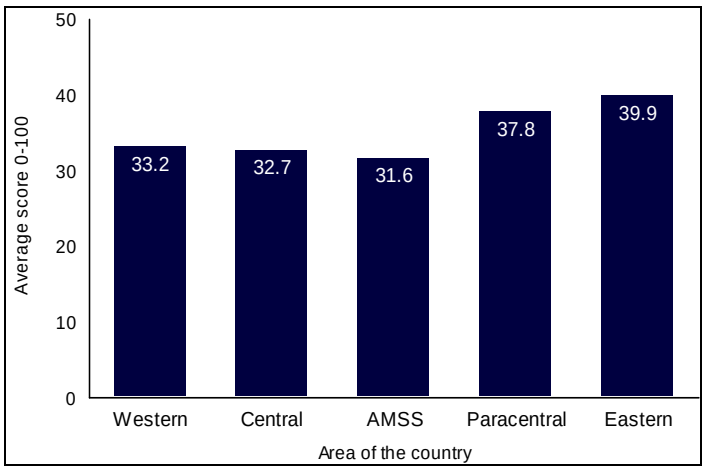


The average score given by businesses was 34.1, with a standard deviation of 19, which on a scale of 0 to 100 represents a low assessment by business owners on policies and prosecutorial actions against crime. 80.6% of the respondents gave scores equal to or less than 50, while only the remaining 19.4% granted a score of over 50.

As indicated above, three new institutions were included in the index for Goal 3 in this year's study (FGR, IML, and CSJ). To facilitate comparison with the indicators from previous surveys, the main indexes for 2012 and 2013 were recalculated incorporating these new institutions. Under this new calculation, the average for 2012 was 34.4, while the average for 2013 was 33.8. This means that the negative perception among businesses on prosecutorial actions against crime measured in previous surveys remained relatively similar in the 2015 study.

The opinions of the micro and small enterprises interviewed on the work of security and justice institutions do not appear to be influenced by the respondent's position in the business, the economic sector, the size of the MSE, or the time the business has been operating. Nonetheless, respondent sex and age, the region where the MSEs operate, and the perception of the businesspeople with respect to crime in the country are all variables that appear to be associated with this sector's assessment of prosecutorial policies and efforts. Male businessmen between the ages of 26 and 40 who work in the AMSS tend to evaluate prosecutorial efforts more critically compared to the rest of the sample. Graph 64 illustrates the views of MSEs on security policies, by the geographic area where the businesses operate.

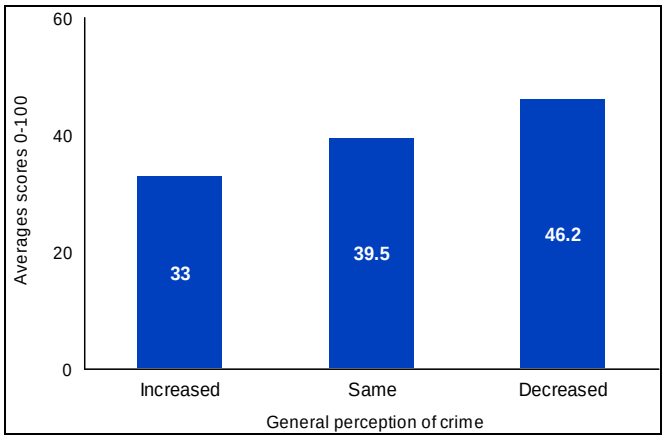
Graph 64.
Goal 3. Assessment index by Micro and Small Enterprises of the effects of policies and prosecutorial actions on crime against their businesses, by area of the country in which they operate
(Average, Scale 0-100)*



*** Values of 0 indicate very bad assessment and 100 very good assessment.**

Views on the work of justice system institutions for criminal prosecution also appear to be influenced by MSEs' perception of crime in the country. Graph 65 shows that the respondents that report the lowest scores are those who believe that crime has risen, compared to respondents who feel that crime has dropped or stayed the same.

Graph 65.
Goal 3. Assessment index of Micro and Small Enterprises of the effects of policies and prosecutorial actions on crime against their businesses, by the perceptions of crime in the country (Average, Scale 0-100)*



*** Values of 0 indicate very bad assessment and 100 very good assessment.**

In summary, the findings of this chapter corroborate the low satisfaction of the micro-enterprise sector with prosecutorial actions against crime in the country, which seems to have increased in the year leading up to this measurement. These assessments are based on the increased impact that common crime appears to have in this sector of the economy, combined with a perception of poor response capacity on the part of the security system. Additionally, these results should not be taken out of the context of the unprecedented rise in violent deaths in 2015, which has deepened the sense of citizen exposure and vulnerability, especially among economic sectors that are more prone to be targets of common crime by virtue of their commercial dynamics.

V. Final considerations

This third round of research conducted to examine public perceptions of crime, security, and confidence in institutions, and evaluate changes and trends in the different indicators for Goals 1, 3, 4, 6, and 7 in the PFG Joint Action Plan, serves to provide an view of the state of public opinion on different key topics related to security.

Once again, this research demonstrates that citizen assessments on the general operation of the justice system have not improved in recent years. While institutions such as the PNC and IML receive better marks for their performance overall, these scores come into question when surveys ask specifically about confidence in the effectiveness of the police to capture perpetrators, or evaluate the response provided for citizens that requested services from the police department. Within the justice subsystem, the PNC continues to be the institution that citizens seek out the most. Nonetheless, citizens that have engaged the police department question its response capacity and effectiveness in resolving the demands of the population. The FGR sits in a similar position as one of the institutions with the lowest scores for the response it provided for citizens that requested services in the year leading up to this survey.

Citizen dissatisfaction with the performance of these entities does not seem to be based only on perception; citizen experiences in requesting services from these institutions figure heavily as well. While these data cannot be generalized to all of the users of these institutions, they provide an important parameter to assess the quality and effectiveness of institutional services. This indicator helps to understand the low rate of reporting crimes in the country, rooted fundamentally in the citizen perception of the ineffectiveness of the institutions charged with investigating and punishing crime.

Certainly, assessments of the work of the justice and security system are not only influenced by personal experiences as victims of crime and the sense of vulnerability that this generates; overall dissatisfaction with the response capacity and services of these institutions also plays a role. The report demonstrates that the institutions responsible for handling complaints and addressing cases, such as the FGR and the PNC, are precisely the ones that receive the least favorable scores in terms of their services and the effectiveness of their response for victims.

This widespread public dissatisfaction with the institutions in charge of investigation and prosecution of crime should be understood in a broader context of widespread discredit and mistrust toward the political system and its institutions. The data show that confidence and satisfaction with the work of public institutions in general continue to be low. The great majority of public institutions reviewed in the survey saw their overall scores fall compared to previous years, which speaks to the progressive erosion of democratic institutions in the country.

While the deteriorating credibility of public institutions is nothing new, it appears to have deepened in El Salvador in the current severe context of crime and insecurity. The data show that the way citizens judge institutions in the political system is strongly influenced by their perceptions of security and assessments of the crime situation. Through analysis of the different topics included in the survey, this study reveals the significant weight that the perception of security carries in public assessments of institutions, greater even than the influence of direct

experiences of victimization. This demonstrates the importance of the subjective dimension of violence, that is, the prevailing feeling of insecurity in the current context, even above the objective dimensions of violence.

These conclusions suggest that to improve citizen views on public institutions, it is not only important to reduce crime rates and address risk factors for crime; comprehensive reforms are needed in order to elevate the quality of political institutions in general, and public security institutions in particular. A perception of institutional effectiveness can help to reduce citizen vulnerability and exposure to crime, and strengthen the legitimacy of institutions and the democratic system itself. From an economic perspective, distrust of institutions tends to be an incentive for crime as it limits willingness to report crime, encourages citizens to take justice into their own hands or act outside the law, and stimulates the emergence of antisocial behaviors as potential perpetrators feel that there is only a slim probability that their crimes will be punished.

In this sense, strengthening public institutions would not only increase the effectiveness of the system to prosecute and judge criminals, it would also discourage criminal activities as the perception of strong institutions would be a general disincentive for breaking the law. In this context, the little confidence in and low credibility of institutions feeds into the dialectic of violence and impunity, posing serious obstacles to the construction of a more peaceful society.

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Annexes

Annex 1
Questionnaire of survey on the Perception of Security and Confidence in Public Institutions

CENTROAMERICANA JOSÉ SIMEÓN CAÑAS UNIVERSITY
UNIVERSITY PUBLIC OPINION INSTITUTE

Interviewer: _____ Department: _____
Supervisor: _____ Municipality: _____
Date: _____ Zone: _____ Segment: _____
Social Strata: _____ Neighborhood or village: _____

PERCEPTION OF SECURITY AND CONFIDENCE IN PUBLIC INSTITUTIONS

Good morning, I am from the University Institute for Public Opinion at the UCA, and we are interested in your opinion on the performance of our country's public institutions. Please feel free to answer each question honestly. There are not right or wrong answers, only your opinions on what is happening in the country. This is an anonymous survey, and we will not ask you for your name or address.

I. SOCIODEMOGRAPHIC DATA

1. Sex: (1) Male (2) Female

2. Age_____ years old

II. PERCEPTION ABOUT THE NATIONAL CONSENSUS ON PUBLIC SECURITY

3. In your opinion, what is the main problem that El Salvador currently faces? ***[Do not read the alternatives, check only one]***

(00) None (01) Crime (02) Unemployment
(03) Poverty (04) Economy (05) Violence
(06) High cost of living (07) Gangs (08) Dollarization
(09) Corruption (10) The government or poor government policies (11) Politics or politicians
(77) Other responses (99) Do not know

4. In your opinion, has crime in the country increased, stayed the same or decreased over the last 12 months ***[November 2014 to October 2015]***?

(0) Increased (1) Same (2) Decreased

5. Have you heard of the national dialogue on security, in which the government has convened the private sector, churches and other social sectors (such as the discussions in the National Council on Security and Coexistence)?

(1) Yes (0) No

6. Based on what you have seen or heard, how would you evaluate the work that the government is doing together with other sectors to reduce crime (private companies, churches, NGOs)?

(0) There is no joint work (1) Very good (2) Good (3) Fair (4) Bad (5) Very bad

III. PUBLIC CONFIDENCE AND SATISFACTION WITH THE PERFORMANCE OF THE INSTITUTIONS

Now I am going to ask you some questions about the institutions in the country. I want you to indicate how satisfied you are with the performance of these institutions on issues of security. Please respond on the following scale: very satisfied, somewhat, a little or not at all satisfied.	**Very satisfied**	**Somewhat satisfied**	**A little satisfied**	**Not at all satisfied**	***Do not know/no response***
7. How satisfied are you with the performance of the PNC?	(3)	(2)	(1)	(0)	*(9)*
8. How satisfied are you with the performance of the Ministry of Justice and Security?	(3)	(2)	(1)	(0)	*(9)*
9. How satisfied are you with the performance of the penitentiary system (prisons)?	(3)	(2)	(1)	(0)	*(9)*
10. How satisfied are you with the performance of the judges (Courts)?	(3)	(2)	(1)	(0)	*(9)*
11. How satisfied are you with the performance of the Human Rights Ombudsman's Office?	(3)	(2)	(1)	(0)	*(9)*
12. How satisfied are you with the performance of the Armed Forces?	(3)	(2)	(1)	(0)	*(9)*
13. How satisfied are you with the performance of the Prosecutor General's Office?	(3)	(2)	(1)	(0)	*(9)*
14. How satisfied are you with the performance of the Medical Forensics Agency (Coroner's Office)?	(3)	(2)	(1)	(0)	*(9)*
15. How satisfied are you with the performance of the Court of Accounts?	(3)	(2)	(1)	(0)	*(9)*
16. How satisfied are you with the performance of the Supreme Court of Justice?	(3)	(2)	(1)	(0)	*(9)*
17. How satisfied are you with the performance of the Legislative Assembly (deputies)?	(3)	(2)	(1)	(0)	*(9)*
18. How satisfied are you with the performance of the central government, in general?	(3)	(2)	(1)	(0)	*(9)*
19. How satisfied are you with the performance of the Institute for Access to Public Information?	(3)	(2)	(1)	(0)	*(9)*

20. How satisfied are you with the performance of the Government Ethics Tribunal?	(3)	(2)	(1)	(0)	*(9)*
21. How satisfied are you with the performance of your local City Hall?	(3)	(2)	(1)	(0)	*(9)*

22. If you were the victim of robbery or assault, to what extent would you trust the police to capture the perpetrator: A lot, somewhat, a little or not at all?
(3) A lot (2) Somewhat (1) A little (0) Not at all

23. And to what extent would you trust the justice system to prosecute and punish the perpetrator of the crime: a lot, somewhat, a little or not at all?
(3) A lot (2) Somewhat (1) A little (0) Not at all

Please tell me if you have requested a service or help in the last 12 months to any of the institutions that I am going to mention ***[November 2014 to October 2015]***	Has not gone	Has gone	What was the service like?			Was your problem taken care of?	
			Good	Average	Bad	Yes	No
24. Court	(0) ***[skip to 25]***	(1)	(3)	(2)	(1)	(1)	(0)
25. Prosecutor General's Office	(0) ***[skip to 26]***	(1)	(3)	(2)	(1)	(1)	(0)
26. Human Rights Ombudsman's Office	(0) ***[skip to 27]***	(1)	(3)	(2)	(1)	(1)	(0)
27. National Civil Police	(0) ***[skip to 28]***	(1)	(3)	(2)	(1)	(1)	(0)
28. Attorney General of the Republic?	(0) ***[skip to 29]***	(1)	(3)	(2)	(1)	(1)	(0)
29. Your local City Hall?	(0) ***[skip to 30]***	(1)	(3)	(2)	(1)	(1)	(0)

IV. VICTIMIZATION

30. With regard to the place where you live, and considering the possibility of suffering a crime, do you feel very safe, somewhat safe, somewhat unsafe or very unsafe?
(3) Very safe (2) Somewhat safe (1) Somewhat unsafe (0) Very unsafe (9) Do not know

With regard to crime, please tell me if you feel safe or unsafe in the following places: ***[Read the alternatives for each question]***	Very safe	Somewhat safe	Somewhat unsafe	Very unsafe	*N/A*
31. Leaving the workplace ***[First ask if the respondent works outside the home. If the respondent does not work outside the home, check 8]***	(3)	(2)	(1)	(0)	*(8)*
32. Leaving place of study ***[First ask if the respondent attends school. If the respondent does not go to school, check 8]***	(3)	(2)	(1)	(0)	*(8)*
33. While taking, collecting or sending your children to their place of study. ***[First ask if there are primary, middle or high school students among the family members. If no family members attends school, check 8]***	(3)	(2)	(1)	(0)	*(8)*
34. Driving in your vehicle ***[First ask if the respondent owns or drives a vehicle. If the respondent does not drive a vehicle, check 8]***	(3)	(2)	(1)	(0)	*(8)*
35. Downtown in your city or town	(3)	(2)	(1)	(0)	
36. On the roads	(3)	(2)	(1)	(0)	
37. At the market	(3)	(2)	(1)	(0)	
38. On the street and green areas in your neighborhood or community	(3)	(2)	(1)	(0)	
39. In parks, public plazas or parking lots	(3)	(2)	(1)	(0)	
40. At malls or shopping centers ***[First ask if the respondent visits malls. If the respondent does not visit malls or shopping centers, check 8]***	(3)	(2)	(1)	(0)	*(8)*
41. At home	(3)	(2)	(1)	(0)	

42. Have you been the victim of a criminal act such as robbery, extortion, threats or other type of criminal act in the last 12 months ***[November 2014 to October 2015]***?
(1) Yes ***[continue]*** (0) No ***[skip to 50]***

43. How many times have you been the victim of a criminal act in the last 12 months ***[November 2014 to October 2015]***?
[Write down the number] _____

44. Thinking of the last criminal act you experienced, from the list I am going to give, indicate the number that responds to the criminal act

(01) Unarmed robbery without aggression or physical threat
(02) Unarmed robbery with added aggression or physical threat
(03) Armed Robbery
(04) Extortion
(05) Threats
(06) Rape or sexual assault
(07) Kidnapping
(08) Physical assault without robbery
(09) Forced to leave your home or property
(10) Property damage
(77) Other (specify) _____
(99) No response

45. Did you report the criminal act to the authorities? (1) Yes ***[skip to 47]*** (0) No ***[continue]***

46. Why did you not report the incident? ***[In any case skip to 50] [Do not read the alternatives]***
(0) It is no use / the authorities fail to solve it
(1) It is dangerous/ fear vendettas
(2) No evidence
(3) It´s better to solve your own problems
(4) It was not serious
(9) Did not know where to go to report it
(7) Another reason

47. What institution did you report the criminal act to? ***[Do not read the alternatives]***
(1) PNC
(2) Metropolitan Police Corps
(3) Prosecutor General's Office
(4) Human Rights Ombudsman's Office
(5) Attorney General of the Republic
(6) Courts
(7) Another institution

48. What was the outcome of the report? ***[Do not read the alternatives]***
(0) The authorities did nothing
(1) It is under investigation
(2) The suspect is under arrest
(3) The perpetrator was caught and sentenced
(4) The suspect was caught but was released by judge
(7) Other
(9) Do not know the outcome

49. How satisfied are you with the way in which the authorities responded to your case?
(3) Very satisfied (2) Somewhat satisfied (1) A little satisfied (0) Not at all satisfied

50. Has anyone in your household been the victim of any crime such as robbery, extortion, threats or any other criminal act in the last 12 months ***[November 2014 to October 2015]***?
(1) Yes (0) No

V. PUBLIC PERCEPTION OF THE SENSATION OF SAFETY IN PUBLIC TRANSPORTATION.

51. How often do you use public buses, minibuses or other forms of public transportation?
(4) Every day (3) At least once per week (2) No more than 2 or 3 times per month
(1) Very rarely ***[skip to 58]*** (0) Never ***[skip to 58]***

52. ***[Only for respondents that ride on public transportation every day, at least once per week or no more than 2 or 3 times per month]*** Please tell me how safe or unsafe you feel while riding the bus, minibus or other public transport service?
(3) Very safe (2) Somewhat safe (1) A little safe (0) Not at all safe

53. In this last year ***[November 2014 to October 2015]*****,** have you witnessed a robbery, assault or murder while riding the bus, Minibus or other way of public transport?
(1) Yes ***[continue]*** (0) No ***[skip to 55]***

54. How often do crimes occur on the buses or public transport services that you traditionally use?
(3) Several times per week (2) At least once per month (1) Rarely

55. In the last year ***[November 2014 to October 2015]*****,** have you been the direct victim of a robbery or other crime while riding the bus or other means of public transport?
(1) Yes ***[continue]*** (0) No ***[skip to 58]***

56. Is it the same crime that you mentioned previously in this survey? (1) Yes, it's the same (2) No, a different one

57. Thinking of the last criminal act you were the victim of while riding the bus or minibus or other forms of public transport, indicate the number that responds to the criminal act ***[Give card]***
(01) Unarmed robbery without aggression or physical threat (for example, your purse/wallet or any personal belonging was taken)
(02) Unarmed robbery with added aggression or physical threat
(03) Armed robbery
(04) Extortion
(05) Threats
(06) Rape or sexual assault
(07) Kidnapping
(08) Physical assault without robbery
(09) Sexual harassment
(77) Other (specify)_____
(99) Do not know, no response

58. Which of the following measures do you believe would be the most effective in improving safety in public transport system? ***[Read the alternatives. Choose only one]***
(1) Stationing security agents on every bus
(2) The transportation system being run by the State
(3) Installing cameras in every bus
(4) Expanding the SITRAMSS system on a national scale

Now we will talk about other issues…

59. Are you familiar with or have you heard of the United States Agency for International Development, or USAID?
(1) Yes ***[continue]*** (0) No ***[skip to 64]***

60. How did you find out about the activities of USAID? ***[Indicate the principal. Do not read the alternatives]***
(00) None
(01) Radio
(02) Television
(03) Newspapers
(04) USAID website
(05) Twitter/Facebook/Internet
(06) Friends/Family
(07) USAID projects/ staff

(08) Magazines (09) At School
(10) At work (77) Other (specify) _____

61. Are you familiar with any USAID program to provide aid to the country?
(1) Yes ***[continue]*** (0) No ***[skip to 64]***

62. Can you name a USAID program to provide aid to the country? _____

63. Would you say your opinion of USAID is very favorable, somewhat favorable, a little favorable or not at all favorable?
(3) Very favorable (2) Somewhat favorable (1) A little favorable (0) Not at all favorable
(9) Do not know

64. Are you familiar with or have you heard of the Partnership for Growth?
(1) Yes ***[continue]*** (0) No ***[skip to 69]***

65. How did you find out about the activities of the Partnership for Growth? ***[Indicate the principal. Do not read the alternatives]***
(00) None (01) Radio
(02) Television (03) Newspapers
(04) USAID website (05) Twitter/Facebook/Internet
(06) Friends/Family (07) USAID projects/ staff
(08) Magazines (09) At School
(10) At work (77) Other (specify) _____

66. Are you familiar with any Partnership for Growth program to provide aid to the country?
(1) Yes ***[continue]*** (0) No ***[skip to 69]***

67. Can you name a Partnership for Growth program to provide aid to the country? _____

68. Would you say your opinion of the Partnership for Growth is very favorable, somewhat favorable, a little favorable or not at all favorable?
(3) Very favorable (2) Somewhat favorable (1) A little favorable (0) Not at all favorable
(9) Do not know

69. In which of the following areas do you believe that the country needs more foreign aid? ***[Give card. Can choose up to three alternatives]***
(00) None (01) Economic development
(02) Employment (03) Poverty reduction
(04) Security/Gangs/Violence (05) Politics/Governance
(06) Health (07) Education
(08) Technology (09) Technical training/education
(77) Other (specify) _____

VI. GENERAL DATA

70. What was the highest level of education you finished? **(specify only the grade, not the level or profession)** _____

71. What is your current employment status? ***[Read the alternatives. Check only one option]***
(1) Currently working (2) Not presently working, but is employed
(3) Actively looking for a job (4) Student
(5) Housework (6) Retired, pensioned or permanently disabled
(8) Not employed and not looking for a job *[(7) Other answers]* *[(9) Do not know / no response]*

72. What is the approximate monthly family income for your household? (Including all household members and remittances) (In dollars)
[If the respondent does not understand, ask: how much money comes into your household each month?] $_____

73. Please tell me what your preferred political party is? ***[Do not read the alternatives]*** (00) None
(01) ARENA (02) FMLN (03) CD (04) GANA (05) Concertación Nacional / PCN
(06) PNL (07) Partido de la Esperanza / PDC (08) FPS (77) Others (99) Does not know/respond

74. How often do you watch, listen or read to the news in national media? ***[Read the alternatives]***
(0) Never (1) Rarely (2) Once or twice per week (3) Always

75. Which is your main source of information on the crime problem in El Salvador? ***[Do not read the alternatives]***
[Check only one option]
(01)The TV news (02) The newspapers (03) Radio
(04) The experience of family or friends (05) Personal experience
(06) Social media, blogs and internet news sites (77) Others

THANK YOU VERY MUCH FOR YOUR COOPERATION

OBSERVATIONS

_____
_____

Annex 2
Questionnaire of survey on the Perception of Security and Confidence in Public Institutions in MSEs

CENTROAMERICANA JOSÉ SIMEÓN CAÑAS UNIVERSITY
UNIVERSITY PUBLIC OPINION INSTITUTE

Interviewer: _____ Department: _____
Supervisor: _____ Municipality: _____
Date: _____ Zone: _____ Segment:_____
Type of establishment: _____ Neighborhood or village: _____

PERCEPTION OF SECURITY AND CONFIDENCE IN PUBLIC INSTITUTIONS IN MSEs

Good morning, I am from the University Institute for Public Opinion at the UCA, and we are interested in your opinion on the performance of our country's public institutions. Please feel free to answer each question honestly. There are not right or wrong answers, only your opinions on what is happening in the country. This is an anonymous survey, and we will not ask you for your name or address.

I. GENERAL INFORMATION

1. Respondent position: (1) Owner (2) Administrator/manager

2. Sex: (1) Male (2) Female

3. Age: _____ years old

4. How many employees currently work at this business? _____

5. How many years has this business been in operation? _____

6. What is the sector where your business works? (1) Trade (2) Industry (3) Services

II. GENERAL OPINIONS ON CRIME

7. In your opinion, what is the main problem that El Salvador currently faces? ***[Do not read alternatives, check only one]***

(00) None (01) Crime (02) Unemployment
(03) Poverty (04) Economy (05) Violence
(06) High cost of living (07) Gangs (08) Dollarization
(09) Corruption (10) The government or poor government policies (11) Politics or politicians
(77) Other responses (99) Do not know

8. In your opinion, has crime in the country increased, stayed the same or decreased over the last 12 months ***[November 2014 to October 2015]***?

(0) Increased (1) Same (2) Decreased

9. With regard to the country in general, how much would you consider that the current crime situation poses a threat for our future wellbeing: a lot, somewhat, a little or not at all? (3) A lot (2) Somewhat (1) A little (0) Not at all

10. With regard to your business, how much do you consider that the current crime situation represents a threat for your business development: a lot, somewhat, a little or not at all?

(3) A lot (2) Somewhat (1) A little (0) Not at all

III. SENSATION OF SECURITY

11. Speaking of the place where your business is located and considering the possibility of suffering a crime, do you feel very safe, somewhat safe, somewhat unsafe or very unsafe?

(3) Very safe (2) Somewhat safe (1) Somewhat unsafe (0) Very unsafe *(9) No response*

Now please think of some measures you have taken in the last 12 months **[*November 2014 to October 2015*]** *out of fear of crime against your business…*	**No**	**Yes**	***Do not know/no response***
12. Due to fear of crime, have you considered the possibility of closing your business?	(0)	(1)	*(9)*
13. Due to fear of crime, have you had to change the location of your business?	(0)	(1) ***[skip to 15]***	*(9)*
14. Due to fear of crime, have you thought about moving your business to another area?	(0)	(1)	*(9)*
15. Due to fear of crime, have you reduced the business' hours for sales, service or operations?	(0)	(1)	*(9)*
16. Due to fear of crime, have you changed your phone number (personal or business) landline or cell?	(0)	(1)	*(9)*
17. Due to fear of crime, have you considered leaving the country?	(0)	(1)	*(9)*
18. Due to fear of crime, have you acquired a firearm for your protection?	(0)	(1)	*(9)*
19. Due to fear of crime, have you installed alarms in your business?	(0)	(1)	*(9)*
20. Due to fear of crime, have you reinforced grills on doors and windows, or the walls of your business?	(0)	(1)	*(9)*
21. Due to fear of crime, have you hired or increased the services of a private security company?	(0)	(1)	*(9)*

IV. PUBLIC PERCEPTION OF SECURITY

22. Out of the following crime-related issues, which do you believe is the most urgent to resolve in order to improve the security of the general population? ***[Read alternatives out loud. Choose only one option]***

(01) Robbery (02) Homicide (03) Extortion
(04) Distribution of drugs (05) Domestic violence (06) Violence due to personal retaliation or feuds
(07) Distribution of weapons (08) Threats *(77) Others*

23. If you were the victim of robbery or assault, to what extent would you trust the police to capture the perpetrator: a lot, somewhat, a little or not at all?

(3) A lot (2) Somewhat (1) A little (0) Not at all

24. And to what extent would you trust the justice system to prosecute and punish the perpetrator of the crime: a lot, somewhat, a little or not at all?

(3) A lot (2) Somewhat (1) A little (0) Not at all

With regard to security in the country...	**A lot**	**Somewhat**	**A little**	**Not at all**
25. To what extent do you believe that the government's security plans are producing results?	(3)	(2)	(1)	(0)
26. How effective have the meetings convened by the President with different sectors been in producing agreements on security issues?	(3)	(2)	(1)	(0)
27. To what extent have the constant police operatives reduced crime in the country?	(3)	(2)	(1)	(0)

V. PUBLIC CONFIDENCE AND SATISFACTION WITH THE PERFORMANCE OF THE INSTITUTIONS

Now I am going to ask you some questions about the institutions in the country. I want you to indicate how satisfied you are with the performance of these institutions on issues of security. Please respond on the following scale: very satisfied, somewhat, a little or not at all satisfied.	**Very satisfied**	**Somewhat satisfied**	**A little satisfied**	**Not at all satisfied**	***Do not know/no response***
28. How satisfied are you with the performance of the PNC?	(3)	(2)	(1)	(0)	*(9)*
29. How satisfied are you with the performance of the Ministry of Justice and Security?	(3)	(2)	(1)	(0)	*(9)*
30. How satisfied are you with the performance of the penitentiary system (prisons)?	(3)	(2)	(1)	(0)	*(9)*
31. How satisfied are you with the performance of the judges (Courts)?	(3)	(2)	(1)	(0)	*(9)*
32. How satisfied are you with the performance of the Human Rights Ombudsman's Office?	(3)	(2)	(1)	(0)	*(9)*
33. How satisfied are you with the performance of the Armed Forces?	(3)	(2)	(1)	(0)	*(9)*
34. How satisfied are you with the performance of the Prosecutor General's Office?	(3)	(2)	(1)	(0)	*(9)*
35. How satisfied are you with the performance of the Medical Forensics Agency (Coroner's Office)?	(3)	(2)	(1)	(0)	*(9)*
36. How satisfied are you with the performance of the Court of Accounts?	(3)	(2)	(1)	(0)	*(9)*
37. How satisfied are you with the performance of the Supreme Court of Justice?	(3)	(2)	(1)	(0)	*(9)*
38. How satisfied are you with the performance of the Legislative Assembly (deputies)?	(3)	(2)	(1)	(0)	*(9)*
39. How satisfied are you with the performance of the Central Government, in general?	(3)	(2)	(1)	(0)	*(9)*
40. How satisfied are you with the performance of the Institute for Access to Public Information?	(3)	(2)	(1)	(0)	*(9)*
41. How satisfied are you with the performance of the government Ethics Tribunal?	(3)	(2)	(1)	(0)	*(9)*
42. How satisfied are you with the performance of your local City Hall?	(3)	(2)	(1)	(0)	*(9)*

VI. VICTIMIZATION

43. Have you been the victim of a criminal act such as robbery, extortion, threats or other type of criminal act in the last 12 months ***[November 2014 to October 2015]?*** (1) Yes ***[continue]*** (0) No ***[skip to 52]***

44. Thinking of the last criminal act you experienced, from the list I am going to give, indicate the number that responds to the criminal act

(01) Unarmed robbery without aggression or physical threat
(02) Unarmed robbery with added aggression or physical threat
(03) Armed Robbery
(04) Extortion
(05) Threats
(06) Rape or sexual assault
(07) Kidnapping
(08) Physical assault without robbery
(09) Forced to leave your home or property
(10) Property damage
(77) Other (specify) _____
(99) Do not know / No response

45. How many times have you been the victim of a criminal act in the last 12 months ***[November 2014 to October 2015]***?
[Write down the number] _____

46. Was this crime related to owning or being a part of this business?
(1) Yes (0) No

47. Did you report the criminal act to the authorities? (1) Yes ***[skip to 49]*** (0) No ***[continue]***

48. Why did you not report the incident? ***[In any case skip to 52] [Do not read the alternatives]***

(0) It is no use / the authorities fail to solve it
(1) It is dangerous/ fear vendettas
(2) No evidence
(3) It´s better to solve your own problems
(4) It was not serious
(9) Did not know where to go to report it
(7) Another reason

49. What institution did you report the robbery or criminal act to? ***[Do not read the alternatives]***

(1) PNC
(2) Metropolitan Police Corps
(3) Prosecutor General's Office
(4) Human Rights Ombudsman's Office
(5) Attorney General of the Republic
(6) Courts
(7) Another institution

50. What was the outcome the report? ***[Do not read alternatives]***

(0) The authorities did nothing
(1) It is under investigation
(2) The suspect is under arrest
(3) The perpetrator was caught and sentenced
(4) The suspect was caught but was released by judge
(7) Other
(9) Do not know the outcome

51. How satisfied are you with the way in which the authorities responded to your case?
(3) Very satisfied (2) Somewhat satisfied (1) A little satisfied (0) Not at all satisfied

52. Has anyone who works with you at your business been the victim of any crime, such as robbery, extortion, threat or other type of criminal act in the last 12 months ***[November 2014 to October 2015]***?
(1) Yes ***[continue]*** (0) No ***[skip to 54]***

53. Was this crime related to being part of this business? (1) Yes (0) No

VII. OTHER ISSUES

54. Considering the current business climate in the country, do you believe that the next year for your company will be better, the same, or worse than this year? (3) Better (2) Same (1) Worse

55. In your opinion, what would have to happen in the country for the business environment to improve? ***[Indicate the principal. Read alternatives]***

(1) Reduction in crime
(2) Reduction in taxes
(3) Fighting corruption
(4) Change in government
(7) Other

Now we will talk about other issues…

56. Are you familiar with or have you heard of the United States Agency for International Development, or USAID?
(1) Yes ***[continue]*** (0) No ***[skip to 61]***

57. How did you find out about the activities of USAID? ***[Indicate the principal. Do not read the alternatives]***

(00) None
(01) Radio
(02) Television
(03) Newspapers
(04) USAID website
(05) Twitter/Facebook/Internet
(06) Friends/Family
(07) USAID projects/ staff
(08) Magazines
(09) At School
(10) At work
(77) Other (specify) _____

58. Are you familiar with any USAID program to provide aid to the country?
(1) Yes ***[continue]*** (0) No ***[skip to 61]***

59. Can you name a USAID program to provide aid to the country? _____

60. Would you say your opinion of USAID is very favorable, somewhat favorable, a little favorable or not at all favorable?
(3) Very favorable (2) Somewhat favorable (1) A little favorable (0) Not at all favorable *(9) Do not know*

61. Are you familiar with or have you heard of the Partnership for Growth?
(1) Yes ***[continue]*** (0) No ***[skip to 66]***

62. How did you find out about the activities of the Partnership for Growth? ***[Indicate the principal. Do not read the alternatives]***
(00) None (01) Radio
(02) Television (03) Newspapers
(04) USAID website (05) Twitter/Facebook/Internet
(06) Friends/Family (07) USAID projects/ staff
(08) Magazines (09) At School
(10) At work (77) Other (specify) _____

63. Are you familiar with any Partnership for Growth program to provide aid to the country?
(1) Yes ***[continue]*** (0) No ***[skip to 66]***

64. Can you name a Partnership for Growth program to provide aid to the country? _____

65. Would you say your opinion of the Partnership for Growth is very favorable, somewhat favorable, a little favorable or not at all favorable?
(3) Very favorable (2) Somewhat favorable (1) A Little favorable (0) Not at all favorable
(9) Do not know

66. In which of the following areas do you believe that the country needs more foreign aid? ***[Give card. Can choose up to three alternatives]***
(00) None (01) Economic development
(02) Employment (03) Poverty reduction
(04) Security/Gangs/Violence (05) Politics/Governance
(06) Health (07) Education
(08) Technology (09) Technical training/education
(77) Other (specify) _____

67. How often do you watch, listen or read to the news in national media? ***[Read alternatives]***
(0) Never (1) Rarely (2) Once or twice per week (3) Always

THANK YOU VERY MUCH FOR YOUR COOPERATION.

OBSERVATIONS

_____
_____
_____
_____

Annex 3
Summary of goals and indicators about the Perception of Security and Confidence in Public Institutions

3.1 Summary of Goals and Indicators 0-100 Scale

Goal and Indicator	Result (Scale 0 to 100)	Tables & Charts	Question number
Goal 1 – Public satisfaction with the performance of justice and security institutions.	**41.5**	**Chart 20, 21, 5, 6, 7, 8, 11, 12, 14,**	**q22, q23, q7, q8, q9, q10, q13, q14, q16**
Goal 3 - Perception of Micro and Small Enterprises of the effect of policies and prosecutorial actions on crime against their businesses.	**34.1**	**Chart 20, 21, 25, 26, 27, 28, 31, 32, 34**	**q23, q24, q28, q29, q30, q31, q34, q35, q37**
Goal 4 - Public perception of safety on public transport routes.	**31**	**Chart 62**	**q52**
Goal 6 - Public confidence in government institutions.	**44.2**	**Chart 5, 6 , 7, 8, 9, 10, 11, 12, 13, 14, 15, 16, 19**	**q7, q8, q9, q10, q11, q12, q13, q14, q15, q16, q17, q18, q21**
Goal 7 - Public perception of national consensus on public security	**56.1**	**Chart 3, 4**	**q5, q6**

Anexo 3

Summary of Goals and Indicators

3.2. Summary of Goals and Indicators

Goal and Indicator	Institution	Results				
Goal 1 – Public satisfaction with the performance of justice and security institutions. (1)	PNC	Much trust to capture criminal	Some trust to capture criminal	Little trust to capture criminal	No trust to capture criminal	
		11.8%	14.9%	29%	44.2%	
	Judicial System	Much trust to prosecute criminal	Some trust to prosecute criminal	Little trust to prosecute criminal	No trust to prosecute criminal	
		14.6%	16.2%	34.9%	34.3%	
	PNC	Very satisfied	Somewhat satisfied	Somewhat unsatisfied	Completely unsatisfied	
		19.2%	35.2%	31.2%	14.4%	
	Ministry of Justice and Security	Very satisfied	Somewhat satisfied	Somewhat unsatisfied	Completely unsatisfied	Do not know
		9.2%	28.3%	36.2%	25.4%	1%
	Penitentiary system	Very satisfied	Somewhat satisfied	Somewhat unsatisfied	Completely unsatisfied	Do not know
		7.4%	18.1%	31.5%	38.6%	4.5%
	Courts	Very satisfied	Somewhat satisfied	Somewhat unsatisfied	Completely unsatisfied	Do not know
		5.6%	20.7%	36.2%	36%	1.5%
	Prosecutor General's Office	Very satisfied	Somewhat satisfied	Somewhat unsatisfied	Completely unsatisfied	Do not know
		12.1%	31%	34.2%	21.4%	1.2%
	Medical Forensics Agency (Coroner's	Very satisfied	Somewhat satisfied	Somewhat unsatisfied	Completely unsatisfied	Do not know
		34.4%	30.5%	24%	8.9%	2.3%
	Supreme Court of Justice	Very satisfied	Somewhat satisfied	Somewhat unsatisfied	Completely unsatisfied	Do not know
		10.5%	29.3%	37.8%	20.2%	2.3%
Goal 3 - Perception of Micro and Small Enterprises of the effect of policies and prosecutorial actions on crime against their businesses. (2)	PNC	Much trust to capture criminal	Some trust to capture criminal	Little trust to capture criminal	No trust to capture criminal	
		7.8%	12.3%	25.6%	54.3%	
	Judicial System	Much trust to prosecute criminal	Some trust to prosecute criminal	Little trust to prosecute criminal	No trust to prosecute criminal	
		8.2%	14.1%	32.1%	45.6%	
	PNC	Very satisfied	Somewhat satisfied	Somewhat unsatisfied	Completely unsatisfied	
		9.9%	27.4%	41.9%	20.8%	
	Ministry of Justice and Security	Very satisfied	Somewhat satisfied	Somewhat unsatisfied	Completely unsatisfied	
		4.6%	18.9%	39.2%	37.4%	
	Penitentiary system	Very satisfied	Somewhat satisfied	Somewhat unsatisfied	Completely unsatisfied	Do not know
		3%	14.7%	35.3%	45 %	2%
	Courts	Very satisfied	Somewhat satisfied	Somewhat unsatisfied	Completely unsatisfied	Do not know
		1.6%	15.1%	38.1%	44.2%	1%
	Prosecutor General's Office	Very satisfied	Somewhat satisfied	Somewhat unsatisfied	Completely unsatisfied	Do not know
		6.7%	28.4%	36.5%	26.8%	1.6%
	Medical Forensics Agency (Coroner's	Very satisfied	Somewhat satisfied	Somewhat unsatisfied	Completely unsatisfied	Do not know
		29.6%	30%	26.4%	10.9%	3.2%
	Supreme Court of Justice	Very satisfied	Somewhat satisfied	Somewhat unsatisfied	Completely unsatisfied	Do not know
		4.8%	25%	39.7%	28.2%	2.4%

Goal 4 - Public perception of safety on public transport routes. (3)	Security perception in the public transport	Feel very safe	Feel somewhat safe	Feel somewhat unsafe	Feel completely unsafe		
		5.3%	20.2%	37.3%	37.1%		
Goal 6 - Public confidence in government institutions. (4)	PNC	Very satisfied	Somewhat satisfied	Somewhat unsatisfied	Completely unsatisfied		
		19.2%	35.2%	31.2%	14.4%		
	Ministry of Justice and Security	Very satisfied	Somewhat satisfied	Somewhat unsatisfied	Completely unsatisfied	Do not know	
		9.2%	28.3%	36.2%	25.4%	1%	
	Penitentiary system	Very satisfied	Somewhat satisfied	Somewhat unsatisfied	Completely unsatisfied	Do not know	
		7.4%	18.1%	31.5%	38.6%	4.5%	
	Courts	Very satisfied	Somewhat satisfied	Somewhat unsatisfied	Completely unsatisfied	Do not know	
		5.6%	20.7%	36.2%	36%	1.5%	
	Human Rights Ombudsman's Office	Very satisfied	Somewhat satisfied	Somewhat unsatisfied	Completely unsatisfied	Do not know	
		13.2%	25.1%	33.8%	26.8%	1.1%	
	Armed Forces	Very satisfied	Somewhat satisfied	Somewhat unsatisfied	Completely unsatisfied		
		35.3%	33.5%	23.1%	8.2%		
	Prosecutor General's Office	Very satisfied	Somewhat satisfied	Somewhat unsatisfied	Completely unsatisfied	Do not know	
		12.1%	31%	34.2%	21.4%	1.2%	
	Medical Forensics Agency (Coroner's	Very satisfied	Somewhat satisfied	Somewhat unsatisfied	Completely unsatisfied	Do not know	
		34.4%	30.5%	24%	8.9%	2.3%	
	Court of Accounts	Very satisfied	Somewhat satisfied	Somewhat unsatisfied	Completely unsatisfied	Do not know	
		8.2%	24.2%	36.2%	26%	5.4%	
	Supreme Court of Justice	Very satisfied	Somewhat satisfied	Somewhat unsatisfied	Completely unsatisfied	Do not know	
		10.5%	29.3%	37.8%	20.2%	2.3%	
	Legislative Assembly (deputies)	Very satisfied	Somewhat satisfied	Somewhat unsatisfied	Completely unsatisfied		
		5.9%	16%	29.6%	48.6%		
	Central Government	Very satisfied	Somewhat satisfied	Somewhat unsatisfied	Completely unsatisfied		
		13.6%	23.5%	32.9%	30.1%		
	City halls	Very satisfied	Somewhat satisfied	Somewhat unsatisfied	Completely unsatisfied		
		33.6%	24.2%	22.2%	20.1%		
Goal 7 - Public perception of national consensus on public security	Knowledge national dialogue for safety	Know about national dialogue on public security	Do not know about national dialogue on public security				
		64.3%	35.7%				
	Work between Gov't and other sectors	Very good	Good	Average	Bad	Very bad	No work set
		5%	38.5%	11.6%	30.5%	13.3%	1.2%

Annex 4
Report of the general results charts
Survey on the Perception of Security and Confidence in Public Institutions

REPORT OF THE GENERAL RESULTS CHARTS
SURVEY ON THE PERCEPTION OF SECURITY AND CONFIDENCE IN PUBLIC INSTITUTIONS

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Chart 2. In your opinion, has crime in the country increased, stayed the same or decreased over the last 12 months?…….…….. 4

Chart 3. Have you heard of the national dialogue on security, in which the government has convened the private sector, churches and other social sectors (such as the discussions in the National Council on Security and Coexistence)?……...5

Chart 4. Based on what you have seen or heard, how would you evaluate the work that the government is doing together with other sectors to reduce crime (private companies, churches, NGOs)?.....……6

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Chart 6. How satisfied are you with the performance of the Ministry of Justice and Security?..8

Chart 7. How satisfied are you with the performance of the penitentiary system (prisons)?.....9

Chart 8. How satisfied are you with the performance of the judges (Courts)?.....……...10

Chart 9. How satisfied are you with the performance of the Human Rights Ombudsman's Office?…… ……..…....11

Chart 10. How satisfied are you with the performance of the Armed Forces?.....12

Chart 11. How satisfied are you with the performance of the Prosecutor General's Office?…… ……...13

Chart 12. How satisfied are you with the performance of the Medical Forensics Agency (Coroner's Office)?……..14

Chart 13. How satisfied are you with the performance of the Court of Accounts?……..……...15

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Chart 15. How satisfied are you with the performance of the Legislative Assembly (deputies)?.....…….....17

Chart 16. How satisfied are you with the performance of the central government, in general?...18

Chart 17. How satisfied are you with the performance of the Institute for Access to Public Information?...19

Chart 18. How satisfied are you with the performance of the Government Ethics Tribunal?...20

Chart 19. How satisfied are you with the performance of your local City Hall?...21

Chart 20. If you were the victim of robbery or assault, to what extent would you trust the police to capture the perpetrator: A lot, somewhat, a little or not at all?...22

Chart 21. And to what extent would you trust the justice system to prosecute and punish the perpetrator of the crime: a lot, somewhat, a little or not at all?...23

Chart 22. Please tell me if you have requested a service or help in the last 12 months to any of the institutions that I am going to mention [November 2014 to October 2015] Court...24

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Chart 26. What was the service like?...28

Chart 27. Was your problem taken care of?...29

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Chart 32. What was the service like?...34

Chart 33. Was your problem taken care of?...35

Chart 34. Please tell me if you have requested a service or help in the last 12 months to any of the institutions that I am going to mention [November 2014 to October 2015] Attorney General of the Republic...36

Chart 35. What was the service like?...37

Chart 36. Was your problem taken care of?... 38

Chart 37. Please tell me if you have requested a service or help in the last 12 months to any of the institutions that I am going to mention [November 2014 to October 2015] Your local City Hall..……39

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Chart 40. With regard to the place where you live, and considering the possibility of suffering a crime, do you feel very safe, somewhat safe, somewhat unsafe or very unsafe?.....…… ……....42

Chart 41. With regard to crime, please tell me if you feel safe or unsafe in the following places: Leaving the workplace……..…..…....…43

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Chart 46. With regard to crime, please tell me if you feel safe or unsafe in the following places: On the roads……..……....48

Chart 47. With regard to crime, please tell me if you feel safe or unsafe in the following places: At the market……..…..…49

Chart 48. With regard to crime, please tell me if you feel safe or unsafe in the following places: On the street and green areas in your neighborhood or community……50

Chart 49. With regard to crime, please tell me if you feel safe or unsafe in the following places: In parks, public plazas or parking lots……..……..51

Chart 50. With regard to crime, please tell me if you feel safe or unsafe in the following places: At malls or shopping centers……52

Chart 51. With regard to crime, please tell me if you feel safe or unsafe in the following places: At home……..……..……53

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Chart 53. How many times have you been the victim of a criminal act in the last 12 months [November 2014 to October 2015]?.....…….…55

Chart 54. Thinking of the last criminal act you experienced, from the list I am going to give, indicate the number that responds to the criminal act……..……..…… 56

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Chart 60. Has anyone in your household been the victim of any crime such as robbery, extortion, threats or any other criminal act in the last 12 months [November 2014 to October 2015]?.....62

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Chart 66. Is it the same crime that you mentioned previously in this survey?.....68

Chart 67. Thinking of the last criminal act you were the victim of while riding the bus or minibus or other forms of public transport, indicate the number that responds to the criminal act.....69

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Chart 70. How did you find out about the activities of USAID?.....72

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Chart 73. Would you say your opinion of USAID is very favorable, somewhat favorable, a little favorable or not at all favorable?.....75

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1. Sociodemographic Results

Chart A
Distribution of respondent population by age and sex
(Percentages)

		SEX		Total	
AGE		Male	Female	**N**	**%**
%		**44.8**	**55.2**		**100.0**
N		**1080**	**1333**	**2413**	
Age	18 to 25	27.0	24.4	617	25.6
	26 to 40	29.3	34.1	772	32.0
	41 to 55	20.7	23.6	538	22.3
	56 and over	22.9	17.9	486	20.1

Chart B
Distribution of respondent population by educational attainment and sex
(Percentages)

		SEX		Total	
EDUCATIONAL ATTAINMENT		Male	Female	**N**	**%**
%		**44.8**	**55.2**		**100.0**
N		**1079**	**1333**	**2412**	
Educational attainment	None	6.0	6.5	152	6.3
	Primay	20.0	25.5	557	23.1
	Middle-school	16.6	17.7	415	17.2
	High-school	32.7	28.4	732	30.3
	Technical or university	24.6	21.8	556	23.1

Chart C
Distribution of respondent population by employment status and sex
(Percentages)

		SEX		Total	
EMPLOYMENT STATUS		Male	Female	**N**	**%**
%		**44.8**	**55.2**		**100.0**
N		**1079**	**1333**	**2412**	
Employment status	Currently working	62.4	36.4	1159	48.0
	Not presently working, but is employed	6.6	3.2	113	4.7
	Actively looking for a job	9.6	6.7	193	8.0
	Student	8.8	6.9	187	7.7
	Housework	1.3	42.6	582	24.1
	Retired, pensioned, or permanently disabled	7.4	3.1	121	5.0
	Not employed and not looking for a job	3.9	1.2	58	2.4

Chart D
Distribution of respondent population by preferred political party and sex
(Percentages)

		SEX		Total	
PREFERRED POLITICAL PARTY		Male	Female	**N**	**%**
%		**44.8**	**55.2**		**100.0**
N		**1080**	**1333**	**2413**	
Preferred political party	None	51.4	55.8	1299	53.8
	Arena	16.0	17.9	411	17.0
	FMLN	29.2	20.5	588	24.4
	Others	2.2	2.2	53	2.2
	DNK/DNR	1.2	3.7	62	2.6

2. General results

Chart 1
In your opinion, what is the main problem that El Salvador currently faces?
By variables
(Percentages)

VARIABLES		RESPONSE						
		Crime	Unemployment	Poverty	Economy	Violence	Gangs	Other responses
%		**56.0**	**4.5**	**3.0**	**6.0**	**20.0**	**7.9**	**2.5**
N		**1348**	**109**	**72**	**144**	**481**	**191**	**61**
Area of the country	West	55.6	5.3	4.7	6.2	19.4	6.8	1.9
	Central	54.3	4.0	4.3	6.6	22.6	7.7	.6
	Metropolitan	56.3	4.1	1.5	6.1	20.4	7.3	4.2
	Paracentral	60.2	4.1	3.2	6.1	18.6	7.0	.9
	East	54.3	5.1	2.3	5.1	19.1	10.9	3.3
Social Strata	Upper	38.9	.0	.0	5.6	33.3	.0	22.2
	Upper middle	63.5	2.7	1.4	4.1	20.3	2.7	5.4
	Lower middle	60.2	2.7	2.5	5.2	19.2	4.5	5.7
	Worker	55.5	4.0	2.1	6.3	21.3	9.2	1.6
	Poor	48.1	7.4	7.4	3.7	25.9	7.4	.0
	Rural	54.6	6.2	4.5	6.2	18.2	8.7	1.6
Sex	Male	59.2	3.9	2.7	5.5	16.5	8.6	3.5
	Female	53.5	5.0	3.2	6.4	22.8	7.4	1.7
Age	18 to 25	49.9	2.9	2.4	6.0	27.0	9.1	2.6
	26 to 40	59.1	4.9	2.1	5.4	18.6	7.3	2.6
	41 to 55	58.8	5.4	3.2	7.3	16.6	7.1	1.7
	56 and over	55.7	5.0	5.0	5.4	17.2	8.5	3.3
Educational attainment	None	48.0	7.3	6.0	8.0	14.7	12.0	4.0
	Primary	57.0	4.3	4.9	7.2	17.0	8.7	.9
	Middle-school	54.3	4.8	3.9	5.3	19.3	11.4	1.0
	High-school	57.9	4.1	1.8	6.7	20.7	7.0	1.9
	Technical or university	55.9	4.3	1.3	3.8	24.1	4.9	5.8
Preferred political party	None	55.6	4.8	3.0	6.8	20.8	6.3	2.8
	Arena	56.0	4.4	2.7	4.6	20.2	10.7	1.5
	FMLN	58.5	4.1	2.6	4.6	18.6	9.0	2.6
	Others	47.2	1.9	7.6	3.8	18.8	18.9	1.9
	DNK/DNR	50.0	6.5	4.8	12.9	16.1	4.8	4.8

Q3.

Chart 2
In your opinion, has crime in the country increased, stayed the same or decreased over the last 12 months *[November 2014 to October 2015]*?
By variables
(Percentages)

VARIABLES		RESPONSE		
		Increased	Same	Decreased
%		**81.6**	**16.4**	**2.1**
N		**1968**	**395**	**50**
Area of the country	West	81.6	16.7	1.7
	Central	79.3	18.4	2.3
	Metropolitan	84.8	13.9	1.3
	Paracentral	79.6	18.6	1.7
	East	79.7	16.6	3.7
Social Strata	Upper	88.9	11.1	.0
	Upper middle	79.7	18.9	1.4
	Lower middle	84.9	13.9	1.2
	Worker	80.8	17.0	2.2
	Poor	92.6	7.4	.0
	Rural	80.5	16.9	2.6
Sex	Male	79.7	17.8	2.5
	Female	83.0	15.2	1.7
Age	18 to 25	85.9	12.5	1.6
	26 to 40	81.7	16.8	1.4
	41 to 55	80.9	17.7	1.5
	56 and over	76.5	19.1	4.3
Educational attainment	None	71.7	23.0	5.3
	Primary	78.4	19.1	2.5
	Middle-school	81.7	15.9	2.4
	High-school	84.8	14.2	1.0
	Technical or university	82.9	15.1	2.0
Preferred political party	None	82.5	16.3	1.2
	Arena	88.1	10.7	1.2
	FMLN	74.7	21.1	4.3
	Others	86.8	7.5	5.7
	DNK/DNR	79.0	17.7	3.2

Q4.

Chart 3
Have you heard of the national dialogue on security, in which the government has convened the private sector, churches and other social sectors (such as the discussions in the National Council on Security and Coexistence)?
By variables
(Percentages)

VARIABLES		RESPONSE	
		No	Yes
%		**35.7**	**64.3**
N		**862**	**1550**
Area of the country	West	37.4	62.6
	Central	36.4	63.6
	Metropolitan	31.7	68.3
	Paracentral	34.9	65.1
	East	40.0	60.0
Social Strata	Upper	33.3	66.7
	Upper middle	18.9	81.1
	Lower middle	32.3	67.7
	Worker	34.5	65.5
	Poor	29.6	70.4
	Rural	40.8	59.2
Sex	Male	32.0	68.0
	Female	38.8	61.2
Age	18 to 25	50.4	49.6
	26 to 40	37.2	62.8
	41 to 55	28.5	71.5
	56 and over	22.9	77.1
Educational attainment	None	38.8	61.2
	Primary	36.2	63.8
	Middle-school	39.5	60.5
	High-school	38.9	61.1
	Technical or university	27.3	72.7
Preferred political party	None	37.3	62.7
	Arena	42.2	57.8
	FMLN	28.1	71.9
	Others	43.4	56.6
	DNK/DNR	25.8	74.2

Q5.

Chart 4
Based on what you have seen or heard, how would you evaluate the work that the government is doing together with other sectors to reduce crime (private companies, churches, NGOs)?
By variables
(Percentages)

		RESPONSE					
VARIABLES		There is no joint work	Very good	Good	Fair	Bad	Very bad
%		**1.2**	**5.0**	**38.5**	**11.6**	**30.5**	**13.3**
N		**28**	**119**	**921**	**279**	**731**	**318**
Area of the country	West	1.0	4.7	38.5	10.2	31.6	14.1
	Central	2.0	6.0	44.6	10.5	27.5	9.4
	Metropolitan	1.0	3.8	29.0	10.6	37.6	18.1
	Paracentral	1.2	5.6	42.5	12.7	28.0	10.0
	East	1.0	5.8	45.0	14.9	22.9	10.5
Social Strata	Upper	.0	5.6	11.1	11.1	38.9	33.3
	Upper middle	4.1	2.7	37.8	9.5	23.0	23.0
	Lower middle	1.5	3.8	29.8	10.5	36.3	18.3
	Worker	.8	5.1	35.9	11.3	32.0	14.9
	Poor	3.7	7.4	48.1	.0	37.0	3.7
	Rural	1.1	5.5	46.3	13.3	26.0	7.7
Sex	Male	1.4	6.1	36.2	12.0	30.7	13.6
	Female	1.0	4.1	40.3	11.3	30.3	13.0
Age	18 to 25	.5	5.5	44.1	8.1	30.6	11.2
	26 to 40	1.2	3.3	35.8	10.0	32.5	17.2
	41 to 55	1.1	5.6	36.5	13.9	29.1	13.7
	56 and over	2.1	6.2	37.6	16.2	28.7	9.1
Educational attainment	None	2.7	4.0	55.0	11.4	19.5	7.4
	Primary	1.3	4.9	39.3	18.4	28.2	8.0
	Middle-school	1.5	4.1	41.3	15.5	27.9	9.7
	High-school	1.2	5.0	39.5	8.2	33.3	12.8
	Technical or university	.4	5.9	29.8	6.5	34.1	23.3
Preferred political party	None	1.6	3.0	34.4	12.3	34.0	14.6
	Arena	1.0	4.6	28.6	9.0	37.8	19.0
	FMLN	.5	9.8	56.2	11.2	17.0	5.3
	Others	.0	5.7	28.3	9.4	39.7	17.0
	DNK/DNR	.0	1.6	31.2	21.3	27.9	18.0

Q6.

Chart 5
Now I am going to ask you some questions about the institutions in the country. I want you to indicate how satisfied you are with the performance of these institutions on issues of security. Please respond on the following scale: very satisfied, somewhat, a little or not at all satisfied.
How satisfied are you with the performance of the PNC?
By variables
(Percentages)

		RESPONSE			
VARIABLES		Not at all satisfied	A little satisfied	Somewhat satisfied	Very satisfied
%		**14.4**	**31.2**	**35.2**	**19.2**
N		**346**	**753**	**849**	**462**
Area of the country	West	16.3	30.0	36.4	17.2
	Central	17.0	30.3	30.6	22.1
	Metropolitan	15.8	34.0	38.7	11.5
	Paracentral	10.8	32.0	34.6	22.7
	East	10.9	28.6	32.7	27.8
Social Strata	Upper	11.1	27.8	44.4	16.7
	Upper middle	14.9	29.7	31.1	24.3
	Lower middle	11.9	31.3	40.0	16.7
	Worker	16.7	32.9	34.6	15.7
	Poor	18.5	29.6	25.9	25.9
	Rural	12.3	29.3	34.1	24.3
Sex	Male	14.7	31.4	35.7	18.2
	Female	14.1	31.1	34.8	20.0
Age	18 to 25	13.1	32.9	38.6	15.4
	26 to 40	13.9	34.0	36.7	15.4
	41 to 55	15.8	32.2	32.2	19.7
	56 and over	15.0	23.7	32.0	29.3
Educational attainment	None	15.9	21.9	25.2	37.1
	Primary	14.6	27.6	30.1	27.8
	Middle-school	14.0	31.8	35.7	18.6
	High-school	14.2	34.7	37.3	13.8
	Technical or university	14.2	32.6	39.9	13.3
Preferred political party	None	16.2	33.1	36.2	14.6
	Arena	13.4	29.5	34.6	22.5
	FMLN	11.4	28.3	34.8	25.6
	Others	17.0	28.3	33.9	20.8
	DNK/DNR	8.1	35.5	24.2	32.2

Q7.

Chart 6
Now I am going to ask you some questions about the institutions in the country. I want you to indicate how satisfied you are with the performance of these institutions on issues of security. Please respond on the following scale: very satisfied, somewhat, a little or not at all satisfied.
How satisfied are you with the performance of the Ministry of Justice and Security?
By variables
(Percentages)

		RESPONSE				
VARIABLES		Not at all satisfied	A little satisfied	Somewhat satisfied	Very satisfied	DNK/DNR
%		**25.4**	**36.2**	**28.3**	**9.2**	**1.0**
N		**612**	**873**	**682**	**223**	**23**
Area of the country	West	24.6	34.7	30.8	9.1	.8
	Central	23.2	35.7	28.6	11.3	1.1
	Metropolitan	32.3	37.6	25.1	4.2	.7
	Paracentral	23.5	39.5	27.3	8.7	.9
	East	18.9	33.6	30.5	15.6	1.4
Social Strata	Upper	44.4	27.8	16.7	11.1	.0
	Upper middle	23.0	41.9	28.4	6.8	.0
	Lower middle	29.5	36.7	27.5	5.5	.7
	Worker	28.5	36.2	27.1	7.8	.4
	Poor	29.6	22.2	40.7	7.4	.0
	Rural	18.9	36.0	29.9	13.3	1.9
Sex	Male	27.7	35.5	28.8	7.3	.7
	Female	23.5	36.8	27.8	10.8	1.1
Age	18 to 25	17.3	38.6	35.5	8.1	.5
	26 to 40	28.9	36.9	26.2	7.3	.8
	41 to 55	27.3	36.8	25.8	8.7	1.3
	56 and over	27.8	31.3	25.1	14.4	1.4
Educational attainment	None	25.7	26.3	23.0	24.3	.7
	Primary	21.9	34.7	27.5	13.5	2.3
	Middle-school	21.9	38.6	30.8	7.7	1.0
	High-school	25.3	37.4	30.2	6.6	.5
	Technical or university	31.4	37.0	25.9	5.6	.2
Preferred political party	None	29.5	36.3	26.5	6.9	.8
	Arena	26.3	38.9	23.8	9.3	1.7
	FMLN	17.7	33.7	34.5	13.1	1.0
	Others	15.1	34.0	41.5	9.4	.0
	DNK/DNR	14.5	40.3	24.2	21.0	.0

Q8.

Chart 7
Now I am going to ask you some questions about the institutions in the country. I want you to indicate how satisfied you are with the performance of these institutions on issues of security. Please respond on the following scale: very satisfied, somewhat, a little or not at all satisfied.
How satisfied are you with the performance of the penitentiary system (prisons)?
By variables
(Percentages)

		RESPONSE				
VARIABLES		Not at all satisfied	A little satisfied	Somewhat satisfied	Very satisfied	DNK/DNR
%		**38.6**	**31.5**	**18.1**	**7.4**	**4.5**
N		**931**	**759**	**436**	**178**	**109**
Area of the country	West	33.7	32.6	20.7	7.8	5.2
	Central	37.7	30.3	18.4	7.9	5.7
	Metropolitan	48.3	30.3	13.3	4.5	3.5
	Paracentral	36.3	35.2	19.5	6.4	2.6
	East	31.7	30.1	20.9	11.5	5.7
Social Strata	Upper	66.7	27.8	5.6	.0	.0
	Upper middle	45.9	32.4	13.5	5.4	2.7
	Lower middle	46.2	29.0	16.1	5.5	3.2
	Worker	40.5	31.7	17.1	6.4	4.3
	Poor	44.4	25.9	18.5	3.7	7.4
	Rural	30.9	32.5	20.9	10.1	5.6
Sex	Male	41.5	30.6	18.3	6.6	3.1
	Female	36.2	32.2	17.9	8.0	5.7
Age	18 to 25	32.6	33.2	24.5	8.9	.8
	26 to 40	40.0	33.4	16.3	6.9	3.4
	41 to 55	39.8	30.9	16.4	6.3	6.7
	56 and over	42.6	26.8	14.6	7.4	8.6
Educational attainment	None	34.2	24.3	14.5	14.5	12.5
	Primary	34.3	30.0	16.7	10.4	8.5
	Middle-school	33.7	31.6	20.2	10.6	3.9
	High-school	40.6	32.4	20.1	5.1	1.9
	Technical or university	45.1	33.6	16.2	3.1	2.2
Preferred political party	None	41.5	30.5	16.9	6.2	4.9
	Arena	39.2	31.9	15.8	8.5	4.6
	FMLN	33.2	33.8	21.4	9.2	2.4
	Others	39.6	20.8	20.8	11.3	7.6
	DNK/DNR	24.2	35.5	22.6	4.8	12.9

Q9.

Chart 8
Now I am going to ask you some questions about the institutions in the country. I want you to indicate how satisfied you are with the performance of these institutions on issues of security. Please respond on the following scale: very satisfied, somewhat, a little or not at all satisfied.
How satisfied are you with the performance of the judges (Courts)?
By variables
(Percentages)

		RESPONSE				
VARIABLES		Not at all satisfied	A little satisfied	Somewhat satisfied	Very satisfied	DNK/DNR
%		**36.0**	**36.2**	**20.7**	**5.6**	**1.5**
N		**868**	**874**	**500**	**134**	**37**
Area of the country	West	39.9	36.0	19.0	3.7	1.4
	Central	34.3	36.5	21.2	6.5	1.4
	Metropolitan	43.4	36.0	17.3	2.2	1.1
	Paracentral	34.0	38.7	20.4	5.8	1.2
	East	23.6	34.8	27.5	11.5	2.7
Social Strata	Upper	44.4	27.8	27.8	.0	.0
	Upper middle	41.9	41.9	13.5	2.7	.0
	Lower middle	40.7	34.5	20.6	2.5	1.7
	Worker	38.1	37.2	18.9	4.9	.9
	Poor	44.4	25.9	22.2	.0	7.4
	Rural	29.9	35.8	23.6	8.5	2.2
Sex	Male	38.9	34.2	20.9	5.1	.9
	Female	33.6	37.9	20.6	5.9	2.0
Age	18 to 25	28.2	36.0	27.1	8.3	.5
	26 to 40	34.7	38.2	21.2	4.7	1.2
	41 to 55	40.9	36.4	17.3	3.5	1.9
	56 and over	42.4	33.1	15.6	5.8	3.1
Educational attainment	None	39.5	25.7	17.1	13.2	4.6
	Primary	33.3	36.7	20.1	7.6	2.3
	Middle-school	32.3	33.5	25.1	6.7	2.4
	High-school	35.0	39.1	21.0	4.7	.3
	Technical or university	41.8	37.0	18.5	1.8	.9
Preferred political party	None	38.0	37.0	19.6	3.9	1.6
	Arena	33.8	34.8	23.8	6.8	.7
	FMLN	35.2	35.0	20.6	7.5	1.7
	Others	26.5	39.6	24.5	7.5	1.9
	DNK/DNR	22.6	38.7	22.6	12.9	3.2

Q10.

Chart 9
Now I am going to ask you some questions about the institutions in the country. I want you to indicate how satisfied you are with the performance of these institutions on issues of security. Please respond on the following scale: very satisfied, somewhat, a little or not at all satisfied.
How satisfied are you with the performance of the Human Rights Ombudsman's Office?
By variables
(Percentages)

		RESPONSE				
VARIABLES		Not at all satisfied	A little satisfied	Somewhat satisfied	Very satisfied	DNK/DNR
%		**26.8**	**33.8**	**25.1**	**13.2**	**1.1**
N		**646**	**816**	**605**	**319**	**27**
Area of the country	West	30.4	33.5	23.8	11.8	.4
	Central	23.5	36.8	23.2	14.5	2.0
	Metropolitan	34.0	32.6	25.4	7.2	.8
	Paracentral	22.1	39.5	23.5	14.0	.9
	East	18.0	29.7	28.3	22.1	1.8
Social Strata	Upper	55.6	11.1	27.8	.0	5.6
	Upper middle	31.1	32.4	25.7	10.8	.0
	Lower middle	30.8	35.7	26.6	6.7	.2
	Worker	29.2	34.6	24.7	10.7	.8
	Poor	25.9	33.3	33.3	3.7	3.7
	Rural	20.7	32.5	24.5	20.6	1.8
Sex	Male	30.2	32.9	23.2	13.3	.5
	Female	24.0	34.6	26.6	13.2	1.7
Age	18 to 25	13.8	34.7	31.3	19.6	.6
	26 to 40	27.3	35.2	26.0	10.9	.5
	41 to 55	34.6	32.0	22.7	8.7	2.0
	56 and over	33.7	32.5	18.3	13.8	1.6
Educational attainment	None	28.9	26.3	16.4	24.3	4.0
	Primary	25.2	34.3	21.8	16.2	2.5
	Middle-school	23.4	30.1	26.5	20.0	.0
	High-school	25.3	35.7	28.4	10.0	.7
	Technical or university	32.3	35.5	25.3	6.5	.4
Preferred political party	None	29.9	34.6	24.6	9.6	1.3
	Arena	28.0	31.9	24.1	14.9	1.2
	FMLN	19.2	33.3	26.9	19.9	.7
	Others	26.4	30.2	24.5	18.9	.0
	DNK/DNR	25.8	37.1	25.8	9.7	1.6

Q11.

Chart 10
Now I am going to ask you some questions about the institutions in the country. I want you to indicate how satisfied you are with the performance of these institutions on issues of security. Please respond on the following scale: very satisfied, somewhat, a little or not at all satisfied.
How satisfied are you with the performance of the Armed Forces?
By variables
(Percentages)

		RESPONSE			
VARIABLES		Not at all satisfied	A little satisfied	Somewhat satisfied	Very satisfied
%		**8.2**	**23.1**	**33.5**	**35.3**
N		**197**	**556**	**806**	**849**
Area of the country	West	8.5	25.8	30.1	35.5
	Central	10.2	23.9	31.5	34.4
	Metropolitan	9.7	23.8	39.0	27.6
	Paracentral	7.3	19.8	33.4	39.5
	East	4.7	21.0	30.4	43.8
Social Strata	Upper	11.1	27.8	44.4	16.7
	Upper middle	12.2	32.4	32.4	23.0
	Lower middle	7.2	23.3	38.5	31.0
	Worker	9.1	24.4	33.5	33.1
	Poor	22.2	3.7	29.6	44.4
	Rural	6.6	21.0	31.0	41.4
Sex	Male	8.1	19.7	33.0	39.3
	Female	8.3	25.8	33.9	32.0
Age	18 to 25	8.1	20.5	38.6	32.8
	26 to 40	7.7	23.6	34.5	34.2
	41 to 55	8.4	24.5	33.1	34.0
	56 and over	8.9	24.0	25.6	41.5
Educational attainment	None	10.6	19.2	19.9	50.3
	Primary	7.7	22.0	28.5	41.8
	Middle-school	8.9	20.3	31.4	39.4
	High-school	7.1	24.2	37.9	30.8
	Technical or university	8.8	25.9	37.8	27.5
Preferred political party	None	9.3	26.4	35.7	28.6
	Arena	7.5	20.2	32.6	39.7
	FMLN	6.0	18.4	30.5	45.1
	Others	11.3	18.9	20.7	49.1
	DNK/DNR	8.0	21.0	30.6	40.3

Q12.

Chart 11
Now I am going to ask you some questions about the institutions in the country. I want you to indicate how satisfied you are with the performance of these institutions on issues of security. Please respond on the following scale: very satisfied, somewhat, a little or not at all satisfied.
How satisfied are you with the performance of the Prosecutor General's Office?
By variables
(Percentages)

		RESPONSE				
VARIABLES		Not at all satisfied	A little satisfied	Somewhat satisfied	Very satisfied	DNK/DNR
%		**21.4**	**34.2**	**31.0**	**12.1**	**1.2**
N		**516**	**826**	**749**	**293**	**29**
Area of the country	West	23.8	33.3	29.7	12.2	1.0
	Central	17.8	35.7	30.3	13.9	2.3
	Metropolitan	26.0	36.5	28.5	8.4	.6
	Paracentral	20.6	34.0	34.0	10.5	.9
	East	15.2	30.9	34.6	17.4	1.8
Social Strata	Upper	38.9	27.8	27.8	5.6	.0
	Upper middle	24.3	39.2	25.7	10.8	.0
	Lower middle	25.1	36.5	29.3	8.4	.7
	Worker	22.6	35.5	29.7	10.8	1.4
	Poor	22.2	25.9	44.4	7.4	.0
	Rural	17.3	31.4	33.8	16.2	1.3
Sex	Male	23.7	31.9	32.0	11.8	.6
	Female	19.5	36.1	30.2	12.5	1.7
Age	18 to 25	14.3	34.5	38.4	12.5	.3
	26 to 40	20.8	37.6	29.3	11.5	.8
	41 to 55	25.5	33.3	27.7	11.9	1.7
	56 and over	26.7	29.6	28.2	13.0	2.5
Educational attainment	None	26.3	17.8	30.3	23.0	2.6
	Primary	19.4	33.6	26.8	17.1	3.1
	Middle-school	17.1	34.9	34.0	13.0	1.0
	High-school	18.4	34.4	35.7	11.1	.4
	Technical or university	29.1	38.6	27.1	5.0	.2
Preferred political party	None	22.7	35.2	29.6	11.0	1.5
	Arena	15.6	32.1	35.5	15.3	1.5
	FMLN	23.3	33.8	30.6	11.7	.5
	Others	20.8	22.6	35.9	18.9	1.9
	DNK/DNR	14.5	42.0	30.6	12.9	.0

Q13.

Chart 12
Now I am going to ask you some questions about the institutions in the country. I want you to indicate how satisfied you are with the performance of these institutions on issues of security. Please respond on the following scale: very satisfied, somewhat, a little or not at all satisfied.
How satisfied are you with the performance of the Medical Forensics Agency (Coroner's Office)?
By variables
(Percentages)

		RESPONSE				
VARIABLES		Not at all satisfied	A little satisfied	Somewhat satisfied	Very satisfied	DNK/DNR
%		**8.9**	**24.0**	**30.5**	**34.4**	**2.3**
N		**215**	**578**	**736**	**829**	**55**
Area of the country	West	9.5	27.1	30.2	30.2	2.9
	Central	9.1	23.5	31.4	34.0	2.0
	Metropolitan	9.3	22.5	32.7	33.6	2.0
	Paracentral	8.4	27.0	26.5	35.5	2.6
	East	8.0	20.9	29.7	39.4	2.1
Social Strata	Upper	11.1	5.6	38.9	38.9	5.6
	Upper middle	10.8	16.2	29.7	40.5	2.7
	Lower middle	8.2	23.3	34.7	32.0	1.7
	Worker	10.0	25.7	30.0	32.2	2.1
	Poor	3.7	14.8	29.6	51.9	.0
	Rural	7.8	23.4	29.0	37.1	2.8
Sex	Male	8.1	21.4	31.2	38.4	.9
	Female	9.6	26.0	29.9	31.1	3.4
Age	18 to 25	5.7	21.9	35.3	36.2	1.0
	26 to 40	8.7	27.2	31.3	30.1	2.7
	41 to 55	11.2	22.7	27.5	35.7	3.0
	56 and over	10.9	22.8	26.3	37.4	2.5
Educational attainment	None	13.8	16.5	22.4	44.7	2.6
	Primary	10.1	23.0	26.1	36.5	4.3
	Middle-school	8.0	28.4	27.7	34.5	1.4
	High-school	7.6	24.4	31.8	34.3	1.8
	Technical or university	8.8	23.0	37.3	29.4	1.4
Preferred political party	None	8.5	24.9	30.4	33.4	2.8
	Arena	8.3	20.9	27.5	41.1	2.2
	FMLN	10.4	24.0	32.5	32.2	1.0
	Others	9.4	26.4	34.0	28.3	1.9
	DNK/DNR	6.4	22.6	30.7	35.5	4.8

Q14.

Chart 13
Now I am going to ask you some questions about the institutions in the country. I want you to indicate how satisfied you are with the performance of these institutions on issues of security. Please respond on the following scale: very satisfied, somewhat, a little or not at all satisfied.
How satisfied are you with the performance of the Court of Accounts?
By variables
(Percentages)

		RESPONSE				
VARIABLES		Not at all satisfied	A little satisfied	Somewhat satisfied	Very satisfied	No sabe, no responde
%		**26.0**	**36.2**	**24.2**	**8.2**	**5.4**
N		**628**	**874**	**583**	**198**	**130**
Area of the country	West	28.7	35.7	23.4	8.3	3.9
	Central	21.2	37.4	25.5	8.5	7.4
	Metropolitan	29.9	38.8	22.5	4.6	4.2
	Paracentral	27.9	38.9	21.2	7.3	4.7
	East	19.7	30.3	28.5	13.7	7.8
Social Strata	Upper	61.1	27.8	5.6	5.6	.0
	Upper middle	23.0	48.6	16.2	8.1	4.1
	Lower middle	27.5	37.0	27.3	4.7	3.5
	Worker	27.9	37.9	22.4	7.7	4.2
	Poor	18.5	22.2	40.7	7.4	11.1
	Rural	22.6	33.2	25.5	10.7	7.9
Sex	Male	27.8	35.6	24.4	8.2	4.1
	Female	24.6	36.7	24.0	8.3	6.5
Age	18 to 25	16.5	37.9	33.4	9.4	2.8
	26 to 40	27.6	38.9	21.2	8.0	4.3
	41 to 55	30.7	34.2	23.4	5.6	6.1
	56 and over	30.4	32.1	17.9	9.9	9.7
Educational attainment	None	28.3	22.4	15.1	17.8	16.5
	Primary	25.2	33.8	21.9	10.1	9.0
	Middle-school	22.4	35.4	28.4	8.0	5.8
	High-school	24.7	38.2	27.2	7.0	2.9
	Technical or university	30.7	40.4	21.7	5.6	1.6
Preferred political party	None	29.9	36.7	21.9	6.1	5.5
	Arena	24.1	37.0	24.6	8.3	6.1
	FMLN	18.9	36.2	28.4	11.7	4.8
	Others	28.3	30.2	22.6	17.0	1.9
	DNK/DNR	24.2	25.8	30.7	11.3	8.1

Q15.

Chart 14
Now I am going to ask you some questions about the institutions in the country. I want you to indicate how satisfied you are with the performance of these institutions on issues of security. Please respond on the following scale: very satisfied, somewhat, a little or not at all satisfied.
How satisfied are you with the performance of the Supreme Court of Justice?
By variables
(Percentages)

		RESPONSE				
VARIABLES		Not at all satisfied	A little satisfied	Somewhat satisfied	Very satisfied	DNK/DNR
%		**20.2**	**37.8**	**29.3**	**10.5**	**2.3**
N		**487**	**911**	**706**	**253**	**56**
Area of the country	West	20.0	40.3	25.4	11.6	2.7
	Central	18.1	36.0	31.7	11.1	3.1
	Metropolitan	25.7	38.9	27.0	6.9	1.5
	Paracentral	19.5	40.4	29.7	8.7	1.7
	East	14.3	32.8	34.6	15.4	2.9
Social Strata	Upper	11.1	33.3	38.9	16.7	.0
	Upper middle	23.0	47.3	20.3	8.1	1.4
	Lower middle	22.6	38.7	31.3	6.2	1.2
	Worker	23.0	37.8	27.6	10.1	1.5
	Poor	25.9	22.2	40.7	7.4	3.7
	Rural	15.1	37.0	30.7	13.3	4.0
Sex	Male	19.8	38.5	29.4	11.2	1.0
	Female	20.5	37.1	29.1	9.9	3.4
Age	18 to 25	12.3	41.0	33.6	12.3	.8
	26 to 40	20.2	38.9	29.9	8.8	2.2
	41 to 55	25.1	37.0	27.7	7.8	2.4
	56 and over	24.7	32.7	24.5	13.8	4.3
Educational attainment	None	20.4	28.3	27.6	17.1	6.6
	Primary	20.3	32.6	29.0	13.1	5.0
	Middle-school	16.4	40.2	29.2	12.3	1.9
	High-school	19.9	38.0	32.0	9.2	1.0
	Technical or university	23.2	43.4	26.4	6.5	.5
Preferred political party	None	22.2	37.9	27.4	9.6	2.9
	Arena	14.1	38.9	31.4	13.6	1.9
	FMLN	20.6	36.9	31.1	10.2	1.2
	Others	17.0	41.5	30.2	11.3	.0
	DNK/DNR	17.7	32.2	35.5	9.7	4.8

Q16.

Chart 15
Now I am going to ask you some questions about the institutions in the country. I want you to indicate how satisfied you are with the performance of these institutions on issues of security. Please respond on the following scale: very satisfied, somewhat, a little or not at all satisfied.
How satisfied are you with the performance of the Legislative Assembly (deputies)?
By variables
(Percentages)

		RESPONSE			
VARIABLES		Not at all satisfied	A little satisfied	Somewhat satisfied	Very satisfied
%		**48.6**	**29.6**	**16.0**	**5.9**
N		**1169**	**711**	**385**	**141**
Area of the country	West	47.3	31.6	16.5	4.7
	Central	42.6	36.1	15.6	5.7
	Metropolitan	62.3	23.8	10.7	3.2
	Paracentral	49.0	29.9	17.0	4.1
	East	33.9	30.9	22.8	12.3
Social Strata	Upper	66.7	27.8	5.6	.0
	Upper middle	67.6	27.0	4.1	1.4
	Lower middle	56.3	24.3	15.9	3.5
	Worker	53.0	29.1	12.7	5.2
	Poor	48.1	22.2	18.5	11.1
	Rural	37.0	33.2	21.5	8.3
Sex	Male	52.3	28.5	14.3	4.9
	Female	45.5	30.4	17.4	6.6
Age	18 to 25	44.4	32.9	17.4	5.4
	26 to 40	50.9	28.6	14.2	6.4
	41 to 55	51.7	27.1	16.4	4.9
	56 and over	46.8	29.6	16.8	6.8
Educational attainment	None	36.2	24.3	21.7	17.8
	Primary	36.9	36.0	18.2	8.9
	Middle-school	39.3	30.6	22.9	7.2
	High-school	52.1	29.7	14.9	3.3
	Technical or university	65.9	23.5	8.6	2.0
Preferred political party	None	53.6	27.4	14.5	4.5
	Arena	48.3	28.9	15.5	7.4
	FMLN	39.5	34.4	19.3	6.8
	Others	45.3	22.6	18.9	13.2
	DNK/DNR	33.8	38.7	17.8	9.7

Q17.

Chart 16
Now I am going to ask you some questions about the institutions in the country. I want you to indicate how satisfied you are with the performance of these institutions on issues of security. Please respond on the following scale: very satisfied, somewhat, a little or not at all satisfied.
How satisfied are you with the performance of the central government, in general?
By variables
(Percentages)

		RESPONSE			
VARIABLES		Not at all satisfied	A little satisfied	Somewhat satisfied	Very satisfied
%		**30.1**	**32.9**	**23.5**	**13.6**
N		**725**	**793**	**566**	**327**
Area of the country	West	29.6	34.1	23.3	13.0
	Central	27.8	33.1	23.8	15.3
	Metropolitan	37.1	34.8	20.5	7.6
	Paracentral	32.5	36.0	21.8	9.6
	East	20.2	26.3	29.0	24.5
Social Strata	Upper	50.0	22.2	16.7	11.1
	Upper middle	28.4	35.1	28.4	8.1
	Lower middle	33.7	34.5	21.3	10.4
	Worker	33.3	32.7	22.1	11.9
	Poor	25.9	40.7	25.9	7.4
	Rural	23.9	32.1	26.0	18.0
Sex	Male	28.3	34.7	23.5	13.5
	Female	31.5	31.5	23.4	13.6
Age	18 to 25	22.9	39.8	27.1	10.2
	26 to 40	32.8	33.5	21.8	11.9
	41 to 55	33.6	29.4	23.8	13.2
	56 and over	30.9	27.2	21.2	20.8
Educational attainment	None	29.0	19.1	22.4	29.6
	Primary	28.0	29.4	23.5	19.1
	Middle-school	27.2	31.3	24.8	16.6
	High-school	29.8	36.5	25.1	8.6
	Technical or university	35.0	36.6	20.5	7.9
Preferred political party	None	34.3	35.4	21.9	8.5
	Arena	48.3	28.5	15.9	7.3
	FMLN	8.0	30.1	31.8	30.1
	Others	35.9	35.8	22.6	5.7
	DNK/DNR	25.8	33.9	29.0	11.3

Q18.

Chart 17
Now I am going to ask you some questions about the institutions in the country. I want you to indicate how satisfied you are with the performance of these institutions on issues of security. Please respond on the following scale: very satisfied, somewhat, a little or not at all satisfied.
How satisfied are you with the performance of the Institute for Access to Public Information?
By variables
(Percentages)

		RESPONSE				
VARIABLES		Not at all satisfied	A little satisfied	Somewhat satisfied	Very satisfied	DNK/DNR
%		**15.9**	**35.1**	**27.2**	**15.3**	**6.5**
N		**170**	**375**	**291**	**163**	**69**
Area of the country	West	16.8	33.6	26.7	14.6	8.3
	Central	13.5	32.9	30.1	15.1	8.3
	Metropolitan	24.0	35.2	26.4	12.8	1.6
	Paracentral	15.5	38.8	23.7	16.9	5.0
	East	10.1	37.6	30.3	17.4	4.6
Social Strata	Upper	22.2	33.3	22.2	22.2	.0
	Upper middle	25.0	25.0	40.0	10.0	.0
	Lower middle	19.4	35.5	26.6	11.3	7.3
	Worker	15.1	33.6	27.8	18.5	5.0
	Poor	20.0	20.0	40.0	20.0	.0
	Rural	15.2	37.6	26.0	12.5	8.6
Sex	Male	15.8	34.7	28.1	17.0	4.4
	Female	16.0	35.4	26.6	13.8	8.2
Age	18 to 25	13.4	33.9	30.1	19.9	2.7
	26 to 40	15.7	42.3	26.0	10.3	5.6
	41 to 55	19.4	31.8	24.8	13.6	10.3
	56 and over	15.8	29.8	27.9	18.1	8.4
Educational attainment	None	24.6	20.0	24.6	16.9	13.8
	Primary	14.1	36.2	26.1	13.0	10.5
	Middle-school	13.2	39.7	24.5	18.1	4.4
	High-school	14.9	35.4	27.5	17.9	4.3
	Technical or university	19.5	33.6	31.8	11.4	3.6
Preferred political party	None	19.5	35.6	24.9	12.9	7.1
	Arena	15.3	34.4	30.1	14.8	5.5
	FMLN	10.1	30.7	32.3	20.6	6.2
	Others	6.9	48.3	24.1	17.2	3.4
	DNK/DNR	11.7	52.9	14.7	14.7	5.9

Q19.

Chart 18
Now I am going to ask you some questions about the institutions in the country. I want you to indicate how satisfied you are with the performance of these institutions on issues of security. Please respond on the following scale: very satisfied, somewhat, a little or not at all satisfied.
How satisfied are you with the performance of the Government Ethics Tribunal?
By variables
(Percentages)

		RESPONSE				
VARIABLES		Not at all satisfied	A little satisfied	Somewhat satisfied	Very satisfied	DNK/DNK
%		**19.9**	**37.2**	**25.7**	**8.3**	**8.9**
N		**213**	**397**	**274**	**89**	**95**
Area of the country	West	22.0	38.0	25.3	7.4	7.2
	Central	17.1	31.3	29.4	9.5	12.7
	Metropolitan	25.6	43.2	20.8	6.4	4.0
	Paracentral	20.5	40.6	21.5	7.8	9.6
	East	11.9	33.9	32.1	11.9	10.1
Social Strata	Upper	33.3	44.4	22.2	.0	.0
	Upper middle	25.0	35.0	30.0	10.0	.0
	Lower middle	21.8	36.3	30.6	5.6	5.6
	Worker	21.7	38.4	24.9	8.7	6.4
	Poor	20.0	40.0	40.0	.0	.0
	Rural	16.7	35.9	24.8	8.8	13.8
Sex	Male	19.7	35.3	29.9	7.9	7.1
	Female	20.1	38.7	22.1	8.7	10.4
Age	18 to 25	11.0	40.4	32.9	12.0	3.8
	26 to 40	22.6	39.2	23.2	7.2	7.8
	41 to 55	26.0	38.8	19.4	7.0	8.7
	56 and over	21.4	27.9	26.5	6.5	17.7
Educational attainment	None	23.1	18.4	29.2	9.2	20.0
	Primary	17.4	34.0	25.0	6.9	16.7
	Middle-school	20.6	38.7	23.5	10.8	6.4
	High-school	19.2	42.1	24.2	9.9	4.6
	Technical or university	22.7	38.6	29.5	5.5	3.6
Preferred political party	None	24.8	36.3	23.7	6.5	8.7
	Arena	15.3	42.6	26.8	8.2	7.1
	FMLN	12.8	35.4	28.8	12.5	10.5
	Others	24.2	34.5	31.0	6.9	3.5
	DNK/DNR	14.7	38.2	23.6	8.8	14.7

Q20.

Chart 19
Now I am going to ask you some questions about the institutions in the country. I want you to indicate how satisfied you are with the performance of these institutions on issues of security. Please respond on the following scale: very satisfied, somewhat, a little or not at all satisfied.
How satisfied are you with the performance of your local City Hall?
By variables
(Percentages)

		RESPONSE			
VARIABLES		Not at all satisfied	A little satisfied	Somewhat satisfied	Very satisfied
%		**20.1**	**22.2**	**24.2**	**33.6**
N		**482**	**533**	**581**	**808**
Area of the country	West	21.4	24.3	24.3	30.0
	Central	15.6	21.6	23.3	39.5
	Metropolitan	22.5	21.0	29.4	27.1
	Paracentral	21.2	24.1	20.9	33.7
	East	17.5	20.6	19.3	42.6
Social Strata	Upper	16.7	16.7	61.1	5.6
	Upper middle	29.7	25.7	14.9	29.7
	Lower middle	14.7	21.4	32.2	31.7
	Worker	20.8	21.8	25.2	32.2
	Poor	3.7	7.4	25.9	63.0
	Rural	21.4	23.3	18.9	36.4
Sex	Male	20.5	22.7	25.3	31.5
	Female	19.7	21.7	23.2	35.3
Age	18 to 25	20.1	21.2	24.1	34.5
	26 to 40	19.8	24.0	24.6	31.6
	41 to 55	19.8	21.9	24.9	33.5
	56 and over	20.7	20.9	22.7	35.8
Educational attainment	None	17.8	15.1	16.4	50.6
	Primary	20.4	20.9	20.0	38.6
	Middle-school	17.3	20.4	22.9	39.4
	High-school	20.8	23.7	26.5	29.0
	Technical or university	21.4	24.5	28.3	25.8
Preferred political party	None	21.3	23.2	24.9	30.7
	Arena	13.4	19.8	26.9	39.9
	FMLN	22.8	21.5	20.3	35.4
	Others	18.9	22.6	18.9	39.6
	DNK/DNR	13.1	22.9	32.8	31.2

Q21.

Chart 20
If you were the victim of robbery or assault, to what extent would you trust the police to capture the perpetrator: A lot, somewhat, a little or not at all?
By variables
(Percentages)

		RESPONSE			
VARIABLES		Not at all	A little	Somewhat	A lot
%		**44.2**	**29.0**	**14.9**	**11.8**
N		**1065**	**700**	**360**	**285**
Area of the country	West	45.3	28.5	16.3	9.9
	Central	46.2	30.9	11.0	11.9
	Metropolitan	52.7	29.8	12.4	5.2
	Paracentral	42.4	29.9	16.3	11.3
	East	30.3	26.6	19.2	23.9
Social Strata	Upper	44.4	27.8	16.7	11.1
	Upper middle	50.0	35.1	8.1	6.8
	Lower middle	43.7	34.0	15.9	6.5
	Worker	50.7	25.9	14.4	9.0
	Poor	44.4	29.6	11.1	14.8
	Rural	35.4	30.2	15.9	18.6
Sex	Male	40.2	30.6	17.1	12.2
	Female	47.4	27.8	13.2	11.6
Age	18 to 25	43.4	31.9	15.7	8.9
	26 to 40	47.6	29.0	12.9	10.5
	41 to 55	46.2	26.4	14.9	12.5
	56 and over	37.4	28.4	17.3	16.9
Educational attainment	None	30.3	25.0	11.8	32.9
	Primary	36.5	26.2	17.3	20.0
	Middle-school	43.2	30.0	15.2	11.6
	High-school	47.7	30.5	14.8	7.1
	Technical or university	51.9	30.5	13.3	4.3
Preferred political party	None	48.2	29.7	13.5	8.6
	Arena	45.8	24.9	16.3	12.9
	FMLN	36.1	30.1	15.8	17.9
	Others	43.4	26.4	18.9	11.3
	DNK/DNR	25.8	35.5	24.2	14.5

Q22.

Chart 21
And to what extent would you trust the justice system to prosecute and punish the perpetrator of the crime: a lot, somewhat, a little or not at all?
By variables
(Percentages)

		RESPONSE			
VARIABLES		Not at all	A little	Somewhat	A lot
%		**34.3**	**34.9**	**16.2**	**14.6**
N		**825**	**841**	**389**	**352**
Area of the country	West	36.0	36.0	14.7	13.2
	Central	35.7	34.6	15.3	14.5
	Metropolitan	44.6	34.6	13.3	7.6
	Paracentral	27.3	40.1	16.9	15.7
	East	21.2	30.9	22.1	25.8
Social Strata	Upper	66.7	22.2	5.6	5.6
	Upper middle	44.6	35.1	13.5	6.8
	Lower middle	37.7	38.2	14.7	9.5
	Worker	39.6	34.1	15.5	10.9
	Poor	37.0	29.6	14.8	18.5
	Rural	24.0	34.9	18.3	22.8
Sex	Male	30.7	38.1	17.4	13.8
	Female	37.1	32.4	15.2	15.3
Age	18 to 25	29.8	36.8	19.8	13.6
	26 to 40	38.3	35.8	11.7	14.2
	41 to 55	38.5	32.0	15.6	13.8
	56 and over	28.7	34.5	19.2	17.6
Educational attainment	None	23.0	30.9	16.5	29.6
	Primary	23.2	35.1	18.3	23.4
	Middle-school	32.0	32.5	16.2	19.3
	High-school	37.4	35.3	17.4	9.9
	Technical or university	46.0	37.0	12.4	4.7
Preferred political party	None	37.5	35.7	14.5	12.3
	Arena	33.6	31.9	17.0	17.5
	FMLN	29.5	33.8	18.8	17.9
	Others	22.6	43.4	17.0	17.0
	DNK/DNR	26.2	42.6	19.7	11.5

Q23.

Chart 22
Please tell me if you have requested a service or help in the last 12 months to any of the institutions that I am going to mention *[November 2014 to October 2015]*
Court
By variables
(Percentages)

		RESPONSE	
VARIABLES		Has not gone	Has gone
%		**93.5**	**6.5**
N		**2257**	**156**
Area of the country	West	94.2	5.8
	Central	94.3	5.7
	Metropolitan	94.5	5.5
	Paracentral	92.4	7.6
	East	91.6	8.4
Social Strata	Upper	100.0	.0
	Upper middle	91.9	8.1
	Lower middle	93.5	6.5
	Worker	93.1	6.9
	Poor	96.3	3.7
	Rural	94.0	6.0
Sex	Male	92.7	7.3
	Female	94.2	5.8
Age	18 to 25	94.8	5.2
	26 to 40	90.9	9.1
	41 to 55	94.4	5.6
	56 and over	95.1	4.9
Educational attainment	None	91.5	8.5
	Primary	93.9	6.1
	Middle-school	94.0	6.0
	High-school	94.3	5.7
	Technical or university	92.5	7.5
Preferred political party	None	93.9	6.1
	Arena	93.9	6.1
	FMLN	92.7	7.3
	Others	88.7	11.3
	DNK/DNR	95.2	4.8

Q24.

Chart 23
What was the service like?
By variables
[Only for those who went to the Court in the last 12 months]
(Percentages)

		RESPONSE		
VARIABLES		Bad	Average	Good
%		**22.4**	**32.0**	**45.5**
N		**35**	**50**	**71**
Area of the country	West	20.0	40.0	40.0
	Central	10.0	35.0	55.0
	Metropolitan	33.3	25.6	41.0
	Paracentral	19.2	38.4	42.3
	East	21.9	26.8	51.2
Social Strata	Upper	.0	.0	.0
	Upper middle	33.3	50.0	16.7
	Lower middle	19.2	34.6	46.2
	Worker	23.0	31.1	45.9
	Poor	100.0	.0	.0
	Rural	20.4	30.6	49.0
Sex	Male	21.5	36.7	41.8
	Female	23.4	27.3	49.4
Age	18 to 25	9.4	43.7	46.9
	26 to 40	21.4	34.3	44.3
	41 to 55	30.0	23.3	46.7
	56 and over	33.3	20.8	45.8
Educational attainment	None	53.9	23.1	23.1
	Primary	20.6	29.4	50.0
	Middle-school	16.0	24.0	60.0
	High-school	19.0	35.7	45.2
	Technical or university	21.4	38.1	40.5
Preferred political party	None	19.0	39.2	41.8
	Arena	16.0	28.0	56.0
	FMLN	32.6	20.9	46.5
	Others	16.7	50.0	33.4
	DNK/DNR	33.3	.0	66.7

Q24a.

Chart 24
Was your problem taken care of?
By variables
[Only for those who went to the Court in the last 12 months]
(Percentages)

		RESPONSE	
VARIABLES		No	Yes
%		**41.9**	**58.1**
N		**65**	**90**
Area of the country	West	50.0	50.0
	Central	30.0	70.0
	Metropolitan	52.6	47.4
	Paracentral	53.8	46.2
	East	24.4	75.6
Social Strata	Upper	.0	.0
	Upper middle	66.7	33.3
	Lower middle	52.0	48.0
	Worker	41.9	58.1
	Poor	.0	100.0
	Rural	34.7	65.3
Sex	Male	46.8	53.2
	Female	36.8	63.2
Age	18 to 25	34.4	65.6
	26 to 40	41.4	58.6
	41 to 55	44.8	55.2
	56 and over	50.0	50.0
Educational attainment	None	30.8	69.2
	Primary	29.4	70.6
	Middle-school	27.9	72.1
	High-school	50.0	50.0
	Technical or university	56.1	43.9
Preferred political party	None	47.4	52.6
	Arena	24.0	76.0
	FMLN	44.2	55.8
	Others	33.4	66.6
	DNK/DNR	33.3	66.7

Q24b.

Chart 25
Please tell me if you have requested a service or help in the last 12 months to any of the institutions that I am going to mention *[November 2014 to October 2015]*
Prosecutor General's Office
By variables
(Percentages)

		RESPONSE	
VARIABLES		Has not gone	Has gone
%		**95.6**	**4.4**
N		**2308**	**105**
Area of the country	West	95.4	4.6
	Central	96.3	3.7
	Metropolitan	95.2	4.8
	Paracentral	95.4	4.6
	East	96.3	3.7
Social Strata	Upper	83.3	16.7
	Upper middle	94.6	5.4
	Lower middle	96.0	4.0
	Worker	95.5	4.5
	Poor	88.9	11.1
	Rural	96.2	3.8
Sex	Male	94.4	5.6
	Female	96.6	3.4
Age	18 to 25	97.6	2.4
	26 to 40	94.2	5.8
	41 to 55	94.8	5.2
	56 and over	96.5	3.5
Educational attainment	None	95.4	4.6
	Primary	94.8	5.2
	Middle-school	95.2	4.8
	High-school	97.0	3.0
	Technical or university	95.2	4.8
Preferred political party	None	95.8	4.2
	Arena	95.6	4.4
	FMLN	96.1	3.9
	Others	86.8	13.2
	DNK/DNR	96.8	3.2

Q25.

Chart 26
What was the service like?
By variables
[Only for those who went to the Prosecutor General's Office in the last 12 months]
(Percentages)

		RESPONSE		
VARIABLES		Bad	Average	Good
%		**28.6**	**27.6**	**43.8**
N		**30**	**29**	**46**
Area of the country	West	20.9	16.7	62.5
	Central	46.2	23.1	30.8
	Metropolitan	26.5	29.4	44.1
	Paracentral	25.0	31.2	43.8
	East	33.4	38.9	27.7
Social Strata	Upper	.0	.0	100.0
	Upper middle	.0	75.0	25.0
	Lower middle	31.3	37.5	31.3
	Worker	22.9	25.0	52.1
	Poor	33.3	33.3	33.3
	Rural	41.9	22.6	35.5
Sex	Male	31.7	26.7	41.6
	Female	24.4	28.9	46.7
Age	18 to 25	26.7	26.6	46.7
	26 to 40	28.9	31.1	40.0
	41 to 55	32.2	25.0	42.8
	56 and over	23.6	23.5	52.9
Educational attainment	None	28.6	28.6	42.8
	Primary	44.9	13.8	41.4
	Middle-school	15.0	20.0	65.0
	High-school	18.2	54.6	27.3
	Technical or university	29.6	25.9	44.4
Preferred political party	None	29.1	23.6	47.3
	Arena	16.7	44.4	38.9
	FMLN	34.8	21.8	43.5
	Others	42.9	42.8	14.3
	DNK/DNR	.0	.0	100.0

Q25a.

Chart 27
Was your problem taken care of?
By variables
[Only for those who went to the Prosecutor General's Office in the last 12 months]
(Percentages)

		RESPONSE		
VARIABLES		No	Yes	DNK/DNR
%		**55.2**	**43.8**	**1.0**
N		**58**	**46**	**1**
Area of the country	West	41.7	58.3	.0
	Central	61.5	38.5	.0
	Metropolitan	58.8	38.2	2.9
	Paracentral	56.2	43.8	.0
	East	61.1	38.9	.0
Social Strata	Upper	33.3	66.7	.0
	Upper middle	50.0	50.0	.0
	Lower middle	68.8	25.0	6.3
	Worker	52.1	47.9	.0
	Poor	33.3	66.7	.0
	Rural	58.1	41.9	.0
Sex	Male	61.7	38.3	.0
	Female	46.6	51.1	2.2
Age	18 to 25	40.0	60.0	.0
	26 to 40	60.0	40.0	.0
	41 to 55	53.6	42.9	3.6
	56 and over	58.9	41.1	.0
Educational attainment	None	57.2	42.8	.0
	Primary	58.6	41.4	.0
	Middle-school	40.0	60.0	.0
	High-school	45.5	54.5	.0
	Technical or university	70.3	26.0	3.7
Preferred political party	None	58.2	40.0	1.8
	Arena	50.0	50.0	.0
	FMLN	47.8	52.2	.0
	Others	57.2	42.8	.0
	DNK/DNR	100.0	.0	.0

Q25b.

Chart 28
Please tell me if you have requested a service or help in the last 12 months to any of the institutions that I am going to mention *[November 2014 to October 2015]*
Human Rights Ombudsman's Office.
By variables
(Percentages)

VARIABLES		RESPONSE	
		Has not gone	Has gone
%		**95.0**	**5.0**
N		**2291**	**121**
Area of the country	West	95.3	4.7
	Central	94.6	5.4
	Metropolitan	94.1	5.9
	Paracentral	97.1	2.9
	East	94.7	5.3
Social Strata	Upper	94.4	5.6
	Upper middle	95.9	4.1
	Lower middle	94.3	5.7
	Worker	94.7	5.3
	Poor	88.5	11.5
	Rural	95.9	4.1
Sex	Male	95.7	4.3
	Female	94.4	5.6
Age	18 to 25	94.7	5.3
	26 to 40	92.9	7.1
	41 to 55	96.1	3.9
	56 and over	97.5	2.5
Educational attainment	None	98.0	2.0
	Primary	96.6	3.4
	Middle-school	94.0	6.0
	High-school	94.7	5.3
	Technical or university	93.7	6.3
Preferred political party	None	94.8	5.2
	Arena	96.1	3.9
	FMLN	94.2	5.8
	Others	92.4	7.6
	DNK/DNR	100.0	.0

Q26.

Chart 29
What was the service like?
By variables
[Only for those who went to the Human Rights Ombudsman's Office in the last 12 months].
(Percentages)

VARIABLES		RESPONSE		
		Bad	Average	Good
%		**26.4**	**25.6**	**47.9**
N		**32**	**31**	**58**
Area of the country	West	12.5	29.2	58.3
	Central	31.6	36.8	31.6
	Metropolitan	33.3	21.4	45.2
	Paracentral	10.0	49.9	40.1
	East	30.8	11.5	57.7
Social Strata	Upper	.0	100.0	.0
	Upper middle	.0	.0	100.0
	Lower middle	34.8	30.4	34.8
	Worker	26.3	29.8	43.9
	Poor	.0	.0	100.0
	Rural	26.5	17.6	55.9
Sex	Male	23.4	36.2	40.4
	Female	28.4	18.9	52.7
Age	18 to 25	15.1	21.2	63.7
	26 to 40	27.3	27.3	45.5
	41 to 55	28.6	42.9	28.6
	56 and over	50.0	.0	50.0
Educational attainment	None	33.3	.0	66.7
	Primary	31.6	31.6	36.9
	Middle-school	20.0	20.0	60.0
	High-school	23.1	20.5	56.4
	Technical or university	31.4	34.3	34.3
Preferred political party	None	31.3	25.4	43.3
	Arena	12.5	31.2	56.3
	FMLN	23.5	26.5	50.0
	Others	25.0	.0	75.0
	DNK/DNR	.0	.0	.0

Q26a.

Chart 30
Was your problem taken care of?
By variables
[Only for those who went to the Human Rights Ombudsman's Office in the last 12 months].
(Percentages)

		RESPONSE	
VARIABLES		No	Yes
%		**58.7**	**41.3**
N		**71**	**50**
Area of the country	West	54.2	45.8
	Central	68.4	31.6
	Metropolitan	57.1	42.9
	Paracentral	59.9	40.1
	East	57.7	42.3
Social Strata	Upper	.0	100.0
	Upper middle	.0	100.0
	Lower middle	65.2	34.8
	Worker	59.6	40.4
	Poor	66.7	33.3
	Rural	58.8	41.2
Sex	Male	55.4	44.6
	Female	60.8	39.2
Age	18 to 25	36.3	63.7
	26 to 40	65.5	34.5
	41 to 55	71.4	28.6
	56 and over	66.7	33.3
Educational attainment	None	66.7	33.3
	Primary	68.4	31.6
	Middle-school	52.0	48.0
	High-school	56.4	43.6
	Technical or university	60.0	40.0
Preferred political party	None	61.2	38.8
	Arena	56.2	43.8
	FMLN	58.8	41.2
	Others	25.0	75.0
	DNK/DNR	.0	.0

Q26b.

Chart 31
Please tell me if you have requested a service or help in the last 12 months to any of the institutions that I am going to mention *[November 2014 to October 2015]*
National Civil Police.
By variables
(Percentages)

		RESPONSE	
VARIABLES		Has not gone	Has gone
%		**85.6**	**14.4**
N		**2065**	**348**
Area of the country	West	82.6	17.4
	Central	86.1	13.9
	Metropolitan	83.1	16.9
	Paracentral	88.1	11.9
	East	90.2	9.8
Social Strata	Upper	83.3	16.7
	Upper middle	83.8	16.2
	Lower middle	82.4	17.6
	Worker	84.3	15.7
	Poor	88.9	11.1
	Rural	88.9	11.1
Sex	Male	83.2	16.8
	Female	87.5	12.5
Age	18 to 25	85.3	14.7
	26 to 40	81.2	18.8
	41 to 55	87.0	13.0
	56 and over	91.4	8.6
Educational attainment	None	95.4	4.6
	Primary	91.7	8.3
	Middle-school	84.3	15.7
	High-school	86.3	13.7
	Technical or university	76.7	23.3
Preferred political party	None	86.5	13.5
	Arena	84.4	15.6
	FMLN	85.0	15.0
	Others	81.1	18.9
	DNK/DNR	83.9	16.1

Q27.

Chart 32
What was the service like?
By variables
[Only for those who went to the National Civil Police in the last 12 months]
(Percentages)

		RESPONSE		
VARIABLES		Bad	Average	Good
%		**25.4**	**30.0**	**44.7**
N		**88**	**104**	**155**
Area of the country	West	25.6	34.4	40.0
	Central	38.8	26.6	34.7
	Metropolitan	26.0	29.4	44.5
	Paracentral	24.4	24.4	51.3
	East	10.4	31.3	58.3
Social Strata	Upper	.0	33.3	66.7
	Upper middle	33.3	16.7	50.0
	Lower middle	22.5	33.8	43.7
	Worker	28.1	28.7	43.1
	Poor	66.7	.0	33.3
	Rural	20.9	31.9	47.3
Sex	Male	20.6	35.6	43.9
	Female	30.5	24.0	45.5
Age	18 to 25	28.6	34.1	37.4
	26 to 40	24.3	30.6	45.1
	41 to 55	31.4	30.0	38.6
	56 and over	11.9	19.1	69.0
Educational attainment	None	28.6	28.6	42.8
	Primary	19.5	23.9	56.5
	Middle-school	30.8	21.5	47.7
	High-school	29.0	32.0	39.0
	Technical or university	21.7	34.9	43.4
Preferred political party	None	25.1	29.1	45.7
	Arena	28.1	28.1	43.7
	FMLN	21.6	35.2	43.2
	Others	30.0	20.0	50.0
	DNK/DNR	40.0	20.0	40.0

Q27a.

Chart 33
Was your problem taken care of?
By variables
[Only for those who went to the National Civil Police in the last 12 months]
(Percentages)

		RESPONSE	
VARIABLES		No	Yes
%		**53.2**	**46.8**
N		**185**	**163**
Area of the country	West	58.9	41.1
	Central	65.3	34.7
	Metropolitan	52.5	47.5
	Paracentral	39.0	61.0
	East	43.7	56.3
Social Strata	Upper	.0	100.0
	Upper middle	50.0	50.0
	Lower middle	60.6	39.4
	Worker	51.8	48.2
	Poor	33.3	66.7
	Rural	52.7	47.3
Sex	Male	54.7	45.3
	Female	51.5	48.5
Age	18 to 25	55.0	45.0
	26 to 40	51.7	48.3
	41 to 55	58.6	41.4
	56 and over	45.2	54.8
Educational attainment	None	42.9	57.1
	Primary	43.5	56.5
	Middle-school	53.9	46.1
	High-school	56.0	44.0
	Technical or university	54.6	45.4
Preferred political party	None	52.8	47.2
	Arena	54.7	45.3
	FMLN	52.3	47.7
	Others	70.0	30.0
	DNK/DNR	40.0	60.0

Q27b.

Chart 34
Please tell me if you have requested a service or help in the last 12 months to any of the institutions that I am going to mention *[November 2014 to October 2015]*
Attorney General of the Republic.
By variables
(Percentages)

		RESPONSE	
VARIABLES		Has not gone	Has gone
%		**96.6**	**3.4**
N		**2331**	**82**
Area of the country	West	97.5	2.5
	Central	96.0	4.0
	Metropolitan	95.8	4.2
	Paracentral	96.8	3.2
	East	97.1	2.9
Social Strata	Upper	100.0	.0
	Upper middle	93.2	6.8
	Lower middle	95.3	4.7
	Worker	96.4	3.6
	Poor	96.3	3.7
	Rural	97.8	2.2
Sex	Male	96.9	3.1
	Female	96.3	3.7
Age	18 to 25	97.2	2.8
	26 to 40	94.6	5.4
	41 to 55	96.8	3.2
	56 and over	98.8	1.2
Educational attainment	None	99.3	.7
	Primary	98.4	1.6
	Middle-school	95.9	4.1
	High-school	96.0	4.0
	Technical or university	95.3	4.7
Preferred political party	None	96.4	3.6
	Arena	98.1	1.9
	FMLN	95.6	4.4
	Others	98.1	1.9
	DNK/DNR	100.0	.0

Q28.

Chart 35
What was the service like?
By variables
[Only for those who went to the Attorney General of the Republic in the last 12 months]
(Percentages)

		RESPONSE		
VARIABLES		Bad	Average	Good
%		**23.2**	**29.3**	**47.6**
N		**19**	**24**	**39**
Area of the country	West	23.1	15.4	61.5
	Central	21.4	28.6	50.0
	Metropolitan	26.7	33.3	40.0
	Paracentral	27.2	27.3	45.5
	East	14.3	35.7	50.0
Social Strata	Upper	.0	.0	.0
	Upper middle	.0	60.0	40.0
	Lower middle	36.8	15.8	47.4
	Worker	23.1	30.8	46.2
	Poor	.0	.0	100.0
	Rural	16.7	33.3	50.0
Sex	Male	21.2	39.4	39.4
	Female	24.5	22.4	53.1
Age	18 to 25	11.8	23.5	64.7
	26 to 40	23.8	26.2	50.0
	41 to 55	35.3	47.1	17.6
	56 and over	16.7	16.7	66.7
Educational attainment	None	.0	100.0	.0
	Primary	11.1	55.5	33.4
	Middle-school	17.7	23.5	58.8
	High-school	24.1	17.3	58.6
	Technical or university	30.8	34.6	34.6
Preferred political party	None	21.3	31.9	46.8
	Arena	25.0	37.5	37.5
	FMLN	26.9	23.1	50.0
	Others	.0	.0	100.0
	DNK/DNR	.0	.0	.0

Q28a.

Chart 36
Was your problem taken care of?
By variables
[Only for those who went to the Attorney General of the Republic in the last 12 months]
(Percentages)

		RESPONSE		
VARIABLES		No	Yes	DNK/DNR
%		**57.3**	**41.5**	**1.2**
N		**47**	**34**	**1**
Area of the country	West	46.2	53.8	.0
	Central	64.3	35.7	.0
	Metropolitan	66.7	30.0	3.3
	Paracentral	45.4	54.6	.0
	East	50.1	49.9	.0
Social Strata	Upper	.0	.0	.0
	Upper middle	60.0	40.0	.0
	Lower middle	52.6	42.1	5.3
	Worker	59.0	41.0	.0
	Poor	100.0	.0	.0
	Rural	55.6	44.4	.0
Sex	Male	63.6	36.4	.0
	Female	53.1	44.9	2.0
Age	18 to 25	41.2	58.8	.0
	26 to 40	54.7	45.3	.0
	41 to 55	76.5	17.6	5.9
	56 and over	66.7	33.3	.0
Educational attainment	None	100.0	.0	.0
	Primary	88.9	11.1	.0
	Middle-school	47.0	53.0	.0
	High-school	44.8	55.2	.0
	Technical or university	65.4	30.8	3.8
Preferred political party	None	53.2	44.7	2.1
	Arena	62.5	37.5	.0
	FMLN	65.4	34.6	.0
	Others	.0	100.0	.0
	DNK/DNR	.0	.0	.0

Q28b.

Chart 37
Please tell me if you have requested a service or help in the last 12 months to any of the institutions that I am going to mention *[November 2014 to October 2015]*
Your local City Hall
By variables
(Percentages)

		RESPONSE	
VARIABLES		Has not gone	Has gone
%		**57.5**	**42.5**
N		**1387**	**1026**
Area of the country	West	57.8	42.2
	Central	57.8	42.2
	Metropolitan	60.7	39.3
	Paracentral	56.7	43.3
	East	52.9	47.1
Social Strata	Upper	33.3	66.7
	Upper middle	41.9	58.1
	Lower middle	54.3	45.7
	Worker	55.9	44.1
	Poor	74.1	25.9
	Rural	62.4	37.6
Sex	Male	55.6	44.4
	Female	59.0	41.0
Age	18 to 25	61.6	38.4
	26 to 40	57.0	43.0
	41 to 55	54.1	45.9
	56 and over	56.8	43.2
Educational attainment	None	67.1	32.9
	Primary	58.6	41.4
	Middle-school	59.5	40.5
	High-school	58.6	41.4
	Technical or university	50.6	49.4
Preferred political party	None	58.1	41.9
	Arena	54.8	45.2
	FMLN	58.3	41.7
	Others	58.5	41.5
	DNK/DNR	54.8	45.2

Q29.

Chart 38
What was the service like?
By variables
[Only for those who went to their local City Hall in the last 12 months]
(Percentages)

		RESPONSE		
VARIABLES		Bad	Average	Good
%		**7.1**	**24.7**	**68.2**
N		**73**	**253**	**699**
Area of the country	West	9.2	26.6	64.2
	Central	7.4	20.8	71.8
	Metropolitan	7.9	27.9	64.3
	Paracentral	7.4	27.5	65.1
	East	3.9	19.7	76.4
Social Strata	Upper	.0	16.7	83.3
	Upper middle	9.3	30.2	60.5
	Lower middle	4.9	24.5	70.7
	Worker	9.1	25.1	65.8
	Poor	.0	.0	100.0
	Rural	5.5	24.4	70.1
Sex	Male	7.7	25.7	66.6
	Female	6.6	23.8	69.6
Age	18 to 25	7.6	29.5	62.9
	26 to 40	6.9	24.2	68.9
	41 to 55	7.3	22.7	70.0
	56 and over	6.7	22.4	71.0
Educational attainment	None	4.0	12.0	84.0
	Primary	6.5	18.8	74.7
	Middle-school	6.0	25.6	68.5
	High-school	8.9	26.1	65.0
	Technical or university	6.9	29.8	63.3
Preferred political party	None	7.9	27.2	65.0
	Arena	7.0	18.3	74.7
	FMLN	6.2	25.0	68.9
	Others	4.6	27.3	68.2
	DNK/DNR	3.6	14.3	82.2

Q29a.

Chart 39
Was your problem taken care of?
By variables
[Only for those who went to their City Hall in the last 12 months]
(Percentages)

VARIABLES		RESPONSE No	RESPONSE Yes
%		**14.7**	**85.3**
N		**151**	**873**
Area of the country	West	11.9	88.1
	Central	14.1	85.9
	Metropolitan	19.1	80.9
	Paracentral	16.1	83.9
	East	11.7	88.3
Social Strata	Upper	8.3	91.7
	Upper middle	23.3	76.7
	Lower middle	12.5	87.5
	Worker	14.7	85.3
	Poor	28.6	71.4
	Rural	14.9	85.1
Sex	Male	14.6	85.4
	Female	14.8	85.2
Age	18 to 25	13.1	86.9
	26 to 40	13.6	86.4
	41 to 55	17.5	82.5
	56 and over	15.2	84.8
Educational attainment	None	18.0	82.0
	Primary	15.2	84.8
	Middle-school	13.8	86.2
	High-school	15.5	84.5
	Technical or university	13.5	86.5
Preferred political party	None	16.0	84.0
	Arena	14.0	86.0
	FMLN	11.9	88.1
	Others	18.2	81.8
	DNK/DNR	17.8	82.2

Q29b.

Chart 40
With regard to the place where you live, and considering the possibility of suffering a crime, do you feel very safe, somewhat safe, somewhat unsafe or very unsafe?
By variables
(Percentages)

		RESPONSE			
VARIABLES		Very unsafe	Somewhat unsafe	Somewhat safe	Very safe
%		**20.0**	**27.3**	**31.5**	**21.2**
N		**483**	**659**	**759**	**511**
Area of the country	West	19.0	25.8	33.5	21.7
	Central	18.4	28.3	29.2	24.1
	Metropolitan	22.6	29.6	30.6	17.1
	Paracentral	19.2	29.1	32.9	18.9
	East	19.1	23.6	31.2	26.1
Social Strata	Upper	27.8	27.8	33.3	11.1
	Upper middle	13.5	31.1	37.8	17.6
	Lower middle	17.6	29.3	34.0	19.1
	Worker	22.0	27.5	30.5	19.9
	Poor	29.6	29.6	25.9	14.8
	Rural	18.7	25.7	31.0	24.6
Sex	Male	18.0	27.5	32.3	22.2
	Female	21.7	27.2	30.8	20.4
Age	18 to 25	14.1	29.3	37.0	19.6
	26 to 40	21.6	28.9	29.5	20.0
	41 to 55	20.8	26.4	30.5	22.3
	56 and over	24.1	23.3	28.7	23.9
Educational attainment	None	25.0	22.4	21.1	31.6
	Primary	20.5	23.6	29.5	26.4
	Middle-school	19.5	26.5	29.9	24.1
	High-school	20.5	29.6	33.6	16.3
	Technical or university	18.0	30.0	34.5	17.4
Preferred political party	None	20.6	28.9	30.8	19.7
	Arena	24.1	20.9	31.6	23.4
	FMLN	16.2	28.2	32.5	23.1
	Others	18.8	24.5	39.6	17.0
	DNK/DNR	19.4	30.6	27.4	22.6

Q30.

Chart 41
With regard to crime, please tell me if you feel safe or unsafe in the following places:
Leaving the workplace
By variables
(Percentages)
n=1149

		RESPONSE			
VARIABLES		Very unsafe	Somewhat unsafe	Somewhat safe	Very safe
%		**32.1**	**29.8**	**22.9**	**15.2**
N		**369**	**343**	**263**	**174**
Area of the country	West	24.7	29.6	29.6	16.2
	Central	39.4	23.2	19.4	18.1
	Metropolitan	35.2	31.2	23.2	10.3
	Paracentral	36.8	30.6	19.4	13.2
	East	24.9	31.8	19.9	23.4
Social Strata	Upper	14.3	28.6	50.0	7.1
	Upper middle	33.3	15.4	30.8	20.5
	Lower middle	32.3	31.8	24.5	11.4
	Worker	31.9	31.1	23.9	13.1
	Poor	28.6	35.7	28.6	7.1
	Rural	33.1	28.1	17.9	20.9
Sex	Male	31.3	31.3	22.2	15.3
	Female	33.5	27.5	24.1	14.9
Age	18 to 25	22.9	30.4	29.2	17.5
	26 to 40	34.0	33.7	19.6	12.7
	41 to 55	34.7	27.6	22.9	14.8
	56 and over	35.8	23.5	22.3	18.5
Educational attainment	None	30.6	22.6	22.6	24.2
	Primary	33.6	26.5	14.2	25.6
	Middle-school	34.1	32.4	20.2	13.3
	High-school	33.7	32.8	23.0	10.4
	Technical or university	29.1	29.1	29.1	12.8
Preferred political party	None	35.2	28.2	22.5	14.1
	Arena	31.9	28.2	23.9	16.0
	FMLN	27.0	32.0	23.5	17.4
	Others	14.2	42.9	21.4	21.4
	DNK/DNR	19.0	57.1	19.0	4.8

Q31.

Chart 42
With regard to crime, please tell me if you feel safe or unsafe in the following places:
Leaving place of study
By variables
(Percentages)
n=326

		RESPONSE			
VARIABLES		Very unsafe	Somewhat unsafe	Somewhat safe	Very safe
%		**23.3**	**33.7**	**30.7**	**12.3**
N		**76**	**110**	**100**	**40**
Area of the country	West	21.4	31.4	31.4	15.7
	Central	20.0	22.5	40.0	17.5
	Metropolitan	26.8	34.1	27.5	11.6
	Paracentral	24.3	45.9	21.6	8.1
	East	17.0	36.6	39.0	7.3
Social Strata	Upper	25.0	25.0	50.0	.0
	Upper middle	18.8	37.5	31.3	12.5
	Lower middle	32.5	31.3	27.7	8.4
	Worker	22.4	34.6	29.5	13.5
	Poor	.0	50.0	.0	50.0
	Rural	15.4	33.8	36.9	13.8
Sex	Male	21.2	34.7	30.6	13.5
	Female	25.6	32.7	30.8	10.9
Age	18 to 25	18.3	35.7	32.0	14.1
	26 to 40	38.6	28.6	27.1	5.7
	41 to 55	40.0	20.0	40.0	.0
	56 and over	19.9	40.1	.0	40.0
Educational attainment	None	49.9	50.1	.0	.0
	Primary	16.6	33.3	33.3	16.7
	Middle-school	12.5	25.0	50.0	12.5
	High-school	14.9	33.3	33.3	18.4
	Technical or university	29.2	34.6	27.7	8.5
Preferred political party	None	27.0	32.2	29.9	10.9
	Arena	23.6	29.1	32.7	14.6
	FMLN	17.6	35.3	33.0	14.1
	Others	11.1	55.6	22.2	11.1
	DNK/DNR	.0	100.0	.0	.0

Q32.

Chart 43
With regard to crime, please tell me if you feel safe or unsafe in the following places: While taking, collecting or sending your children to their place of study
By variables
(Percentages)
n=1254

		RESPONSE			
VARIABLES		Very unsafe	Somewhat unsafe	Somewhat safe	Very safe
%		**22.7**	**31.8**	**26.9**	**18.6**
N		**285**	**399**	**337**	**233**
Area of the country	West	20.8	34.0	24.7	20.5
	Central	23.4	30.4	24.4	21.8
	Metropolitan	30.9	30.3	27.3	11.5
	Paracentral	19.4	35.1	27.2	18.3
	East	15.0	30.3	29.9	24.8
Social Strata	Upper	33.3	50.0	16.7	.0
	Upper middle	10.7	35.7	35.7	17.9
	Lower middle	25.6	26.1	34.7	13.6
	Worker	24.8	34.6	26.2	14.4
	Poor	25.0	25.0	33.3	16.7
	Rural	19.3	30.0	24.1	26.6
Sex	Male	21.4	29.2	30.0	19.5
	Female	23.6	33.6	24.7	18.0
Age	18 to 25	13.6	29.8	34.3	22.3
	26 to 40	24.6	33.4	25.4	16.6
	41 to 55	25.6	33.3	26.3	14.8
	56 and over	26.0	27.7	20.9	25.4
Educational attainment	None	31.8	18.2	15.1	34.9
	Primary	23.4	31.3	20.5	24.8
	Middle-school	21.4	34.1	26.2	18.3
	High-school	22.8	33.5	29.8	13.9
	Technical or university	20.9	31.3	32.4	15.5
Preferred political party	None	25.6	32.4	26.2	15.7
	Arena	23.5	30.3	26.7	19.5
	FMLN	16.4	31.1	28.0	24.5
	Others	27.8	27.8	27.8	16.7
	DNK/DNR	17.7	38.2	29.4	14.7

Q33.

Chart 44
With regard to crime, please tell me if you feel safe or unsafe in the following places:
Driving in your vehicle
By variables
(Percentages)
n=525

		RESPONSE			
VARIABLES		Very unsafe	Somewhat unsafe	Somewhat safe	Very safe
%		**22.3**	**33.9**	**29.9**	**13.9**
N		**117**	**178**	**157**	**73**
Area of the country	West	14.1	26.3	38.4	21.2
	Central	22.0	32.0	30.0	16.0
	Metropolitan	27.4	36.3	28.2	8.1
	Paracentral	20.4	40.8	20.4	18.4
	East	17.7	32.9	30.4	19.0
Social Strata	Upper	28.6	42.9	14.3	14.3
	Upper middle	15.6	40.0	28.9	15.6
	Lower middle	23.3	34.0	32.7	10.1
	Worker	23.6	36.3	28.8	11.3
	Poor	100.0	.0	.0	.0
	Rural	17.4	25.0	31.5	26.1
Sex	Male	21.0	33.7	30.0	15.3
	Female	25.5	34.5	29.7	10.4
Age	18 to 25	8.7	36.5	36.5	18.3
	26 to 40	24.0	33.5	33.0	9.5
	41 to 55	30.3	28.7	25.4	15.6
	56 and over	23.2	38.4	22.2	16.2
Educational attainment	None	19.9	30.0	30.0	20.0
	Primary	24.0	32.0	14.0	30.0
	Middle-school	24.1	27.6	31.0	17.3
	High-school	21.8	31.5	32.7	13.9
	Technical or university	21.9	37.6	31.0	9.5
Preferred political party	None	26.8	32.9	28.5	11.9
	Arena	18.1	30.1	34.9	16.9
	FMLN	15.0	37.0	31.5	16.5
	Others	22.2	44.4	11.1	22.2
	DNK/DNR	18.2	45.5	27.3	9.1

Q34.

Chart 45
With regard to crime, please tell me if you feel safe or unsafe in the following places:
Downtown in your city or town
By variables
(Percentages)

		RESPONSE			
VARIABLES		Very unsafe	Somewhat unsafe	Somewhat safe	Very safe
%		**14.6**	**26.1**	**37.6**	**21.7**
N		**352**	**629**	**905**	**522**
Area of the country	West	10.5	24.4	40.9	24.2
	Central	12.2	25.5	37.7	24.7
	Metropolitan	20.7	28.9	34.8	15.6
	Paracentral	12.8	27.1	39.1	21.0
	East	13.2	23.7	37.0	26.1
Social Strata	Upper	16.7	33.3	44.4	5.6
	Upper middle	9.5	27.0	43.2	20.3
	Lower middle	14.7	27.6	40.5	17.2
	Worker	16.4	25.9	37.1	20.6
	Poor	40.7	14.8	29.6	14.8
	Rural	11.8	25.8	36.4	25.9
Sex	Male	12.6	24.8	38.8	23.8
	Female	16.2	27.2	36.6	19.9
Age	18 to 25	7.9	26.1	43.6	22.4
	26 to 40	16.1	29.9	34.3	19.6
	41 to 55	17.3	26.1	35.9	20.7
	56 and over	17.7	20.2	36.9	25.2
Educational attainment	None	15.8	27.0	21.7	35.5
	Primary	16.2	21.1	38.0	24.7
	Middle-school	14.2	26.3	34.3	25.1
	High-school	13.5	27.2	41.4	17.9
	Technical or university	14.4	29.4	38.8	17.3
Preferred political party	None	15.5	27.6	39.1	17.7
	Arena	15.3	26.8	33.8	24.1
	FMLN	12.3	22.7	36.5	28.6
	Others	13.2	20.8	41.5	24.5
	DNK/DNR	14.5	27.4	37.1	21.0

Q35.

Chart 46
With regard to crime, please tell me if you feel safe or unsafe in the following places:
On the roads
By variables
(Percentages)

		RESPONSE			
VARIABLES		Very unsafe	Somewhat unsafe	Somewhat safe	Very safe
%		**35.7**	**39.5**	**19.2**	**5.5**
N		**859**	**951**	**462**	**133**
Area of the country	West	30.7	41.9	20.4	7.0
	Central	32.1	43.7	19.6	4.5
	Metropolitan	40.0	34.8	21.5	3.7
	Paracentral	42.1	41.3	12.5	4.1
	East	32.9	39.7	19.0	8.5
Social Strata	Upper	22.2	50.0	27.8	.0
	Upper middle	24.3	45.9	21.6	8.1
	Lower middle	33.6	36.1	27.1	3.2
	Worker	37.5	40.3	17.2	5.1
	Poor	37.0	33.3	22.2	7.4
	Rural	35.8	39.7	17.5	7.1
Sex	Male	31.1	40.5	21.8	6.6
	Female	39.5	38.7	17.1	4.7
Age	18 to 25	29.2	43.4	22.5	4.9
	26 to 40	35.8	40.1	18.8	5.3
	41 to 55	40.4	37.8	16.3	5.6
	56 and over	38.8	35.7	18.8	6.6
Educational attainment	None	39.6	34.2	14.8	11.4
	Primary	39.0	40.1	13.7	7.2
	Middle-school	37.6	40.7	17.6	4.1
	High-school	35.6	39.9	19.3	5.2
	Technical or university	30.1	39.0	27.1	3.8
Preferred political party	None	36.5	39.3	19.3	4.9
	Arena	38.9	36.5	18.7	5.8
	FMLN	31.0	41.1	20.9	7.0
	Others	41.5	37.7	13.2	7.6
	DNK/DNR	38.7	51.6	8.1	1.6

Q36.

Chart 47
With regard to crime, please tell me if you feel safe or unsafe in the following places:
At the market
By variables
(Percentages)

		RESPONSE				
VARIABLES		Very unsafe	Somewhat unsafe	Somewhat safe	Very safe	DNK/DNR
%		**37.4**	**31.6**	**19.1**	**9.5**	**2.3**
N		**902**	**763**	**462**	**230**	**56**
Area of the country	West	33.5	34.5	19.6	11.2	1.2
	Central	34.3	31.7	21.0	10.8	2.3
	Metropolitan	45.9	27.5	16.7	6.9	2.9
	Paracentral	38.7	35.2	16.9	7.3	2.0
	East	30.3	32.0	22.5	12.3	2.9
Social Strata	Upper	38.9	38.9	5.6	5.6	11.1
	Upper middle	39.2	28.4	20.3	9.5	2.7
	Lower middle	32.8	34.7	20.8	8.7	3.0
	Worker	38.9	28.1	19.4	10.9	2.8
	Poor	55.6	11.1	18.5	14.8	.0
	Rural	36.9	35.5	18.2	8.2	1.2
Sex	Male	34.4	31.9	20.7	10.5	2.5
	Female	39.8	31.4	17.9	8.8	2.2
Age	18 to 25	32.6	34.4	22.5	9.4	1.1
	26 to 40	39.5	33.0	18.3	7.6	1.6
	41 to 55	42.4	29.0	16.5	9.8	2.2
	56 and over	34.6	28.8	19.1	12.4	5.1
Educational attainment	None	35.5	27.0	17.1	19.1	1.3
	Primary	37.2	34.4	16.2	9.9	2.3
	Middle-school	37.1	33.5	17.1	9.4	2.9
	High-school	37.7	28.8	23.5	8.1	1.9
	Technical or university	37.9	32.3	18.5	8.6	2.7
Preferred political party	None	39.1	31.6	19.1	7.7	2.5
	Arena	38.2	30.9	17.8	11.0	2.2
	FMLN	34.0	30.1	21.1	12.7	2.0
	Others	30.2	47.2	9.4	11.3	1.9
	DNK/DNR	33.9	38.7	19.3	6.5	1.6

Q37.

Chart 48
With regard to crime, please tell me if you feel safe or unsafe in the following places:
On the street and green areas in your neighborhood or community
By variables
(Percentages)

		RESPONSE			
VARIABLES		Very unsafe	Somewhat unsafe	Somewhat safe	Very safe
%		**19.0**	**29.6**	**32.2**	**19.2**
N		**457**	**710**	**774**	**461**
Area of the country	West	17.1	31.6	29.8	21.5
	Central	19.3	26.9	33.7	20.1
	Metropolitan	25.0	27.9	32.9	14.2
	Paracentral	15.4	32.7	33.8	18.1
	East	14.8	29.6	31.6	24.0
Social Strata	Upper	29.4	41.2	23.5	5.9
	Upper middle	15.3	26.4	34.7	23.6
	Lower middle	17.0	27.8	39.8	15.5
	Worker	22.5	29.9	30.8	16.8
	Poor	29.6	29.6	25.9	14.8
	Rural	15.2	30.1	30.6	24.1
Sex	Male	16.5	29.2	34.4	19.9
	Female	21.0	29.9	30.5	18.6
Age	18 to 25	14.0	30.6	37.7	17.7
	26 to 40	19.0	31.5	32.1	17.4
	41 to 55	23.9	28.0	28.0	20.0
	56 and over	20.1	26.9	30.0	23.0
Educational attainment	None	18.5	27.2	18.5	35.8
	Primary	18.9	28.8	28.2	24.1
	Middle-school	18.3	27.7	33.7	20.2
	High-school	19.2	31.9	33.7	15.1
	Technical or university	19.6	29.3	36.8	14.3
Preferred political party	None	20.3	30.5	32.2	16.9
	Arena	18.6	30.6	29.1	21.8
	FMLN	17.0	25.9	34.8	22.3
	Others	11.5	40.4	26.9	21.2
	DNK/DNR	19.7	29.5	32.8	18.0

Q38.

Chart 49
With regard to crime, please tell me if you feel safe or unsafe in the following places:
In parks, public plazas or parking lots
By variables
(Percentages)

		RESPONSE				
VARIABLES		Very unsafe	Somewhat unsafe	Somewhat safe	Very safe	DNK/DNR
%		**28.0**	**34.6**	**25.2**	**10.1**	**2.2**
N		**676**	**834**	**608**	**243**	**52**
Area of the country	West	26.4	35.5	26.2	10.5	1.6
	Central	24.9	35.1	26.3	11.0	2.6
	Metropolitan	34.8	34.0	22.8	6.0	2.4
	Paracentral	28.2	35.8	22.9	10.5	2.6
	East	21.9	33.2	28.5	14.5	1.8
Social Strata	Upper	22.2	61.1	16.7	.0	.0
	Upper middle	29.7	32.4	28.4	6.8	2.7
	Lower middle	28.3	32.0	26.3	11.2	2.2
	Worker	27.4	33.7	26.1	10.9	1.9
	Poor	25.9	22.2	29.6	11.1	11.1
	Rural	28.7	37.0	23.2	8.9	2.2
Sex	Male	25.7	33.1	29.2	10.7	1.4
	Female	29.9	35.8	22.0	9.5	2.8
Age	18 to 25	21.6	36.6	30.3	10.9	.6
	26 to 40	29.8	38.2	22.5	9.1	.4
	41 to 55	30.7	34.2	24.0	8.4	2.8
	56 and over	30.5	26.6	24.3	12.6	6.2
Educational attainment	None	27.6	25.0	27.6	15.8	3.9
	Primary	29.7	34.4	20.5	11.0	4.5
	Middle-school	30.4	32.3	25.1	10.8	1.4
	High-school	25.5	37.6	26.2	9.6	1.1
	Technical or university	28.0	35.2	27.8	7.7	1.3
Preferred political party	None	28.9	35.0	24.1	9.4	2.6
	Arena	30.7	37.0	22.6	8.0	1.7
	FMLN	25.5	29.4	30.4	13.6	1.0
	Others	20.8	49.1	17.0	9.4	3.8
	DNK/DNR	22.6	45.2	22.6	4.8	4.8

Q39.

Chart 50
With regard to crime, please tell me if you feel safe or unsafe in the following places:
At malls or shopping centers
By variables
(Percentages)
n=1814

		RESPONSE			
VARIABLES		Very unsafe	Somewhat unsafe	Somewhat safe	Very safe
%		**10.7**	**24.1**	**40.1**	**25.0**
N		**195**	**438**	**728**	**454**
Area of the country	West	9.2	24.5	38.8	27.4
	Central	12.3	25.1	33.7	28.8
	Metropolitan	10.9	21.6	44.6	22.8
	Paracentral	10.6	29.2	41.2	19.0
	East	11.1	24.5	36.3	28.1
Social Strata	Upper	11.8	23.5	41.2	23.5
	Upper middle	7.5	17.9	52.2	22.4
	Lower middle	8.9	22.3	42.9	25.9
	Worker	10.5	23.8	40.8	24.9
	Poor	5.3	31.6	42.1	21.1
	Rural	13.2	26.8	34.9	25.1
Sex	Male	7.4	20.7	42.1	29.8
	Female	13.7	27.2	38.3	20.8
Age	18 to 25	6.3	25.3	44.7	23.7
	26 to 40	10.8	25.6	41.8	21.9
	41 to 55	16.6	25.4	31.6	26.4
	56 and over	10.6	18.0	40.0	31.4
Educational attainment	None	25.0	26.8	21.4	26.8
	Primary	16.7	25.1	28.7	29.4
	Middle-school	10.5	24.6	42.6	22.3
	High-school	9.3	23.8	43.0	23.8
	Technical or university	7.7	23.4	43.6	25.3
Preferred political party	None	10.9	26.4	40.4	22.3
	Arena	13.9	22.6	37.1	26.5
	FMLN	9.4	19.6	41.2	29.8
	Others	5.7	11.4	42.9	40.0
	DNK/DNR	4.4	40.0	42.2	13.3

Q40.

Chart 51
With regard to crime, please tell me if you feel safe or unsafe in the following places:
At home
By variables
(Percentages)

		RESPONSE			
VARIABLES		Very unsafe	Somewhat unsafe	Somewhat safe	Very safe
%		**5.8**	**17.6**	**29.1**	**47.5**
N		**139**	**425**	**702**	**1146**
Area of the country	West	5.6	18.6	26.7	49.0
	Central	7.1	17.9	20.4	54.6
	Metropolitan	4.4	15.7	34.0	45.9
	Paracentral	6.4	22.7	30.5	40.4
	East	6.6	15.6	29.7	48.2
Social Strata	Upper	.0	38.9	22.2	38.9
	Upper middle	4.1	14.9	28.4	52.7
	Lower middle	2.2	14.1	35.0	48.6
	Worker	5.2	18.8	27.7	48.3
	Poor	7.4	7.4	44.4	40.7
	Rural	8.4	17.9	27.8	45.9
Sex	Male	4.6	15.9	29.1	50.3
	Female	6.7	19.0	29.1	45.2
Age	18 to 25	2.3	12.7	28.1	57.0
	26 to 40	3.6	20.2	32.4	43.8
	41 to 55	10.2	19.1	29.0	41.6
	56 and over	8.6	18.1	25.3	47.9
Educational attainment	None	11.8	10.5	27.6	50.0
	Primary	9.2	19.1	24.1	47.7
	Middle-school	6.7	22.4	25.5	45.3
	High-school	4.1	19.2	31.9	44.9
	Technical or university	2.2	12.6	33.6	51.7
Preferred political party	None	6.0	18.5	29.7	45.8
	Arena	7.5	18.7	26.8	47.0
	FMLN	4.3	14.8	29.3	51.6
	Others	5.7	17.0	17.0	60.4
	DNK/DNR	3.2	19.4	40.3	37.1

Q41.

Chart 52
Have you been the victim of a criminal act such as robbery, extortion, threats or other type of criminal act in the last 12 months *[November 2014 to October 2015]*?
By variables
(Percentages)

VARIABLES		RESPONSE	
		No	Yes
%		**81.4**	**18.6**
N		**1964**	**448**
Area of the country	West	79.7	20.3
	Central	86.1	13.9
	Metropolitan	72.9	27.1
	Paracentral	83.7	16.3
	East	90.8	9.2
Social Strata	Upper	66.7	33.3
	Upper middle	81.1	18.9
	Lower middle	75.7	24.3
	Worker	78.9	21.1
	Poor	77.8	22.2
	Rural	88.0	12.0
Sex	Male	78.5	21.5
	Female	83.8	16.2
Age	18 to 25	80.6	19.4
	26 to 40	76.9	23.1
	41 to 55	83.8	16.2
	56 and over	87.0	13.0
Educational education	None	91.5	8.5
	Primary	91.9	8.1
	Middle-school	84.1	15.9
	High-school	79.1	20.9
	Technical or university	69.3	30.7
Preferred political party	None	80.5	19.5
	Arena	84.2	15.8
	FMLN	81.5	18.5
	Others	79.3	20.7
	DNK/DNR	85.5	14.5

Q42.

Chart 53
How many times have you been the victim of a criminal act in the last 12 months [November 2014 to October 2015]?
By variables
[Only for those who were victims of some criminal act such as robbery, extortion, or threats or other type of criminal act in the last 12 months]
(Percentages)

VARIABLES		RESPONSE		
		Once	2 to 4 times	5 times or more
%		**52.0**	**40.8**	**7.1**
N		**233**	**183**	**32**
Area of the country	West	53.3	38.1	8.6
	Central	49.0	40.8	10.2
	Metropolitan	51.8	44.0	4.1
	Paracentral	42.9	50.0	7.1
	East	64.4	22.2	13.3
Social Strata	Upper	66.7	33.3	.0
	Upper middle	35.7	57.1	7.1
	Lower middle	51.0	41.8	7.1
	Worker	50.7	43.6	5.8
	Poor	66.7	33.3	.0
	Rural	56.6	32.3	11.1
Sex	Male	52.2	39.6	8.2
	Female	51.9	42.1	6.0
Age	18 to 25	55.8	40.8	3.3
	26 to 40	46.1	46.1	7.9
	41 to 55	58.6	29.9	11.5
	56 and over	52.4	41.3	6.3
Educational attainment	None	76.9	15.4	7.7
	Primary	48.9	40.0	11.1
	Middle-school	54.6	36.3	9.1
	High-school	56.9	35.3	7.8
	Technical or university	45.6	49.7	4.7
Preferred political party	None	50.4	43.7	5.9
	Arena	50.8	40.0	9.2
	FMLN	56.0	36.7	7.3
	Others	63.7	27.3	9.1
	DNK/DNR	44.5	33.3	22.2

Q43.

Chart 54
Thinking of the last criminal act you experienced, from the list I am going to give, indicate the number that responds to the criminal act
By variables
[Only for those who were victims of some criminal act such as robbery, extortion, or threats or other type of criminal act in the last 12 months]
(Percentages)

		RESPONSE								
VARIABLES		1	2	3	4	5	6	7	8	9
%		**23.0**	**7.6**	**32.8**	**16.1**	**13.6**	**1.1**	**2.0**	**2.0**	**1.8**
N		**103**	**34**	**147**	**72**	**61**	**5**	**9**	**9**	**8**
Area of the country	West	24.8	5.7	25.7	16.2	17.1	1.0	4.8	1.0	3.8
	Central	22.4	12.3	28.5	20.4	10.2	2.0	2.0	.0	2.0
	Metropolitan	24.4	5.2	41.4	13.5	9.3	.5	.5	4.1	1.0
	Paracentral	19.7	16.1	30.3	19.6	8.9	1.8	3.6	.0	.0
	East	17.8	6.7	20.0	17.8	33.4	2.2	.0	.0	2.2
Social Strata	Upper	16.7	16.7	16.7	33.3	.0	.0	.0	16.7	.0
	Upper middle	.0	7.1	42.9	.0	21.4	.0	7.1	14.3	7.1
	Lower middle	24.5	8.2	42.9	12.2	7.1	2.0	1.0	2.0	.0
	Worker	23.1	6.2	37.3	17.3	12.4	.0	.9	1.3	1.3
	Poor	50.0	.0	16.7	.0	16.7	.0	.0	16.7	.0
	Rural	23.2	10.1	13.1	19.2	22.2	3.0	5.1	.0	4.0
Sex	Male	19.4	9.5	31.4	16.8	15.1	1.3	3.5	1.7	1.3
	Female	26.9	5.6	34.2	15.3	12.0	.9	.5	2.3	2.3
Age	18 to 25	20.8	13.3	38.3	8.3	15.0	1.7	.8	1.7	.0
	26 to 40	23.6	3.9	35.4	16.9	12.4	1.7	1.7	1.1	3.4
	41 to 55	23.0	6.9	27.6	20.7	17.3	.0	1.2	1.1	2.3
	56 and over	25.4	7.9	22.2	22.2	9.5	.0	6.4	6.3	.0
Educational attainment	None	7.7	7.7	15.4	38.4	23.1	.0	.0	7.7	.0
	Primary	35.5	4.4	11.1	17.8	20.0	.0	8.9	.0	2.2
	Middle-school	13.6	12.1	31.8	16.7	22.7	3.0	.0	.0	.0
	High-school	26.1	7.2	26.8	17.7	14.4	.0	2.6	2.0	3.3
	Technical or university	21.6	7.0	45.6	12.3	7.0	1.8	.6	2.9	1.2
Preferred political party	None	22.8	7.9	34.2	16.1	12.2	1.2	2.0	2.0	1.6
	Arena	24.6	7.7	29.2	13.9	16.9	.0	1.5	3.1	3.1
	FMLN	22.9	6.4	33.0	17.4	13.8	1.8	.9	1.8	1.8
	Others	9.1	9.1	36.3	9.1	18.1	.0	18.2	.0	.0
	DNK/DNR	33.4	11.1	11.1	22.2	22.2	.0	.0	.0	.0

Q44.

DETAIL OF THE RESPONSE:
1. Unarmed robbery without aggression or physical threat
2. Unarmed robbery with added aggression or physical threat
3. Armed Robbery
4. Extortion
5. Threats
6. Kidnapping
7. Forced to leave your home or property
8. Property damage
9. Other

Chart 55
Did you report the criminal act to the authorities?
By variables
[Only for those who were victims of some criminal act such as robbery, extortion, or threats or other type of criminal act in the last 12 months]
(Percentages)

		RESPONSE		
VARIABLES		No	Yes	DNR
%		**63.2**	**35.7**	**1.1**
N		**283**	**160**	**5**
Area of the country	West	65.7	34.3	.0
	Central	63.3	32.7	4.1
	Metropolitan	62.2	36.3	1.6
	Paracentral	71.4	28.6	.0
	East	51.1	48.9	.0
Social Strata	Upper	66.7	33.3	.0
	Upper middle	42.9	57.1	.0
	Lower middle	58.2	41.8	.0
	Worker	64.9	33.3	1.8
	Poor	50.0	50.0	.0
	Rural	67.7	31.3	1.0
Sex	Male	62.1	37.1	.9
	Female	64.4	34.3	1.4
Age	18 to 25	68.3	30.8	.8
	26 to 40	57.9	41.0	1.1
	41 to 55	62.1	35.6	2.3
	56 and over	69.8	30.2	.0
Educational attainment	None	76.9	23.1	.0
	Primary	64.5	31.1	4.4
	Middle-school	63.6	33.3	3.0
	High-school	69.9	30.1	.0
	Technical or university	55.6	43.9	.6
Preferred political party	None	60.6	38.2	1.2
	Arena	69.2	29.2	1.5
	FMLN	65.1	33.9	.9
	Others	54.5	45.5	.0
	DNK/DNR	77.8	22.2	.0

Q45.

Chart 56
Why did you not report the incident?
By variables
[Only for those who were victims of some criminal act such as robbery, extortion, or threats or other type of criminal act in the last 12 months and did not report the criminal act to the authorities]
(Percentages)

		RESPONSE					
VARIABLES		1	2	3	4	5	6
%		**45.4**	**35.8**	**7.8**	**5.0**	**3.2**	**2.8**
N		**128**	**101**	**22**	**14**	**9**	**8**
Area of the country	West	42.6	39.7	8.8	4.4	1.5	2.9
	Central	38.7	51.6	6.4	.0	3.2	.0
	Metropolitan	52.5	26.7	7.5	5.8	5.0	2.5
	Paracentral	40.0	45.0	7.5	2.5	2.5	2.5
	East	34.8	34.8	8.7	13.0	.0	8.7
Social Strata	Upper	75.0	.0	.0	.0	25.0	.0
	Upper middle	50.0	16.7	16.7	.0	.0	16.7
	Lower middle	59.6	21.1	3.5	10.5	1.8	3.5
	Worker	42.5	38.4	9.6	4.1	3.4	2.1
	Poor	33.3	.0	33.3	33.3	.0	.0
	Rural	37.9	48.5	6.1	1.5	3.0	3.0
Sex	Male	40.6	39.9	7.0	5.6	2.8	4.2
	Female	50.3	31.7	8.6	4.3	3.6	1.4
Age	18 to 25	43.9	31.7	6.1	3.7	7.3	7.3
	26 to 40	48.5	34.0	9.7	3.9	1.9	1.9
	41 to 55	39.6	51.0	3.8	5.7	.0	.0
	56 and over	47.8	29.5	11.4	9.1	2.3	.0
Educational attainment	None	10.0	80.0	10.0	.0	.0	.0
	Primary	28.6	50.0	17.8	3.6	.0	.0
	Middle-school	50.0	26.2	9.5	7.1	4.8	2.4
	High-school	43.9	41.1	7.5	2.8	1.9	2.8
	Technical or university	53.7	25.3	4.2	7.4	5.3	4.2
Preferred political party	None	47.7	36.6	6.5	4.6	3.3	1.3
	Arena	44.4	31.2	11.1	6.7	4.4	2.2
	FMLN	43.7	33.8	7.0	5.6	2.8	7.0
	Others	16.7	50.0	33.3	.0	.0	.0
	DNK/DNR	42.8	57.2	.0	.0	.0	.0

Q46.

DETAIL OF THE RESPONSE:
1. It is no use / the authorities fail to solve it
2. It is dangerous/ fear vendettas
3. No evidence
4. It was not serious
5. Another reason
6. Did not know where to go to report it

Chart 57
What institution did you report the criminal act to?
By variables
[Only for those who were victims of some criminal act such as robbery, extortion, or threats or other type of criminal act in the last 12 months and reported the criminal act to the authorities]
(Percentages)

		RESPONSE			
VARIABLES		PNC	Metropolitan Police Corps	Prosecutor General's Office	Another institution
%		**89.4**	**1.2**	**6.3**	**3.1**
N		**143**	**2**	**10**	**5**
Area of the country	West	94.4	.0	2.8	2.8
	Central	75.0	.0	18.8	6.2
	Metropolitan	90.0	2.9	4.3	2.9
	Paracentral	93.8	.0	6.2	.0
	East	86.4	.0	9.1	4.5
Social Strata	Upper	100.0	.0	.0	.0
	Upper middle	87.5	.0	12.5	.0
	Lower middle	95.1	.0	4.9	.0
	Worker	88.0	2.7	4.0	5.3
	Poor	66.7	.0	33.3	.0
	Rural	87.1	.0	9.7	3.2
Sex	Male	90.7	1.2	4.7	3.5
	Female	87.8	1.4	8.1	2.7
Age	18 to 25	91.9	.0	5.4	2.7
	26 to 40	91.8	.0	5.5	2.7
	41 to 55	83.9	3.2	6.5	6.4
	56 and over	84.2	5.3	10.5	.0
Educational attainment	None	66.7	.0	33.3	.0
	Primary	85.7	.0	14.3	.0
	Middle-school	86.3	.0	4.6	9.1
	High-school	84.8	2.2	8.7	4.3
	Technical or university	94.7	1.3	2.7	1.3
Preferred political party	None	89.7	.0	7.2	3.1
	Arena	79.0	10.5	10.5	.0
	FMLN	94.6	.0	2.7	2.7
	Others	79.9	.0	.0	20.1
	DNK/DNR	100.0	.0	.0	.0

Q47.

Chart 58
What was the outcome of the report?
By variables
[Only for those who were victims of some criminal act such as robbery, extortion, or threats or other type of criminal act in the last 12 months and reported the criminal act to the authorities]
(Percentages)

		RESPONSE						
VARIABLES		The authorities did nothing	It is under investigation	The suspect is under arrest	The perpetrator was caught and sentenced	The suspect was caught but was released by judge	Other	Do not know the outcome
%		**61.9**	**14.4**	**10.6**	**1.9**	**1.3**	**1.9**	**8.1**
N		**99**	**23**	**17**	**3**	**2**	**3**	**13**
Area of the country	West	72.2	8.3	13.9	.0	.0	.0	5.6
	Central	56.2	25.0	.0	.0	.0	6.3	12.5
	Metropolitan	65.7	11.4	12.9	1.4	.0	2.9	5.7
	Paracentral	49.9	25.0	.0	12.5	6.3	.0	6.2
	East	45.5	18.2	13.6	.0	4.5	.0	18.2
Social Strata	Upper	.0	50.0	50.0	.0	.0	.0	.0
	Upper middle	62.5	12.5	12.5	.0	.0	12.5	.0
	Lower middle	58.5	14.6	14.6	2.4	2.4	.0	7.3
	Worker	73.3	9.3	8.0	1.3	.0	1.3	6.7
	Poor	.0	.0	66.7	.0	.0	.0	33.3
	Rural	48.4	25.8	3.2	3.2	3.2	3.2	12.9
Sex	Male	59.3	16.3	13.9	1.2	1.2	2.3	5.8
	Female	64.9	12.2	6.8	2.7	1.4	1.4	10.8
Age	18 to 25	67.6	8.1	10.8	5.4	.0	.0	8.1
	26 to 40	61.6	17.8	8.2	1.4	1.4	2.7	6.8
	41 to 55	58.1	12.9	16.1	.0	3.2	.0	9.7
	56 and over	57.9	15.8	10.5	.0	.0	5.3	10.5
Educational attainment	None	.0	33.3	33.3	.0	.0	.0	33.4
	Primary	49.9	14.3	.0	.0	7.1	7.2	21.4
	Middle-school	63.6	22.8	9.1	.0	.0	.0	4.5
	High-school	58.7	10.9	17.4	2.2	2.2	2.2	6.5
	Technical or university	68.0	13.3	8.0	2.7	.0	1.3	6.7
Preferred political party	None	62.9	12.4	10.3	2.1	1.0	2.1	9.3
	Arena	73.7	10.5	.0	.0	5.3	.0	10.5
	FMLN	56.8	18.9	13.5	2.7	.0	2.7	5.4
	Others	39.9	20.1	40.0	.0	.0	.0	.0
	DNK/DNR	50.0	50.0	.0	.0	.0	.0	.0

Q48.

Chart 59
How satisfied are you with the way in which the authorities responded to your case?
By variables
[Only for those who were victims of some criminal act such as robbery, extortion, or threats or other type of criminal act in the last 12 months and reported the criminal act to the authorities]
(Percentages)

		RESPONSE			
VARIABLES		Not at all satisfied	A little satisfied	Somewhat satisfied	Very satisfied
%		**51.2**	**19.4**	**18.1**	**11.3**
N		**82**	**31**	**29**	**18**
Area of the country	West	58.3	16.6	16.7	8.3
	Central	62.5	12.5	12.5	12.5
	Metropolitan	48.6	21.4	21.4	8.6
	Paracentral	62.5	18.7	6.3	12.5
	East	31.8	22.8	22.7	22.7
Social Strata	Upper	.0	.0	50.0	50.0
	Upper middle	62.5	.0	25.0	12.5
	Lower middle	43.9	29.3	19.5	7.3
	Worker	57.3	20.0	17.3	5.3
	Poor	33.3	.0	.0	66.7
	Rural	48.4	12.9	16.1	22.6
Sex	Male	41.9	26.7	18.6	12.8
	Female	62.2	10.8	17.6	9.5
Age	18 to 25	48.7	21.6	21.6	8.1
	26 to 40	58.9	20.5	12.3	8.2
	41 to 55	41.9	12.9	29.0	16.1
	56 and over	42.1	21.0	15.8	21.1
Educational attainment	None	.0	33.3	.0	66.7
	Primary	64.3	7.2	7.1	21.4
	Middle-school	40.9	13.7	31.8	13.7
	High-school	56.5	13.0	17.4	13.0
	Technical or university	50.7	26.7	17.3	5.3
Preferred political party	None	57.7	16.5	15.5	10.3
	Arena	63.2	21.1	5.3	10.5
	FMLN	29.8	24.3	35.1	10.8
	Others	40.0	20.0	.0	40.0
	DNK/DNR	50.0	50.0	.0	.0

Q49.

Chart 60
Has anyone in your household been the victim of any crime such as robbery, extortion, threats or any other criminal act in the last 12 months *[November 2014 to October 2015]*?
By variables
(Percentages)

VARIABLES		RESPONSE	
		No	Yes
%		**81.2**	**18.8**
N		**1957**	**454**
Area of the country	West	80.2	19.8
	Central	83.8	16.2
	Metropolitan	75.4	24.6
	Paracentral	82.6	17.4
	East	87.7	12.3
Social Strata	Upper	72.2	27.8
	Upper middle	75.7	24.3
	Lower middle	76.4	23.6
	Worker	77.7	22.3
	Poor	96.3	3.7
	Rural	88.2	11.8
Sex	Male	80.9	19.1
	Female	81.4	18.6
Age	18 to 25	78.6	21.4
	26 to 40	77.9	22.1
	41 to 55	83.1	16.9
	56 and over	87.6	12.4
Educational attainment	None	95.4	4.6
	Primary	89.7	10.3
	Middle-school	85.6	14.4
	High-school	76.8	23.2
	Technical or university	71.2	28.8
Preferred political party	None	81.1	18.9
	Arena	80.0	20.0
	FMLN	81.1	18.9
	Others	84.9	15.1
	DNK/DNR	88.7	11.3

Q50.

Chart 61
Please tell me how safe or unsafe you feel while riding the bus, minibus or other public transport service?
By variables
(Percentages)

		RESPONSE				
VARIABLES		Never	Rarely	No more than 2 or 3 times a month	At least once per week	Every day
%		**5.6**	**27.7**	**11.5**	**24.0**	**31.2**
N		**136**	**668**	**276**	**579**	**752**
Area of the country	West	4.6	25.4	10.1	26.2	33.7
	Central	2.8	34.0	13.9	22.7	26.6
	Metropolitan	10.3	22.7	5.6	16.3	45.1
	Paracentral	3.5	26.1	14.5	26.2	29.7
	East	3.5	34.0	17.4	32.4	12.7
Social Strata	Upper	44.4	38.9	.0	5.6	11.1
	Upper middle	28.4	39.2	5.4	13.5	13.5
	Lower middle	10.7	26.6	10.7	17.1	35.0
	Worker	4.5	26.8	10.4	20.5	37.8
	Poor	.0	29.6	7.4	29.6	33.3
	Rural	1.9	28.1	14.1	33.1	22.7
Sex	Male	7.1	27.4	10.2	23.1	32.2
	Female	4.4	28.0	12.5	24.8	30.4
Age	18 to 25	2.1	26.7	8.6	25.3	37.3
	26 to 40	6.0	26.0	11.4	22.0	34.6
	41 to 55	3.3	28.3	13.0	24.6	30.7
	56 and over	12.2	30.9	13.4	25.0	18.5
Educational attainment	None	3.3	43.4	16.4	26.3	10.5
	Primary	3.8	30.4	16.4	31.0	18.5
	Middle-school	3.4	29.9	14.9	27.7	24.1
	High-school	4.5	24.9	8.8	23.4	38.4
	Technical or university	11.3	22.8	5.9	14.6	45.3
Preferred political party	None	5.5	27.8	11.3	22.9	32.6
	Arena	7.0	29.2	11.9	24.1	27.7
	FMLN	5.4	24.5	11.6	26.6	31.8
	Others	1.9	32.1	5.7	24.6	35.8
	DNK/DNR	4.8	41.9	16.1	22.6	14.5

Q51.

Chart 62
Please tell me how safe or unsafe you feel while riding the bus, minibus or other public transport service?
By variables
[Only for those who use public transportation every day, at least once per week or no more than 2 or 3 times per month]
(Percentages)
n=1607

		RESPONSE			
VARIABLES		Not at all safe	A little safe	Somewhat safe	Very safe
%		**37.1**	**37.3**	**20.2**	**5.3**
N		**597**	**600**	**325**	**85**
Area of the country	West	29.6	35.7	28.0	6.7
	Central	39.0	39.0	17.0	4.9
	Metropolitan	48.3	32.6	15.8	3.4
	Paracentral	33.1	45.5	18.6	2.9
	East	30.5	39.0	21.6	8.9
Social Strata	Upper	33.3	33.3	33.3	.0
	Upper middle	45.8	33.3	20.8	.0
	Lower middle	40.7	35.2	20.2	4.0
	Worker	39.6	36.3	19.2	4.9
	Poor	47.4	26.3	21.1	5.3
	Rural	31.8	40.2	21.4	6.6
Sex	Male	35.6	39.0	20.4	5.1
	Female	38.4	36.1	20.1	5.4
Age	18 to 25	30.7	43.5	21.4	4.3
	26 to 40	39.6	38.3	18.5	3.6
	41 to 55	44.1	31.9	16.9	7.1
	56 and over	33.3	33.0	26.1	7.6
Educational attainment	None	35.8	29.6	24.7	9.9
	Primary	36.1	36.9	18.3	8.7
	Middle-school	33.9	42.3	19.1	4.7
	High-school	37.0	37.0	22.3	3.7
	Technical or university	41.3	36.3	18.9	3.6
Preferred political party	None	39.1	36.8	19.2	4.9
	Arena	37.8	38.2	20.2	3.8
	FMLN	33.3	37.5	22.4	6.8
	Others	22.9	37.2	31.4	8.6
	DNK/DNR	42.4	42.5	9.1	6.1

Q52.

Chart 63
In this last year [November 2014 to October 2015], have you witnessed a robbery, assault or murder while riding the bus, minibus or other way of public transport?
By variables
[Only for those who use public transportation every day, at least once per week or no more than 2 or 3 times per month]
(Percentages)

		RESPONSE	
VARIABLES		No	Yes
%		**75.2**	**24.8**
N		**1206**	**399**
Area of the country	West	82.3	17.7
	Central	76.7	23.3
	Metropolitan	62.6	37.4
	Paracentral	75.5	24.5
	East	84.9	15.1
Social Strata	Upper	66.7	33.3
	Upper middle	54.2	45.8
	Lower middle	67.2	32.8
	Worker	71.9	28.1
	Poor	68.4	31.6
	Rural	83.9	16.1
Sex	Male	69.7	30.3
	Female	79.4	20.6
Age	18 to 25	71.5	28.5
	26 to 40	73.7	26.3
	41 to 55	77.7	22.3
	56 and over	80.5	19.5
Educational attainment	None	93.8	6.2
	Primary	89.3	10.7
	Middle-school	79.1	20.9
	High-school	71.0	29.0
	Technical or university	59.6	40.4
Preferred political party	None	73.8	26.2
	Arena	77.4	22.6
	FMLN	75.6	24.4
	Others	77.2	22.8
	DNK/DNR	84.9	15.1

Q53.

Chart 64
How often do crimes occur on the buses or public transport services that you traditionally use?
By variables
[Only those who have witnessed a robbery, assault or murder while riding public transportation]
(Percentages)

VARIABLES		RESPONSE		
		Rarely	At least once per month	Several times per week
%		**31.8**	**24.3**	**43.8**
N		**127**	**97**	**175**
Area of the country	West	34.3	29.7	35.9
	Central	40.4	23.1	36.5
	Metropolitan	26.4	18.5	55.1
	Paracentral	32.2	30.5	37.3
	East	39.1	32.6	28.2
Social Strata	Upper	.0	.0	100.0
	Upper middle	54.5	9.1	36.4
	Lower middle	34.9	20.5	44.6
	Worker	30.1	21.8	48.1
	Poor	16.7	16.7	66.7
	Rural	31.5	35.9	32.6
Sex	Male	35.5	24.8	39.7
	Female	27.6	23.8	48.6
Age	18 to 25	40.0	23.2	36.8
	26 to 40	32.6	23.9	43.5
	41 to 55	18.3	30.5	51.2
	56 and over	31.5	18.5	50.0
Educational attainment	None	.0	60.0	40.0
	Primary	30.8	33.3	35.9
	Middle-school	31.0	32.8	36.2
	High-school	28.9	23.5	47.6
	Technical or university	36.5	18.2	45.3
Preferred political party	None	30.0	22.5	47.6
	Arena	37.3	20.4	42.4
	FMLN	33.0	28.0	39.0
	Others	37.5	37.5	25.0
	DNK/DNR	20.1	60.0	20.0

Q54.

Chart 65
In the last year *[November 2014 to October 2015]*, have you been the direct victim of a robbery or other crime while riding the bus or other means of public transport?
By variables
[Only for those who use public transportation every day, at least once per week or no more than 2 or 3 times per month]
(Percentages)

		RESPONSE	
VARIABLES		No	Yes
%		**90.9**	**9.1**
N		**1460**	**146**
Area of the country	West	93.9	6.1
	Central	91.9	8.1
	Metropolitan	84.0	16.0
	Paracentral	91.7	8.3
	East	96.7	3.3
Social Strata	Upper	100.0	.0
	Upper middle	83.3	16.7
	Lower middle	87.7	12.3
	Worker	88.8	11.2
	Poor	89.5	10.5
	Rural	95.3	4.7
Sex	Male	90.5	9.5
	Female	91.2	8.8
Age	18 to 25	88.4	11.6
	26 to 40	88.6	11.4
	41 to 55	94.6	5.4
	56 and over	94.6	5.4
Educational attainment	None	98.8	1.2
	Primary	97.5	2.5
	Middle-school	92.8	7.2
	High-school	90.3	9.7
	Technical or university	81.9	18.1
Preferred political party	None	89.6	10.4
	Arena	93.1	6.9
	FMLN	91.2	8.8
	Others	97.2	2.8
	DNK/DNR	97.0	3.0

Q55.

Chart 66
Is it the same crime that you mentioned previously in this survey?
By variables
[Only for those who in the last year have been a direct victim of a criminal act while riding public transportation]
(Percentages)
n=146

		RESPONSE	
VARIABLES		Yes, it's the same	No, a different one
%		**78.8**	**21.2**
N		**115**	**31**
Area of the country	West	72.7	27.3
	Central	83.3	16.7
	Metropolitan	80.3	19.7
	Paracentral	75.0	25.0
	East	80.0	20.0
Social Strata	Upper	.0	.0
	Upper middle	75.0	25.0
	Lower middle	71.0	29.0
	Worker	82.9	17.1
	Poor	100.0	.0
	Rural	74.1	25.9
Sex	Male	85.1	14.9
	Female	73.4	26.6
Age	18 to 25	78.4	21.6
	26 to 40	76.7	23.3
	41 to 55	85.0	15.0
	56 and over	80.0	20.0
Educational attainment	None	100.0	.0
	Primary	77.8	22.2
	Middle-school	80.0	20.0
	High-school	74.0	26.0
	Technical or university	81.8	18.2
Preferred political party	None	75.5	24.5
	Arena	83.4	16.6
	FMLN	86.1	13.9
	Others	100.0	.0
	DNK/DNR	.0	100.0

Q56.

Chart 67
Thinking of the last criminal act you were the victim of while riding the bus or minibus or other forms of public transport, indicate the number that responds to the criminal act
By variables
[Only for those who in the last year have been a direct victim of a criminal act while riding public transportation]
(Percentages)

		RESPONSE						
VARIABLES		Unarmed robbery without aggression or phsysical threat	Unarmed robbery with added aggression or phsysical threat	Armed robbery	Extortion	Threats	Kidnapping	Physical assault without robbery
%		**24.0**	**12.3**	**56.2**	**1.4**	**3.4**	**1.4**	**1.4**
N		**35**	**18**	**82**	**2**	**5**	**2**	**2**
Area of the country	West	31.8	.0	63.7	.0	4.6	.0	.0
	Central	27.8	16.7	55.5	.0	.0	.0	.0
	Metropolitan	19.7	14.5	59.2	1.3	2.6	1.3	1.3
	Paracentral	25.0	10.0	44.9	5.0	10.0	.0	5.0
	East	30.0	20.0	40.0	.0	.0	10.0	.0
Social Strata	Upper	.0	.0	.0	.0	.0	.0	.0
	Upper middle	25.0	25.0	50.0	.0	.0	.0	.0
	Lower middle	25.8	22.6	48.4	.0	3.2	.0	.0
	Worker	24.4	7.3	63.4	2.4	.0	1.2	1.2
	Poor	.0	.0	50.0	.0	50.0	.0	.0
	Rural	22.2	14.8	44.4	.0	11.1	3.7	3.7
Sex	Male	20.9	13.4	55.2	1.5	6.0	3.0	.0
	Female	26.6	11.4	57.0	1.3	1.3	.0	2.5
Age	18 to 25	19.6	15.7	52.9	2.0	5.9	3.9	.0
	26 to 40	28.3	3.3	63.3	1.7	1.7	.0	1.7
	41 to 55	25.0	15.0	50.0	.0	5.0	.0	5.0
	56 and over	20.0	33.3	46.7	.0	.0	.0	.0
Educational attainment	None	.0	100.0	.0	.0	.0	.0	.0
	Primary	22.2	.0	66.6	.0	11.1	.0	.0
	Middle-school	.0	15.0	75.0	.0	5.0	5.0	.0
	High-school	30.0	12.0	46.0	4.0	6.0	.0	2.0
	Technical or university	27.3	12.1	57.6	.0	.0	1.5	1.5
Preferred political party	None	24.4	12.2	55.5	2.2	3.3	.0	2.2
	Arena	27.8	5.5	61.1	.0	5.5	.0	.0
	FMLN	22.2	13.9	55.5	.0	2.8	5.6	.0
	Others	.0	.0	100.0	.0	.0	.0	.0
	DNK/DNR	.0	100.0	.0	.0	.0	.0	.0

Q57.

Chart 68
Which of the following measures do you believe would be the most effective in improving safety in public transport system?
By variables
(Percentages)

VARIABLES		RESPONSE				
		Stationing security agents on every bus	The transportation system being run by the State	Installing cameras in every bus	Expanding the SITRAMSS system on a national scale	DNK/DNR
%		**46.9**	**4.4**	**28.2**	**16.6**	**3.9**
N		**1132**	**106**	**681**	**400**	**94**
Area of the country	West	48.3	2.5	32.4	12.0	4.8
	Central	45.9	3.4	31.2	15.9	3.7
	Metropolitan	42.6	8.1	20.9	24.6	3.8
	Paracentral	49.1	3.8	29.1	13.1	4.9
	East	51.0	2.0	31.8	12.7	2.5
Social Strata	Upper	33.3	11.1	11.1	38.9	5.6
	Upper middle	36.5	5.4	27.0	29.7	1.4
	Lower middle	45.2	6.9	24.6	18.1	5.2
	Worker	43.1	5.1	28.7	19.1	4.0
	Poor	51.9	7.4	14.8	18.5	7.4
	Rural	53.8	1.9	30.3	10.8	3.2
Sex	Male	47.3	5.6	25.7	17.8	3.6
	Female	46.6	3.4	30.3	15.6	4.1
Age	18 to 25	54.3	4.0	24.6	15.1	1.9
	26 to 40	49.5	3.6	27.2	17.2	2.5
	41 to 55	40.7	4.8	30.1	17.8	6.5
	56 and over	40.3	5.6	32.3	16.0	5.8
Educational attainment	None	51.3	2.6	30.3	10.5	5.3
	Primary	50.2	1.8	35.1	8.8	4.1
	Middle-school	48.7	3.1	29.2	15.2	3.9
	High-school	45.8	5.5	27.5	18.2	3.1
	Technical or university	42.7	7.0	21.0	25.0	4.3
Preferred political party	None	46.9	4.5	28.7	14.7	5.2
	Arena	54.3	2.4	28.2	11.9	3.2
	FMLN	41.7	5.8	25.7	25.2	1.7
	Others	47.2	3.8	35.8	13.2	.0
	DNK/DNR	48.4	1.6	35.5	8.0	6.4

Q58.

Chart 69
Are you familiar with or have you heard of the United States Agency for International Development, or USAID?
By variables
(Percentages)
n=1068

		RESPONSE	
VARIABLES		No	Yes
%		**60.3**	**39.7**
N		**644**	**424**
Area of the country	West	57.9	42.1
	Central	62.7	37.3
	Metropolitan	52.8	47.2
	Paracentral	61.2	38.8
	East	69.7	30.3
Social Strata	Upper	33.3	66.7
	Upper middle	30.0	70.0
	Lower middle	48.4	51.6
	Worker	58.6	41.4
	Poor	60.0	40.0
	Rural	68.1	31.9
Sex	Male	52.0	48.0
	Female	67.1	32.9
Age	18 to 25	70.2	29.8
	26 to 40	55.8	44.2
	41 to 55	54.1	45.9
	56 and over	60.5	39.5
Educational attainment	None	83.1	16.9
	Primary	71.4	28.6
	Middle-school	62.3	37.7
	High-school	60.3	39.7
	Technical or university	37.7	62.3
Preferred political party	None	58.6	41.4
	Arena	65.0	35.0
	FMLN	58.8	41.2
	Others	72.4	27.6
	DNK/DNR	64.7	35.3

Q59.

Chart 70
How did you find out about the activities of USAID?
By variables
[Only for those who heard about or read about USAID]
(Percentages)
n=423

VARIABLES		RESPONSE 1	2	3	4	5	6	7	8	9	10
%		**1.2**	**3.8**	**66.7**	**5.0**	**1.4**	**8.5**	**4.3**	**5.4**	**1.4**	**2.4**
N		**5**	**16**	**282**	**21**	**6**	**36**	**18**	**23**	**6**	**10**
Area of the country	West	1.3	4.0	65.1	4.6	1.3	9.9	3.9	7.2	2.0	.7
	Central	1.1	4.3	70.2	4.2	.0	3.2	5.3	5.3	1.1	5.3
	Metropolitan	.0	.0	59.3	10.2	3.4	15.3	3.4	5.1	1.7	1.7
	Paracentral	2.4	4.7	67.1	3.5	1.2	8.2	3.5	4.7	1.2	3.5
	East	.0	6.1	75.8	3.0	3.0	6.1	6.1	.0	.0	.0
Social Strata	Upper	.0	.0	50.0	33.3	.0	.0	16.7	.0	.0	.0
	Upper middle	.0	.0	42.9	14.3	.0	28.6	.0	7.1	.0	7.1
	Lower middle	.0	4.8	50.8	12.7	3.2	17.5	4.8	4.8	1.6	.0
	Worker	.5	2.4	69.2	3.8	1.9	7.7	3.8	6.3	1.4	2.9
	Poor	.0	.0	100.0	.0	.0	.0	.0	.0	.0	.0
	Rural	3.1	6.2	73.1	.8	.0	3.8	4.6	4.6	1.5	2.3
Sex	Male	.9	4.3	65.8	6.5	1.3	9.5	3.9	4.8	.4	2.6
	Female	1.6	3.1	67.7	3.1	1.6	7.3	4.7	6.2	2.6	2.1
Age	18 to 25	1.2	4.6	57.5	3.4	1.1	16.1	5.7	4.6	3.4	2.3
	26 to 40	.0	1.4	67.9	2.1	3.6	11.4	5.0	4.3	.0	4.3
	41 to 55	3.6	4.5	66.7	5.4	.0	3.6	4.5	8.1	2.7	.9
	56 and over	.0	5.9	74.1	10.6	.0	2.4	1.2	4.7	.0	1.2
Educational attainment	None	.0	27.3	63.6	.0	.0	.0	.0	9.1	.0	.0
	Primary	2.5	2.5	84.8	.0	1.3	1.3	3.8	3.8	.0	.0
	Middle-school	2.6	3.9	67.5	3.9	.0	5.2	2.6	10.4	1.3	2.6
	High-school	.8	.8	71.7	5.8	.8	6.7	4.2	3.3	1.7	4.2
	Technical or university	.0	5.2	51.5	8.1	2.9	16.9	5.9	5.1	2.2	2.2
Preferred political party	None	.9	2.6	65.7	5.1	2.6	8.6	4.3	6.9	1.3	2.1
	Arena	1.6	6.2	65.6	4.7	.0	9.4	7.8	1.6	1.6	1.6
	FMLN	.9	4.7	70.7	4.7	.0	7.5	2.8	3.8	.9	3.8
	Others	.0	12.5	62.6	.0	.0	12.5	.0	.0	12.5	.0
	DNK/DNR	8.4	.0	58.4	8.3	.0	8.3	.0	16.7	.0	.0

Q60.

DETAIL OF THE RESPONSE:

1. None
2. Radio
3. Television
4. Newspapers
5. USAID website
6. Twitter / Facebook / Internet
7. Friends/Family
8. USAID projects / staff
9. At school
10. Others

Chart 71
Are you familiar with any USAID program to provide aid to the country?
By variables
[Only for those who heard about or read about USAID]
(Percentages)
n=424

		RESPONSE		
VARIABLES		No	Yes	DNK/DNR
%		**70.8**	**28.1**	**1.2**
N		**300**	**119**	**5**
Area of the country	West	70.0	28.7	1.3
	Central	77.7	22.3	.0
	Metropolitan	67.8	32.2	.0
	Paracentral	65.9	32.9	1.2
	East	72.7	21.2	6.1
Social Strata	Upper	33.3	66.7	.0
	Upper middle	71.4	28.6	.0
	Lower middle	67.2	31.2	1.6
	Worker	69.2	29.8	1.0
	Poor	100.0	.0	.0
	Rural	76.2	22.3	1.5
Sex	Male	67.5	30.3	2.2
	Female	74.6	25.4	.0
Age	18 to 25	71.3	26.4	2.3
	26 to 40	73.8	26.2	.0
	41 to 55	66.7	31.5	1.8
	56 and over	70.6	28.2	1.2
Educational attainment	None	90.9	9.1	.0
	Primary	76.0	24.0	.0
	Middle-school	81.8	18.2	.0
	High-school	68.3	29.2	2.5
	Technical or university	62.0	36.5	1.5
Preferred political party	None	69.2	29.5	1.3
	Arena	82.8	17.2	.0
	FMLN	65.1	33.0	1.9
	Others	75.0	25.0	.0
	DNK/DNR	83.4	16.6	.0

Q61.

Chart 72
Can you name a USAID program to provide aid to the country?
By variables
[Only for those who know a USAID program to provide aid to the country]
(Percentages)
n=119

		RESPONSE							
VARIABLES		1	2	3	4	5	6	7	8
%		**27.7**	**12.6**	**8.4**	**20.2**	**15.1**	**9.2**	**3.4**	**3.4**
N		**33**	**15**	**10**	**24**	**18**	**11**	**4**	**4**
Area of the country	West	22.7	22.7	11.4	15.9	15.9	6.8	2.3	2.3
	Central	38.1	.0	4.8	33.3	4.8	9.5	.0	9.5
	Metropolitan	10.5	10.5	5.3	26.3	21.1	15.8	10.5	.0
	Paracentral	39.2	10.7	7.1	14.3	17.9	7.1	3.6	.0
	East	28.6	.0	14.3	14.3	14.2	14.3	.0	14.2
Social Strata	Upper	.0	25.0	25.0	.0	25.0	.0	25.0	.0
	Upper middle	25.0	.0	25.0	25.0	25.0	.0	.0	.0
	Lower middle	20.0	30.0	5.0	20.0	5.0	10.0	10.0	.0
	Worker	32.3	9.7	8.1	21.0	14.5	8.1	1.6	4.8
	Poor	.0	.0	.0	.0	.0	.0	.0	.0
	Rural	27.6	6.9	6.9	20.7	20.7	13.8	.0	3.4
Sex	Male	28.6	12.9	12.9	17.1	11.4	8.6	4.3	4.3
	Female	26.5	12.2	2.0	24.5	20.4	10.2	2.0	2.0
Age	18 to 25	30.4	13.0	8.7	17.4	13.0	13.1	4.3	.0
	26 to 40	27.0	8.1	8.1	13.5	24.4	8.1	8.1	2.7
	41 to 55	31.4	14.3	5.7	28.6	5.7	5.7	.0	8.6
	56 and over	20.8	16.7	12.5	20.8	16.7	12.5	.0	.0
Educational attainment	None	.0	.0	.0	100.0	.0	.0	.0	.0
	Primary	15.8	5.3	5.3	31.6	10.5	15.8	.0	15.8
	Middle-school	14.3	14.3	7.1	14.3	28.6	14.3	7.1	.0
	High-school	34.3	14.3	5.7	20.0	17.1	5.7	.0	2.9
	Technical or university	32.0	14.0	12.0	16.0	12.0	8.0	6.0	.0
Preferred political party	None	24.6	13.0	4.3	20.3	21.7	8.7	2.9	4.4
	Arena	45.5	27.2	18.2	9.1	.0	.0	.0	.0
	FMLN	25.7	5.7	14.3	22.9	8.6	14.3	5.7	2.9
	Others	49.9	.0	.0	50.1	.0	.0	.0	.0
	DNK/DNR	50.0	50.0	.0	.0	.0	.0	.0	.0

Q62.

DETAIL OF THE RESPONSE:

1. Education programs and scholarships
2. Support for agriculture and food programs
3. Fomilenio and other local infrastructure programs
4. Violence prevention and youth support
5. Programs to promote employment
6. Health and housing programs
7. Other programs
8. DNK/DNR

Chart 73
Would you say your opinion of USAID is very favorable, somewhat favorable, a little favorable or not at all favorable?
By variables
[Only for those who know a USAID program to provide aid to the country]
(Percentages)
n=117

		RESPONSE			
VARIABLES		Not at all favorable	A little favorable	Somewhat favorable	Very favorable
%		**.0**	**10.3**	**32.5**	**57.3**
N		**.0**	**12**	**38**	**67**
Area of the country	West	.0	11.4	36.4	52.2
	Central	.0	14.3	19.0	66.7
	Metropolitan	.0	10.5	52.6	36.8
	Paracentral	.0	3.7	18.5	77.8
	East	.0	16.6	50.0	33.4
Social Strata	Upper	.0	.0	50.0	50.0
	Upper middle	.0	.0	75.0	25.0
	Lower middle	.0	15.0	30.0	55.0
	Worker	.0	8.2	29.5	62.3
	Poor	.0	.0	.0	.0
	Rural	.0	14.3	32.1	53.6
Sex	Male	.0	13.0	36.2	50.7
	Female	.0	6.3	27.1	66.7
Age	18 to 25	.0	8.7	30.4	60.9
	26 to 40	.0	5.6	47.2	47.2
	41 to 55	.0	11.8	26.5	61.8
	56 and over	.0	16.7	20.8	62.5
Educational attainment	None	.0	.0	.0	100.0
	Primary	.0	21.1	21.0	57.9
	Middle-school	.0	.0	28.6	71.4
	High-school	.0	8.8	26.5	64.7
	Technical or university	.0	10.2	42.8	46.9
Preferred political party	None	.0	11.6	36.2	52.2
	Arena	.0	.0	9.1	90.9
	FMLN	.0	11.8	35.3	53.0
	Others	.0	.0	.0	100.0
	DNK/DNR	.0	.0	.0	100.0

Q63.

Chart 74
Are you familiar with or have you heard of the Partnership for Growth?
By variables
(Percentages)
n=1067

VARIABLES		RESPONSE	
		No	Yes
%		**70.5**	**29.5**
N		**752**	**315**
Area of the country	West	70.0	30.0
	Central	71.4	28.6
	Metropolitan	68.8	31.2
	Paracentral	71.2	28.8
	East	70.4	29.6
Social Strata	Upper	44.4	55.6
	Upper middle	60.0	40.0
	Lower middle	70.2	29.8
	Worker	69.0	31.0
	Poor	100.0	.0
	Rural	73.2	26.8
Sex	Male	65.0	35.0
	Female	75.0	25.0
Age	18 to 25	78.4	21.6
	26 to 40	72.1	27.9
	41 to 55	65.3	34.7
	56 and over	63.1	36.9
Educational attainment	None	84.4	15.6
	Primary	74.6	25.4
	Middle-school	75.0	25.0
	High-school	73.2	26.8
	Technical or university	53.2	46.8
Preferred political party	None	72.2	27.8
	Arena	72.7	27.3
	FMLN	66.0	34.0
	Others	62.0	38.0
	DNK/DNR	70.6	29.4

Q64.

Chart 75
How did you find out about the activities of the Partnership for Growth?
By variables
[Only for those who heard about or read about Partnership for Growth]
(Percentages)
n=311

		RESPONSE						
VARIABLES		Radio	Television	Newspapers	Twitter / Facebook / Internet	Friends / Family	USAID projects / staff	Others
%		**5.1**	**78.1**	**7.1**	**6.1**	**1.6**	**1.0**	**1.0**
N		**16**	**243**	**22**	**19**	**5**	**3**	**3**
Area of the country	West	5.6	76.6	6.5	7.5	1.9	1.9	.0
	Central	2.8	81.7	5.6	2.8	2.8	1.4	2.8
	Metropolitan	5.1	71.8	12.8	10.3	.0	.0	.0
	Paracentral	6.4	80.9	6.3	4.8	1.6	.0	.0
	East	6.4	77.4	6.4	6.5	.0	.0	3.2
Social Strata	Upper	20.0	60.0	20.0	.0	.0	.0	.0
	Upper middle	12.5	50.0	25.0	12.5	.0	.0	.0
	Lower middle	8.3	63.9	11.1	13.9	.0	.0	2.8
	Worker	1.9	83.2	7.1	4.5	1.3	1.3	.6
	Poor	.0	.0	.0	.0	.0	.0	.0
	Rural	7.5	78.5	3.7	5.6	2.8	.9	.9
Sex	Male	6.0	77.2	8.4	7.2	.6	.0	.6
	Female	4.2	79.2	5.6	4.9	2.8	2.1	1.4
Age	18 to 25	4.8	73.0	1.6	17.5	1.6	.0	1.6
	26 to 40	4.5	80.7	3.4	5.7	3.4	1.1	1.1
	41 to 55	2.4	85.4	4.9	3.7	1.2	2.4	.0
	56 and over	9.0	71.8	17.9	.0	.0	.0	1.3
Educational attainment	None	33.4	44.4	11.1	.0	.0	11.1	.0
	Primary	1.5	88.2	4.4	1.5	2.9	1.5	.0
	Middle-school	7.8	80.4	3.9	3.9	.0	2.0	2.0
	High-school	2.5	81.5	8.6	6.2	1.2	.0	.0
	Technical or university	5.9	70.6	8.8	10.8	2.0	.0	2.0
Preferred political party	None	5.2	80.6	5.2	5.8	1.3	.6	1.3
	Arena	8.0	74.0	8.0	6.0	2.0	.0	2.0
	FMLN	3.5	74.4	9.3	8.1	2.3	2.3	.0
	Others	9.1	90.9	.0	.0	.0	.0	.0
	DNK/DNR	.0	77.8	22.2	.0	.0	.0	.0

Q65.

Chart 76
Are you familiar with any Partnership for Growth program to provide aid to the country?
By variables
[Only for those who heard about or read about Partnership for Growth]
(Percentages)
n=315

		RESPONSE		
VARIABLES		No	Yes	DNK/DNR
%		**79.0**	**19.4**	**1.6**
N		**249**	**61**	**5**
Area of the country	West	78.9	18.3	2.8
	Central	75.0	25.0	.0
	Metropolitan	79.5	20.5	.0
	Paracentral	80.9	17.5	1.6
	East	84.4	12.5	3.1
Social Strata	Upper	80.0	20.0	.0
	Upper middle	87.5	12.5	.0
	Lower middle	78.4	21.6	.0
	Worker	78.8	20.5	.6
	Poor	.0	.0	.0
	Rural	78.9	17.4	3.7
Sex	Male	82.1	16.1	1.8
	Female	75.5	23.1	1.4
Age	18 to 25	84.1	14.3	1.6
	26 to 40	75.3	24.7	.0
	41 to 55	79.7	16.7	3.6
	56 and over	78.5	20.2	1.3
Educational attainment	None	90.0	10.0	.0
	Primary	74.3	21.4	4.3
	Middle-school	84.3	15.7	.0
	High-school	81.5	16.1	2.5
	Technical or university	76.7	23.3	.0
Preferred political party	None	78.3	19.1	2.6
	Arena	82.0	18.0	.0
	FMLN	79.3	19.5	1.1
	Others	72.7	27.3	.0
	DNK/DNR	80.0	20.0	.0

Q66.

Chart 77
Can you name a Partnership for Growth program to provide aid to the country?
By variables
[Only for those who know a Partnership for Growth program to provide aid to the country]
(Percentages)
n=61

		RESPONSE							
VARIABLES		1	2	3	4	5	6	7	8
%		**13.1**	**9.8**	**19.6**	**3.3**	**29.5**	**4.9**	**11.5**	**8.2**
N		**8**	**6**	**12**	**2**	**18**	**3**	**7**	**5**
Area of the country	West	10.0	15.0	20.0	.0	20.0	5.0	10.0	20.0
	Central	5.6	.0	11.1	11.1	44.4	5.5	22.2	.0
	Metropolitan	12.5	.0	37.5	.0	37.5	.0	12.5	.0
	Paracentral	18.2	18.2	18.2	.0	27.3	9.1	.0	9.1
	East	49.9	25.1	25.0	.0	.0	.0	.0	.0
Social Strata	Upper	.0	.0	.0	.0	.0	.0	100.0	.0
	Upper middle	.0	100.0	.0	.0	.0	.0	.0	.0
	Lower middle	.0	.0	37.5	.0	.0	.0	25.0	37.5
	Worker	12.5	6.2	25.0	3.1	40.6	6.2	3.1	3.1
	Poor	.0	.0	.0	.0	.0	.0	.0	.0
	Rural	21.1	15.8	5.3	5.3	26.3	5.3	15.8	5.3
Sex	Male	14.8	11.1	29.6	.0	25.9	7.4	3.7	7.4
	Female	11.8	8.8	11.8	5.9	32.4	2.9	17.6	8.8
Age	18 to 25	11.1	11.1	22.2	.0	33.3	11.1	11.1	.0
	26 to 40	22.7	9.1	18.1	.0	27.3	4.5	9.1	9.1
	41 to 55	7.1	7.2	14.3	7.2	35.7	.0	14.3	14.3
	56 and over	6.3	12.5	25.0	6.2	25.0	6.2	12.5	6.2
Educational attainment	None	.0	.0	.0	.0	100.0	.0	.0	.0
	Primary	13.3	13.4	13.3	13.3	20.0	6.7	13.3	6.7
	Middle-school	.0	.0	.0	.0	50.0	12.5	12.5	25.0
	High-school	15.4	7.7	30.8	.0	15.4	7.7	23.1	.0
	Technical or university	16.7	12.5	25.0	.0	33.3	.0	4.2	8.3
Preferred political party	None	20.0	10.0	23.3	6.7	26.7	.0	10.0	3.3
	Arena	11.1	.0	11.1	.0	33.4	11.1	11.1	22.3
	FMLN	5.9	11.8	23.5	.0	29.4	11.8	5.9	11.8
	Others	.0	33.4	.0	.0	66.6	.0	.0	.0
	DNK/DNR	.0	.0	.0	.0	.0	.0	100.0	.0

Q67.

DETAIL OF THE RESPONSE:

1. Education programs and scholarships
2. Support for agriculture programs
3. Fomilenio and other national infrastructure programs
4. Violence prevention and youth support
5. Programs to promote employment
6. Program helps people with limited resources
7. Other programs
8. DNK/DNR

Chart 78
Would you say your opinion of the Partnership for Growth is very favorable, somewhat favorable, a little favorable or not at all favorable?
By variables
[Only for those who know a Partnership for Growth program to provide aid to the country]
(Percentages)
n=61

		RESPONSE			
VARIABLES		Not at all favorable	A little favorable	Somewhat favorable	Very favorable
%		**1.6**	**16.4**	**26.2**	**55.7**
N		**1**	**10**	**16**	**34**
Area of the country	West	.0	15.0	20.0	65.0
	Central	.0	16.7	50.0	33.3
	Metropolitan	12.5	25.0	.0	62.5
	Paracentral	.0	18.2	18.1	63.7
	East	.0	.0	25.0	75.0
Social Strata	Upper	100.0	.0	.0	.0
	Upper middle	.0	.0	.0	100.0
	Lower middle	.0	.0	50.0	50.0
	Worker	.0	21.9	25.0	53.1
	Poor	.0	.0	.0	.0
	Rural	.0	15.8	21.1	63.2
Sex	Male	.0	18.5	29.6	51.9
	Female	2.9	14.7	23.5	58.8
Age	18 to 25	.0	11.1	33.3	55.6
	26 to 40	.0	13.6	31.8	54.5
	41 to 55	.0	28.6	21.4	50.0
	56 and over	6.2	12.5	18.7	62.5
Educational attainment	None	.0	.0	.0	100.0
	Primary	.0	20.0	13.3	66.7
	Middle-school	.0	25.0	12.5	62.5
	High-school	7.7	15.4	46.1	30.8
	Technical or university	.0	12.5	29.2	58.3
Preferred political party	None	3.3	20.0	26.7	50.0
	Arena	.0	33.4	.0	66.6
	FMLN	.0	5.9	29.4	64.7
	Others	.0	.0	33.2	66.8
	DNK/DNR	.0	.0	100.0	.0

Q68.

Chart 79
In which of the following areas do you believe that the country needs more foreign aid?
By variables
[First opinion]
(Percentages)

		RESPONSE							
VARIABLES		Economic development	Employment	Poverty reduction	Security / Gangs / Violence	Health	Education	Technical Training / Education	Others
%		**19.7**	**33.2**	**12.4**	**19.3**	**6.8**	**5.9**	**1.1**	**1.6**
N		**209**	**351**	**131**	**204**	**72**	**63**	**12**	**17**
Area of the country	West	18.3	30.8	14.4	18.6	7.2	8.1	.8	1.7
	Central	17.3	33.7	14.1	19.3	8.8	4.4	1.6	.8
	Metropolitan	23.4	27.4	8.9	23.4	6.5	5.6	.0	4.8
	Paracentral	20.2	39.9	8.7	18.8	5.0	4.1	1.8	1.4
	East	25.0	32.4	13.0	17.6	4.6	6.5	.9	.0
Social Strata	Upper	22.2	.0	.0	33.3	.0	22.2	.0	22.2
	Upper middle	25.0	30.0	.0	10.0	10.0	20.0	.0	5.0
	Lower middle	21.1	23.6	8.9	24.4	8.1	8.9	.0	4.9
	Worker	19.8	33.5	12.6	19.0	6.8	6.0	1.2	1.0
	Poor	.0	60.0	.0	20.0	.0	.0	.0	20.0
	Rural	19.1	36.2	14.1	18.1	6.5	4.0	1.5	.5
Sex	Male	22.4	32.5	10.7	18.0	5.9	7.3	.8	2.3
	Female	17.5	33.7	13.8	20.3	7.6	4.8	1.4	1.0
Age	18 to 25	18.2	34.9	9.3	25.0	5.1	5.8	.3	1.4
	26 to 40	14.8	36.8	12.0	20.8	6.0	6.3	1.3	2.2
	41 to 55	25.4	33.1	14.0	14.8	5.1	5.1	1.3	1.3
	56 and over	23.0	25.3	15.5	14.1	12.2	6.6	1.9	1.4
Educational attainment	None	19.4	24.2	30.6	11.3	9.7	3.2	1.6	.0
	Primary	18.0	34.2	17.3	14.0	11.8	4.4	.4	.0
	Middle-school	19.8	37.1	12.4	17.8	3.5	5.4	2.0	2.0
	High-school	24.2	35.4	10.3	17.9	3.6	6.3	1.3	1.0
	Technical or university	15.9	27.7	3.6	31.4	7.3	8.6	.9	4.5
Preferred political party	None	17.4	34.4	12.5	18.6	7.3	6.6	1.4	1.6
	Arena	20.3	33.5	12.6	20.9	8.2	2.2	.6	1.6
	FMLN	23.8	27.7	11.3	22.3	5.5	6.6	1.2	1.6
	Others	27.6	41.4	13.8	6.9	6.9	3.5	.0	.0
	DNK/DNR	17.7	44.1	14.7	8.8	.0	11.7	.0	2.9

Q69a.

Chart 80
In which of the following areas do you believe that the country needs more foreign aid?
By variables
[Second opinion]
(Percentages)

		RESPONSE							
VARIABLES		Economic development	Employment	Poverty reduction	Security / Gangs / Violence	Politics/ Governance	Health	Education	Technical Training / Education
%		**10.3**	**24.3**	**13.5**	**23.9**	**1.5**	**12.3**	**11.3**	**2.8**
N		**104**	**245**	**136**	**241**	**15**	**124**	**114**	**28**
Area of the country	West	9.7	24.6	10.3	25.8	.9	14.7	11.4	2.6
	Central	11.0	25.0	12.7	22.9	.8	10.6	14.0	3.0
	Metropolitan	12.1	18.1	19.0	22.4	6.0	11.2	10.3	.9
	Paracentral	11.4	23.3	15.2	23.8	1.0	10.9	10.0	4.3
	East	6.7	30.8	16.4	22.1	1.0	12.5	8.6	1.9
Social Strata	Upper	28.6	.0	14.3	14.3	14.3	.0	14.3	14.3
	Upper middle	21.1	15.8	15.8	10.5	.0	21.1	10.5	5.3
	Lower middle	14.8	28.7	12.2	26.1	3.5	5.2	7.8	1.7
	Worker	10.2	21.5	13.8	22.8	1.3	16.3	10.9	3.3
	Poor	.0	20.0	20.0	40.0	.0	20.0	.0	.0
	Rural	8.4	27.5	13.4	25.4	1.0	9.2	13.1	2.1
Sex	Male	8.8	21.8	14.5	25.3	2.0	11.9	12.6	3.1
	Female	11.6	26.4	12.7	22.8	1.1	12.7	10.3	2.5
Age	18 to 25	9.9	24.1	12.4	26.3	2.1	11.7	12.8	.7
	26 to 40	12.3	23.3	14.2	22.6	1.0	12.6	11.7	2.3
	41 to 55	7.6	26.2	11.1	26.2	1.8	12.0	9.8	5.3
	56 and over	11.0	24.1	16.7	19.9	1.0	13.1	10.5	3.7
Educational attainment	None	5.8	26.9	13.5	25.0	1.9	11.5	9.6	5.8
	Primary	10.2	29.0	12.2	23.5	.4	9.8	12.6	2.4
	Middle-school	10.2	23.6	16.4	23.1	.5	15.9	8.2	2.0
	High-school	9.5	22.6	14.5	29.1	2.0	11.8	7.8	2.7
	Technical or university	12.9	21.1	11.0	17.7	2.9	12.9	18.2	3.3
Preferred political party	None	10.8	23.2	13.0	24.2	1.3	12.4	12.8	2.3
	Arena	12.1	24.1	12.7	25.3	1.7	9.2	11.5	3.4
	FMLN	8.6	28.6	15.9	19.2	2.0	13.1	9.0	3.7
	Others	3.7	22.2	7.4	37.0	.0	22.2	3.7	3.7
	DNK/DNR	12.9	12.9	12.9	38.8	.0	12.9	9.7	.0

Q69b.

Chart 81
In which of the following areas do you believe that the country needs more foreign aid?
By variables
[Third opinion]
(Percentages)

VARIABLES		RESPONSE								
		Economic development	Employment	Poverty reduction	Security / Gangs / Violence	Politics/ Governance	Health	Education	Technology	Technical Training / Education
%		**8.7**	**12.2**	**10.4**	**18.7**	**3.8**	**18.3**	**22.6**	**1.6**	**3.7**
N		**84**	**118**	**100**	**180**	**37**	**177**	**218**	**15**	**36**
Area of the country	West	11.7	14.2	9.3	15.7	4.0	17.6	23.2	1.2	3.1
	Central	7.6	10.7	12.0	20.4	2.7	18.2	22.2	.9	5.3
	Metropolitan	4.4	11.4	7.9	15.8	4.4	14.9	29.8	4.4	7.0
	Paracentral	7.9	11.4	10.9	22.8	4.9	20.3	17.3	1.5	3.0
	East	8.0	12.0	12.0	19.0	3.0	21.0	24.0	1.0	.0
Social Strata	Upper	.0	.0	14.3	14.3	28.6	.0	28.6	.0	14.3
	Upper middle	5.3	10.5	10.5	31.6	.0	10.5	21.1	5.3	5.3
	Lower middle	8.8	15.8	6.1	13.2	5.3	23.7	23.7	.9	2.6
	Worker	7.6	11.3	10.7	18.7	3.9	17.6	23.9	1.5	4.8
	Poor	25.0	.0	25.0	25.0	.0	.0	25.0	.0	.0
	Rural	10.2	12.7	11.1	19.7	3.0	18.6	20.5	1.7	2.5
Sex	Male	7.6	12.2	10.4	18.4	3.9	16.8	23.0	3.0	4.6
	Female	9.6	12.2	10.4	18.8	3.8	19.6	22.2	.4	3.0
Age	18 to 25	12.5	12.8	8.1	20.9	5.9	13.9	22.3	1.1	2.6
	26 to 40	7.6	12.6	11.0	17.0	4.3	18.9	21.9	2.3	4.3
	41 to 55	5.3	12.0	9.1	16.3	2.4	23.0	26.3	.5	5.3
	56 and over	8.8	11.0	14.3	20.9	1.7	18.7	19.8	2.2	2.7
Educational attainment	None	6.7	13.3	15.6	20.0	2.2	17.8	22.2	.0	2.2
	Primary	9.3	12.7	13.1	20.7	2.5	19.8	19.0	.8	2.1
	Middle-school	7.9	15.8	9.5	22.1	3.7	18.4	19.5	1.1	2.1
	High-school	9.8	10.8	9.4	18.5	3.1	16.4	24.5	2.4	4.9
	Technical or university	7.7	10.1	8.2	13.0	6.8	19.3	27.1	1.9	5.8
Preferred political party	None	9.0	12.1	11.2	16.7	2.6	18.1	23.9	2.0	4.4
	Arena	8.8	13.5	11.2	18.8	4.1	16.5	22.9	1.2	2.9
	FMLN	8.3	12.1	8.3	23.3	5.4	17.5	20.8	.8	3.3
	Others	.0	7.7	11.6	15.4	7.7	30.7	23.0	3.8	.0
	DNK/DNR	14.8	11.1	7.4	14.8	7.4	29.7	11.1	.0	3.7

Q69c.

Chart 82
What was the highest level of education you finished?
By variables
(Percentages)

		RESPONSE				
VARIABLES		None	Primary	Middle-school	High-school	Technical or university
%		**6.3**	**23.1**	**17.2**	**30.3**	**23.1**
N		**152**	**557**	**415**	**732**	**556**
Area of the country	West	6.2	24.3	17.6	29.3	22.6
	Central	8.0	31.6	21.9	26.4	12.2
	Metropolitan	1.3	9.4	11.7	35.1	42.6
	Paracentral	6.7	26.8	23.3	29.6	13.6
	East	12.3	33.0	17.2	27.8	9.6
Social Strata	Upper	.0	.0	5.6	11.1	83.3
	Upper middle	1.4	8.1	2.7	21.6	66.2
	Lower middle	2.5	10.4	9.2	29.5	48.4
	Worker	3.9	17.8	17.0	37.6	23.7
	Poor	18.5	7.4	25.9	33.3	14.8
	Rural	11.4	38.5	22.7	22.4	5.0
Sex	Male	6.0	20.0	16.6	32.7	24.6
	Female	6.5	25.5	17.7	28.4	21.8
Age	18 to 25	.3	8.6	20.3	46.0	24.8
	26 to 40	2.9	18.2	18.3	32.4	28.3
	41 to 55	11.0	30.2	16.5	23.9	18.4
	56 and over	14.3	41.5	12.4	14.2	17.7
Preferred political party	None	5.4	21.2	17.0	32.3	24.1
	Arena	8.0	28.2	18.5	25.8	19.4
	FMLN	6.3	21.7	17.4	30.3	24.3
	Others	5.7	35.9	15.1	24.5	18.8
	DNK/DNR	14.5	30.7	12.9	24.2	17.7

Q70.

Chart 83
What is your current employment status?
By variables
(Percentages)

		RESPONSE						
VARIABLES		Currently working	Not presently working, but is employed	Actively looking for a job	Student	Housework	Retired, pensioned or permanently disabled	Not employed and not looking for a job
%		**48.0**	**4.7**	**8.0**	**7.7**	**24.1**	**5.0**	**2.4**
N		**1159**	**113**	**193**	**187**	**582**	**121**	**58**
Area of the country	West	43.9	5.2	9.7	9.3	23.3	5.6	2.9
	Central	45.0	5.1	7.9	6.8	30.9	2.5	1.7
	Metropolitan	58.0	3.4	5.5	9.0	13.3	8.6	2.2
	Paracentral	45.6	5.8	10.8	8.1	25.9	2.6	1.2
	East	41.8	4.9	8.0	4.7	34.4	2.7	3.5
Social Strata	Upper	72.2	.0	.0	11.1	5.6	11.1	.0
	Upper middle	52.7	5.4	6.8	9.5	8.1	17.6	.0
	Lower middle	56.6	2.0	4.7	9.2	16.6	9.9	1.0
	Worker	50.4	4.4	8.6	9.4	19.4	4.8	3.1
	Poor	63.0	3.7	7.4	3.7	11.1	3.7	7.4
	Rural	39.4	6.4	9.1	4.9	36.1	1.7	2.3
Sex	Male	62.4	6.6	9.6	8.8	1.3	7.4	3.9
	Female	36.4	3.2	6.7	6.9	42.6	3.1	1.2
Age	18 to 25	35.7	3.6	14.0	28.4	14.8	.2	3.4
	26 to 40	58.5	5.1	9.1	1.4	25.8	.0	.1
	41 to 55	59.5	4.7	3.9	.2	28.3	1.5	2.0
	56 and over	34.4	5.6	3.3	.0	28.6	23.0	5.1
Educational attainment	None	42.1	6.6	4.6	.0	36.2	6.6	3.9
	Primary	39.4	7.0	5.0	.2	40.5	4.8	3.1
	Middle-school	45.8	2.4	9.4	1.7	32.1	4.6	4.1
	High-school	47.1	4.8	10.9	11.3	19.8	4.0	2.0
	Technical or university	61.3	3.4	7.0	17.3	4.1	6.5	.4
Preferred political party	None	49.8	5.0	6.9	6.9	25.0	4.2	2.2
	Arena	47.2	3.4	9.5	9.0	24.1	4.4	2.4
	FMLN	46.9	5.1	9.4	9.0	19.4	7.0	3.2
	Others	30.2	5.7	13.2	11.3	32.1	5.6	1.9
	DNK/DNR	41.9	1.6	3.2	3.2	43.6	6.4	.0

Q71.

Chart 84
What is the approximate monthly family income for your household? (Including all household members and remittances)
By variables
(Percentages)

VARIABLES		RESPONSE					
		Under $ 140	$ 140 to $ 280	$ 280 to $ 500	Over $ 500	DNR	DNK
%		**17.2**	**23.1**	**22.7**	**15.0**	**8.9**	**13.1**
N		**416**	**557**	**548**	**361**	**214**	**317**
Area of the country	West	19.4	23.5	22.9	13.5	8.1	12.6
	Central	19.0	28.3	23.2	8.8	7.4	13.3
	Metropolitan	3.8	14.6	28.4	29.2	11.4	12.6
	Paracentral	21.8	28.5	20.3	6.1	8.4	14.8
	East	29.9	27.5	15.6	6.5	7.4	13.1
Social Strata	Upper	.0	.0	.0	50.0	33.3	16.7
	Upper middle	.0	8.1	13.5	45.9	16.2	16.2
	Lower middle	4.2	12.4	25.6	29.8	14.6	13.4
	Worker	10.5	23.5	28.1	16.2	8.0	13.8
	Poor	14.8	22.2	25.9	7.4	11.1	18.5
	Rural	34.3	29.7	15.6	2.9	5.8	11.7
Sex	Male	14.7	22.1	26.4	19.0	7.8	10.1
	Female	19.3	23.9	19.7	11.7	9.7	15.6
Age	18 to 25	15.3	22.9	23.0	12.5	5.7	20.7
	26 to 40	17.7	24.9	25.4	16.2	7.1	8.8
	41 to 55	16.9	25.8	22.5	16.1	8.9	9.7
	56 and over	19.4	17.5	18.3	15.0	15.6	14.2
Educational attainment	None	42.8	25.0	6.6	.0	10.5	15.1
	Primary	33.1	28.6	13.3	2.5	9.9	12.6
	Middle-school	19.1	33.5	21.0	4.3	9.2	13.0
	High-school	10.5	24.2	32.0	14.7	5.9	12.7
	Technical or university	1.8	7.9	25.7	39.8	11.1	13.6
Preferred political party	None	16.7	23.4	21.2	15.0	10.5	13.1
	Arena	17.8	21.7	23.8	12.1	7.8	16.8
	FMLN	17.0	23.1	24.8	18.5	5.4	11.1
	Others	20.8	28.3	30.2	9.4	1.9	9.4
	DNK/DNR	22.6	21.0	19.3	4.8	19.3	12.9

Q72.

Chart 85
Please tell me what your preferred political party is?
By variables
(Percentages)

		RESPONSE				
VARIABLES		None	Arena	FMLN	Others	DNK/DNR
%		**53.8**	**17.0**	**24.4**	**2.2**	**2.6**
N		**1299**	**411**	**588**	**53**	**62**
Area of the country	West	52.1	17.5	23.8	3.3	3.3
	Central	54.9	16.4	23.2	1.7	3.7
	Metropolitan	59.0	15.3	23.0	1.0	1.7
	Paracentral	56.4	16.3	20.1	4.4	2.9
	East	45.5	20.1	30.7	1.6	2.0
Social Strata	Upper	55.6	27.8	16.7	.0	.0
	Upper middle	51.4	16.2	27.0	2.7	2.7
	Lower middle	56.8	14.6	24.6	1.7	2.2
	Worker	56.5	16.4	23.2	1.7	2.2
	Poor	51.9	22.2	25.9	.0	.0
	Rural	49.1	18.7	25.7	3.2	3.3
Sex	Male	51.4	16.0	29.2	2.2	1.2
	Female	55.8	17.9	20.5	2.2	3.7
Age	18 to 25	53.2	16.7	26.6	2.9	.6
	26 to 40	55.3	16.7	23.4	1.7	2.9
	41 to 55	55.7	16.7	21.9	1.7	3.9
	56 and over	50.2	18.3	25.7	2.7	3.1
Educational attainment	None	46.0	21.7	24.3	2.0	5.9
	Primary	49.5	20.9	22.8	3.4	3.4
	Middle-school	53.2	18.3	24.6	1.9	1.9
	High-school	57.4	14.5	24.3	1.8	2.1
	Technical or university	56.2	14.4	25.7	1.8	2.0

Q73.

Chart 86
How often do you watch, listen or read to the news in national media?
By variables
(Percentages)

		RESPONSE			
VARIABLES		Never	Rarely	Once or twice per week	Always
%		**2.4**	**21.5**	**14.8**	**61.3**
N		**59**	**517**	**356**	**1477**
Area of the country	West	2.1	22.7	13.4	61.7
	Central	2.8	22.1	15.3	59.8
	Metropolitan	2.5	19.9	15.0	62.6
	Paracentral	2.3	22.4	11.3	64.0
	East	2.5	21.3	18.0	58.2
Social Strata	Upper	.0	27.8	5.6	66.7
	Upper middle	1.4	12.3	11.0	75.3
	Lower middle	3.0	19.7	15.2	62.2
	Worker	2.4	22.8	13.2	61.6
	Poor	3.7	14.8	18.5	63.0
	Rural	2.3	21.6	17.1	59.1
Sex	Male	1.6	15.1	16.7	66.6
	Female	3.2	26.6	13.2	57.1
Age	18 to 25	1.1	26.8	18.7	53.3
	26 to 40	2.2	21.8	13.2	62.8
	41 to 55	2.8	20.5	15.8	60.9
	56 and over	4.1	15.3	11.1	69.5
Educational attainment	None	7.9	26.3	12.5	53.3
	Primary	3.2	21.0	16.6	59.2
	Middle-school	2.2	23.9	14.3	59.7
	High-school	1.2	22.3	15.4	61.1
	Technical or university	2.0	17.7	13.0	67.3
Preferred political party	None	3.3	23.0	14.1	59.6
	Arena	1.0	20.2	15.1	63.7
	FMLN	1.4	18.1	16.2	64.4
	Others	3.8	22.6	13.2	60.4
	DNK/DNR	3.2	29.0	14.5	53.2

Q74.

Chart 87
Which is your main source of information on the crime problem in El Salvador?
By variables
(Percentages)

VARIABLES		RESPONSE					
		The TV news	The newspapers	Radio	The experience of family or friends	The social media, blogs and internet news sites	Others
%		**73.6**	**6.7**	**3.6**	**3.4**	**11.7**	**1.0**
N		**1774**	**161**	**86**	**82**	**282**	**25**
Area of the country	West	74.2	6.4	3.1	4.5	10.9	1.0
	Central	77.9	7.9	2.6	2.3	8.2	1.1
	Metropolitan	64.6	10.7	2.1	2.8	19.1	.7
	Paracentral	80.2	3.8	3.2	3.8	7.9	1.2
	East	78.4	2.3	7.2	3.7	7.0	1.4
Social Strata	Upper	50.0	27.8	.0	.0	22.2	.0
	Upper middle	50.0	14.9	1.4	4.1	28.4	1.4
	Lower middle	65.2	11.9	2.0	2.7	17.7	.5
	Worker	74.0	6.2	3.1	2.8	12.7	1.2
	Poor	85.2	7.4	.0	.0	7.4	.0
	Rural	79.5	3.5	5.4	4.6	5.9	1.1
Sex	Male	71.0	8.1	4.3	2.0	14.3	.5
	Female	75.8	5.5	3.0	4.6	9.6	1.5
Age	18 to 25	69.4	6.5	2.4	1.3	20.2	.2
	26 to 40	72.8	5.1	2.9	2.1	16.6	.6
	41 to 55	78.4	6.9	3.0	5.8	3.5	2.4
	56 and over	75.0	9.3	6.8	5.6	2.1	1.2
Educational attainment	None	72.0	4.0	9.3	12.0	.0	2.7
	Primary	82.2	3.6	6.1	5.6	.5	2.0
	Middle-school	85.5	4.8	2.9	2.7	3.6	.5
	High-school	73.6	7.0	1.8	1.6	15.4	.5
	Technical or university	56.6	11.5	2.3	1.8	27.1	.7
Preferred political party	None	71.3	7.5	3.4	4.3	12.3	1.2
	Arena	78.3	5.8	2.9	2.2	10.0	.7
	FMLN	75.5	5.6	4.9	1.2	12.1	.7
	Others	71.7	5.7	.0	7.6	11.3	3.8
	DNK/DNR	74.2	6.4	1.6	9.7	6.4	1.6

Q75.

Annex 5
Report of the general results charts
Survey on the Perception of Security and Confidence in Public Institutions in MESB

REPORT OF THE GENERAL RESULTS CHARTS
SURVEY ON THE PERCEPTION OF SECURITY AND CONFIDENCE IN PUBLIC INSTITUTIONS IN MESB

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1. Sociodemographic results

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Distribution of respondent population by age y sex
(Percentages)

		SEX			
AGE		Male	Female	**Total N**	**Total %**
%		**43.8**	**56.2**		**100.0**
N		**221**	**283**	**504**	
Age	18 to 25	17.6	17.0	87	17.3
	26 to 40	35.3	37.5	184	36.5
	41 to 55	25.8	24.4	126	25.0
	56 and over	21.3	21.2	107	21.2

Chart B
Distribution of respondent population by educational attainment and sex
(Percentages)

		SEX			
POSITION		Male	Female	**Total N**	**Total %**
%		**43.8**	**56.2**		**100.0**
N		**221**	**283**	**504**	
Position	Owner	48.4	51.9	254	50.4
	Administrator	51.6	48.1	250	49.6

Chart C
Distribution of respondent population by sector and sex
(Percentages)

		SEX			
SECTOR		Male	Female	**Total N**	**Total %**
%		**43.8**	**56.2**		**100.0**
N		**221**	**283**	**504**	
Sector	Trade	50.7	72.8	318	63.1
	Industry	8.1	6.0	35	6.9
	Services	41.2	21.2	151	30.0

Chart D
Distribution of respondent population by number of employees and sex
(Percentages)

		SEX			
NUMBER OF EMPLOYEES		Male	Female	**Total N**	**Total %**
%		**43.8**	**56.2**		**100.0**
N		**221**	**283**	**504**	
Number of employees	1 to 4 employees	78.7	91.2	432	85.7
	5 to 10 employees	15.8	6.7	54	10.7
	11 to more employees	5.4	2.1	18	3.6

2. General results

Chart 1
How many employees currently work at this business?
By variables
(Percentages)

VARIABLES		RESPONSE		
		1 to 5 employees	6 to 10 employees	11 or more employees
%		**89.1**	**7.3**	**3.6**
N		**449**	**37**	**18**
Position	Owner	94.1	3.1	2.8
	Administrator	84.0	11.6	4.4
Business	Microenterprise	92.4	7.6	.0
	Small business	.0	.0	100.0
Sector	Trade	92.8	4.7	2.5
	Industry	71.4	17.1	11.4
	Services	85.4	10.6	4.0
Area of the country	Western	96.2	1.9	1.9
	Central	89.4	4.3	6.4
	Metropolitan	86.1	8.8	5.1
	Paracentral	96.3	3.7	.0
	Eastern	82.9	14.6	2.4
Sex	Male	83.3	11.3	5.4
	Female	93.6	4.2	2.1
Age	18 to 25	89.7	9.2	1.1
	26 to 40	84.8	9.8	5.4
	41 to 55	85.7	8.7	5.6
	56 and over	100.0	.0	.0

Q4.

Chart 2
How many years has this business been in operation?
By variables
(Percentages)

VARIABLES		RESPONSE					
		Under a year	1 to 10 years	11 to 20 years	21 to 30 years	31 years or more	Do not know
%		**4.6**	**61.7**	**17.5**	**9.9**	**5.4**	**1.0**
N		**23**	**311**	**88**	**50**	**27**	**5**
Position	Owner	3.5	61.4	17.3	10.2	7.5	.0
	Administrator	5.6	62.0	17.6	9.6	3.2	2.0
Business	Microenterprise	4.7	62.6	16.9	9.3	5.6	1.0
	Small business	.0	38.9	33.3	27.8	.0	.0
Sector	Trade	5.7	61.3	17.3	8.8	6.0	.9
	Industry	.0	54.3	17.1	25.7	.0	2.9
	Services	3.3	64.2	17.9	8.6	5.3	.7
Area of the country	Western	4.8	67.6	14.3	9.5	3.8	.0
	Central	2.1	74.5	19.1	4.3	.0	.0
	Metropolitan	6.0	54.6	18.5	13.0	6.5	1.4
	Paracentral	3.7	70.4	14.8	7.4	3.7	.0
	Eastern	2.4	59.8	19.5	7.3	8.5	2.4
Sex	Male	3.2	60.2	19.9	10.0	5.9	.9
	Female	5.7	62.9	15.5	9.9	4.9	1.1
Age	18 to 25	10.3	64.4	10.3	9.2	2.3	3.4
	26 to 40	3.8	69.0	17.4	7.6	1.6	.5
	41 to 55	5.6	58.7	21.4	7.9	5.6	.8
	56 and over	.0	50.5	18.7	16.8	14.0	.0

Q5.

Chart 3
What is the sector where your business works?
By variables
(Percentages)

VARIABLES		RESPONSE		
		Trade	Industry	Services
%		**63.1**	**6.9**	**30.0**
N		**318**	**35**	**151**
Position	Owner	66.1	7.5	26.4
	Administrator	60.0	6.4	33.6
Business	Microenterprise	63.8	6.4	29.8
	Small business	44.4	22.2	33.3
Area of the country	Western	77.1	1.9	21.0
	Central	55.3	8.5	36.2
	Metropolitan	57.4	8.3	34.3
	Paracentral	74.1	5.6	20.4
	Eastern	57.3	9.8	32.9
Sex	Male	50.7	8.1	41.2
	Female	72.8	6.0	21.2
Age	18 to 25	62.1	4.6	33.3
	26 to 40	64.1	6.0	29.9
	41 to 55	57.9	9.5	32.5
	56 and over	68.2	7.5	24.3

Q6.

Chart 4
In your opinion, what is the main problem that El Salvador currently faces?
By variables
(Percentages)

		RESPONSE							
VARIABLES		Crime	Unemployment	Poverty	Economy	Violence	Gangs	Corruption	The government or poor government policies
%		**63.7**	**5.8**	**3.0**	**7.8**	**10.8**	**6.4**	**1.0**	**1.6**
N		**319**	**29**	**15**	**39**	**54**	**32**	**5**	**8**
Position	Owner	60.9	7.1	2.4	11.1	8.3	7.1	.8	2.4
	Administrator	66.5	4.4	3.6	4.4	13.3	5.6	1.2	.8
Business	Microenterprise	63.4	6.0	3.1	8.1	10.6	6.6	.8	1.4
	Small business	72.2	.0	.0	.0	16.7	.0	5.6	5.6
Sector	Trade	65.3	5.4	3.2	8.8	8.8	6.3	.9	1.3
	Industry	61.8	11.8	2.9	2.9	17.6	2.9	.0	.0
	Services	60.7	5.3	2.7	6.7	13.3	7.3	1.3	2.7
Area of the country	Western	59.6	7.7	6.7	8.7	7.7	5.8	1.0	2.9
	Central	63.8	6.4	8.5	6.4	4.3	4.3	4.3	2.1
	Metropolitan	66.0	4.2	1.4	7.4	11.6	6.5	.9	1.9
	Paracentral	63.0	5.6	.0	5.6	18.5	7.4	.0	.0
	Eastern	63.0	7.4	1.2	9.9	11.1	7.4	.0	.0
Sex	Male	66.8	5.0	1.4	5.9	10.0	6.8	.9	3.2
	Female	61.2	6.4	4.3	9.3	11.4	6.0	1.1	.4
Age	18 to 25	61.2	2.4	1.2	10.6	15.3	7.1	2.4	.0
	26 to 40	66.1	3.3	3.3	5.5	10.4	9.3	.5	1.6
	41 to 55	65.1	12.7	3.2	6.3	7.1	4.0	.8	.8
	56 and over	59.8	4.7	3.7	11.2	12.1	3.7	.9	3.7

Q7.

Chart 5
In your opinion, has crime in the country increased, stayed the same or decreased over the last 12 months *[November 2014 to October 2015]*?
By variables
(Percentages)

		RESPONSE		
VARIABLES		Increased	Same	Decreased
%		**83.5**	**15.5**	**1.0**
N		**421**	**78**	**5**
Position	Owner	83.1	15.0	2.0
	Administrator	84.0	16.0	.0
Business	Microenterprise	83.5	15.6	.8
	Small business	83.3	11.1	5.6
Sector	Trade	84.3	14.5	1.3
	Industry	88.6	11.4	.0
	Services	80.8	18.5	.7
Area of the country	Western	80.0	18.1	1.9
	Central	78.7	21.3	.0
	Metropolitan	84.7	14.4	.9
	Paracentral	81.5	16.7	1.9
	Eastern	89.0	11.0	.0
Sex	Male	81.9	16.7	1.4
	Female	84.8	14.5	.7
Age	18 to 25	82.8	17.2	.0
	26 to 40	84.8	13.6	1.6
	41 to 55	84.1	15.1	.8
	56 and over	81.3	17.8	.9

Q8.

Chart 6
With regard to the country in general, how much would you consider that the current crime situation poses a threat for our future wellbeing: a lot, somewhat, a little or not at all?
By variables
(Percentages)

		RESPONSE			
VARIABLES		Not at all	A little	Somewhat	A lot
%		**1.2**	**1.8**	**2.4**	**94.6**
N		**6**	**9**	**12**	**477**
Position	Owner	2.0	2.0	3.1	92.9
	Administrator	.4	1.6	1.6	96.4
Business	Microenterprise	1.2	1.6	2.3	94.9
	Small business	.0	5.6	5.6	88.9
Sector	Trade	.9	2.2	2.2	94.7
	Industry	.0	.0	5.7	94.3
	Services	2.0	1.3	2.0	94.7
Area of the country	Western	.0	2.9	1.9	95.2
	Central	.0	2.1	2.1	95.7
	Metropolitan	.9	1.4	3.2	94.4
	Paracentral	3.7	1.9	.0	94.4
	Eastern	2.4	1.2	2.4	93.9
Sex	Male	.9	1.4	2.3	95.5
	Female	1.4	2.1	2.5	94.0
Age	18 to 25	1.1	1.1	6.9	90.8
	26 to 40	1.1	3.3	2.2	93.5
	41 to 55	1.6	.8	.0	97.6
	56 and over	.9	.9	1.9	96.3

Q9.

Chart 7
With regard to your business, how much do you consider that the current crime situation represents a threat for your business development: a lot, somewhat, a little or not at all?
By variables
(Percentages)

		RESPONSE			
VARIABLES		Not at all	A little	Somewhat	A lot
%		**6.3**	**8.3**	**11.1**	**74.2**
N		**32**	**42**	**56**	**374**
Position	Owner	8.7	8.7	10.2	72.4
	Administrator	4.0	8.0	12.0	76.0
Business	Microenterprise	6.4	8.2	11.3	74.1
	Small business	5.6	11.1	5.6	77.8
Sector	Trade	6.9	7.5	10.4	75.2
	Industry	2.9	8.6	17.1	71.4
	Services	6.0	9.9	11.3	72.8
Area of the country	Western	3.8	8.6	11.4	76.2
	Central	14.9	4.3	8.5	72.3
	Metropolitan	5.1	9.3	11.6	74.1
	Paracentral	13.0	5.6	14.8	66.7
	Eastern	3.7	9.8	8.5	78.0
Sex	Male	4.1	7.7	13.6	74.7
	Female	8.1	8.8	9.2	73.9
Age	18 to 25	3.4	12.6	20.7	63.2
	26 to 40	3.8	6.0	14.7	75.5
	41 to 55	7.1	6.3	3.2	83.3
	56 and over	12.1	11.2	6.5	70.1

Q10.

Chart 8
Speaking of the place where your business is located and considering the possibility of suffering a crime, do you feel very safe, somewhat safe, somewhat unsafe or very unsafe?
By variables
(Percentages)

		RESPONSE			
VARIABLES		Very unsafe	Somewhat unsafe	Somewhat safe	Very safe
%		**35.9**	**32.5**	**21.2**	**10.3**
N		**181**	**164**	**107**	**52**
Position	Owner	34.6	31.1	20.5	13.8
	Administrator	37.2	34.0	22.0	6.8
Business	Microenterprise	35.6	32.7	21.4	10.3
	Small business	44.4	27.8	16.7	11.1
Sector	Trade	35.8	33.3	20.1	10.7
	Industry	42.9	25.7	25.7	5.7
	Services	34.4	32.5	22.5	10.6
Area of the country	Western	36.2	41.0	16.2	6.7
	Central	27.7	36.2	23.4	12.8
	Metropolitan	38.0	31.5	17.6	13.0
	Paracentral	31.5	22.2	38.9	7.4
	Eastern	37.8	29.3	24.4	8.5
Sex	Male	34.4	33.9	24.4	7.2
	Female	37.1	31.4	18.7	12.7
Age	18 to 25	18.4	47.1	28.7	5.7
	26 to 40	34.2	32.6	25.5	7.6
	41 to 55	46.8	23.8	17.5	11.9
	56 and over	40.2	30.8	12.1	16.8

Q11.

Chart 9
Now please think of some measures you have taken in the last 12 months *[November 2014 to October 2015]* out of fear of crime against your business.
Due to fear of crime, have you considered the possibility of closing your business?
By variables
(Percentages)

		RESPONSE	
VARIABLES		No	Yes
%		**62.9**	**37.1**
N		**317**	**187**
Position	Owner	61.0	39.0
	Administrator	64.8	35.2
Business	Microenterprise	63.2	36.8
	Small business	55.6	44.4
Sector	Trade	62.3	37.7
	Industry	65.7	34.3
	Services	63.6	36.4
Area of the country	Western	67.6	32.4
	Central	68.1	31.9
	Metropolitan	62.0	38.0
	Paracentral	68.5	31.5
	Eastern	52.4	47.6
Sex	Male	63.3	36.7
	Female	62.5	37.5
Age	18 to 25	64.4	35.6
	26 to 40	65.8	34.2
	41 to 55	58.7	41.3
	56 and over	61.7	38.3

Q12.

Chart 10
Now please think of some measures you have taken in the last 12 months *[November 2014 to October 2015]* out of fear of crime against your business.
Due to fear of crime, have you had to change the location of your business?
By variables
(Percentages)

		RESPONSE	
VARIABLES		No	Yes
%		**87.3**	**12.7**
N		**440**	**64**
Position	Owner	87.8	12.2
	Administrator	86.8	13.2
Business	Microenterprise	87.4	12.6
	Small business	83.3	16.7
Sector	Trade	89.3	10.7
	Industry	88.6	11.4
	Services	82.8	17.2
Area of the country	Western	84.8	15.2
	Central	91.5	8.5
	Metropolitan	87.5	12.5
	Paracentral	92.6	7.4
	Eastern	84.1	15.9
Sex	Male	86.4	13.6
	Female	88.0	12.0
Age	18 to 25	86.2	13.8
	26 to 40	88.0	12.0
	41 to 55	84.1	15.9
	56 and over	90.7	9.3

Q13.

Chart 11
Now please think of some measures you have taken in the last 12 months *[November 2014 to October 2015]* out of fear of crime against your business.
Due to fear of crime, have you thought about moving your business to another area?
By variables
[Only for those who have not had to change the business location]
n=439
(Percentages)

		RESPONSE	
VARIABLES		No	Yes
%		**85.2**	**14.8**
N		**374**	**65**
Position	Owner	86.5	13.5
	Administrator	83.8	16.2
Business	Microenterprise	85.6	14.4
	Small business	73.3	26.7
Sector	Trade	85.5	14.5
	Industry	83.9	16.1
	Services	84.8	15.2
Area of the country	Western	88.8	11.2
	Central	83.7	16.3
	Metropolitan	85.6	14.4
	Paracentral	90.0	10.0
	Eastern	76.8	23.2
Sex	Male	83.2	16.8
	Female	86.7	13.3
Age	18 to 25	85.3	14.7
	26 to 40	83.2	16.8
	41 to 55	80.2	19.8
	56 and over	93.8	6.2

Q14.

Chart 12
Now please think of some measures you have taken in the last 12 months *[November 2014 to October 2015]* out of fear of crime against your business.
Due to fear of crime, have you reduced the business' hours for sales, service or operations?
By variables
(Percentages)

		RESPONSE	
VARIABLES		No	Yes
%		**44.2**	**55.8**
N		**223**	**281**
Position	Owner	44.9	55.1
	Administrator	43.6	56.4
Business	Microenterprise	44.4	55.6
	Small business	38.9	61.1
Sector	Trade	45.3	54.7
	Industry	40.0	60.0
	Services	43.0	57.0
Area of the country	Western	42.9	57.1
	Central	40.4	59.6
	Metropolitan	45.8	54.2
	Paracentral	50.0	50.0
	Eastern	40.2	59.8
Sex	Male	44.3	55.7
	Female	44.2	55.8
Age	18 to 25	56.3	43.7
	26 to 40	45.1	54.9
	41 to 55	41.3	58.7
	56 and over	36.4	63.6

Q15.

Chart 13
Now please think of some measures you have taken in the last 12 months *[November 2014 to October 2015]* out of fear of crime against your business.
Due to fear of crime, have you changed your phone number (personal or business) landline or cell?
By variables
(Percentages)

		RESPONSE	
VARIABLES		No	Yes
%		**51.1**	**48.9**
N		**257**	**246**
Position	Owner	51.8	48.2
	Administrator	50.4	49.6
Business	Microenterprise	52.0	48.0
	Small business	27.8	72.2
Sector	Trade	51.4	48.6
	Industry	51.4	48.6
	Services	50.3	49.7
Area of the country	Western	49.0	51.0
	Central	57.4	42.6
	Metropolitan	54.2	45.8
	Paracentral	50.0	50.0
	Eastern	42.7	57.3
Sex	Male	49.8	50.2
	Female	52.1	47.9
Age	18 to 25	56.3	43.7
	26 to 40	50.0	50.0
	41 to 55	50.0	50.0
	56 and over	50.0	50.0

Q16.

Chart 14
Now please think of some measures you have taken in the last 12 months *[November 2014 to October 2015]* out of fear of crime against your business.
Due to fear of crime, have you considered leaving the country?
By variables
(Percentages)

		RESPONSE	
VARIABLES		No	Yes
%		**57.3**	**42.7**
N		**288**	**215**
Position	Owner	58.1	41.9
	Administrator	56.4	43.6
Business	Microenterprise	57.3	42.7
	Small business	55.6	44.4
Sector	Trade	59.6	40.4
	Industry	57.1	42.9
	Services	52.3	47.7
Area of the country	Western	67.3	32.7
	Central	51.1	48.9
	Metropolitan	57.4	42.6
	Paracentral	55.6	44.4
	Eastern	48.8	51.2
Sex	Male	53.2	46.8
	Female	60.4	39.6
Age	18 to 25	58.6	41.4
	26 to 40	53.6	46.4
	41 to 55	49.2	50.8
	56 and over	72.0	28.0

Q17.

Chart 15
Now please think of some measures you have taken in the last 12 months *[November 2014 to October 2015]* out of fear of crime against your business.
Due to fear of crime, have you acquired a firearm for your protection?
By variables
(Percentages)

		RESPONSE	
VARIABLES		No	Yes
%		**92.6**	**7.4**
N		**466**	**37**
Position	Owner	91.3	8.7
	Administrator	94.0	6.0
Business	Microenterprise	92.8	7.2
	Small business	88.9	11.1
Sector	Trade	93.4	6.6
	Industry	94.3	5.7
	Services	90.7	9.3
Area of the country	Western	95.2	4.8
	Central	97.9	2.1
	Metropolitan	91.2	8.8
	Paracentral	96.2	3.8
	Eastern	87.8	12.2
Sex	Male	87.7	12.3
	Female	96.5	3.5
Age	18 to 25	92.0	8.0
	26 to 40	92.9	7.1
	41 to 55	90.4	9.6
	56 and over	95.3	4.7

Q18.

Chart 16
Now please think of some measures you have taken in the last 12 months *[November 2014 to October 2015]* out of fear of crime against your business.
Due to fear of crime, have you installed alarms in your business?
By variables
(Percentages)

		RESPONSE	
VARIABLES		No	Yes
%		**72.1**	**27.9**
N		**362**	**140**
Position	Owner	84.6	15.4
	Administrator	59.4	40.6
Business	Microenterprise	73.8	26.2
	Small business	27.8	72.2
Sector	Trade	72.6	27.4
	Industry	80.0	20.0
	Services	69.3	30.7
Area of the country	Western	76.2	23.8
	Central	78.7	21.3
	Metropolitan	69.3	30.7
	Paracentral	81.1	18.9
	Eastern	64.6	35.4
Sex	Male	63.9	36.1
	Female	78.4	21.6
Age	18 to 25	62.1	37.9
	26 to 40	64.3	35.7
	41 to 55	74.6	25.4
	56 and over	90.7	9.3

Q19.

Chart 17
Now please think of some measures you have taken in the last 12 months *[November 2014 to October 2015]* out of fear of crime against your business.
Due to fear of crime, have you reinforced grills on doors and windows, or the walls of your business?
By variables
(Percentages)

		RESPONSE	
VARIABLES		No	Yes
%		**44.0**	**56.0**
N		**222**	**282**
Position	Owner	50.8	49.2
	Administrator	37.2	62.8
Business	Microenterprise	44.7	55.3
	Small business	27.8	72.2
Sector	Trade	41.5	58.5
	Industry	48.6	51.4
	Services	48.3	51.7
Area of the country	Western	33.3	66.7
	Central	57.4	42.6
	Metropolitan	44.4	55.6
	Paracentral	51.9	48.1
	Eastern	43.9	56.1
Sex	Male	41.2	58.8
	Female	46.3	53.7
Age	18 to 25	44.8	55.2
	26 to 40	37.5	62.5
	41 to 55	47.6	52.4
	56 and over	50.5	49.5

Q20.

Chart 18
Now please think of some measures you have taken in the last 12 months *[November 2014 to October 2015]* out of fear of crime against your business.
Due to fear of crime, have you hired or increased the services of a private security company?
By variables
(Percentages)

		RESPONSE	
VARIABLES		No	Yes
%		**86.7**	**13.3**
N		**436**	**67**
Position	Owner	93.3	6.7
	Administrator	79.9	20.1
Business	Microenterprise	87.4	12.6
	Small business	66.7	33.3
Sector	Trade	88.1	11.9
	Industry	88.6	11.4
	Services	83.3	16.7
Area of the country	Western	89.5	10.5
	Central	87.2	12.8
	Metropolitan	85.1	14.9
	Paracentral	85.2	14.8
	Eastern	87.8	12.2
Sex	Male	84.1	15.9
	Female	88.7	11.3
Age	18 to 25	82.8	17.2
	26 to 40	80.3	19.7
	41 to 55	91.3	8.7
	56 and over	95.3	4.7

Q21.

Chart 19
Out of the following crime-related issues, which do you believe is the most urgent to resolve in order to improve the security of the general population?
By variables
(Percentages)

		RESPONSE								
VARIABLES		Robbery	Homicide	Extortion	Distribution of drugs	Domestic violence	Violence due to personal retaliation	Distribution of weapons	Threats	Others
%		**8.4**	**30.3**	**37.7**	**3.4**	**3.0**	**1.8**	**3.0**	**11.0**	**1.4**
N		**42**	**152**	**189**	**17**	**15**	**9**	**15**	**55**	**7**
Position	Owner	10.7	24.5	39.5	4.3	2.8	1.2	2.8	13.0	1.2
	Administrator	6.0	36.3	35.9	2.4	3.2	2.4	3.2	8.9	1.6
Business	Microenterprise	8.7	30.2	36.9	3.5	3.1	1.9	3.1	11.2	1.4
	Small business	.0	33.3	61.1	.0	.0	.0	.0	5.6	.0
Sector	Trade	8.2	30.4	38.3	3.2	2.8	1.9	2.5	11.4	1.3
	Industry	11.4	25.7	31.4	2.9	8.6	.0	5.7	11.4	2.9
	Services	8.0	31.3	38.0	4.0	2.0	2.0	3.3	10.0	1.3
Area of the country	Western	9.7	26.2	40.8	1.9	3.9	1.9	1.9	13.6	.0
	Central	2.1	36.2	42.6	6.4	2.1	.0	2.1	8.5	.0
	Metropolitan	10.6	28.7	38.0	2.3	2.3	2.8	3.7	8.8	2.8
	Paracentral	5.7	35.8	20.8	5.7	7.5	.0	3.8	18.9	1.9
	Eastern	6.1	32.9	41.5	4.9	1.2	1.2	2.4	9.8	.0
Sex	Male	8.2	27.3	44.1	4.1	3.2	1.8	4.1	6.4	.9
	Female	8.5	32.7	32.7	2.8	2.8	1.8	2.1	14.6	1.8
Age	18 to 25	11.5	43.7	27.6	1.1	4.6	1.1	.0	8.0	2.3
	26 to 40	6.6	33.9	39.3	2.2	2.7	2.2	3.8	8.7	.5
	41 to 55	7.2	20.8	39.2	5.6	3.2	2.4	3.2	16.8	1.6
	56 and over	10.4	24.5	41.5	4.7	1.9	.9	3.8	10.4	1.9

Q22.

Chart 20
If you were the victim of robbery or assault, to what extent would you trust the police to capture the perpetrator: a lot, somewhat, a little or not at all?
By variables
(Percentages)

		RESPONSE			
VARIABLES		Not at all	A little	Somewhat	A lot
%		**54.3**	**25.6**	**12.3**	**7.8**
N		**273**	**129**	**62**	**39**
Position	Owner	53.0	24.5	14.2	8.3
	Administrator	55.6	26.8	10.4	7.2
Business	Microenterprise	53.8	26.0	12.6	7.6
	Small business	66.7	16.7	5.6	11.1
Sector	Trade	55.5	23.0	13.2	8.2
	Industry	42.9	34.3	14.3	8.6
	Services	54.3	29.1	9.9	6.6
Area of the country	Western	51.4	29.5	12.4	6.7
	Central	53.2	27.7	12.8	6.4
	Metropolitan	58.3	23.1	11.1	7.4
	Paracentral	50.9	26.4	13.2	9.4
	Eastern	50.0	25.6	14.6	9.8
Sex	Male	52.5	28.1	14.0	5.4
	Female	55.7	23.8	11.0	9.6
Age	18 to 25	43.7	31.0	20.7	4.6
	26 to 40	62.5	21.7	11.4	4.3
	41 to 55	52.4	26.2	11.9	9.5
	56 and over	50.9	27.4	7.5	14.2

Q23.

Chart 21
And to what extent would you trust the justice system to prosecute and punish the perpetrator of the crime: a lot, somewhat, a little or not at all?
By variables
(Percentages)

		RESPONSE			
VARIABLES		Not at all	A little	Somewhat	A lot
%		**45.6**	**32.1**	**14.1**	**8.2**
N		**229**	**161**	**71**	**41**
Position	Owner	45.2	31.7	13.9	9.1
	Administrator	46.0	32.4	14.4	7.2
Business	Microenterprise	44.8	32.9	14.3	8.1
	Small business	66.7	11.1	11.1	11.1
Sector	Trade	44.6	31.6	14.6	9.2
	Industry	42.9	37.1	14.3	5.7
	Services	48.3	31.8	13.2	6.6
Area of the country	Western	43.8	34.3	11.4	10.5
	Central	41.3	30.4	21.7	6.5
	Metropolitan	51.4	25.9	15.3	7.4
	Paracentral	43.4	34.0	13.2	9.4
	Eastern	36.6	45.1	11.0	7.3
Sex	Male	45.7	33.9	16.3	4.1
	Female	45.6	30.6	12.5	11.4
Age	18 to 25	42.5	32.2	17.2	8.0
	26 to 40	45.1	35.9	14.7	4.3
	41 to 55	46.0	29.4	12.7	11.9
	56 and over	48.6	28.6	12.4	10.5

Q24.

Chart 22
With regard to security in the country...
To what extent do you believe that the government's security plans are producing results?
By variables
(Percentages)

		RESPONSE			
VARIABLES		Not at all	A little	Somewhat	A lot
%		**51.2**	**32.5**	**12.7**	**3.6**
N		**257**	**163**	**64**	**18**
Position	Owner	52.8	31.0	11.1	5.2
	Administrator	49.6	34.0	14.4	2.0
Business	Microenterprise	51.2	32.4	12.6	3.7
	Small business	50.0	33.3	16.7	.0
Sector	Trade	51.9	32.9	12.3	2.8
	Industry	40.0	40.0	11.4	8.6
	Services	52.3	29.8	13.9	4.0
Area of the country	Western	47.1	36.5	14.4	1.9
	Central	34.0	46.8	12.8	6.4
	Metropolitan	57.9	25.0	13.4	3.7
	Paracentral	54.7	37.7	3.8	3.8
	Eastern	46.3	35.4	14.6	3.7
Sex	Male	49.8	32.6	14.5	3.2
	Female	52.3	32.4	11.4	3.9
Age	18 to 25	40.2	33.3	24.1	2.3
	26 to 40	54.1	36.6	7.1	2.2
	41 to 55	52.8	28.8	14.4	4.0
	56 and over	53.3	29.0	11.2	6.5

Q25.

Chart 23
With regard to security in the country...
How effective have the meetings convened by the President with different sectors been in producing agreements on security issues?
By variables
(Percentages)

		RESPONSE				
VARIABLES		Not at all	A little	Somewhat	A lot	DNK/DNR
%		**48.6**	**34.3**	**10.5**	**3.6**	**3.0**
N		**245**	**173**	**53**	**18**	**15**
Position	Owner	51.6	29.5	10.6	3.9	4.3
	Administrator	45.6	39.2	10.4	3.2	1.6
Business	Microenterprise	48.6	34.0	10.7	3.7	3.1
	Small business	50.0	44.4	5.6	.0	.0
Sector	Trade	51.3	34.0	8.8	2.8	3.1
	Industry	45.7	37.1	8.6	5.7	2.9
	Services	43.7	34.4	14.6	4.6	2.6
Area of the country	Western	43.8	39.0	9.5	1.9	5.7
	Central	53.2	23.4	14.9	6.4	2.1
	Metropolitan	53.7	31.9	9.3	3.2	1.9
	Paracentral	44.4	44.4	7.4	.0	3.7
	Eastern	41.5	34.1	14.6	7.3	2.4
Sex	Male	45.7	37.6	11.3	3.6	1.8
	Female	50.9	31.8	9.9	3.5	3.9
Age	18 to 25	40.2	41.4	14.9	2.3	1.1
	26 to 40	48.4	36.4	12.5	1.6	1.1
	41 to 55	54.8	27.8	7.9	7.1	2.4
	56 and over	48.6	32.7	6.5	3.7	8.4

Q26.

Chart 24
With regard to security in the country...
To what extent have the constant police operatives reduced crime in the country?
By variables
(Percentages)

		RESPONSE				
VARIABLES		Not at all	A little	Somewhat	A lot	DNK/DNR
%		**39.7**	**37.9**	**16.3**	**5.0**	**1.2**
N		**200**	**191**	**82**	**25**	**6**
Position	Owner	39.8	34.6	17.3	6.7	1.6
	Administrator	39.6	41.2	15.2	3.2	.8
Business	Microenterprise	39.7	37.7	16.3	5.1	1.2
	Small business	38.9	44.4	16.7	.0	.0
Sector	Trade	42.8	35.8	15.7	4.7	.9
	Industry	31.4	48.6	8.6	11.4	.0
	Services	35.1	39.7	19.2	4.0	2.0
Area of the country	Western	39.0	41.0	14.3	4.8	1.0
	Central	46.8	29.8	14.9	8.5	.0
	Metropolitan	43.5	35.2	17.1	2.8	1.4
	Paracentral	29.6	46.3	13.0	7.4	3.7
	Eastern	32.9	40.2	19.5	7.3	.0
Sex	Male	36.2	39.4	20.4	3.2	.9
	Female	42.4	36.7	13.1	6.4	1.4
Age	18 to 25	33.3	43.7	18.4	4.6	.0
	26 to 40	37.0	40.8	17.4	4.3	.5
	41 to 55	43.7	34.1	15.1	4.8	2.4
	56 and over	44.9	32.7	14.0	6.5	1.9

Q27.

Chart 25
Now I am going to ask you some questions about the institutions in the country. I want you to indicate how satisfied you are with the performance of these institutions on issues of security. Please respond on the following scale: very satisfied, somewhat, a little or not at all satisfied.
How satisfied are you with the performance of the PNC?
By variables
(Percentages)

		RESPONSE			
VARIABLES		Not at all satisfied	A little satisfied	Somewhat satisfied	Very satisfied
%		**20.8**	**41.9**	**27.4**	**9.9**
N		**105**	**211**	**138**	**50**
Position	Owner	20.9	39.4	26.4	13.4
	Administrator	20.8	44.4	28.4	6.4
Business	Microenterprise	20.6	42.0	27.4	10.1
	Small business	27.8	38.9	27.8	5.6
Sector	Trade	19.8	43.4	27.4	9.4
	Industry	20.0	40.0	28.6	11.4
	Services	23.2	39.1	27.2	10.6
Area of the country	Western	21.9	48.6	21.9	7.6
	Central	34.0	27.7	31.9	6.4
	Metropolitan	21.8	43.5	27.3	7.4
	Paracentral	5.6	50.0	29.6	14.8
	Eastern	19.5	31.7	30.5	18.3
Sex	Male	20.4	44.8	29.0	5.9
	Female	21.2	39.6	26.1	13.1
Age	18 to 25	18.4	39.1	34.5	8.0
	26 to 40	23.9	44.6	27.2	4.3
	41 to 55	22.2	43.7	23.0	11.1
	56 and over	15.9	37.4	27.1	19.6

Q28.

Chart 26
Now I am going to ask you some questions about the institutions in the country. I want you to indicate how satisfied you are with the performance of these institutions on issues of security. Please respond on the following scale: very satisfied, somewhat, a little or not at all satisfied.
How satisfied are you with the performance of the Ministry of Justice and Security?
By variables
(Percentages)

		RESPONSE			
VARIABLES		Not at all satisfied	A little satisfied	Somewhat satisfied	Very satisfied
%		**37.4**	**39.2**	**18.9**	**4.6**
N		**188**	**197**	**95**	**23**
Position	Owner	35.4	39.0	19.3	6.3
	Administrator	39.4	39.4	18.5	2.8
Business	Microenterprise	36.5	39.6	19.2	4.7
	Small business	61.1	27.8	11.1	.0
Sector	Trade	36.5	40.6	18.6	4.4
	Industry	37.1	40.0	14.3	8.6
	Services	39.3	36.0	20.7	4.0
Area of the country	Western	36.2	43.8	13.3	6.7
	Central	44.7	38.3	14.9	2.1
	Metropolitan	41.9	36.3	18.6	3.3
	Paracentral	25.9	44.4	25.9	3.7
	Eastern	30.5	37.8	24.4	7.3
Sex	Male	39.1	38.6	19.1	3.2
	Female	36.0	39.6	18.7	5.7
Age	18 to 25	27.6	40.2	26.4	5.7
	26 to 40	40.4	38.3	19.7	1.6
	41 to 55	40.5	38.9	15.9	4.8
	56 and over	36.4	40.2	15.0	8.4

Q29.

Chart 27
Now I am going to ask you some questions about the institutions in the country. I want you to indicate how satisfied you are with the performance of these institutions on issues of security. Please respond on the following scale: very satisfied, somewhat, a little or not at all satisfied.
How satisfied are you with the performance of the penitentiary system (prisons)?
By variables
(Percentages)

		RESPONSE				
VARIABLES		Not at all satisfied	A little satisfied	Somewhat satisfied	Very satisfied	DNK/DNR
%		**45.0**	**35.3**	**14.7**	**3.0**	**2.0**
N		**227**	**178**	**74**	**15**	**10**
Position	Owner	43.3	35.8	15.4	2.4	3.1
	Administrator	46.8	34.8	14.0	3.6	.8
Business	Microenterprise	44.9	35.6	14.6	3.1	1.9
	Small business	50.0	27.8	16.7	.0	5.6
Sector	Trade	45.0	34.6	16.4	1.6	2.5
	Industry	48.6	34.3	11.4	2.9	2.9
	Services	44.4	37.1	11.9	6.0	.7
Area of the country	Western	43.8	38.1	13.3	2.9	1.9
	Central	46.8	31.9	19.1	2.1	.0
	Metropolitan	50.0	34.3	13.0	1.4	1.4
	Paracentral	38.9	29.6	18.5	5.6	7.4
	Eastern	36.6	40.2	15.9	6.1	1.2
Sex	Male	47.1	33.9	14.9	3.2	.9
	Female	43.5	36.4	14.5	2.8	2.8
Age	18 to 25	32.2	37.9	24.1	5.7	.0
	26 to 40	52.2	33.2	10.9	2.7	1.1
	41 to 55	42.9	37.3	14.3	2.4	3.2
	56 and over	45.8	34.6	14.0	1.9	3.7

Q30.

Now I am going to ask you some questions about the institutions in the country. I want you to indicate how satisfied you are with the performance of these institutions on issues of security. Please respond on the following scale: very satisfied, somewhat, a little or not at all satisfied.
How satisfied are you with the performance of the judges (Courts)?
By variables
(Percentages)

		RESPONSE				
VARIABLES		Not at all satisfied	A little satisfied	Somewhat satisfied	Very satisfied	DNK/DNR
%		**44.2**	**38.1**	**15.1**	**1.6**	**1.0**
N		**223**	**192**	**76**	**8**	**5**
Position	Owner	44.5	33.9	17.7	2.4	1.6
	Administrator	44.0	42.4	12.4	.8	.4
Business	Microenterprise	43.0	39.1	15.2	1.6	1.0
	Small business	77.8	11.1	11.1	.0	.0
Sector	Trade	45.6	36.8	15.1	1.3	1.3
	Industry	48.6	40.0	11.4	.0	.0
	Services	40.4	40.4	15.9	2.6	.7
Area of the country	Western	45.7	38.1	13.3	1.9	1.0
	Central	51.1	27.7	21.3	.0	.0
	Metropolitan	48.1	39.4	10.2	.5	1.9
	Paracentral	40.7	37.0	22.2	.0	.0
	Eastern	30.5	41.5	22.0	6.1	.0
Sex	Male	47.1	36.2	15.8	.9	.0
	Female	42.0	39.6	14.5	2.1	1.8
Age	18 to 25	27.6	51.7	16.1	4.6	.0
	26 to 40	45.1	39.1	14.7	.5	.5
	41 to 55	52.4	30.2	14.3	1.6	1.6
	56 and over	46.7	34.6	15.9	.9	1.9

Q31.

Chart 29
Now I am going to ask you some questions about the institutions in the country. I want you to indicate how satisfied you are with the performance of these institutions on issues of security. Please respond on the following scale: very satisfied, somewhat, a little or not at all satisfied.
How satisfied are you with the performance of the Human Rights Ombudsman's Office?
By variables
(Percentages)

		RESPONSE				
VARIABLES		Not at all satisfied	A little satisfied	Somewhat satisfied	Very satisfied	DNK/DNR
%		**43.7**	**28.2**	**21.2**	**5.6**	**1.4**
N		**220**	**142**	**107**	**28**	**7**
Position	Owner	48.0	26.4	18.5	5.1	2.0
	Administrator	39.2	30.0	24.0	6.0	.8
Business	Microenterprise	43.4	28.0	21.4	5.8	1.4
	Small business	50.0	33.3	16.7	.0	.0
Sector	Trade	41.2	27.7	23.9	5.0	2.2
	Industry	45.7	28.6	17.1	8.6	.0
	Services	48.3	29.1	16.6	6.0	.0
Area of the country	Western	41.0	28.6	20.0	7.6	2.9
	Central	48.9	29.8	19.1	2.1	.0
	Metropolitan	45.8	29.2	19.9	4.6	.5
	Paracentral	42.6	20.4	27.8	3.7	5.6
	Eastern	39.0	29.3	23.2	8.5	.0
Sex	Male	46.6	31.7	17.6	3.2	.9
	Female	41.3	25.4	24.0	7.4	1.8
Age	18 to 25	21.8	29.9	42.5	5.7	.0
	26 to 40	45.1	32.6	16.3	4.9	1.1
	41 to 55	50.8	27.0	15.9	5.6	.8
	56 and over	50.5	20.6	18.7	6.5	3.7

Q32.

Chart 30
Now I am going to ask you some questions about the institutions in the country. I want you to indicate how satisfied you are with the performance of these institutions on issues of security. Please respond on the following scale: very satisfied, somewhat, a little or not at all satisfied.
How satisfied are you with the performance of the Armed Forces?
By variables
(Percentages)

		RESPONSE			
VARIABLES		Not at all satisfied	A little satisfied	Somewhat satisfied	Very satisfied
%		**11.0**	**34.5**	**31.5**	**23.1**
N		**55**	**173**	**158**	**116**
Position	Owner	10.7	32.4	32.4	24.5
	Administrator	11.2	36.5	30.5	21.7
Business	Microenterprise	11.0	34.1	31.8	23.1
	Small business	11.1	44.4	22.2	22.2
Sector	Trade	12.3	32.5	33.4	21.8
	Industry	2.9	48.6	31.4	17.1
	Services	10.0	35.3	27.3	27.3
Area of the country	Western	16.2	41.9	20.0	21.9
	Central	19.1	25.5	38.3	17.0
	Metropolitan	10.7	35.0	32.7	21.5
	Paracentral	1.9	31.5	38.9	27.8
	Eastern	6.1	30.5	34.1	29.3
Sex	Male	10.4	37.1	28.5	24.0
	Female	11.4	32.4	33.8	22.4
Age	18 to 25	13.8	28.7	39.1	18.4
	26 to 40	10.3	34.8	33.7	21.2
	41 to 55	12.0	40.8	24.0	23.2
	56 and over	8.5	31.1	30.2	30.2

Q33.

Chart 31
Now I am going to ask you some questions about the institutions in the country. I want you to indicate how satisfied you are with the performance of these institutions on issues of security. Please respond on the following scale: very satisfied, somewhat, a little or not at all satisfied.
How satisfied are you with the performance of the Prosecutor General's Office?
By variables
(Percentages)

		RESPONSE				
VARIABLES		Not at all satisfied	A little satisfied	Somewhat satisfied	Very satisfied	DNK/DNR
%		**26.8**	**36.5**	**28.4**	**6.7**	**1.6**
N		**135**	**184**	**143**	**34**	**8**
Position	Owner	28.7	28.3	32.7	7.9	2.4
	Administrator	24.8	44.8	24.0	5.6	.8
Business	Microenterprise	26.3	36.4	28.8	6.8	1.6
	Small business	38.9	38.9	16.7	5.6	.0
Sector	Trade	28.0	34.3	29.9	6.0	1.9
	Industry	34.3	37.1	22.9	5.7	.0
	Services	22.5	41.1	26.5	8.6	1.3
Area of the country	Western	28.6	38.1	25.7	6.7	1.0
	Central	29.8	38.3	25.5	6.4	.0
	Metropolitan	29.2	36.1	28.7	4.6	1.4
	Paracentral	24.1	33.3	29.6	9.3	3.7
	Eastern	18.3	36.6	31.7	11.0	2.4
Sex	Male	27.6	40.3	27.1	4.5	.5
	Female	26.1	33.6	29.3	8.5	2.5
Age	18 to 25	20.7	39.1	32.2	6.9	1.1
	26 to 40	28.8	35.9	29.3	5.4	.5
	41 to 55	27.8	42.1	23.0	6.3	.8
	56 and over	27.1	29.0	29.9	9.3	4.7

Q34.

Chart 32
Now I am going to ask you some questions about the institutions in the country. I want you to indicate how satisfied you are with the performance of these institutions on issues of security. Please respond on the following scale: very satisfied, somewhat, a little or not at all satisfied.
How satisfied are you with the performance of the Medical Forensic Agency (Coroner's Office)?
By variables
(Percentages)

		RESPONSE				
VARIABLES		Not at all satisfied	A little satisfied	Somewhat satisfied	Very satisfied	DNK/DNR
%		**10.9**	**26.4**	**30.0**	**29.6**	**3.2**
N		**55**	**133**	**151**	**149**	**16**
Position	Owner	11.8	23.2	28.3	31.5	5.1
	Administrator	10.0	29.6	31.6	27.6	1.2
Business	Microenterprise	10.5	26.3	30.7	29.2	3.3
	Small business	22.2	27.8	11.1	38.9	.0
Sector	Trade	12.6	26.4	29.2	28.0	3.8
	Industry	11.4	20.0	31.4	31.4	5.7
	Services	7.3	27.8	31.1	32.5	1.3
Area of the country	Western	12.4	33.3	29.5	21.9	2.9
	Central	14.9	23.4	23.4	36.2	2.1
	Metropolitan	12.5	24.5	30.1	29.2	3.7
	Paracentral	7.4	18.5	35.2	35.2	3.7
	Eastern	4.9	29.3	30.5	32.9	2.4
Sex	Male	8.1	23.1	33.0	33.5	2.3
	Female	13.1	29.0	27.6	26.5	3.9
Age	18 to 25	11.5	26.4	34.5	26.4	1.1
	26 to 40	11.4	28.3	30.4	27.7	2.2
	41 to 55	8.7	25.4	30.2	31.0	4.8
	56 and over	12.1	24.3	25.2	33.6	4.7

Q35.

Chart 33
Now I am going to ask you some questions about the institutions in the country. I want you to indicate how satisfied you are with the performance of these institutions on issues of security. Please respond on the following scale: very satisfied, somewhat, a little or not at all satisfied.
How satisfied are you with the performance of the Court of Accounts?
By variables
(Percentages)

		RESPONSE				
VARIABLES		Not at all satisfied	A little satisfied	Somewhat satisfied	Very satisfied	DNK/DNR
%		**37.7**	**32.5**	**20.6**	**3.2**	**6.0**
N		**190**	**164**	**104**	**16**	**30**
Position	Owner	37.0	31.5	20.5	3.1	7.9
	Administrator	38.4	33.6	20.8	3.2	4.0
Business	Microenterprise	37.0	32.7	20.8	3.3	6.2
	Small business	55.6	27.8	16.7	.0	.0
Sector	Trade	37.1	32.4	23.0	2.5	5.0
	Industry	42.9	25.7	20.0	5.7	5.7
	Services	37.7	34.4	15.9	4.0	7.9
Area of the country	Western	34.3	35.2	26.7	1.0	2.9
	Central	42.6	31.9	21.3	.0	4.3
	Metropolitan	39.4	33.8	16.2	3.7	6.9
	Paracentral	40.7	24.1	22.2	.0	13.0
	Eastern	32.9	31.7	23.2	8.5	3.7
Sex	Male	41.2	33.9	19.9	2.7	2.3
	Female	35.0	31.4	21.2	3.5	8.8
Age	18 to 25	26.4	32.2	35.6	4.6	1.1
	26 to 40	38.6	37.0	16.8	3.3	4.3
	41 to 55	46.8	31.7	15.1	2.4	4.0
	56 and over	34.6	26.2	21.5	2.8	15.0

Q36.

Chart 34
Now I am going to ask you some questions about the institutions in the country. I want you to indicate how satisfied you are with the performance of these institutions on issues of security. Please respond on the following scale: very satisfied, somewhat, a little or not at all satisfied.
How satisfied are you with the performance of the Supreme Court of Justice?
By variables
(Percentages)

		RESPONSE				
VARIABLES		Not at all satisfied	A little satisfied	Somewhat satisfied	Very satisfied	DNK/DNR
%		**28.2**	**39.7**	**25.0**	**4.8**	**2.4**
N		**142**	**200**	**126**	**24**	**12**
Position	Owner	28.7	36.2	24.0	7.1	3.9
	Administrator	27.6	43.2	26.0	2.4	.8
Business	Microenterprise	28.2	39.5	25.1	4.7	2.5
	Small business	27.8	44.4	22.2	5.6	.0
Sector	Trade	31.1	35.5	28.3	3.1	1.9
	Industry	25.7	45.7	22.9	5.7	.0
	Services	22.5	47.0	18.5	7.9	4.0
Area of the country	Western	27.6	39.0	25.7	6.7	1.0
	Central	21.3	46.8	29.8	.0	2.1
	Metropolitan	32.4	36.1	23.6	3.7	4.2
	Paracentral	25.9	40.7	24.1	7.4	1.9
	Eastern	23.2	45.1	25.6	6.1	.0
Sex	Male	22.2	44.8	26.7	5.0	1.4
	Female	32.9	35.7	23.7	4.6	3.2
Age	18 to 25	17.2	39.1	39.1	4.6	.0
	26 to 40	31.5	42.9	23.4	.5	1.6
	41 to 55	30.2	43.7	17.5	7.9	.8
	56 and over	29.0	29.9	25.2	8.4	7.5

Q37.

Chart 35
Now I am going to ask you some questions about the institutions in the country. I want you to indicate how satisfied you are with the performance of these institutions on issues of security. Please respond on the following scale: very satisfied, somewhat, a little or not at all satisfied.
How satisfied are you with the performance of the Legislative Assembly (deputies)?
By variables
(Percentages)

		RESPONSE			
VARIABLES		Not at all satisfied	A little satisfied	Somewhat satisfied	Very satisfied
%		**61.8**	**23.5**	**12.0**	**2.8**
N		**310**	**118**	**60**	**14**
Position	Owner	59.9	23.8	12.3	4.0
	Administrator	63.6	23.2	11.6	1.6
Business	Microenterprise	61.4	23.3	12.4	2.9
	Small business	72.2	27.8	.0	.0
Sector	Trade	62.1	22.7	12.3	2.8
	Industry	62.9	22.9	11.4	2.9
	Services	60.7	25.3	11.3	2.7
Area of the country	Western	55.2	28.6	13.3	2.9
	Central	70.2	17.0	10.6	2.1
	Metropolitan	66.4	22.4	9.3	1.9
	Paracentral	53.7	24.1	20.4	1.9
	Eastern	58.5	23.2	12.2	6.1
Sex	Male	65.2	21.7	12.7	.5
	Female	59.1	24.9	11.4	4.6
Age	18 to 25	54.0	23.0	20.7	2.3
	26 to 40	69.6	20.7	8.2	1.6
	41 to 55	58.7	27.8	10.3	3.2
	56 and over	58.1	23.8	13.3	4.8

Q38.

Chart 36
Now I am going to ask you some questions about the institutions in the country. I want you to indicate how satisfied you are with the performance of these institutions on issues of security. Please respond on the following scale: very satisfied, somewhat, a little or not at all satisfied.
How satisfied are you with the performance of the central government, in general?
By variables
(Percentages)

		RESPONSE			
VARIABLES		Not at all satisfied	A little satisfied	Somewhat satisfied	Very satisfied
%		**44.9**	**29.2**	**18.3**	**7.6**
N		**226**	**147**	**92**	**38**
Position	Owner	45.7	25.6	17.7	11.0
	Administrator	44.2	32.9	18.9	4.0
Business	Microenterprise	44.5	29.1	18.8	7.6
	Small business	55.6	33.3	5.6	5.6
Sector	Trade	44.3	29.2	19.2	7.2
	Industry	57.1	20.0	17.1	5.7
	Services	43.3	31.3	16.7	8.7
Area of the country	Western	41.9	29.5	21.0	7.6
	Central	44.7	25.5	23.4	6.4
	Metropolitan	47.4	31.2	14.4	7.0
	Paracentral	48.1	27.8	16.7	7.4
	Eastern	40.2	26.8	23.2	9.8
Sex	Male	43.0	33.9	19.5	3.6
	Female	46.5	25.5	17.4	10.6
Age	18 to 25	40.2	28.7	25.3	5.7
	26 to 40	50.5	31.0	14.7	3.8
	41 to 55	41.3	34.1	17.5	7.1
	56 and over	43.4	20.8	19.8	16.0

Q39.

Chart 37

Now I am going to ask you some questions about the institutions in the country. I want you to indicate how satisfied you are with the performance of these institutions on issues of security. Please respond on the following scale: very satisfied, somewhat, a little or not at all satisfied.

How satisfied are you with the performance of the Institute for Access to Public Information?

By variables

(Percentages)

		RESPONSE				
VARIABLES		Not at all satisfied	A little satisfied	Somewhat satisfied	Very satisfied	DNK/DNR
%		**19.0**	**37.1**	**24.3**	**11.0**	**8.6**
N		**40**	**78**	**51**	**23**	**18**
Position	Owner	21.1	34.9	22.0	11.0	11.0
	Administrator	16.8	39.6	26.7	10.9	5.9
Business	Microenterprise	16.9	37.3	25.4	11.4	9.0
	Small business	66.7	33.3	.0	.0	.0
Sector	Trade	17.4	38.1	25.8	9.0	9.7
	Industry	50.0	37.5	.0	.0	12.5
	Services	19.1	34.0	23.4	19.1	4.3
Area of the country	Western	18.4	42.5	23.0	5.7	10.3
	Central	15.0	35.0	25.0	15.0	10.0
	Metropolitan	24.0	28.0	28.0	4.0	16.0
	Paracentral	26.5	35.3	26.5	8.8	2.9
	Eastern	12.5	33.3	20.8	33.3	.0
Sex	Male	23.7	36.8	26.3	10.5	2.6
	Female	16.4	37.3	23.1	11.2	11.9
Age	18 to 25	15.8	39.5	39.5	5.3	.0
	26 to 40	22.1	33.8	22.1	14.3	7.8
	41 to 55	21.2	44.2	15.4	7.7	11.5
	56 and over	14.0	32.6	25.6	14.0	14.0

Q40.

Chart 38
Now I am going to ask you some questions about the institutions in the country. I want you to indicate how satisfied you are with the performance of these institutions on issues of security. Please respond on the following scale: very satisfied, somewhat, a little or not at all satisfied.
How satisfied are you with the performance of the Government Ethics Tribunal?
By variables
(Percentages)

		RESPONSE				
VARIABLES		Not at all satisfied	A little satisfied	Somewhat satisfied	Very satisfied	DNK/DNR
%		**24.3**	**41.4**	**21.4**	**5.7**	**7.1**
N		**51**	**87**	**45**	**12**	**15**
Position	Owner	25.7	36.7	18.3	8.3	11.0
	Administrator	22.8	46.5	24.8	3.0	3.0
Business	Microenterprise	22.4	41.8	22.4	6.0	7.5
	Small business	66.7	33.3	.0	.0	.0
Sector	Trade	24.5	42.6	21.9	3.9	7.1
	Industry	37.5	62.5	.0	.0	.0
	Services	21.3	34.0	23.4	12.8	8.5
Area of the country	Western	21.8	46.0	17.2	5.7	9.2
	Central	27.5	37.5	25.0	2.5	7.5
	Metropolitan	32.0	36.0	24.0	4.0	4.0
	Paracentral	23.5	44.1	20.6	2.9	8.8
	Eastern	20.8	33.3	29.2	16.7	.0
Sex	Male	27.6	39.5	21.1	5.3	6.6
	Female	22.4	42.5	21.6	6.0	7.5
Age	18 to 25	7.9	52.6	34.2	5.3	.0
	26 to 40	26.0	40.3	22.1	5.2	6.5
	41 to 55	36.5	38.5	13.5	5.8	5.8
	56 and over	20.9	37.2	18.6	7.0	16.3

Q41.

Chart 39
Now I am going to ask you some questions about the institutions in the country. I want you to indicate how satisfied you are with the performance of these institutions on issues of security. Please respond on the following scale: very satisfied, somewhat, a little or not at all satisfied.
How satisfied are you with the performance of your local City Hall?
By variables
(Percentages)

		RESPONSE			
VARIABLES		Not at all satisfied	A little satisfied	Somewhat satisfied	Very satisfied
%		**21.2**	**30.5**	**26.1**	**22.2**
N		**106**	**153**	**131**	**111**
Position	Owner	22.6	28.2	25.4	23.8
	Administrator	19.7	32.9	26.9	20.5
Business	Microenterprise	20.9	30.0	26.7	22.4
	Small business	27.8	44.4	11.1	16.7
Sector	Trade	22.8	28.5	25.9	22.8
	Industry	17.1	34.3	25.7	22.9
	Services	18.7	34.0	26.7	20.7
Area of the country	Western	18.1	36.2	28.6	17.1
	Central	31.9	27.7	21.3	19.1
	Metropolitan	25.6	29.8	24.7	20.0
	Paracentral	5.7	24.5	30.2	39.6
	Eastern	17.3	30.9	27.2	24.7
Sex	Male	15.9	32.3	30.0	21.8
	Female	25.3	29.2	23.1	22.4
Age	18 to 25	14.9	26.4	35.6	23.0
	26 to 40	24.5	30.4	25.5	19.6
	41 to 55	20.3	38.2	22.8	18.7
	56 and over	21.5	25.2	23.4	29.9

Q42.

Chart 40
Have you been the victim of a criminal act such as robbery, extortion, threats or other type of criminal act in the last 12 months *[November 2014 to October 2015]*?
By variables
(Percentages)

		RESPONSE	
VARIABLES		No	Yes
%		**62.6**	**37.4**
N		**315**	**188**
Position	Owner	66.0	34.0
	Administrator	59.2	40.8
Business	Microenterprise	63.3	36.7
	Small business	44.4	55.6
Sector	Trade	63.1	36.9
	Industry	65.7	34.3
	Services	60.9	39.1
Area of the country	Western	67.6	32.4
	Central	68.1	31.9
	Metropolitan	61.9	38.1
	Paracentral	64.8	35.2
	Eastern	53.7	46.3
Sex	Male	53.8	46.2
	Female	69.5	30.5
Age	18 to 25	59.8	40.2
	26 to 40	57.1	42.9
	41 to 55	62.4	37.6
	56 and over	74.8	25.2

Q43.

Chart 41
Thinking of the last criminal act you experienced, from the list I am going to give, indicate the number that responds to the criminal act
By variables
[Only for those who were victims of a crime such as robbery, extortion, threat or other type of criminal act in the last 12 months]
n = 188
(Percentages)

		RESPONSE						
VARIABLES		Unarmed robbery without aggression or physical threat	Unarmed robbery with added aggression or physical threat	Armed robbery	Extortion	Threats	Property damage	Others
%		**14.9**	**7.4**	**19.7**	**38.8**	**14.4**	**3.7**	**1.1**
N		**28**	**14**	**37**	**73**	**27**	**7**	**2**
Position	Owner	19.8	3.5	14.0	38.4	18.6	4.7	1.2
	Administrator	10.8	10.8	24.5	39.2	10.8	2.9	1.0
Business	Microenterprise	14.6	7.9	19.7	38.8	14.6	3.9	.6
	Small business	20.0	.0	20.0	40.0	10.0	.0	10.0
Sector	Trade	16.2	5.1	20.5	38.5	15.4	3.4	.9
	Industry	25.0	8.3	33.3	25.0	8.3	.0	.0
	Services	10.2	11.9	15.3	42.4	13.6	5.1	1.7
Area of the country	Western	20.6	5.9	23.5	29.4	14.7	2.9	2.9
	Central	13.3	.0	.0	66.7	20.0	.0	.0
	Metropolitan	11.0	11.0	22.0	39.0	11.0	4.9	1.2
	Paracentral	15.8	10.5	15.8	36.8	21.1	.0	.0
	Eastern	18.4	2.6	21.1	36.8	15.8	5.3	.0
Sex	Male	11.8	6.9	19.6	45.1	11.8	2.9	2.0
	Female	18.6	8.1	19.8	31.4	17.4	4.7	.0
Age	18 to 25	14.3	11.4	31.4	22.9	14.3	2.9	2.9
	26 to 40	10.1	6.3	24.1	40.5	13.9	5.1	.0
	41 to 55	21.3	4.3	8.5	48.9	12.8	2.1	2.1
	56 and over	18.5	11.1	11.1	37.0	18.5	3.7	.0

Q44.

Chart 42
How many times have you been the victim of a criminal act in the last 12 months *[November 2014 to October 2015]*?
By variables
[Only for those who were victims of a crime such as robbery, extortion, threat or other type of criminal act in the last 12 months]
n=188
(Percentages)

		RESPONSE		
VARIABLES		Once	2 to 4 times	5 times or more
%		**33.5**	**45.2**	**21.3**
N		**63**	**85**	**40**
Position	Owner	39.5	39.5	20.9
	Administrator	28.4	50.0	21.6
Business	Microenterprise	33.1	45.5	21.3
	Small business	40.0	40.0	20.0
Sector	Trade	31.6	50.4	17.9
	Industry	66.7	25.0	8.3
	Services	30.5	39.0	30.5
Area of the country	Western	38.2	50.0	11.8
	Central	13.3	33.3	53.3
	Metropolitan	29.3	45.1	25.6
	Paracentral	36.8	42.1	21.1
	Eastern	44.7	47.4	7.9
Sex	Male	32.4	46.1	21.6
	Female	34.9	44.2	20.9
Age	18 to 25	37.1	51.4	11.4
	26 to 40	39.2	41.8	19.0
	41 to 55	23.4	48.9	27.7
	56 and over	29.6	40.7	29.6

Q45.

Chart 43
Was this crime related to owning or being a part of this business?
By variables
[Only for those who were victims of a crime such as robbery, extortion, threat or other type of criminal act in the last 12 months]
n=188
(Percentages)

		RESPONSE	
VARIABLES		No	Yes
%		**30.3**	**69.7**
N		**57**	**131**
Position	Owner	22.1	77.9
	Administrator	37.3	62.7
Business	Microenterprise	31.5	68.5
	Small business	10.0	90.0
Sector	Trade	29.9	70.1
	Industry	33.3	66.7
	Services	30.5	69.5
Area of the country	Western	20.6	79.4
	Central	20.0	80.0
	Metropolitan	36.6	63.4
	Paracentral	31.6	68.4
	Eastern	28.9	71.1
Sex	Male	24.5	75.5
	Female	37.2	62.8
Age	18 to 25	48.6	51.4
	26 to 40	31.6	68.4
	41 to 55	17.0	83.0
	56 and over	25.9	74.1

Q46.

Chart 44
Did you report the criminal act to the authorities?
By variables
[Only for those who were victims of a crime such as robbery, extortion, threat or other type of criminal act in the last 12 months]
n=188
(Percentages)

		RESPONSE	
VARIABLES		No	Yes
%		**68.1**	**31.9**
N		**128**	**60**
Position	Owner	69.8	30.2
	Administrator	66.7	33.3
Business	Microenterprise	70.2	29.8
	Small business	30.0	70.0
Sector	Trade	70.1	29.9
	Industry	75.0	25.0
	Services	62.7	37.3
Area of the country	Western	61.8	38.2
	Central	53.3	46.7
	Metropolitan	72.0	28.0
	Paracentral	73.7	26.3
	Eastern	68.4	31.6
Sex	Male	65.7	34.3
	Female	70.9	29.1
Age	18 to 25	74.3	25.7
	26 to 40	64.6	35.4
	41 to 55	63.8	36.2
	56 and over	77.8	22.2

Q47.

Chart 45
Why did you not report the incident?
By variables
[Only for those who were victims of a crime such as robbery, extortion, threat or other type of criminal act in the last 12 months]
n=127
(Percentages)

		RESPONSE					
VARIABLES		1	2	3	4	5	6
%		**47.2**	**42.5**	**3.1**	**3.1**	**1.6**	**2.4**
N		**60**	**54**	**4**	**4**	**2**	**3**
Position	Owner	43.3	45.0	1.7	5.0	3.3	1.7
	Administrator	50.7	40.3	4.5	1.5	.0	3.0
Business	Microenterprise	46.8	42.7	3.2	3.2	1.6	2.4
	Small business	66.7	33.3	.0	.0	.0	.0
Sector	Trade	45.7	44.4	4.9	2.5	.0	2.5
	Industry	55.6	33.3	.0	.0	11.1	.0
	Services	48.6	40.5	.0	5.4	2.7	2.7
Area of the country	Western	45.0	40.0	10.0	5.0	.0	.0
	Central	25.0	75.0	.0	.0	.0	.0
	Metropolitan	50.8	42.4	1.7	.0	1.7	3.4
	Paracentral	42.9	42.9	.0	7.1	7.1	.0
	Eastern	50.0	34.6	3.8	7.7	.0	3.8
Sex	Male	43.3	44.8	1.5	4.5	1.5	4.5
	Female	51.7	40.0	5.0	1.7	1.7	.0
Age	18 to 25	64.0	24.0	8.0	.0	.0	4.0
	26 to 40	47.1	51.0	.0	2.0	.0	.0
	41 to 55	43.3	40.0	3.3	6.7	3.3	3.3
	56 and over	33.3	47.6	4.8	4.8	4.8	4.8

Q48.

DETAIL OF THE RESPONSE:
1. It is no use / the authorities fail to solve it
2. It is dangerous/ fear vendettas
3. No evidence
4. It´s better to solve your own problems
5. It was not serious
5. Another reason

Chart 46
What institution did you report the robbery or criminal act to?
By variables
[Only for those who were victims of a crime such as robbery, extortion, threat or other type of criminal act in the last 12 months]
n=60
(Percentages)

		RESPONSE	
VARIABLES		PNC	Prosecutor General's Office
%		**96.7**	**3.3**
N		**58**	**2**
Position	Owner	96.2	3.8
	Administrator	97.1	2.9
Business	Microenterprise	96.2	3.8
	Small business	100.0	.0
Sector	Trade	100.0	.0
	Industry	100.0	.0
	Services	90.9	9.1
Area of the country	Western	100.0	.0
	Central	100.0	.0
	Metropolitan	91.3	8.7
	Paracentral	100.0	.0
	Eastern	100.0	.0
Sex	Male	94.3	5.7
	Female	100.0	.0
Age	18 to 25	100.0	.0
	26 to 40	96.4	3.6
	41 to 55	94.1	5.9
	56 and over	100.0	.0

Q49.

Chart 47
What was the outcome the report?
By variables
[Only for those who were victims of a crime such as robbery, extortion, threat or other type of criminal act in the last 12 months and reported the criminal act to the authorities]
n=60
(Percentages)

		RESPONSE				
VARIABLES		The authorities did nothing	It is under investigation	The suspect is under arrest	The perpetrator was caught and sentenced	Do not know the outcome
%		**70.0**	**15.0**	**5.0**	**5.0**	**5.0**
N		**42**	**9**	**3**	**3**	**3**
Position	Owner	65.4	23.1	.0	7.7	3.8
	Administrator	73.5	8.8	8.8	2.9	5.9
Business	Microenterprise	69.8	15.1	3.8	5.7	5.7
	Small business	71.4	14.3	14.3	.0	.0
Sector	Trade	65.7	14.3	8.6	8.6	2.9
	Industry	66.7	.0	.0	.0	33.3
	Services	77.3	18.2	.0	.0	4.5
Area of the country	Western	76.9	15.4	7.7	.0	.0
	Central	85.7	14.3	.0	.0	.0
	Metropolitan	73.9	8.7	8.7	.0	8.7
	Paracentral	60.0	20.0	.0	20.0	.0
	Eastern	50.0	25.0	.0	16.7	8.3
Sex	Male	71.4	14.3	8.6	2.9	2.9
	Female	68.0	16.0	.0	8.0	8.0
Age	18 to 25	55.6	11.1	22.2	.0	11.1
	26 to 40	67.9	17.9	.0	7.1	7.1
	41 to 55	76.5	11.8	5.9	5.9	.0
	56 and over	83.3	16.7	.0	.0	.0

Q50.

Chart 48
How satisfied are you with the way in which the authorities responded to your case?
By variables
[Only for those who were victims of a crime such as robbery, extortion, threat or other type of criminal act in the last 12 months and reported the criminal act to the authorities]
n=60
(Percentages)

		RESPONSE			
VARIABLES		Not at all satisfied	A little satisfied	Somewhat satisfied	Very satisfied
%		**56.7**	**25.0**	**6.7**	**11.7**
N		**34**	**15**	**4**	**7**
Position	Owner	50.0	26.9	11.5	11.5
	Administrator	61.8	23.5	2.9	11.8
Business	Microenterprise	56.6	26.4	5.7	11.3
	Small business	57.1	14.3	14.3	14.3
Sector	Trade	54.3	20.0	8.6	17.1
	Industry	66.7	33.3	.0	.0
	Services	59.1	31.8	4.5	4.5
Area of the country	Western	46.2	46.2	.0	7.7
	Central	85.7	.0	.0	14.3
	Metropolitan	60.9	21.7	8.7	8.7
	Paracentral	60.0	20.0	20.0	.0
	Eastern	41.7	25.0	8.3	25.0
Sex	Male	48.6	31.4	8.6	11.4
	Female	68.0	16.0	4.0	12.0
Age	18 to 25	55.6	11.1	.0	33.3
	26 to 40	64.3	25.0	7.1	3.6
	41 to 55	47.1	35.3	.0	17.6
	56 and over	50.0	16.7	33.3	.0

Q51.

Chart 49
Has anyone who works with you at your business been the victim of any crime, such as robbery, extortion, threat or other type of criminal act in the last 12 months *[November 2014 to October 2015]*?
By variables
n=373
(Percentages)

		RESPONSE	
VARIABLES		No	Yes
%		**66.2**	**33.8**
N		**247**	**126**
Position	Owner	71.6	28.4
	Administrator	62.4	37.6
Business	Microenterprise	67.9	32.1
	Small business	33.3	66.7
Sector	Trade	65.2	34.8
	Industry	75.9	24.1
	Services	65.8	34.2
Area of the country	Western	61.6	38.4
	Central	74.2	25.8
	Metropolitan	64.6	35.4
	Paracentral	69.2	30.8
	Eastern	69.7	30.3
Sex	Male	59.1	40.9
	Female	72.9	27.1
Age	18 to 25	64.5	35.5
	26 to 40	63.0	37.0
	41 to 55	69.0	31.0
	56 and over	71.9	28.1

Q52.

Chart 50
Was this crime related to being part of this business?
By variables
[Only for those who work in the business and were victims of a criminal act in the last 12 months]
n=126
(Percentages)

		RESPONSE	
VARIABLES		No	Yes
%		**54.8**	**45.2**
N		**69**	**57**
Position	Owner	50.0	50.0
	Administrator	57.3	42.7
Business	Microenterprise	54.4	45.6
	Small business	58.3	41.7
Sector	Trade	55.0	45.0
	Industry	71.4	28.6
	Services	51.3	48.7
Area of the country	Western	53.6	46.4
	Central	37.5	62.5
	Metropolitan	58.6	41.4
	Paracentral	50.0	50.0
	Eastern	55.0	45.0
Sex	Male	56.8	43.2
	Female	51.9	48.1
Age	18 to 25	63.0	37.0
	26 to 40	55.6	44.4
	41 to 55	48.1	51.9
	56 and over	50.0	50.0

Q53.

Chart 51
Considering the current business climate in the country, do you believe that the next year for your company will be better, the same, or worse than this year?
By variables
(Percentages)

		RESPONSE			
VARIABLES		Worse	Same	Better	DNK/DNR
%		**31.5**	**36.9**	**25.8**	**5.8**
N		**159**	**186**	**130**	**29**
Position	Owner	31.5	33.9	28.3	6.3
	Administrator	31.6	40.0	23.2	5.2
Business	Microenterprise	31.9	36.4	25.9	5.8
	Small business	22.2	50.0	22.2	5.6
Sector	Trade	31.1	35.8	27.7	5.3
	Industry	31.4	37.1	28.6	2.9
	Services	32.5	39.1	21.2	7.3
Area of the country	Western	26.7	34.3	28.6	10.5
	Central	40.4	46.8	12.8	.0
	Metropolitan	28.7	35.2	30.6	5.6
	Paracentral	25.9	42.6	24.1	7.4
	Eastern	43.9	35.4	18.3	2.4
Sex	Male	31.2	40.7	24.0	4.1
	Female	31.8	33.9	27.2	7.1
Age	18 to 25	23.0	48.3	23.0	5.7
	26 to 40	32.6	37.0	26.1	4.3
	41 to 55	31.0	38.9	27.0	3.2
	56 and over	37.4	25.2	26.2	11.2

Q54.

Chart 52
In your opinion, what would have to happen in the country for the business environment to improve?
By variables
(Percentages)

VARIABLES		RESPONSE				
		Reduction in crime	Reduction in taxes	Fighting corruption	Chance in government	Other
%		**46.7**	**7.8**	**19.5**	**24.9**	**1.2**
N		**235**	**39**	**98**	**125**	**6**
Position	Owner	47.2	9.1	20.1	22.4	1.2
	Administrator	46.2	6.4	18.9	27.3	1.2
Business	Microenterprise	47.0	8.0	19.4	24.3	1.2
	Small business	38.9	.0	22.2	38.9	.0
Sector	Trade	49.2	8.2	16.1	24.9	1.6
	Industry	40.0	8.6	28.6	22.9	.0
	Services	43.0	6.6	24.5	25.2	.7
Area of the country	Western	47.6	8.6	19.0	23.8	1.0
	Central	46.8	6.4	21.3	25.5	.0
	Metropolitan	43.7	7.0	20.5	27.4	1.4
	Paracentral	50.0	14.8	13.0	18.5	3.7
	Eastern	51.2	4.9	20.7	23.2	.0
Sex	Male	49.8	4.5	24.9	19.5	1.4
	Female	44.3	10.3	15.2	29.1	1.1
Age	18 to 25	54.0	10.3	18.4	17.2	.0
	26 to 40	44.0	6.0	20.1	27.7	2.2
	41 to 55	50.4	8.8	16.0	24.8	.0
	56 and over	41.1	7.5	23.4	26.2	1.9

Q55.

Chart 53
Are you familiar with or have you heard of the United States Agency for International Development, or USAID?
By variables
(Percentages)

		RESPONSE	
VARIABLES		No	Yes
%		**48.6**	**51.4**
N		**102**	**108**
Position	Owner	49.5	50.5
	Administrator	47.5	52.5
Business	Microenterprise	50.2	49.8
	Small business	11.1	88.9
Sector	Trade	51.0	49.0
	Industry	50.0	50.0
	Services	40.4	59.6
Area of the country	Western	52.9	47.1
	Central	37.5	62.5
	Metropolitan	48.0	52.0
	Paracentral	44.1	55.9
	Eastern	58.3	41.7
Sex	Male	26.3	73.7
	Female	61.2	38.8
Age	18 to 25	50.0	50.0
	26 to 40	45.5	54.5
	41 to 55	50.0	50.0
	56 and over	51.2	48.8

Q56.

Chart 54
How did you find out about the activities of USAID?
By variables
[Only for those who heard about or read about USAID]
n=108
(Percentages)

		RESPONSE							
VARIABLES		1	2	3	4	5	6	7	8
%		**1.9**	**3.7**	**63.9**	**7.4**	**12.0**	**2.8**	**3.7**	**4.6**
N		**2**	**4**	**69**	**8**	**13**	**3**	**4**	**5**
Position	Owner	1.8	5.5	61.8	10.9	7.3	1.8	7.3	3.6
	Administrator	1.9	1.9	66.0	3.8	17.0	3.8	.0	5.7
Business	Microenterprise	2.0	4.0	64.0	7.0	12.0	3.0	4.0	4.0
	Small business	.0	.0	62.5	12.5	12.5	.0	.0	12.5
Sector	Trade	2.6	2.6	63.2	7.9	10.5	2.6	5.3	5.3
	Industry	.0	.0	100.0	.0	.0	.0	.0	.0
	Services	.0	7.1	60.7	7.1	17.9	3.6	.0	3.6
Area of the country	Western	2.4	4.9	56.1	12.2	9.8	2.4	4.9	7.3
	Central	4.0	8.0	56.0	8.0	12.0	8.0	4.0	.0
	Metropolitan	.0	.0	76.9	.0	7.7	.0	7.7	7.7
	Paracentral	.0	.0	84.2	.0	10.5	.0	.0	5.3
	Eastern	.0	.0	60.0	10.0	30.0	.0	.0	.0
Sex	Male	.0	1.8	75.0	5.4	10.7	.0	3.6	3.6
	Female	3.8	5.8	51.9	9.6	13.5	5.8	3.8	5.8
Age	18 to 25	5.3	.0	63.2	.0	15.8	5.3	5.3	5.3
	26 to 40	2.4	2.4	64.3	.0	16.7	2.4	7.1	4.8
	41 to 55	.0	3.8	65.4	15.4	7.7	3.8	.0	3.8
	56 and over	.0	9.5	61.9	19.0	4.8	.0	.0	4.8

Q57.

DETAIL OF THE RESPONSE:

1. None
2. Radio
3. Television
4. Newspapers
5. Twitter / Facebook / Internet
6. Friends / Family
7. USAID projects / staff
8. Others

Chart 55
Are you familiar with any USAID program to provide aid to the country?
By variables
[Only for those who heard about or read about USAID]
n=108
(Percentages)

		RESPONSE		
VARIABLES		No	Yes	DNK/DNR
%		**69.4**	**28.7**	**1.9**
N		**75**	**31**	**2**
Position	Owner	63.6	34.5	1.8
	Administrator	75.5	22.6	1.9
Business	Microenterprise	70.0	28.0	2.0
	Small business	62.5	37.5	.0
Sector	Trade	71.1	26.3	2.6
	Industry	100.0	.0	.0
	Services	60.7	39.3	.0
Area of the country	Western	68.3	29.3	2.4
	Central	72.0	28.0	.0
	Metropolitan	61.5	30.8	7.7
	Paracentral	78.9	21.1	.0
	Eastern	60.0	40.0	.0
Sex	Male	71.4	28.6	.0
	Female	67.3	28.8	3.8
Age	18 to 25	94.7	5.3	.0
	26 to 40	69.0	28.6	2.4
	41 to 55	57.7	42.3	.0
	56 and over	61.9	33.3	4.8

Q58.

Chart 56
Can you name a USAID program to provide aid to the country?
By variables
[Only for those who know a USAID program to provide aid to the country]
n=31
(Percentages)

		RESPONSE						
VARIABLES		Education programs and scholarships	Housing	Program helps people with limited resources	Violence prevention and security	Programs to promote employment	Other programs	DNK/DNR
%		**19.4**	**19.4**	**16.1**	**12.9**	**16.1**	**9.7**	**6.5**
N		**6**	**6**	**5**	**4**	**5**	**3**	**2**
Position	Owner	10.5	26.3	21.1	5.3	21.1	10.5	5.3
	Administrator	33.3	8.3	8.3	25.0	8.3	8.3	8.3
Business	Microenterprise	17.9	17.9	14.3	14.3	17.9	10.7	7.1
	Small business	33.3	33.3	33.3	.0	.0	.0	.0
Sector	Trade	20.0	20.0	10.0	15.0	20.0	10.0	5.0
	Industry	.0	.0	.0	.0	.0	.0	.0
	Services	18.2	18.2	27.3	9.1	9.1	9.1	9.1
Area of the country	Western	33.3	16.7	8.3	8.3	25.0	8.3	.0
	Central	.0	28.6	14.3	14.3	.0	28.6	14.3
	Metropolitan	25.0	.0	.0	25.0	25.0	.0	25.0
	Paracentral	.0	.0	50.0	25.0	25.0	.0	.0
	Eastern	25.0	50.0	25.0	.0	.0	.0	.0
Sex	Male	12.5	18.8	12.5	18.8	18.8	12.5	6.3
	Female	26.7	20.0	20.0	6.7	13.3	6.7	6.7
Age	18 to 25	.0	.0	.0	.0	100.0	.0	.0
	26 to 40	16.7	25.0	16.7	8.3	16.7	16.7	.0
	41 to 55	18.2	18.2	18.2	18.2	9.1	9.1	9.1
	56 and over	28.6	14.3	14.3	14.3	14.3	.0	14.3

Q59.

Chart 57
Would you say your opinion of USAID is very favorable, somewhat favorable, a little favorable or not at all favorable?
By variables
[Only for those who know a USAID program to provide aid to the country]
n=31
(Percentages)

		RESPONSE			
VARIABLES		Not at all favorable	A little favorable	Somewhat favorable	Very favorable
%		**3.2**	**9.7**	**38.7**	**48.4**
N		**1**	**3**	**12**	**15**
Position	Owner	5.3	5.3	52.6	36.8
	Administrator	.0	16.7	16.7	66.7
Business	Microenterprise	3.6	10.7	39.3	46.4
	Small business	.0	.0	33.3	66.7
Sector	Trade	5.0	5.0	35.0	55.0
	Industry	.0	.0	.0	.0
	Services	.0	18.2	45.5	36.4
Area of the country	Western	8.3	.0	50.0	41.7
	Central	.0	28.6	14.3	57.1
	Metropolitan	.0	.0	50.0	50.0
	Paracentral	.0	25.0	.0	75.0
	Eastern	.0	.0	75.0	25.0
Sex	Male	6.3	12.5	25.0	56.3
	Female	.0	6.7	53.3	40.0
Age	18 to 25	.0	.0	.0	100.0
	26 to 40	8.3	8.3	41.7	41.7
	41 to 55	.0	18.2	27.3	54.5
	56 and over	.0	.0	57.1	42.9

Q60.

Chart 58
Are you familiar with or have you heard of the Partnership for Growth?
By variables
(Percentages)

VARIABLES		RESPONSE No	RESPONSE Yes
%		**70.5**	**29.5**
N		**148**	**62**
Position	Owner	73.4	26.6
	Administrator	67.3	32.7
Business	Microenterprise	72.1	27.9
	Small business	33.3	66.7
Sector	Trade	69.7	30.3
	Industry	87.5	12.5
	Services	70.2	29.8
Area of the country	Western	72.4	27.6
	Central	65.0	35.0
	Metropolitan	64.0	36.0
	Paracentral	73.5	26.5
	Eastern	75.0	25.0
Sex	Male	52.6	47.4
	Female	80.6	19.4
Age	18 to 25	73.7	26.3
	26 to 40	71.4	28.6
	41 to 55	73.1	26.9
	56 and over	62.8	37.2

Q61.

Chart 59
How did you find out about the activities of the Partnership for Growth?
By variables
[Only for those who heard about or read about Partnership for Growth]
n=62
(Percentages)

		RESPONSE						
VARIABLES		1	2	3	4	5	6	7
%		**1.6**	**3.2**	**79.0**	**3.2**	**4.8**	**6.5**	**1.6**
N		**1**	**2**	**49**	**2**	**3**	**4**	**1**
Position	Owner	.0	6.9	86.2	3.4	.0	.0	3.4
	Administrator	3.0	.0	72.7	3.0	9.1	12.1	.0
Business	Microenterprise	1.8	3.6	78.6	1.8	5.4	7.1	1.8
	Small business	.0	.0	83.3	16.7	.0	.0	.0
Sector	Trade	.0	2.1	83.0	2.1	4.3	6.4	2.1
	Industry	.0	.0	100.0	.0	.0	.0	.0
	Services	7.1	7.1	64.3	7.1	7.1	7.1	.0
Area of the country	Western	.0	4.2	75.0	4.2	.0	12.5	4.2
	Central	7.1	7.1	78.6	.0	7.1	.0	.0
	Metropolitan	.0	.0	100.0	.0	.0	.0	.0
	Paracentral	.0	.0	66.7	.0	22.2	11.1	.0
	Eastern	.0	.0	83.3	16.7	.0	.0	.0
Sex	Male	.0	2.8	77.8	5.6	5.6	8.3	.0
	Female	3.8	3.8	80.8	.0	3.8	3.8	3.8
Age	18 to 25	.0	.0	70.0	.0	10.0	20.0	.0
	26 to 40	4.5	.0	72.7	4.5	9.1	4.5	4.5
	41 to 55	.0	7.1	85.7	7.1	.0	.0	.0
	56 and over	.0	6.3	87.5	.0	.0	6.3	.0

Q62.

DETAIL OF THE RESPONSE:

1. None
2. Radio
3. Television
4. Newspapers
5. Twitter / Facebook / Internet
6. Friends / Family
7. USAID projects / staff

Chart 60
Are you familiar with any Partnership for Growth program to provide aid to the country?
By variables
[Only for those who heard about or read about Partnership for Growth]
n=62
(Percentages)

		RESPONSE	
VARIABLES		No	Yes
%		**79.0**	**21.0**
N		**49**	**13**
Position	Owner	82.8	17.2
	Administrator	75.8	24.2
Business	Microenterprise	80.4	19.6
	Small business	66.7	33.3
Sector	Trade	78.7	21.3
	Industry	.0	100.0
	Services	85.7	14.3
Area of the country	Western	75.0	25.0
	Central	85.7	14.3
	Metropolitan	88.9	11.1
	Paracentral	77.8	22.2
	Eastern	66.7	33.3
Sex	Male	72.2	27.8
	Female	88.5	11.5
Age	18 to 25	80.0	20.0
	26 to 40	81.8	18.2
	41 to 55	71.4	28.6
	56 and over	81.3	18.8

Q63.

Chart 61
Can you name a Partnership for Growth program to provide aid to the country?
By variables
[Only for those who know a Partnership for Growth program to provide aid to the country]
n=13
(Percentages)

		RESPONSE			
VARIABLES		Support for agriculture	Programs to promote employment	Fomilenio	Other programs
%		**15.4**	**30.8**	**30.8**	**23.1**
N		**2**	**4**	**4**	**3**
Position	Owner	.0	20.0	40.0	40.0
	Administrator	25.0	37.5	25.0	12.5
Business	Microenterprise	9.1	36.4	36.4	18.2
	Small business	50.0	.0	.0	50.0
Sector	Trade	.0	40.0	40.0	20.0
	Industry	100.0	.0	.0	.0
	Services	50.0	.0	.0	50.0
Area of the country	Western	.0	33.3	33.3	33.3
	Central	100.0	.0	.0	.0
	Metropolitan	.0	100.0	.0	.0
	Paracentral	.0	.0	100.0	.0
	Eastern	.0	50.0	.0	50.0
Sex	Male	10.0	20.0	40.0	30.0
	Female	33.3	66.7	.0	.0
Age	18 to 25	.0	100.0	.0	.0
	26 to 40	.0	25.0	50.0	25.0
	41 to 55	50.0	.0	25.0	25.0
	56 and over	.0	33.3	33.3	33.3

Q64.

Chart 62
Would you say your opinion of the Partnership for Growth is very favorable, somewhat favorable, a little favorable or not at all favorable?
By variables
[Only for those who know a Partnership for Growth program to provide aid to the country]
n=13
(Percentages)

		RESPONSE			
VARIABLES		Not at all favorable	A little favorable	Somewhat favorable	Very favorable
%		**.0**	**23.1**	**30.8**	**46.2**
N		**0**	**3**	**4**	**6**
Position	Owner	.0	.0	40.0	60.0
	Administrator	.0	37.5	25.0	37.5
Business	Microenterprise	.0	18.2	27.3	54.5
	Small business	.0	50.0	50.0	.0
Sector	Trade	.0	20.0	40.0	40.0
	Industry	.0	100.0	.0	.0
	Services	.0	.0	.0	100.0
Area of the country	Western	.0	.0	33.3	66.7
	Central	.0	50.0	.0	50.0
	Metropolitan	.0	100.0	.0	.0
	Paracentral	.0	50.0	50.0	.0
	Eastern	.0	.0	50.0	50.0
Sex	Male	.0	20.0	20.0	60.0
	Female	.0	33.3	66.7	.0
Age	18 to 25	.0	50.0	.0	50.0
	26 to 40	.0	25.0	50.0	25.0
	41 to 55	.0	25.0	25.0	50.0
	56 and over	.0	.0	33.3	66.7

Q65.

Chart 63
In which of the following areas do you believe that the country needs more foreign aid?
By variables
[First opinion]
(Percentages)

		RESPONSE									
VARIABLES		1	2	3	4	5	6	7	8	9	10
%		**1.0**	**23.3**	**27.1**	**7.1**	**23.3**	**1.0**	**6.2**	**8.1**	**1.0**	**1.9**
N		**2**	**49**	**57**	**15**	**49**	**2**	**13**	**17**	**2**	**4**
Position	Owner	1.8	24.8	30.3	4.6	18.3	.9	8.3	8.3	.0	2.8
	Administrator	.0	21.8	23.8	9.9	28.7	1.0	4.0	7.9	2.0	1.0
Business	Microenterprise	1.0	23.9	26.4	7.5	22.9	1.0	6.5	8.0	1.0	2.0
	Small business	.0	11.1	44.4	.0	33.3	.0	.0	11.1	.0	.0
Sector	Trade	1.3	22.6	27.1	7.1	25.2	.6	5.2	7.7	.6	2.6
	Industry	.0	25.0	62.5	.0	.0	.0	12.5	.0	.0	.0
	Services	.0	25.5	21.3	8.5	21.3	2.1	8.5	10.6	2.1	.0
Area of the country	Western	2.3	28.7	18.4	5.7	26.4	1.1	6.9	8.0	.0	2.3
	Central	.0	10.0	27.5	10.0	27.5	.0	5.0	15.0	2.5	2.5
	Metropolitan	.0	24.0	32.0	4.0	24.0	.0	4.0	4.0	4.0	4.0
	Paracentral	.0	20.6	41.2	8.8	14.7	.0	8.8	5.9	.0	.0
	Eastern	.0	29.2	33.3	8.3	16.7	4.2	4.2	4.2	.0	.0
Sex	Male	.0	27.6	31.6	6.6	19.7	1.3	2.6	6.6	1.3	2.6
	Female	1.5	20.9	24.6	7.5	25.4	.7	8.2	9.0	.7	1.5
Age	18 to 25	.0	28.9	15.8	7.9	23.7	2.6	5.3	13.2	2.6	.0
	26 to 40	.0	20.8	28.6	10.4	24.7	.0	2.6	7.8	1.3	3.9
	41 to 55	1.9	17.3	32.7	5.8	23.1	1.9	9.6	7.7	.0	.0
	56 and over	2.3	30.2	27.9	2.3	20.9	.0	9.3	4.7	.0	2.3

Q66a.

DETAIL OF THE RESPONSE:

1. None
2. Economic development
3. Employment
4. Poverty reduction
5. Security/ Gangs / Violence
6. Politics / Governance
7. Health
8. Education
9. Technology
10. Technical training / Education

Chart 64
In which of the following areas do you believe that the country needs more foreign aid?
By variables
[Second opinion]
(Percentages)

		RESPONSE								
VARIABLES		1	2	3	4	5	6	7	8	9
%		**6.1**	**32.1**	**16.8**	**19.9**	**2.0**	**7.7**	**10.7**	**3.6**	**1.0**
N		**12**	**63**	**33**	**39**	**4**	**15**	**21**	**7**	**2**
Position	Owner	6.1	31.3	22.2	15.2	1.0	8.1	12.1	4.0	.0
	Administrator	6.2	33.0	11.3	24.7	3.1	7.2	9.3	3.1	2.1
Business	Microenterprise	6.4	32.6	16.6	19.8	2.1	8.0	11.2	3.2	.0
	Small business	.0	22.2	22.2	22.2	.0	.0	.0	11.1	22.2
Sector	Trade	6.3	33.3	16.7	19.4	1.4	7.6	11.8	2.1	1.4
	Industry	.0	.0	.0	33.3	.0	33.3	16.7	16.7	.0
	Services	6.5	32.6	19.6	19.6	4.3	4.3	6.5	6.5	.0
Area of the country	Western	5.1	38.0	20.3	7.6	3.8	10.1	8.9	5.1	1.3
	Central	18.4	31.6	13.2	18.4	.0	7.9	7.9	2.6	.0
	Metropolitan	4.2	29.2	16.7	33.3	4.2	.0	8.3	.0	4.2
	Paracentral	.0	27.3	12.1	33.3	.0	9.1	18.2	.0	.0
	Eastern	.0	22.7	18.2	31.8	.0	4.5	13.6	9.1	.0
Sex	Male	8.8	32.4	11.8	20.6	1.5	5.9	10.3	5.9	2.9
	Female	4.7	32.0	19.5	19.5	2.3	8.6	10.9	2.3	.0
Age	18 to 25	5.6	33.3	5.6	27.8	5.6	8.3	11.1	2.8	.0
	26 to 40	5.3	30.7	14.7	25.3	1.3	8.0	10.7	2.7	1.3
	41 to 55	4.4	31.1	22.2	17.8	2.2	6.7	8.9	4.4	2.2
	56 and over	10.0	35.0	25.0	5.0	.0	7.5	12.5	5.0	.0

Q66b.

DETAIL OF THE RESPONSE:

1. Economic development
2. Employment
3. Poverty reduction
4. Security/ Gangs / Violence
5. Politics / Governance
6. Health
7. Education
8. Technical training / Education
9. Other

Chart 65
In which of the following areas do you believe that the country needs more foreign aid?
By variables
[Third opinion]
(Percentages)

		RESPONSE								
VARIABLES		1	2	3	4	5	6	7	8	9
%		**6.3**	**13.1**	**11.0**	**18.8**	**5.8**	**17.8**	**18.8**	**3.1**	**5.2**
N		**12**	**25**	**21**	**36**	**11**	**34**	**36**	**6**	**10**
Position	Owner	4.3	16.0	7.4	24.5	4.3	16.0	20.2	2.1	5.3
	Administrator	8.2	10.3	14.4	13.4	7.2	19.6	17.5	4.1	5.2
Business	Microenterprise	6.0	13.2	11.5	19.2	6.0	17.6	18.1	3.3	4.9
	Small business	11.1	11.1	.0	11.1	.0	22.2	33.3	.0	11.1
Sector	Trade	5.8	13.7	10.8	20.9	3.6	18.7	18.0	2.2	6.5
	Industry	16.7	16.7	.0	.0	16.7	16.7	33.3	.0	.0
	Services	6.5	10.9	13.0	15.2	10.9	15.2	19.6	6.5	2.2
Area of the country	Western	9.1	13.0	13.0	27.3	3.9	13.0	15.6	3.9	1.3
	Central	11.1	11.1	8.3	11.1	8.3	16.7	22.2	2.8	8.3
	Metropolitan	4.2	16.7	12.5	16.7	4.2	20.8	16.7	.0	8.3
	Paracentral	.0	9.4	6.3	12.5	3.1	25.0	31.3	.0	12.5
	Eastern	.0	18.2	13.6	13.6	13.6	22.7	9.1	9.1	.0
Sex	Male	4.4	8.8	8.8	19.1	5.9	22.1	19.1	5.9	5.9
	Female	7.3	15.4	12.2	18.7	5.7	15.4	18.7	1.6	4.9
Age	18 to 25	8.3	8.3	19.4	11.1	11.1	16.7	22.2	2.8	.0
	26 to 40	5.4	14.9	13.5	17.6	5.4	17.6	10.8	5.4	9.5
	41 to 55	9.3	14.0	2.3	16.3	4.7	25.6	25.6	2.3	.0
	56 and over	2.6	13.2	7.9	31.6	2.6	10.5	23.7	.0	7.9

Q66c.

DETAIL OF THE RESPONSE:

1. Economic development
2. Employment
3. Poverty reduction
4. Security/ Gangs / Violence
5. Politics / Governance
6. Health
7. Education
8. Technology
9. Technical training / Education

Chart 66
How often do you watch, listen or read to the news in national media?
By variables
(Percentages)

VARIABLES		RESPONSE			
		Never	Rarely	Once or twice per week	Always
%		**4.2**	**17.1**	**13.7**	**65.1**
N		**21**	**86**	**69**	**328**
Position	Owner	3.9	16.5	9.8	69.7
	Administrator	4.4	17.6	17.6	60.4
Business	Microenterprise	4.3	16.5	14.2	65.0
	Small business	.0	33.3	.0	66.7
Sector	Trade	3.8	19.8	13.8	62.6
	Industry	2.9	8.6	11.4	77.1
	Services	5.3	13.2	13.9	67.5
Area of the country	Western	2.9	18.1	16.2	62.9
	Central	4.3	19.1	19.1	57.4
	Metropolitan	5.1	15.7	12.0	67.1
	Paracentral	3.7	24.1	14.8	57.4
	Eastern	3.7	13.4	11.0	72.0
Sex	Male	1.8	15.8	10.4	71.9
	Female	6.0	18.0	16.3	59.7
Age	18 to 25	4.6	24.1	25.3	46.0
	26 to 40	4.3	14.7	13.6	67.4
	41 to 55	3.2	17.5	7.9	71.4
	56 and over	4.7	15.0	11.2	69.2

Q67.

Annex 6
Charts of regressions

Charts of regressions

A. Multiple Linear Regression: predictors of confidence in institutions of security and justice

	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
(Constant)	35.004	2.771		12.633	.000
Sex	-.064	.967	-.002	-.066	.948
Age	-.064	.035	-.051	-1.844	.065
Level of education	-.705	.155	-.138	-4.553	.000
Area of the country	-4.481	1.180	-.104	-3.799	.000
Family monthly income (In $)	.000	.001	-.003	-.123	.902
Exposure to the news	-.002	.017	-.002	-.092	.927
Direct Victimization	-3.710	1.169	-.082	-3.172	.002
Perception of the criminal situation	-.009	.022	-.010	-.396	.692
Index of Perception of Security	.229	.024	.254	9.590	.000
Assessment of Government´s work with other sectors to reduce crime	.186	.016	.297	11.553	.000

a Dependent variable: Confidence in institutions of justice and security
R^2=0.25, F=41.57, p<0.001

B. Multiple Linear Regression: predictors of Confidence in Government Institutions

	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
(Constant)	33.584	2.022		16.611	.000
Sex	-2.799	.732	-.077	-3.824	.000
Age	-.121	.025	-.105	-4.896	.000
Level of education	-.339	.108	-.071	-3.126	.002
Area of the country	-2.104	.909	-.051	-2.315	.021
Exposure to the news	.017	.013	.028	1.364	.173
Direct Victimization	-1.236	.888	-.029	-1.392	.164
Index of Perception of Security	.201	.018	.236	11.198	.000
Perception of the criminal situation	.027	.016	.033	1.647	.100
Confidence in police effectiveness	.177	.013	.315	13.279	.000
Confidence in Justice System effectiveness	.135	.013	.246	10.319	.000

a Dependent variable: Confidence in Government Institutions
R^2=0.40, F=103.57, p<0.001

C. Multiple Linear Regression: predictors of the perception of security

	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
(Constant)	31.521	3.331		9.463	.000
Sex	5.701	1.120	.135	5.092	.000
Age	-.091	.041	-.065	-2.241	.025
Level of education	.248	.183	.044	1.354	.176
Area of the country	1.944	1.390	.041	1.399	.162
Family monthly income (In $)	.003	.001	.065	2.179	.029
Exposure to the news	-.008	.020	-.011	-.421	.674
Direct Victimization	-8.364	1.356	-.166	-6.170	.000
Assessment of Government´s work with other sectors to reduce crime	.046	.020	.067	2.373	.018
Satisfaction with institutions of justice and security	.313	.032	.282	9.676	.000

a Dependent variable: Index of Perception of Security
R^2=0.16, F=26.57, p<0.001

D. Logistic regression: predictors of the personal victimization

	B	S.E.	Wald	df	Sig.	Exp(B)	95.0% C.I.for EXP(B)	
							Lower	Upper
Sex	-.276	.171	2.619	1	.106	.759	.543	1.060
Age	-.008	.006	1.927	1	.165	.992	.981	1.003
Level of education	.102	.026	14.992	1	.000	1.107	1.052	1.166
Family monthly income (In $)	.000	.000	.888	1	.346	1.000	1.000	1.001
Area of the country	.278	.202	1.892	1	.169	1.321	.888	1.963
Frequency of use of public transportation	.006	.002	9.954	1	.002	1.006	1.002	1.010
Constant	-2.752	.389	49.973	1	.000	.064		

a Variables introduced in step 1: Sex, Age, Level of education, Family monthly income, Area of the country & Frequency of use of public transportation.
R^2 of Nagelkerke=0.85, p<0.001

E. Multiple Linear Regression: predictors of the public perception of national consensus on public security

	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
(Constant)	9.857	4.715		2.090	.037
Sex	2.162	1.552	.037	1.392	.164
Age	.360	.056	.185	6.412	.000
Level of education	.857	.251	.110	3.418	.001
Family monthly income (In $)	-.001	.002	-.027	-.922	.357
Area of the country	-.230	1.905	-.003	-.121	.904
Exposure to the news	.110	.028	.106	3.985	.000
Perception of the criminal situation	.055	.035	.042	1.559	.119
Direct Victimization	2.455	1.886	.035	1.302	.193
Confidence in institutions of justice and security	.138	.047	.090	2.959	.003
Index of Perception of Security	-.033	.040	-.024	-.835	.404
Satisfaction with the performance of central Government	.272	.026	.301	10.307	.000

a Dependent variable: Public perception of the national consensus on public security
R^2=0.18, F=23.79, p<0.001