THE PERCEPTION OF SECURITY AND CONFIDENCE IN PUBLIC INSTITUTIONS

BASELINE FOR THE PARTNERSHIP FOR GROWTH JOINT COUNTRY ACTION PLAN

MARCH, 2013

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EL SALVADOR

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Acronyms

DIGESTYC	Directorship General for Statistics and Census
GDP	Gross Domestic Product
IUDOP	University Public Opinion Institute
LAPOP	Latin American Public Opinion Project
MSB	Microenterprises and Small Businesses
PDA	Personal Digital Assistant
PDDH	Prosecutor for the Defense of Human Rights
PFG	Partnership for Growth
PNC	National Civil Police
SPSS	Statistical Package for Social Science
UCA	Centroamericana José Simeón Cañas University
UNDP	United Nations Development Program
UNODC	United Nations Office against Drugs and Crime
USAID	United States Agency for International Development

Executive Summary

This report assembles the main findings of the study "Perception of Security and Confidence in Public Institutions," which was carried out by the University Public Opinion Institute (IUDOP acronym in Spanish), at the Centroamericana Jose Simeon Cañas University (UCA acronym in Spanish), at the request of the United States Agency for International Development (USAID) as part of the Joint Country Action Plan objectives of the El Salvador-United States Partnership for Growth. The general purpose of the study was to understand Salvadorans' perceptions regarding the situation of security, and their confidence in public institutions in order to establish a Baseline with the indicators on public perception of crime and insecurity, making it possible to evaluate the progress of Partnership for Growth JCAP Goals 1, 3, 4, 6 and 7. Therefore, two public opinion surveys were carried out from September 9 to 18, 2012. The first was a survey of people age 18 or older, in a national sample of 2,413 adults, which is representative of the 18–and-over population of El Salvador. This study had 95 percent reliability and a sample error of more or less 1.99 percent (+/-0.019). A survey was simultaneously carried out on a sample of 521 microentrepreneurs and small business owners, which had a sample error of more or less 4.9 percent (+/-0.049).

Analysis of victimization by crime revealed that 19.1 percent of respondents had been affected by a criminal act over the course of the past year. This proportion is three percentage points higher than what was found in a similar study in 2009. The most frequent crimes affecting respondents were armed robbery (37.3%), extortion (21.4%), theft (18.4%), threats (15.5%), unarmed robbery with added aggression (5.7%), and aggression without robbery (1.1%). Likewise, 11.5 percent of respondents that normally use the public transportation system had experienced a criminal incident inside public transport in the last year, while 29.2 percent had been eye witness to a criminal act while riding the bus. These data reveal that public transportation users are highly exposed to criminal violence.

When consulting the business survey about the effects of crime, 36.5 percent of proprietors and administrators interviewed admitted to having experienced a violent act over the course of the last year. By establishing the relationship between the cases and their business activities, victimization was 23.2 percent. The crimes that most affected their businesses were extortion (44.4%), robbery (30.8%), theft (14.8%), threats (7.9%) and damages to property (2.1%). These data demonstrate that the crimes that most affect the microentrepreneur and small business owners are economically motivated.

The household survey shows that those most affected by common crime were men, the residents of urban areas and the San Salvador Metropolitan Area, young people, those with higher levels of education, those with higher income, and those who were employed. In the case of businesses, those most affected by crime have been men, business administrators, and those whose business establishments are in urban areas.

The study also shows that, among respondents who declared they had been victims of a crime, only 29.3 percent had reported the incident to the authorities, whereas complaints filed by entrepreneurs affected by crime was 32.1 percent. Then, 73.3 percent of citizens who had

reported, also declared they were little or not at all satisfied with the way their case had been managed, while only 26.7 percent said they were somewhat or very satisfied. Similar results appear among entrepreneurs who chose to report: 70.5 percent of entrepreneurs said they were little or not at all satisfied with the way the authorities managed their case, as opposed to 29.5 percent who said they were somewhat or very satisfied.

The study found that 42.2 percent of the population nationwide said they felt somewhat or very insecure facing the possibility of being affected by a crime, while among respondent entrepreneurs the perception of insecurity increases to 68.1 percent. Likewise, the survey inquired into citizen perception of insecurity while riding public transport. Results show that 67.7 percent of users of this service feel somewhat or very unsafe on the public busses. When the question was converted to a 0 to 100 range, where 0 is very insecure and 100 very secure, in order to facilitate tracking Goal 4, the average perception of insecurity on public transportation was **36.1**, reflecting a high sensation of defenselessness experienced by users of this service faced with the possibility of being affected by a violent incident.

In order to analyze the degree of public satisfaction with institutions in charge of justice and security, and to define the indicator for tracking Goal 1, an Index for Satisfaction with Institutions in Charge of Security and Justice was created on a 0 to 100 scale, by adding four questions regarding the performance of the National Civil Police (PNC), the Ministry of Justice and Security, the Penitentiary System, and the Courts of Justice. The scale of satisfaction with performance of the institutions in charge of justice and security recorded an average of **40.4**, which is a medium-low level of satisfaction with the work done by this sector. A similar procedure was used with Goal 6, regarding confidence in other important public institutions such as the Legislative Assembly, Central Government, City Hall, the Prosecutor General and the Armed Forces, among others. This scale was based on the average of nine questions, whose results were converted to a 0 to 100 scale. The general confidence average for these public institutions was **50.1** percent, which is a medium level of confidence.

The contrast between the results on the scale of satisfaction for the agencies in charge of security and justice with those on the scale of confidence in public institutions reveals that the appraisal of governmental institutions is overall more positive compared to that of the institutions in charge of security and justice. Those who feel most satisfied with the performance of the institutions in the area of security and justice are residents in rural areas, those living in the east of the country, people over the age of 56, people with no formal education, people with the lowest income levels, and people who are less exposed to the news on the mass media.

The Microenterprise and Small Business survey also included a series of questions aimed at assessing the degree to which crime fighting policies and actions were effective for business operations and the business climate. Tracking the progress of Goal 3 required constructing an index with the sum of six items, which was then converted to a 0 to 100 range. Once more, the questions that were included had measured the degree of satisfaction with the PNC, the Ministry of Justice and Security, the Penitentiary System and the Judges, and others evaluating the level of confidence in the effectiveness of law enforcement and administration of justice, as well as others measuring confidence in the effectiveness of police work and in the law enforcement system. The average for this Index was **31.5** (on a 0 to 100 scale), revealing that the appraisal of the crime fighting policies and actions is still unfavorable among the small business

and microentrepreneurial sectors. The survey also found that 90.6 percent of entrepreneurs that were interviewed believe crime poses a great threat to their wellbeing in the future, and 65.9 percent think that crime is a serious threat to the development of their business. Overall, citizens as well as microentrepreneurs and small business owners who participated in the study exhibited low levels of satisfaction with the performance of the institutions responsible for guaranteeing security and administering justice in the country. This is progressively eroding these institutions' public image and credibility.

Finally, the survey reveals that 65.6 percent of citizens interviewed in the household survey were aware of the national dialogue on security convened by the president. Likewise, 44.7 percent assess it is good or very good when asked about the government initiative of convening social sectors to initiate joint efforts to reduce crime, then 40.3 percent evaluate this as average, while 15 percent consider this bad or very bad. Once again, an indicator on public perception of the national consensus on public security was constructed on a 0 to 100 scale, comprised of the two previous questions, whose average came to **62.1**. This score indicates that the population had a positive appraisal of the government's efforts to address crime with participation and support from different sectors of the country.

Introduction

Insecurity, violence and crime have become a serious national problem over the course of the last decade, and they are an important restriction to development and economic growth in the country. In recent years, the high levels of lethal violence have positioned the country among the nations with the highest mortality rates in this hemisphere (UNODC, 2011). In 2011, according to figures released by the National Civil Police (PNC), El Salvador showed a rate of 71 homicides per one hundred thousand inhabitants, the second highest on the continent. At the same time, crime such as extortion and robbery rose by comparison with previous years. This violent scenario came at a high human cost, and it is a great drain on the country's economy. A 2011 World Bank study revealed that crime and violence cost the country around 10.8 percent of the annual GDP. This does not account for lost years of life and productivity, cost in emotional and physical damage to victims, health expenses and the cost of the justice and security systems, to name a few. Added to the economic and social burden that this represents for the country, crime is becoming an important obstacle for the nation in terms of governance and the consolidation of democracy. Its presence is an attack on some of the essential values for democratic living, and it weakens the foundations that sustain the democratic system, the guarantees that protect fundamental rights, and even endangers the viability of the State itself (UNDP, 2005, p. 17).

Although subjective insecurity does not always correspond to the objective dimension of violence in El Salvador, the rise in homicides and the rate of victimization by common crime registered in recent years has had a direct impact on public perception. In the last two years, national surveys show that crime and insecurity are once more at the head of citizen concerns (IUDOP, 2011 and 2012). There has also been an important increase in the perception that the crime rate has risen in the country (IUDOP, 2010, 2011). Related to the epidemic insecurity the country faces, the institutions in the justice and security sectors have experienced progressive erosion of their public image, which in turn has contributed to a growing reduction in citizen confidence in the institutions that are responsible for pursuing and investigating crime. Yet this does not only respond to the increase in a climate of violence and crime, but also to the image that is predominant in the population of incapability and inoperability of the institutions in charge of administering justice in the country. One expression of such erosion is the low rate of filing complaints on crime in the country. Data from surveys on victimization over the last decade reveal that a mere third of common crimes are reported to the authorities (IUDOP, 2001, 2004, 2009).

In order to counteract this situation, the Governments of the United States and of El Salvador subscribed the Partnership for Growth (PFG) in 2011. This seeks to foster inclusive economic growth in El Salvador and to reduce two restrictions that have been identified: crime and insecurity, and low levels of productivity in the tradables sector (Joint Country Action Plan, Partnership for Growth, 2011).

This is the background in which the United States Agency for International Development (USAID) requested the University Public Opinion Institute (IUDOP) at Centroamericana Jose

Simeon Cañas University to carry out a national level survey between September 9 and 18, 2012. The purpose was to analyze Salvadoran's perception of security and their confidence in public institutions, according to the development objectives of the Partnership for Growth. This Baseline study makes it possible to set a starting point for a series of public opinion indicators established under the El Salvador-United States Joint Country Action Plan, which can be used to monitor the progress and the achievement of the goals during implementation of the strategy over the course of the next five years. It was decided that two surveys were to be applied: one of them of a national sample of households, and another a sample of microenterprises and small businesses (MSB), each with a different questionnaire.

The questionnaire that was used for th national measurement at the household level was designed to build indicators for Goal 1 measuring the level of public satisfaction with the performance of the institutions in charge of security and justice, Goal 4, which has to do with public perception of safety on public transportation, Goal 6 measuring the confidence the public has in governmental institutions, and Goal 7, which is about public perception of the national consensus on public security. The instrument used in the survey of microentrepreneurs and small business owners collected data on Goal 3, regarding the perception among small businesses and microenterprises of the effects of crime fighting policies and actions on their businesses.

This report comprises a brief introduction with a little of the background on the most recent institutional crisis the country experienced. Part one contains a detailed description of the sample design and the methodology used for both surveys. This tranche also contains information on the construction of the Goal indicators, and the processing and analysis of the information that was gathered. Following that, part two brings together the national household study's main findings, and it is structured in five sections. The first section is dedicated to the results of the indicators for Joint Country Action Plan Goals 1 and 6, assembling information on public satisfaction with the performance of the institutions in charge of justice and security and the level of public confidence in government institutions. A second section presents information regarding overall victimization from common crime, while there is a third section that contains information regarding the indicator for Goal 4, on the perception of safety on public transportation. Another section in this part examines results regarding the perception perceptions of insecurity, while a fifth section contains information regarding Goal 7 on public perception of the national consensus on public security.

Part three of the report presents the principal survey results regarding the perception of security and confidence in public institutions as it applies to microentrepreneurs and small business owners, and it is structred in three sections. The first presents information on victimization that affects this sector of the economy, types of crimes and the willingness to report them. The second section offers data on perceptions of insecurity among entrepreneurs, and the security measures that they have adopted to protect themselves from crime. A final section in this part shows data on MSB perception of criminal prosection policies and actions. This was used to create the main Indicator for Partnership for Growth Goal 3. Finally, the fourth part of the report presents the final considerations stemming from the most important findings in the household survey and the one with microentrepreneurs and small business owners. There is also an appendix containing the questionnaires that were used, the values of the Goals recorded on the Baseline, and the reports with the tables of all the results from both surveys.

Brief Political Institutional Background

Following the relative political stability characterizing the first year of political transition that ensued after the change in the control of the Executive Branch in 2009, in the last two years El Salvador has been affected by a severe institutional crisis involving the fundamental branches of Government. In 2009, four new magistrates were appointed to the Chamber of Constitutional Law, thus creating a constitutional tribunal, whose actions differed from their predecessors' precedent of subordination to the other branches of Government. This new Constitutional Chamber found a vast backlog of legal processes on unconstitutionality and demands presented over the last decade, which had no rulings. During the first year and a half of their term, the Constitutional Chamber eliminated the backlog, and decided different demands, some of them related to electoral law.

Also, the president of the Constitutional Chamber, who is likewise president of the Supreme Court of Justice, instituted a series of austerity measures and rationalized spending in this Governmental institution. This generated rejection from the rest of the magistrates on the Supreme Court. The new magistrates in the Constitutional Chamber also found an ironclad resistance among their colleagues, when they attempted to open up cases against judges for different irregularities. This set the stage for the magistrates on the Supreme Court of Justice to engage in internal confrontation, which became entrenched with the passing of time.

Although, from 2009 to date, the Chamber of Constitutional Law has issued over one thousand verdicts on different petitions, the sentences on unconstitutionality with regards to the electoral system, political parties and the Budget Law, generated a crisis in the Salvadoran political sector. They declared unconstitutionality on several articles of the electoral code, making it possible for there to be non-partisan candidates, and restoring citizens right to again elect freely and directly through unrestricted lists of candidates for deputies. This unleashed an unwarranted series of attacks from the political elites. This escalated to threats of destitution and hearings against the four magistrates. The political parties refused the verdicts from the Constitutional Chamber and to submit to constitutional control of political power. They then resorted to different mechanisms to undermine the independence of the Constitutional Chamber.

One event that caused the crisis to escalate, and was a clear attempt at gagging the independence of the Constitutional Chamber was the Legislative Assembly's speedy approval of decree 743 in July 2011, and its immediate endorsement by the president of the republic. This decree lead to a reform in the Organic Law of the Judiciary, establishing that decisions on unconstitutionality were to be made by unanimity among the members of the Chamber, and not by a qualified majority as established by most of the justice tribunals of the world. For all practical purposes, this was a gag, given that some of the Chamber's most controversial resolutions had support from four of the five magistrates that comprise it. The reactions from social organizations were immediate. Social sectors, academia, youth and business from different ideological positions came together and started a series of protests and actions to repeal decree 743.

Tension between the Chamber and the Legislative Assembly continued to escalate, and the threat of a political trial of the four magistrates on the Constitutional Chamber was ongoing.

Simultaneously, electoral reform based on the sentences on electoral issues that had to be implemented was paralyzed, and the upcoming elections were threatened. The Chamber continued to issue resolutions on different demands, and even declared decree 743 inapplicable. The showdown between the Chamber and the Legislative Assembly had come to the point of generating a crisis in governance. The tension produced by the showdown between these two state entities generated a climate of political uncertainty that was affecting different dimensions of national life.

In late July 2011, as a result of national and international pressure due to the Legislature's clear intrusion on the labor of the Constitutional Chamber, decree 743 was reverted. Consequently tension was released for a time, but the Legislative Assembly had been discredited, and this worsened. Public opinion polls reveal that this crisis eroded public institutions' credibility with the public at large, particularly that of the Legislative Assembly, the political parties and the Judiciary (IUDOP, 2010, 2011).

A year later, another event brought on a new series of confrontations between the Legislative Assembly and the Constitutional Chamber. After the March 2012 legislative and municipal elections, and before the Legislative Assembly took office for the 2012-2015 term, the political parties FMLN, GANA, *Partido de la Esperanza*, and *Concertacion Nacional* decided to move up the selection process for the magistrates of the Supreme Court of Justice and that of the Prosecutor General. This appointment process had to have been done by the new legislature. At the same time, they threatened to transfer the president of the Constitutional Chamber to another Chamber of the Supreme Court. The untimely election of these second tier officials lead to formal complaints of unconstitutionality.

In response to these demands, the Chamber issued resolutions that established that the appointments of the new magistrates of the Constitutional Chamber and the Prosecutor General had been unconstitutional, given that each legislature can choose them only once per period, noting that the Assembly had appointed officials twice.

The Legislative Assembly refused to abide by the verdict, and decided to take the case to the Central American Court of Justice, thus bypassing the highest competent tribunal in the country responsible for solving issues of constitutionality, namely the Constitutional Chamber. The Central American Court accepted the case, and issued a measure of suspension on the effects of sentences issued by the Constitutional Chamber. The President of El Salvador came out in favor of respecting the resolution of the Central American Court, and approved a decree that removed from the president of the Chamber the power to call the Court to session, with the intent of facilitating the new magistrates taking office. The Chamber's verdict was ignored, and with support from the police and by use of force, the individuals that the Assembly had named took possession of their offices. Meanwhile, the magistrates of the Chamber continue to meet, and there appeared to be "two courts." Upon the arrival of this new group, the conflict inside the Supreme Court worsened, and confrontations arose between the president of the Court in office, and the one that had been appointed by the Assembly due to the duality in administrative decisions being made.

With this as a backdrop, different social, academic and political actors mobilized to support the enforcement of the Chamber's resolutions. The international community, and particularly the

Government of the United States, expressed support for a swift institutional solution to the crisis and the respect of independence of the branches of government. Finally, as a result of the different political pressures, political parties started a dialogue to find a solution, which concluded with an agreement to ratify the magistrates appointed in 2006 and 2012, and to appoint one of them as the new president of the Constitutional Chamber.

Following this regrettable incident there was a decline in the tension between the Chamber and the Legislative Assembly, and the country recovered an apparent level of political stability. However, months later, the election of the prosecutor general generated a new political struggle between political party ARENA and the block comprised of FMLN, GANA, PES and CN. Because the premature election by the Legislature during the previous period had been declared unconstitutional, a new prosecutor general needed to be elected. The legal deadlines for appointment had concluded and the candidate proposed by the block of small parties and the FMLN was rejected by ARENA, saying that this was someone who was solely in the interests of this group. Following a delay of several months in naming the head of the entity responsible for prosecuting crime, the parties came to an agreement and elected someone who had not been on the initial shortlist. This way, the deadlock in the appointment was finally broken.

Nevertheless, this crisis has reopened the debate regarding the traditional mechanisms by which the Legislative Assembly has proceeded to elect second tier officials. Proven competency, probity, and independence from political parties have not been criteria in electing these officials to date. This has had repercussions in their lack of independence when exercising their functions, and in the weakening of some public institutions.

So far, it is difficult to calculate the costs that the institutional crisis of the past two years generated in different areas of national life, and in democratic institutions. The fact is that after two decades of political transition, the political elite has jeopardized the relative democratic stability the country had achieved after the Peace Accords were signed. However, in practice, respect of law and independence of powers have prevailed. These are fundamental pillars to advance in a democratic rule of law.

I. Methodological Aspects

The study "Perception of Security and Confidence in Political Institutions," was a national level survey carried out from 9 to 18 September, 2012 by the University Public Opinion Institute (IUDOP) at Centroamericana Jose Simeon Cañas University (UCA), under Contract # AID-519-O-12-00010 with the United States Agency for International Development (USAID). This survey constitutes the Baseline for the Partnership for Growth El Salvador-United States Joint Country Action Plan. It brings together indicators regarding public perception of crime, insecurity and confidence in institutions.

As mentioned above, because what was required were indicators on the general population's perceptions and those of microentrepreneurs, the decision was made to carry out two surveys: a national household sample, and another national sample on microentrepreneurs and small business owners. Different questionnaires were used for each. This section describes the content of the questionnaires, and the methodology used in the household survey, and that applied on the sample of microentrepreneurs and small business owners.

1. National Survey on Perception of Security and Confidence in Public Institutions

1.1 Sample Selection and Design

The sampling procedure was designed in order to insure the sample reflected the entire adult population of El Salvador as faithfully as possible, according to population projections for 2013 in the *2007 VI Population Census and V Housing Census*, carried out by the Directorship General for Statistics and Census, at the Ministry of the Economy.

The total number of surveys to be done, considering a 95 percent reliability (Z), a variance of 50 per cent (p) and a sample error (E) of 2.00 per cent, was 2,400 interviews, and it was set using the following formula designed to work with large or infinite populations:

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

where,

$$n = \frac{(1.96)^2 (0.50)(0.50)}{(0.0200)^2} = 2{,}400$$

Next, the number of surveys to be done in each department was set for the population in each, according to the projected figures for 2013 from the 2007 VI Population Census and V Housing

Census. Therefore, for instance, the department of San Salvador holds 28.97 percent of the over-18 population in the country. Therefore, out of 2,400 interviews that were set to take place all across the country, 28.97 percent needed to take place in the department of San Salvador, namely 695 interviews. Likewise, the department of Morazán in that same year, held only 2.94 percent of the adult population in the country, therefore, for the national sample, it meant a total of only 71 interviews had to be done in that department. The detailed account of the distribution of the population according to population projections for 2013 in the 2007 VI Population Census and V Housing Census, as well as the sample of 2,400 interviews are presented in the following table:

Table 1.
Distribution of the Over-18 Population According to Projections for 2013 and the Sample by Department

Department	Inhabitants		Total Sample
	N	%	
Ahuachapan	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
Cuscatlan	156,489	3.90	94
La Paz	209,517	5.23	125
Cabanas	96,103	2.40	58
San Vicente	112,018	2.80	67
Usulutan	232,536	5.80	139
San Miguel	299,876	7.48	179
Morazan	117,777	2.94	71
La Union	162,103	4.05	97
TOTAL	**4,008,193**	**100%**	**2,400**

The sample was selected by way of a multi-staged process. In the first place, the municipalities that were to be included were chosen. Next, the segments in the urban areas were chosen, as well as the cantons in the rural areas in each municipality. Finally, the houses in each segment and canton were chosen.

For the selection of municipalities, the distribution of the population in each department around the country was considered, such that in each of the fourteen departments, the municipalities to be surveyed were chosen as described below.

Once the number of surveys that needed to be made in each department had been determined, a criterion of efficiency and effectiveness was used as a basis to establish 30 interviews per municipality. Next, the choice of municipalities in each department was made. The first step was to set the number of municipalities needed to cover the number of surveys for each

department, that way they could be systematically selected later on. To do so, the municipalities were listed by department in ascending order, that is, beginning with the smallest population to the largest in each department. Thus, for instance, in the department of San Salvador the list began with the municipality of Rosario de Mora, which is the smallest (13,534 inhabitants), and ended with the municipality of San Salvador which is the largest, with a population of 290,269 inhabitants.

The second step was to add the populations of each of the municipalities listed. Next a population interval was calculated to determine the municipality that should be selected. In each department, this interval was calculated by dividing the total population of each department by the number of municipalities required to complete the number of interviews needed in each of the departments.

The third step was to determine a starting point for selecting municipalities in each department. A table was made with random numbers from 0 to 1. The random number was then multiplied by the total population in the department, in order to determine the starting point for the systematic selection, and the first municipality to be included in the sample. Continuing with the example of San Salvador, the random number was 0.7274095438; this number was then multiplied by the total population in the department (1,740,786), and the result was 1,266,264. The municipality that included this number in the accumulated sum was Soyapango; therefore, this was the first municipality to be chosen. In order to choose the second municipality, we added the population interval that is the result of dividing the department's total population (which in the case of San Salvador is 1,740,786) by the total number of municipalities needed to complete the sample. This same procedure was used until the total number of municipalities needed for the department was successively completed. On the occasions in which the number of interviews that needed to be done in the department was not a multiple of 30, an additional municipality was chosen in order to complete the number of interviews needed for the department.

Following this procedure, 23 municipalities were chosen in San Salvador, according to the population interval. Table 2 has the details of how the municipalities were selected. The second column shows the population in each municipality; the third is the accumulated population, and the last column is the order the in which municipalities were chosen. The municipalities that were selected are shaded. It can be seen that when the sum of the interval is greater than the total population of the department, it is accrued in order to start the procedure over again. This makes it possible to also choose smaller municipalities that are at the start of the list.

Table 2.
List of Municipalities in the Department of San Salvador
Used in the Selection Process

Municipality	Population	Accumulated Population	Order of Selection
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 the municipalities were selected, we proceeded to choose the areas in each municipality that were to be included in the sample. This was done using two different procedures. In urban zones, we proceeded to divide the municipality into population segments based on the maps from the Directorship General of Statistics and Census (DIGESTYC, acronym in Spanish); whereas, in rural zones, the population unit used were cantons, which were arranged in a list to be chosen randomly.

In the case of urban zones, the process of selecting segments where the survey would be applied was systematic, using a random starting point chosen on the DIGESTYC maps. Every map of the municipality shows an urban zone with two thousand to fifteen thousand households, and it was divided into segments that were numbered sequentially, following a spiral sequence. Every segment is a conglomerate of 150 to 300 households. Once the maps were segmented, we calculated a constant to be used in selecting the segments. Given the resources available and the distribution of the survey personnel and supervisors, there were to be 10 interviews in each segment, so that in each urban zone in each municipality, the number of necessary segments to complete the number of interviews for that municipal urban zone was chosen. In order to determine the number of urban segments to be covered in each municipality, we divided the number of surveys to be done in each urban zone of each municipality by 10 (which was the number of interviews to be done per segment).

Next, on each urban map, we divided the number of segments on the municipal map by the number of segments that needed to be surveyed. The result of this was a figure that became a fixed interval, which was then used to choose the segments beginning from a random starting point. For instance, when the result of dividing by the total number of segments was 7, we randomly chose a number from 1 to 7, and used this number to choose the segments in a 7-segment interval. Concretely, if the randomly chosen number was 5, we chose the segment with that same number, then we counted 7 segments more, and selected segment number 12, and so on successively until we had established the number of segments for this municipality. These urban segments are where the house-by-house interviews were done.

In the case of rural zones, the procedure was much simpler. As explained before, we established cantons as the population selection unit, and we decided there would be 10 interviews per canton. Because there is no information available regarding the distribution of the population in the cantons, we simply listed the cantons in each municipality, and using the number of interviews to be done in the rural zone of the municipality, we made a random selection of cantons to be included in the sample.

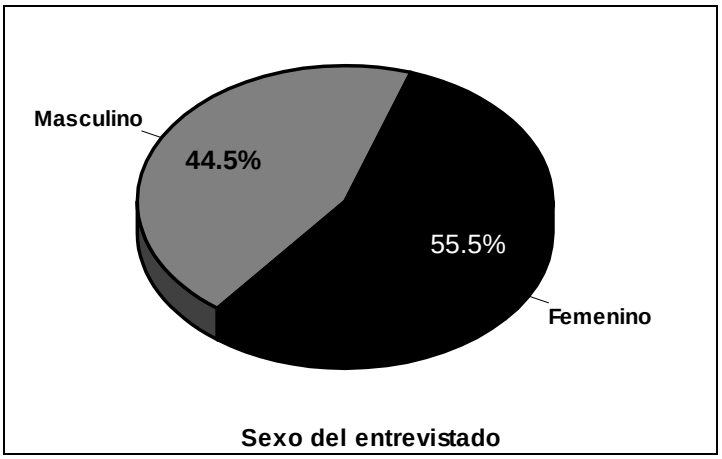
The urban zone segment selection procedure, and that in the cantons in the rural zone of each municipality in the country, enabled there to be randomness and dispersion in the sample selection, insuring that the entire population is represented in the study. Finally, in the final stage of sampling, the surveys were distributed, based on quotas per sex and age, according to parameters of the population. This achieved two purposes. First of all, this guaranteed the surveyed sample was equivalent to the distribution of the total population in terms of fundamental variables like sex and age. In second place, this eliminated the interviewer's personal selection criteria in selecting the person to be canvassed in each home visited. A systematic approach was used to administer the questionnaire at the homes located in the chosen segments and cantons in each of the chosen municipalities. The interviewers explained the objectives and overall theme of the survey to the people they addressed. In each case, one person was interviewed per home. The individual had to comply with previously established characteristics in terms of sex and age, and needed to accept to respond to the survey voluntarily. When a citizen refused to respond to one of the segments in the survey, another person with the same age and sex characteristics established by the sample was sought out within the same segment.

The final sample was subjected to process of weighting (the weighting variable was the area of residence of the respondent, that is urban or rural) in order for this to approach the real percentages of the over-18 population in the country as much as possible. This process was done using the population projections for 2013 in the 2007 VI Population Census and V Housing Census, done by the Directorship General of Statistics and Census at the Ministry of the Economy, which considers the urban and rural percentages at a national level. This was the basis to calculate the weighting for the urban and rural sample in the country, which is called a weighed sample. The weighting factor for each sector is calculated by dividing the weighed sample by the real sample for each region (F = ws/rs). The weighed factor indicates the value of each survey done inside the national sample, so each is multiplied by the value of the area where it took place. This way, the sample is proportional to the number of people in the urban and rural areas.

1.2 The Characteristics of the Final Sample

The final sample that was obtained in the household survey was 2,413 valid interviews, taken in 62 municipalities in the 14 departments of the country. This is a nationally representative sample, and the sample error is +/-0.0199 (one point ninety nine percent As for the characteristics of the population surveyed at the national level, 44.5 percent were male and 55.5 percent were female (Annex 4, Chart A).

Graph 1.
Surveyed Population Distributed by Sex



Furthermore, 65.8 percent of respondents reside in urban areas, whereas the remaining 34.2 percent live in the rural area. The departments were clustered into five areas: the Western Area (Ahuachapan, Santa Ana and Sonsonate), the Central Area (La Libertad, Chalatenango and rural San Salvador), Metropolitan Area (urban San Salvador area, and the urban area of Antiguo Cuscatlan and Santa Tecla) the Paracentral Area (Cuscatlan, San Vicente and La Paz), and the Eastern Area (Usulutan, San Miguel Morazan and La Union). The following chart presents the final population distribution by department and area of residence.

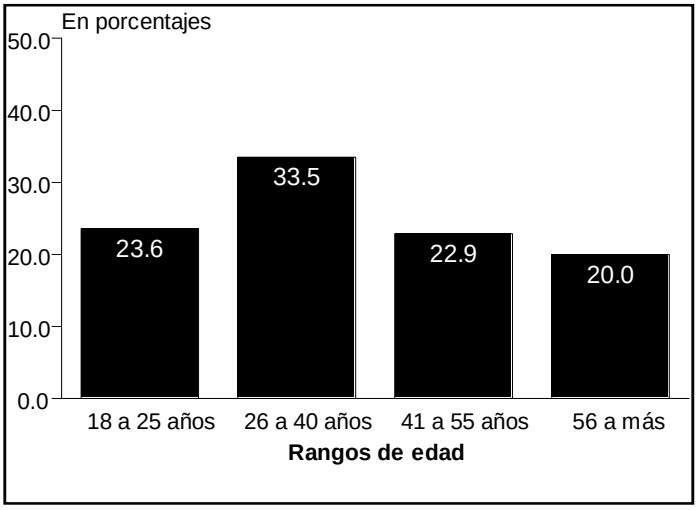
Table 3.

Distribution of Surveyed Population by Department and Urban or Rural Area

Department	Area		Total
	Urban	Rural	
Ahuachapan	54	66	120
	45.0%	55.0%	100.0%
Santa Ana	148	74	222
	66.7%	33.3%	100.0%
Sonsonate	106	64	170
	62.4%	37.6%	100.0%
Chalatenango	26	48	74
	35.1%	64.9%	100.0%
La Libertad	211	77	288
	73.3%	26.7%	100.0%
San Salvador	660	41	701
	94.2%	5.8%	100.0%
Cuscatlan	42	52	94
	44.7%	55.3%	100.0%
La Paz	65	61	126
	51.6%	48.4%	100.0%
Cabanas	22	38	60
	36.7%	63.3%	100.0%
San Vicente	35	33	68
	51.5%	48.5%	100.0%
Usulutan	70	70	140
	50.0%	50.0%	100.0%
San Miguel	97	84	181
	53.6%	46.4%	100.0%
Morazan	21	51	72
	29.2%	70.8%	100.0%
La Union	31	66	97
	32.0%	68.0%	100.0%
Total	**1588**	**825**	**2413**
	65.8%	**34.2%**	**100.0%**

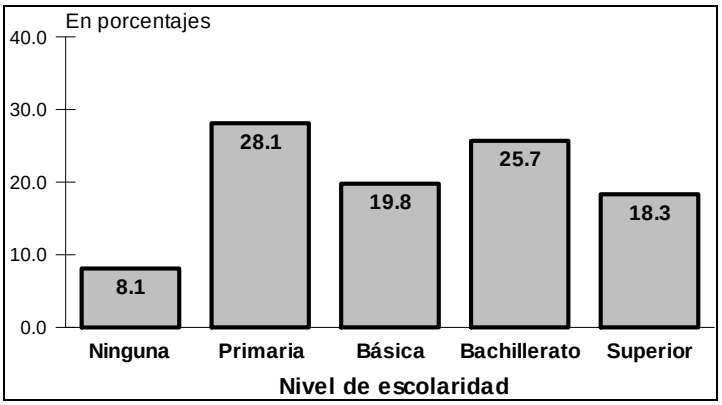
With regard to the age, 23.6 percent of respondents were 18 to 25 years old; 33.5 percent are between 26 and 40; whereas, 22.9 percent are 41 to 55 years old. The remaining 20 percent of respondents are in the 56-and-over age group. (Annex 4, Chart A.)

Graph 2.
Respondent Ages
(Percentages)



Regarding the educational level of respondents, 8.1 percent have no educational level; 28.1 have primary school studies, 19.8 percent have achieved some level of basic studies (i.e. seventh, eight or ninth grade); whereas, a fourth of the respondent population (25.7%) have attained high school studies. Also, 18.3 percent said they had some higher education in university or non-university studies. (Annex 4, Chart B).

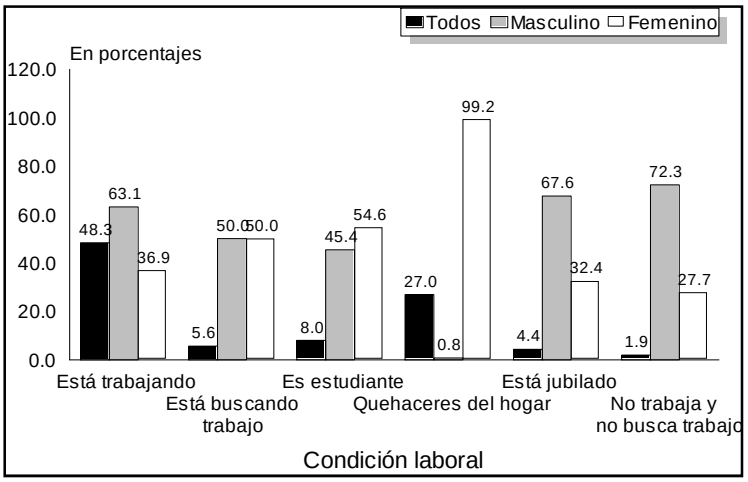
Graph 3.
Respondent Educational Level
(Percentages)



As for the occupation of respondents, 48.3 percent said that they were working at the time of the interview. Because the question was not aimed at understanding the respondent's employment status, this option includes those who have formal employment and those working in the informal sector as well. Then, 4.7 percent who said they had a job, but were not working at the time of the interview (including sick-leave, vacation, temporary work or seasonal work, and so

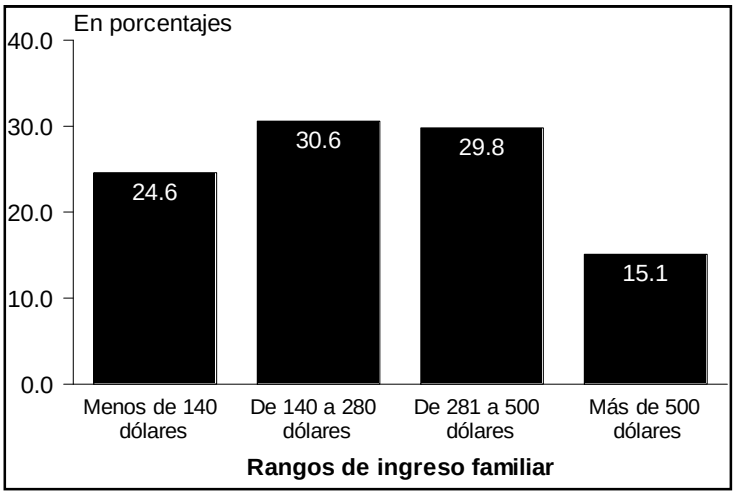
on). After this group comes 27.0 percent who said their occupation was housework. Then, 8.0 are students, 5.6 percent said they were actively seeking employment; 4.4 percent were retired, received a pension or were permanently disabled, and 1.9 percent said that they neither worked nor were looking for work. Graph 4 shows the overall working status of the respondents, and is also disaggregated by gender, showing important differences between the groups. The first piece of data that draws the attention is that the group of men who say they are working is practically double that of women in this same condition. Likewise, there are equal numbers of men and women searching for work. On the other hand, the group that is dedicated to housework is almost entirely comprised of women. Among those who are retired, again the number of men is double that of women, a gap that increases in the group that is neither working nor seeking work. (Annex 4, Chart C.)

Graph 4.
Respondent Occupational Status by Sex
(Percentages)



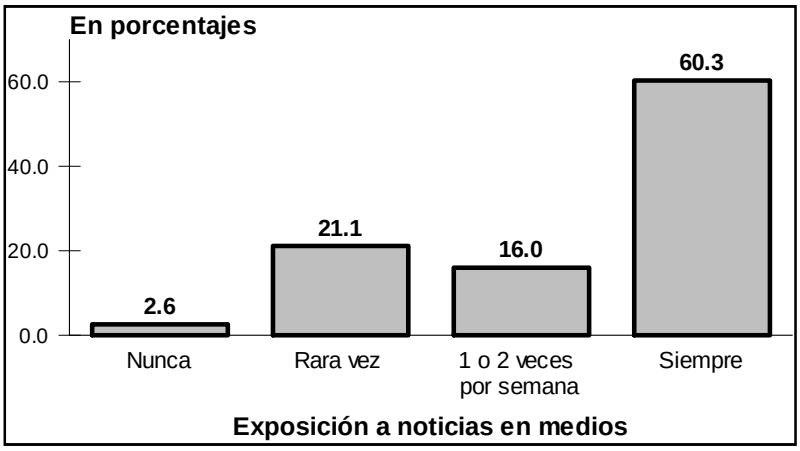
Another issue the survey asked about was regarding the monthly average family income of respondents. This data included the income of all members of the household, as well as remittances they receive. It is important to clarify that 15.1 percent of the sample refused to declare the family income, therefore the figures were made only based on those that reported income. In this regard, the overall monthly average family income of the national sample is 362.1 dollars. Looking at this by range of income, 24.6 percent declared family income was lower than $140; then 30.6 percent indicated their income was between 140 and 280 dollars; whereas, 29.8 percent said their monthly income was between 281 to 500 dollars. Finally, 15.1 percent declared their income exceeded 500 dollars.

Graph 5.
Ranges of Respondent's Family Income
(Percentages)



The following graph presents the frequency with which respondents watch, read or listen to news on the media. The data reveals that 60.3 percent said they were always informed through the media; 21.1 percent said they rarely did so; 16 percent said they did so 1 or 2 times a week; whereas, only 2.6 percent reported they never watch, read or listen to the news. The data suggests that, overall, most respondents are exposed to news broadcasts more or less regularly on different media. (Annex 4, Chart 56.)

Graph 6.
Frequency watching, reading or listening to news
(Percentages)



1.3 The Household Survey Questionnaire

The questionnaire used in this survey comprised six sections (Annex 1), which gathered information regarding Partnership for Growth goals 1, 4, 6 and 7. The first section comprised the respondents' "*Social Demographics*" information, such as sex and age. The second part on "*Perception of the National Consensus Regarding Public Security*" included questions that aimed at learning the opinions regarding the national consensus on security and the efforts the government of El Salvador is undertaking with other sectors to address crime. These items correspond to Goal 7.

The purpose of the third section was to learn to what extent citizens were satisfied with the performance of the institutions in charge of justice and security, such as the PNC, the Ministry of Justice and Security, the Penitentiary System, the Court System, the Armed Forces, and the Prosecutor General's Office, to name a few. These indicators correspond to JCAP Goals 1 and 6.

Part four aimed at learning about "*Public Perception of Safety on Public Transportation*." This included a block of questions that explore incidents of direct victimization and exposure to crime that citizens experienced while traveling on a bus, and the opinions regarding the most effective measures to improve the safety on public transportation. This section has information that relates to Goal 4.

Part five of the questionnaire was dedicated to learning about victimization due to common crime. This section included questions regarding overall perception of insecurity, and it also included a series that aimed to understand the feeling of insecurity in the settings where people's daily lives take place, such as the open-air market, parks, public squares, and so on. It also asked directly about episodes of victimization that citizens had been exposed to over the course of the previous year. Additionally, it inquired of those who admitted having been victims of a crime, whether they had filed a report after the event, where the report had been filed, the result of the report, as well as the degree of satisfaction with the way the authorities had dealt with the case.

A final section on "*General Data*" gathered information regarding the respondent's educational level, occupation, and average monthly income of the family group. It also asked about the respondent's political party of choice, frequency he or she watches the news on the media, and the main source of information about crime in the country.

2. Survey of Microenterprise and Small Businesses on the Perception of Security and Confidence in Public Institutions

2.1 Sample Selection and Design

The definition of units of analysis for the study took into account the definition of Microenterprise and Small Business used by the Ministry of Economy in its 2005 Economic Census. The principal criterion for classification is the number of employees. The parameters for classification that were adopted correspond to the most recent economic census available during the sample design. According to this Ministry, a Microenterprise is comprised of 1 to 4 employees, whereas Small Businesses are those that have 5 to 49 employees. At the same time, the sample was designed using the universe of MSBs in the trade, services and industry sectors as a base. Agricultural businesses were not included because, at the time of designing the study, updated official information on this sector of the economy was unavailable.

The sampling process was designed such that the resulting sample reflected as accurately as possible the total number of businesses in the trade, industry and services sectors at the national level, according to the data in the Ministry of the Economy's 2005 Economic Census. [1]

The total number of surveys to be taken considering a 95 percent reliability (Z), a variance of 50 percent (p) and a sample error (E) of 4.38 percent, was 500 interviews and it was established using the following formula designed for use with large or infinite populations:

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

where,

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

Once it had been defined that there needed to be a minimum 500 interviews, the number of surveys to be applied per department was set in correlation to the number of business establishments in the 2005 Economic Census. So, for instance, 37.98 percent of the business establishments in the country are concentrated in the department of San Salvador. Therefore the total number of interviews set for the municipalities selected for the MSB sample comprised 190 surveys. Likewise, the department of Morazan encompasses 2.03 percent of the business establishments, so for the national sample a total of 10 interviews needed to take place in that department. The details of the distribution, both of business establishments according to the 2005 Economic Census, and that of the total sample are presented in the following table.

[1] An establishment is a business in the area of services, industry and commerce identified in different municipalities selected in the sample.

Table 4.
Distribution of the Businesses by 2005 Economic Census and Sample Distribution by Department

Department	TOTAL N	TOTAL %	Total Sample
Ahuachapán	6,406	3.59	18
Santa Ana	18,210	10.22	51
Sonsonate	11,265	6.32	32
Chalatenango	3,839	2.15	11
La Libertad	19,179	10.76	54
San Salvador	67,700	37.98	190
Cuscatlán	4,276	2.40	12
La Paz	7,371	4.14	21
Cabañas	2,692	1.51	7
San Vicente	4,052	2.27	11
Usulután	9,648	5.41	27
San Miguel	14,639	8.21	41
Morazán	3,613	2.03	10
La Unión	5,364	3.01	15
TOTAL	**178,254**	**100.0%**	**500**

A two-stage sampling process was used to select the sample. First of all, territorial segments in each municipality were chosen.[2] Next, business establishments in each segment were selected. This way, the number of interviews to be done per department was established according to the percentage of business establishments in each. Then, using the 2005 Economic Census data, Microenterprises and Small Businesses were separated in each department, and the number of interviews was determined.

Given that the municipalities to be visited in each department had been previously determined based on the sample that was designed for the residential survey **Perception of Security and Confidence in Public Institutions** - Baseline for the Partnership for Growth's Joint Country Action Plan, the number of surveys to do on the MSBs in each municipality was based on the number of MSB commercial establishments in each, in order to ensure representation at the municipal and departmental levels.

For instance, the municipality of Ahuachapan contains 84.64 percent of the business establishments in the department of Ahuachapan. Therefore, 15 interviews corresponded to this municipality. For its part, the municipality of Concepcion de Ataco, in the same department, has 8.07 percent of businesses in the department, which corresponds to two interviews; while at the municipality of Tacuba with 7.29 percent of businesses required only one interview of the total MSBs for that department.

[2] A territorial segment is a conglomarate of 150 to 300 households, used to divide zones into carthographical areas in the municipalities in most maps, in order to select housing considered in the sample.

After understanding the number of MSB surveys to be done per municipality, the number of surveys to be done per sector was determined, that is, the number Microenterprises and Small Businesses needed to be selected. To do so, the percentage of Microenterprises in the department of Ahuachapan was calculated; this was done by dividing the total number of microenterprises in the department (6,301) by the total number of MSBs in Ahuachapan (6,406). The result was that Microbusinesses represent 98.36 percent in that department; therefore the sample was only applied to that business sector. Specifically in Ahuachapan, no small businesses were surveyed because the level of representation in the department is so low. This same procedure was used in each of the departments in order to appropriately distribute the sample and avoid skewing the information needed for the study. The following table shows the final distribution of businesses by department.

Table 5.
Distribution of Businesses According to the 2005 Economic Census and the Sample Distribution by Microenterprise & Small Business

Departament	Micro	%	N	Small B	%	N	Total
Ahuachapan	6,301	3.66	18	105	1.70	0	6,406
Santa Ana	17,800	10.35	50	410	6.62	1	18,210
Sonsonate	11,051	6.42	31	214	3.46	1	11,265
Chalatenango	3,831	2.23	11	8	0.13	0	3,839
La Libertad	18,256	10.61	51	923	14.91	3	19,179
San Salvador	64,183	37.30	180	3,517	56.80	10	67,700
Cuscatlán	4,218	2.45	12	58	0.94	0	4,276
La Paz	7,232	4.20	20	139	2.24	1	7,371
Cabanas	2,658	1.54	8	34	0.55	0	2,692
San Vicente	4,005	2.33	11	47	0.76	0	4,052
Usulutan	9,507	5.53	27	141	2.28	0	9,648
San Miguel	14,177	8.24	40	462	7.46	1	14,639
Morazan	3,582	2.08	10	31	0.50	0	3,613
La Union	5,261	3.06	15	103	1.66	0	5,364
Total	**172,062**	**100**		**6,192**	**100**		**178,254**
	96.53%		**483**	**3.47%**		**17**	**100.0%**

Source: 2005 Economic Census

The questionnaire was conducted by systematically approaching the business establishments located in the segments selected throughout the municipalities. The interviewers explained the objectives and general topic of the survey to the business owners, and in each case only the proprietors or administrators who wished to do so were interviewed. In the case of those who did not want to answer the survey, they were substituted by other businesses in the same sector. Likewise, interviews were not done at businesses where the proprietor or administrator was absent at the moment of the visit.

2.2 Characteristics of the Final Sample

The sample obtained was 521 valid interviews. The survey was conducted in 57 municipalities across the 14 departments of the republic. This is a nationally representative sample and has a sampling error of +/-0.0429 (four point twenty-nine percent). The following table shows the distribution of the sample, by the department visited.

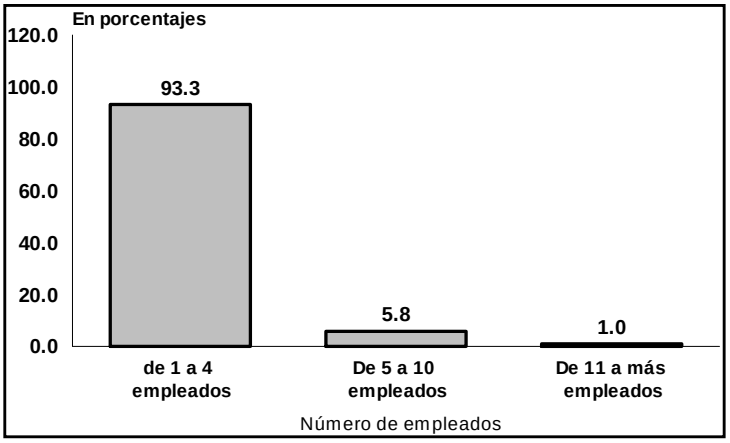
Table 6.
Distribution of Businesses Surveyed by Department

Department	Category		Total
	Microenterprise (1-4 employees)	Small business (Over 5 employees)	
Ahuachapan	19	0	19
Santa Ana	50	3	53
Sonsonate	31	1	32
Chalatenango	11	0	11
La Libertad	52	5	57
San Salvador	180	22	202
Cuscatlan	13	1	14
La Paz	20	1	21
Cabanas	7	0	7
San Vicente	11	0	11
Usulutan	27	0	27
San Miguel	40	2	42
Morazan	10	0	10
La Union	15	0	15
Total	**486**	**35**	**521**
	93.3%	**6.7%**	**100.0%**

As noted before, in order to define the enterprise's size, the number of workers was taken into consideration, based on parameters established by the Ministry of the Economy. Based on this definition, 93.3 percent of businesses surveyed belong to the Microenterprise category (1 to 4 employees) and 6.7 percent correspond to the Small Business group (5 to 49 employees). (See Annex 5, Chart 1.)

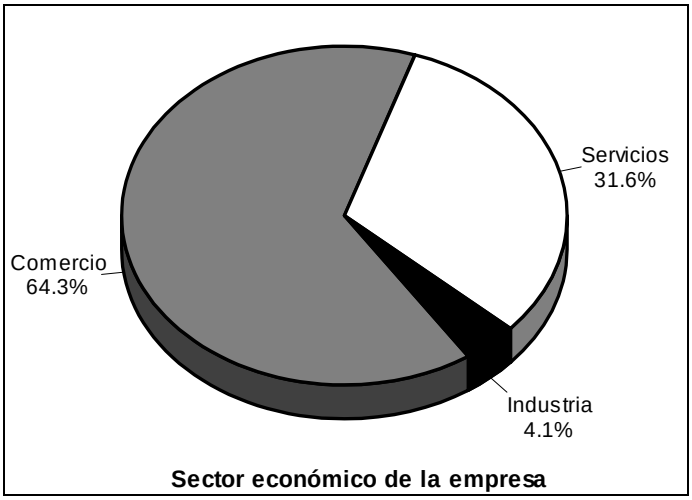
The following figure shows the distribution of the sample of businesses by the number of employees. It can be seen that 9 out of every 10 businesses interviewed have 1 to 4 employees, 5.8 percent have 5 to 10, and 1.0 percent have 11 or more employees.

Graph 7.
Distribution of Businesses Surveyed by Size
(Percentages)



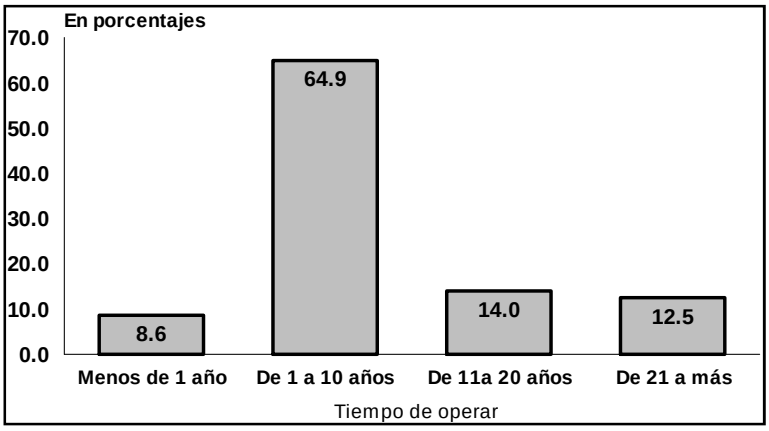
On the other hand, out of the total number of businesses surveyed, 63.6 percent belong to the trade sector; 32.2 percent to the service sector, and only 4.2 percent is dedicated to activities related to industry. (Annex 5, Chart 3.)

Graph 8.
Economic Sector of the Business Surveyed
(Percentages)



As regards length of time they have been operational, two thirds of businesses surveyed have been operating for 1 to 10 years, 14.0 percent for 11 to 20 years, and 12.5 percent for 21 years or more. Only 8.6 percent have been operating for less than a year. (Annex 5, Chart 2.) Data indicate that businesses interviewed have been operating for 9 years on average, which means that most are well-established businesses, with experience in their respective sector of operations.

Graph 9.
Time the Business Surveyed Has Been Operating
(Percentages)



As for the respondents' gender, 61.6 percent were women and 38.4 percent men. Then, 66.4 percent of the people interviewed said they were the business proprietor, whereas 33.6 percent said they were the administrator. (Annex 5, Chart B.)

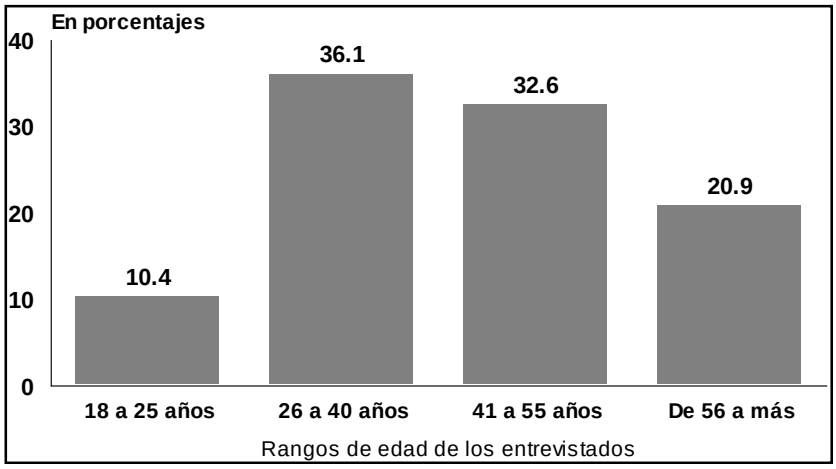
Table 7.
Sample Distribution by Respondent's Sex and Position

Category	Men		Women		Total	
Proprietor	(121)	60.5%	(225)	70.1%	(346)	**66.4%**
Administrator	(79)	39.5%	(96)	29.9%	(175)	**33.6%**
Total	**200**	**38.4%**	**321**	**61.6%**	**521**	**100.0%**

The data show that in a high number of MSBs, which tipically operate as family businesses, women are proprietors. Accoding to the National Commission on Microenterprise and Small Business (CONAMYPE), 64 per cent of Salvadoran MSBs are owned by women, which is the contrary of what happens in middle-sized and large businesses, whose proprietors are generally men.

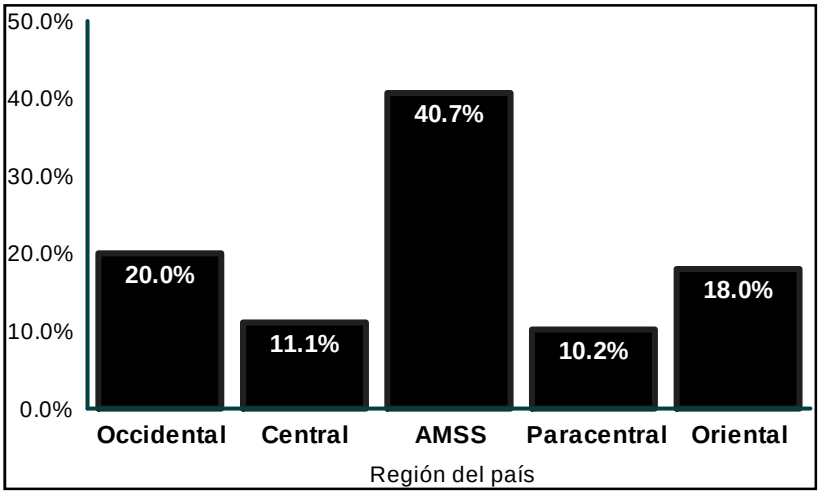
Regarding the respondents' ages, 10.4 percent are in the 18 to 25 year-old range, 36.1 percent are age 26 to 40, then 32.6 percent are between 41 and 55, while 20.9 percent are in the group of people that are 56 or older. (Annex 5, Chart A.)

Graph 10.
Respondents' Age
(Percentages)



The distribution of businesses by geographic region shows that 40.7 percent of those surveyed are operating in the San Salvador Metropolitan Area, 20 per cent in the western region, 18.0 percent of the businesses are located in the eastern region, 11.1 percent are in the central region of the country and 10.2 percent in the paracentral region.

Graph 11.
Businesses Surveyed by Region of Operations
(Percentages)



2.3 The MSB Questionnaire

The instrument that was used for the MSB survey (Annex 2) is organized in seven sections. Section one gathers information on respondents' general data such as sex, age and position in the business, as well as information regarding business hours and the economic sector of the business surveyed.

Section two was dedicated to collecting general opinions on crime. In this regard, it asked about the main problem in the country, and it explored their perceptions of crime in general, and concerning the threat it represents for the future of the country and the development of their business.

Section three explored perceptions of security among microentrepreneurs and small business owners. To look into this aspect, it asked about the sensation of security in general, and included a set of questions on the different measures entrepreneurs had adopted to protect themselves from crime.

Section four is a smaller segment that collects information on confidence in the effectiveness of the police and the justice system. It also explores opinions on different measures the government has adopted to address crime in the country.

Part five of the questionnaire assembled information on entrepreneurs' confidence and satisfaction with the performance of different public institutions. Consequently, a battery of questions was created to look into the work done by institutions of the justice system and security, the central government and municipalities. This section has information regarding Partnership for Growth's Joint Country Action Plan Goal 3.

Section six was dedicated to exploring the victimization that entrepreneurs, their employees and respective businesses have been subjected to. It also inquired into reporting crime and the the way they were treated by the authorities. Finally, section seven looked into the entrepreneurs' outlook for the business climate for the following year, as well as their level of exposure to the news on the mass media.

3. Information Gathering, Processing and Analysis

Information gathering during fieldwork stage for both surveys was done using PDA equipment (Personal Digital Assistant), commonly known as a Palm. The objective of using the palm or PDA during this study was to improve information gathering and processing times, and to reduce the probability of error. One of the advantages in using this technology is that the overall timeframe is shortened, opening up additional time for data analysis, given that the data the interviewers collect is downloaded on a daily basis.

Information was processed automatically. First, the palm was synchronized with the computer in order to download the information. Then, the compiled information was automatically transferred to Microsoft Excel in order to export the data to the Statistical Package for Social

Science (SPSS) version 10.0, in order to do all the necessary analyses to produce the report of the results using this software.

Next, all the data was analyzed using bivariate statistical tests in order to support some of the associations between the variables. In most of the cases, data have been crossed with sociodemographic variables such as the respondents' sex and age, education, working status, and exposure to the mass media. In the case of the MSB survey, additional variables were used such as the length of time the business has been operating, and the economic sector they belong to. The variables that showed strong statistical wight have generally been included as support for the statements in the report.

3.1 Goal Index Construction

To facilitate statistical analysis of the data, some of the items and sets of questions were designed as scales. They were recoded and converted to a 0 to 100 range in order to work with averages. The averages approaching 0 represent the lowest end of the scale, while the averages closer to 100 are the highest. These questionnaire items were reconverted to an index constructed with the arithmetic sum of the total number of items considered on the scale, which were then averaged.

In order to facilitate tracking the progress of the Partnership for Growth objectives contemplated in this Baseline, an index or indicator for Goals 1, 4, 6 and 7 was constructed with information from the national survey. A similar process was followed for Goal 3, whose main indicator was constructed with information provided in the survey of Microenterprises and Small Businesses.

In the case of the index for Goal 1, *Satisfaction with the Performance of Institutions in Charge of Justice and Security*, this was constructed using the sum of questions 6 to 9 in the household questionnaire measuring public satisfaction with the work of the PNC, the Ministry of Justice & Security, the Judiciary and the Court System[3] and with questions 19 and 20 measuring levels of confidence in the efficacy in enforcing justice (see Annex 1).[4] The scale of satisfaction has a range from 0 to 3, where 0 represents "Not at all satisfied" and 3 "Very satisfied." The first step was to convert the numbers on the scale, where the response "Very satisfied" was recoded to 100, "Somewhat satisfied" to 66, "A little satisfied" to 33, and "Not at all satisfied" to 0 points. A similar change was made for questions 19 and 20, which inquired into confidence that the police will aprehend the one responsible for a crime, and that the justice system will process and punish lawbreakers. An average close to 0 indicates no confidence that institutions will enforce justice, whereas values closer to 100 reflect the maximum confidence in the justice system's efficacy. Therefore, the new variable expresses the average level of satisfaction with the work of the principal institutions in charge of justice and security. (Annex 4, Charts 4, 5, 6, 7, 17 and 18.)

[3] Question 6 reads as follows: How satisfied are you with the performance of the PNC?; question 7: How satisfied are you with the performance of the Ministry of Justice and Security?; question 8: How satisfied are you with the performance of the judges (Courts of Justice)?

[4] Question 19 reads as follows: If you were a victim of a hold-up or robbery, how much wold you trust the police to capture the one responsible: a lot, somewhat, little or not at all?; and, question 20: How much would you trust the justice system to process and capture the one responsible for the crime: a lot, somewhat, little or not at all?

In the case of the Index for Goal 3, *Perception Microenterpreneurs and Small Business Owners have of the effect of Crime Fighting Policies and Actions on their Businesses,* it was constructed using the sum of questions 23, 24 and 28 through 31 on the MSB questionnaire (Annex 2). Items 23 and 24 measure the level of confidence in the effectiveness of law enforcement and the justice system in terms of capturing and processing those responsible for committing criminal acts[5] and questions 28 to 31 public satisfaction with the work of the PNC, the Ministry of Justice and Security, the Judiciary and the Courts.[6] Both questions 23 and 24, as well as the scale for satisfaction, originally have a 0 to 3 range, where 0 represents the option "Nothing" and 3 "Very much." The first step was to convert the values on the scale, where "Very much" was recoded to 100, "Somewhat" to 66, "Little" to 33, and "Not at all" to 0 points. (Annex 5, Charts 20, 21, 25, 26, 27 and 28).

This way, the new variable expresses the entrepreneur's assessment of the law enforcement work carried out by the main institutions in charge of security and justice in the country. The logic is that scores closer to 0 indicate a very poor assessment of the law enforcement actions and policies, and the values closer to 100 represent a very good assessment of this work.

The indicator for to Goal 4, *Public Perception of Safety in Public Transportation* only comprised question 28 on the household questionnaire, which measured the perception of safety on public transportation.[7] This question was only asked of the segment of the sample that responded they used public transport system with some regularity (73.7 percent). Values closer to 0 indicate that citizens feel no safety when using public transportation, whereas averages closer to 100 reflect they feel very safe. (Annex 4, Chart 26.)

The indicator for Goal 6 *Public Confidence in Government Institutions* was constructed with the sum of questionnaire household survey items 10 to 18 exploring public confidence and satisfaction with governmental agencies such as the Attorney General's, the Executive and Judiciary branches, central government, the Legislative Assembly and City Halls. In order to construct the index, the values of the response options recoded to a 0 to 100 scale, where 0 represents the total absence of confidence in government institutions, and 100 expresses complete confidence in these agencies' work.[8] (Annex 4, Charts 8, 9, 10, 11, 12, 13, 14, 15 and 16).

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[5] Question 23 for MSBs reads as follows: If you were the victim of a hold-up or robbery, how much would you trust the police to capture the one responsible: a lot, somewhat, little or not at all?; and question 24: And, how much would you trust the justice system to process and capture the one responsible for the crime: a lot, somewhat, little or not at all?

[6] In this case, the questions on the business survey used the same wording as those in the residential survey to evaluate performance of PNC, the Ministry of Justice and Security, the Penitentiary System and the Court System. Question 28: How satisfied are you with the performance of the PNC?; question 29: How satisfied are you with the performance of the Ministry of Justice and Security?; question 30: How satisfied are you with the performance of the Penitentiary System (the prisons)?; question 31: How satisfied are you with the performance of the judges (Courts)?

[7] The question reads as follows: I would you like to tell me how safe or unsafe you feel while riding a bus or minivan?

[8] The items included in this goal were Question 10: How satisfied are you with the performance of the Prosecutor for the Defense of Human rights? Question 11: How satisfied are you with the performance of the Armed Forces? Question 12: How satisfied are you with the performance of the Prosecutor General's Office? Question 13: How satisfied are you with the performance of Legal Medicine Institute? Question 14: How satisfied are you with the performance of the Court of Accounts? Question 15: How satisfied are you with the performance of the Supreme Court? Question 16: How satisfied are you with the performance of the Legislative Assembly (Deputies)? Question

The Index that corresponds to Goal 7, *Public Perception of the National Consensus on Public Security* was built on the sum of questions 4 and 5 of the household questionnaire. The first one looked into citizen awareness of the national consensus.[9] In order to construct the Index, the variable was recoded to a 0 to 100 scale, where values closer to 0 represent unfamiliarity with this topic and 100 awareness of the existence of the consensus. Question 5 asked respondents to assess the work the government undertakes with other sectors in order to reduce crime, on a scale from Very Good to Very Bad.[10] Once again, the values were converted to a 0 to 100 scale, in which 0 is the value for "Very Bad," a score of 25 is "Bad," 50 is the value for "Average," 75 is "Good" and 100 is "Very Good." (Annex 4, Charts 2 and 3.)

The construction of all of the scales only took into account the group of respondents who answered the items included.

17: How satisfied are you with the performance of the central government? Question 18: How satisfied are you with the performance of City Hall where you live?

[9] Question 4 reads as follows: Have you heard of the national dialogue on security to which the government has convened the private sector, churches and other social stakeholders?

[10] Question 5 reads as follows: Based on what you have seen or heard, how do you assess the work the government is doing together with other sectors (private business, churches, NGOs) to reduce crime?

II. Results of the Household Survey

1. Public Satisfaction with the Performance of Institutions in Charge of Justice and Security – Goal 1, and Confidence in Government Institutions – Goal 6

It is widely support in different studies that citizen confidence and belief in public institutions, particularly those in charge of security and justice, affects the climate of citizen insecurity in a country, and the support for a stable democracy. The breakdown in the public image of the institutions that are responsible for pursuing crime and administering justice, and the erosion of levels of citizen confidence in them, weakens these institutions even more deeply, and feeds into the perverse cycle of violence and impunity. Recent countrywide surveys (LAPOP, 2006, 2008 & 2010 and IUDOP, several years) show that there is a low level of public credence in the institutions that are responsible for applying justice, and there is greater deterioration of the legitimacy of many of the country's public institutions.

This is the context for the Partnership for Growth Joint Country Action Plan Goal 1, seeks to "Professionalize justice sector institutions to make them more effective in combating crime and insecurity in El Salvador, as well as enhance the public perception of these government institutions." Likewise, Goal 6 is "Professionalize El Salvador's civil service and enhance public confidence in the government." (El Salvador-United States Joint Country Action Plan, 2011-2015).

This section is dedicated to public opinion regarding the performance of the main public institutions in charge of security and justice in the country, and that of other public agencies that are fundamental in public life. In order to measure public perception regarding the work done by institutions related to security and justice sectors, the survey included a block of questions aimed at measuring the level of citizen satisfaction with their performance. To facilitate tracking the progress of Goal 1, as mentioned before, an Index of Satisfaction was created with the levels of performance of the institutions in charge of security, using the sum of several items that inquired into the work that is carried out by a series of institutions. In the case of Goal 6, an Index of confidence in government institutions was constructed. The first sections present the results in narrative form, to then analyze them in the scale format, and lastly the Index of Confidence in Government Institutions is presented.

1.1 User Feedback on the Justice System and City Hall Offices

One way to explore citizen assessment of the performance of the institutions in charge of enforcing justice was to ask first-hand users of some of these institutions about the quality of the service at the moment of processing different sorts of requests. To do so, a series of questions was constructed to look into the level of satisfaction with service at the courts, the Prosecutor General's Office, the Prosecutor for the Defense of Human Rights (PDDH), the PNC, the Attorney General's and the city government offices. As the questions addressed users of the institutions, statistical calculations were circumscribed to the group of citizens that expressed they had requested service over the course of the previous year. The following chart presents the set of questions used and the results.

Table 8.
User Feedback on the Service at Municipal Offices and Institutions of the Justice System
(Percentages)

Institution	Did not go	Did go	What was the service like?			Problem Solved?	
			Good	**Average**	**Bad**	**Yes**	**No**
Court	94.0%	**6.0%** (145)	**55.2%**	29.0%	15.9%	**64.1%**	35.9%
Prosecutor General	96.7%	**3.3%** (79)	51.9%	22.8%	25.3%	50.6%	49.4%
Prosecutor for the Defense of Human Rights	95.6%	**4.4%** (106)	52.8%	24.5%	22.6%	48.1%	51.9%
National Civil Police	84.9%	**15.1%** (364)	39.9%	30.9%	29.2%	47.2%	52.8%
Attorney General	97.8%	**2.2%** (53)	**54.7%**	28.3%	17.0%	**54.7%**	45.3%
Local City Office	53.3%	**46.7%** (1,126)	**73.2%**	20.5%	6.3%	**87.6%**	12.4%

The institutions that registered the greatest demand for services were the city hall offices noted by 46.7 percent (1,126 people); this was followed by the PNC mentioned by 15.1 percent (364 people); while 6.0 percent of the sample requested some kind of service at the Court (145 people). In the group of institutions that respondents were asked about, the ones that received the lowest demand for service were the PDDH (4.4%), the Prosecutor General (3.3%) and the Attorney General (2.2%). (Annex 4, Charts 19, 20, 21, 22, 23 and 24.)

As for assessing the service, 73.2 percent of the users at City Hall offices rated service as "good," and 87.6 percent of these stated that the issue that had brought them there had been solved. In the group of users at the PNC, 39.9 percent rated service there as "good" and 47.2 percent explained their problem had been solved. In the case of the courts, 55.2 percent of users rated the service as "good," and 64.1 percent declared their problem was solved. As for the PDDH, 52.8 percent rated service as "good" and 48.1 percent said they had solved their difficulty. As for the Prosecutor General's Office, 51.9 percent of users believed the service was "good," while 50.6 percent said their problem had been solved. Also, 54.7 percent of users at the Attorney General's Office rated the service as "good" and 54.7 percent found a solution to the problem that brought them there. (Annex 4, Charts 19a, 19b, 20a, 20b, 21a, 21b, 22a, 22b, 23a, 23b, 24a and 24b.)

Given the small number of cases that went to some of these institutions, it is not possible to generalize regarding the service they provide, as this would have required a specific sample for users of these institutions. However, it is disturbing that users at the Police gave a less positive assessment of the service there, and that over half of them did not solve the problem that they took there. This is the second institution that respondents most went to seeking assistance, and it is relevant as a provider of a diversity of social services and citizen guidance. The quality of

the service and assistance provided at the police headquarters takes on increasing importance because the police are the institution that start-off an investigation in the administrative stage, and therefore, they are the first link in the chain of criminal investigation.

In brief, results indicate that municipalities are the governmental entities that have the greatest demand for services, and the users consider that they are the institutions that provide the best service to the public. Although this information is not new, local governments' role as providers of a range of diverse services and their presence in the territory positioning them closer to the citizens has meant that over time they remain one of the public institutions with the best public image. Moreover, user assessment of service seems to be associated with the effective resolution of their problem or complaint. In this regard, the institutions that give best service according to the users (city offices, the courts and the Attorney General's Office) were considered most effective in solving their problems.

1.2 Level of Confidence in PNC and Justice System

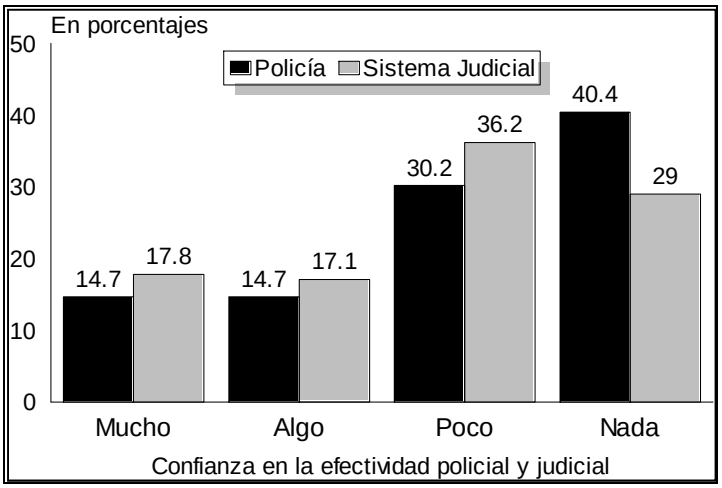
Citizen confidence in the institutions in charge of justice and security was explored using two items that were applied to the entire sample interviewed, in order to learn about the citizens' perceptions of the effectiveness of the PNC and the courts, in the hypothetical occurrence of a crime. The following were the questions asked.

Box 1.
Items Measuring Confidence in the Effectiveness of the PNC and Justice System

Items
19. If you were the victim of robbery or assault, how confident would you feel that the police would capture the perpetrator: a lot, somewhat, little or not at all? **20.** How confident would you be that the justice system would process and punish the one responsible for the crime: a lot, somewhat, little or not at all?

Overall results indicate that the population exhibits low levels of confidence in the work the police does fighting crime, and in the work of investigating and prosecuting crime done by the justice system. Here, 70.6 percent of respondents think that in the case of having been the victim of a crime it is little or not at all probable that the PNC might capture the one responsible. A similar percentage (65.2 percent) consider it little or not at all probable that the justice system would process and punish the one responsible for a crime. (Annex 4, Charts 17 and 18.)

Graph 12.
Level of Confidence that the PNC and Justice System are Effective
(Percentages)



Converting these results to a 0 to 100 scale, where scores close to 0 represent lower levels of confidence that the institutions are effective and the scores closer to 100 greater confidence, shows that the PNC gets an average level of confidence of **34.3**, whereas the justice system recorded an average of **41**. These scores are medium to low levels of confidence in these institutions' effectiveness, particularly in the work of the police. This explains the low number of reports filed by citizens accross the country.

A comparison of these results with those of similar questions included in surveys on victimization in 2001, 2004 and 2009,[11] exhibit a sharp drop in the confidence in the effectiveness of law enforcement and the judiciary. For instance, between 2011 and 2012, the number of those that said they had a lot of confidence in the effectiveness of the work done by the police was halved, while those that expressed no confidence at all increased 10 times (from 4.0 percent to 40.0 percent). For its part, the justice system also experienced significant erosion over the past decade, albeit less pronounced than that of the PNC. Those who in 2001 said they had a lot of confidence in the effectiveness of the courts declined from 21.8 to 17.8 percent; while, those who had no confidence in the justice system grew from 9.6 percent to 29 percent.

[11] It is important to note that the wording of the questions used in previous surveys varied somewhat in relation to 2012. In 2001, 2004 and 2009, the question regarding the PNC was as follows: "If a person commits a crime in this country, how confident do you feel that they would be caputred by the police?" And, in the case of the justice system it was: "Now suppose that the police catch the criminal, how confident are you that they would be prosecuted by the justice system?"

Table 9.
Confidence that the PNC and Justice System are Effective (Percentages)
(Perspective over Time)

Year of Study	Confidence in police effectiveness				Confidence in justice system effectiveness			
	A lot	Somewhat	Little	Not at all	A lot	Somewhat	Little	Not at all
2001	30.3%	34.9%	29.3%	4.0%	21.8%	26.7%	39.8%	9.6%
2004	18.4%	29.5%	39.0%	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%	29.0%

Source: Ministry of Public Security and Justice et. al. (2002); Ministry of Governance et. al. (2005), IUDOP (2009) and USAID (2012)

These figures are illustrative in that they demonstrate the growing erosion on the public's level of confidence and the credibility of the justice and security sector institutions, particularly the police force and the justice system, this during a time when it should have been strengthened.

1.3 Citizen Satisfaction with Public Institution Performance

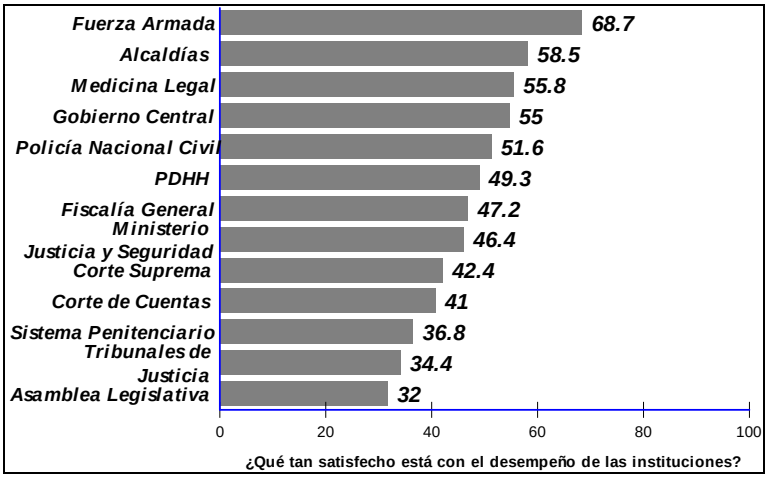
Besides looking at the general assessment of the key institutions in the security and justice system, the survey addressed overall satisfaction with the performance of 13 different institutions, 9 of which are part of the country's security and justice system. To do so, a scale was used where respondents had to evaluate their degree of satisfaction with the performance of different institutions. The following chart presents the questions that were asked, and their results. (Annex 4, Charts 4, 5, 6, 7, 8, 9, 10, 11, 12, 13, 14, 15 and 16.)

Table 10.
Level of Satisfaction with Public Institution Performance
(Percentages)

Now I will ask some questions about the country's institutions. I would like you to show how satisfied or dissatisfied you are with the performance of these institutions in terms of security, respond with the following scale: very satisfied, somewhat, a little or not at all satisfied.	Very satisfied	Somewhat satisfied	Little satisfied	Not at all satisfied	DNK
6. How satisfied are you with the performance of the PNC?	17.1	35.0	34.4	13.4	----
7. How satisfied are you with the performance of the Ministry of Justice and Security?	11.5	32.4	37.5	16.2	2.4
8. How satisfied are you with the performance of the penitentiary system (the prisons)?	9.7	21.1	32.7	29.9	6.6
9. How satisfied are you with the performance of the judges (Courts)?	6.9	22.5	34.3	32.4	3.9
10. How satisfied are you with the performance of the Prosecutor for the Defense of Human Rights Office?	18.9	30.5	30.3	18.9	2.1
11. How satisfied are you with the performance of the Armed Forces?	40.3	32.2	21.7	5.8	----
12. How satisfied are you with the performance of the Prosecutor General's Office?	12.2	32.0	35.1	15.8	5.0
13. How satisfied are you with the performance of the Medical Forensics Agency (Coroner's Office)?	22.8	31.0	28.4	12.1	5.8
14. How satisfied are you with the performance of the Court of Accounts?	7.9	25.4	32.8	20.4	13.5
15. How satisfied are you with the performance of the Supreme Court of Justice?	9.7	28.1	36.3	20.8	5.2
16. How satisfied are you with the performance of the Legislative Assembly (Deputies)?	7.4	21.8	31.1	39.7	__
17. How satisfied are you with the performance of the central government?	23.6	33.5	28.2	14.8	__
18. How satisfied are you with the performance of the City Hall where you live?	36.2	23.6	20.5	19.8	__

In order to make analysis easier, the questions were converted to a 0 to 100 scale, comparing the public's average levels of satisfaction. Under this parameter, as the values approach 0 they indicate that they are "*Not at all satisfied*" with the institution's work, while scores closer to 100 mean that they are "*Very satisfied*" with the performance. The following graph presents the degree of satisfaction of the public with the performance of the different institutions inquired about.

Graph 13.
Level of Satisfaction with Public Institution Performance
(Averages on a 0 to 100 Scale)*



*** Value 0 indicates not at all satisfied and 100 very satisfied.**

The first observation is that none of the institutions that were inquired about obtained a unanimous evaluation of satisfaction with their performance. Results indicate that the public institution that citizens show the highest levels of satisfaction with is the Armed Forces, with a relatively high average (68.7). This is followed by city hall offices (58.5). Next is Medical Forensics Agency (55.8), followed by the central government (55.0), and the PNC (51.6) with mid-range scores for satisfaction with their performance. This same group also includes the Prosecutor for the Defense of Human Rights Office with a 49.3 average, the Prosecutor General with 47.2, the Ministry of Justice and Security with 46.4, the Supreme Court of Justice with 42.4, and the Court of Accounts with 41.0. Finally, the institutions that the public exhibits the lowest levels of satisfaction with in terms of institutional performance are the Penitentiary System (36.8), the Courts (34.4) and the Legislative Assembly (32.0).

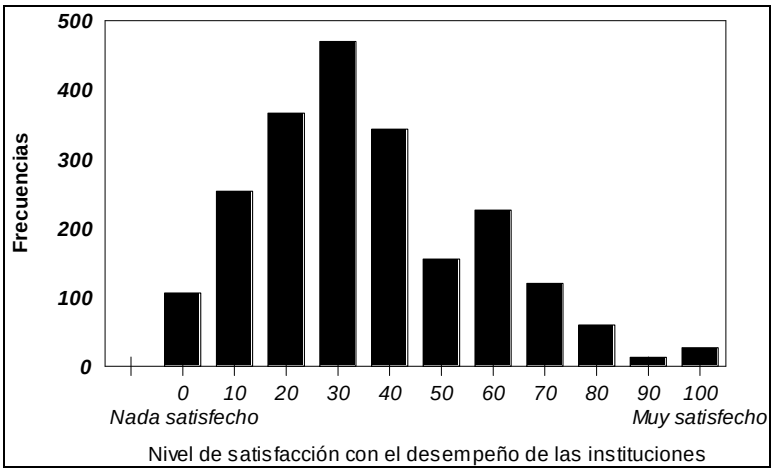
Reiterating, although this information is not new, it confirms that public opinion is following a downward trend in terms of some key institutions involved in the administration of justice and the way the country functions, such as the Legislative Assembly and the Courts.

1.4 Index for Goal 1 – Public Satisfaction with Performance of the Institutions in Charge of Justice and Security

As previously mentioned, in order to facilitate the analysis of these indicators and to track the progress of the Partnership for Growth Joint Country Action Plan goals, a new variable was constructed, called "Index of Satisfaction with the Performance of the Institutions in charge of Justice and Security," which became the Baseline for Goal 1. This was constructed with the sum of items 6 through 9 measuring the level of satisfaction with the performance of the Police, the Ministry of Justice and Security, the Judiciary and the Courts, as well as questions 19 and 20 measuring the level of confidence in the effectiveness in law enforcement and the justice system. The results of the sum of these items were then averaged, and the figures were reconverted to a

0 to 100 scale, in order to have a principal indicator for Goal 1, "Satisfaction with the Performance of the Institutions in Charge of Justice and Security." Therefore, 0 indicates a lack of satisfaction with the work of the institutions in charge of justice and security, and 100 complete satisfaction with their performance. The following chart presents the distribution of the respondents on the index of satisfaction with the institutions in charge of justice and security.

Graph 14.
Goal 1. Index of Satisfaction with Institutions in Charge of Justice and Security (Frequencies)



On a range from 0 to 100, the index average was **40.4**, which is interpreted as a medium to low level of satisfaction with the performance of the institutions in charge of justice and security. This value is the initial parameter registered on the Baseline for Goal 1. It can be seen that most people (64.3 percent) are located below the 50-point mark, while only a small percentage (1.3 percent) placed at the highest score (100). These results reflect a rather negative assessment with regards to satisfaction with the performance of institutions that are in charge of pursuing crime and punishing it.

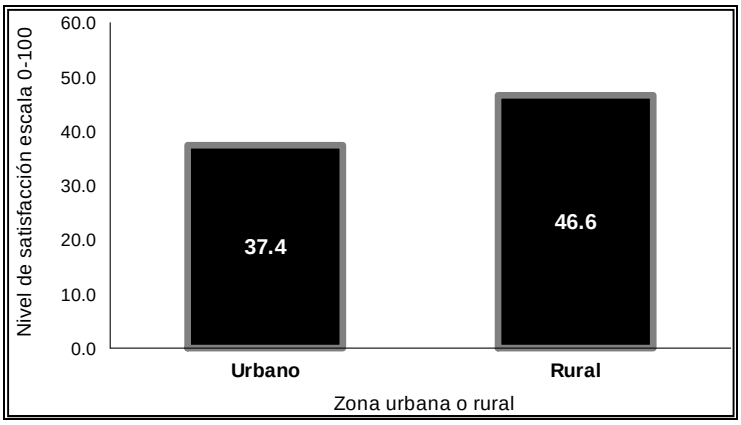
The following section makes use of bivariate contrasts to look into the influence that demographic values, contact with the mass media, and exposure to crime have on the degree of satisfaction with the work actually done by the institutions.

1.4.1 Citizen Satisfaction with the Performance of Institutions in Charge of Justice & Security, and Demographic Variables and Variables on Victimization

The extent to which the public is satisfied with the performance of the institutions in charge of justice and security appears to be associated with demographic variables, such as the area where the respondent lives, their age, education, and the average family income. The gender variable showed no difference with statistical weight. Also, people who have been victims of a crime feel less satisfied with the work of these institutions.

As for the area of residence, those who live in rural areas register a higher level of satisfaction with the performance of the institutions in charge of security with a 46.6 average compared with urban residents who exhibited a 37.4 average. This is also associated with the lower frequency of crime in rural zones.

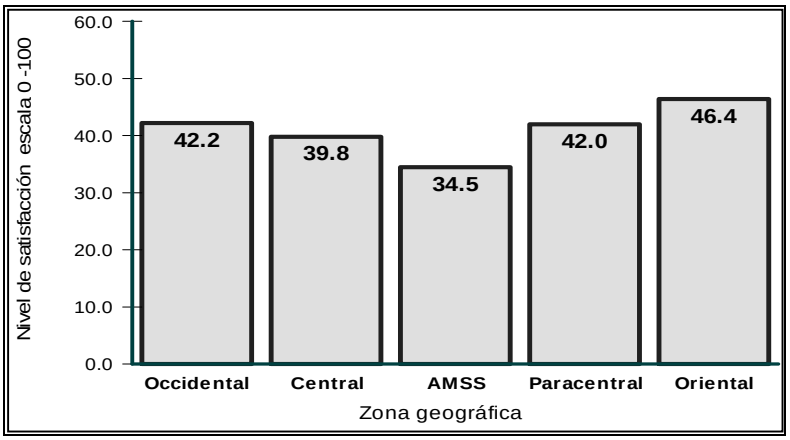
Graph 15.
Index of Satisfaction with Institutions in Charge of Justice and Security by Respondent's Area of Residence
(Averages on a 0 to 100 Scale)*



*** Value 0 indicates not at all satisfied and 100 very satisfied.**

Consistent with the previous data, matching the satisfaction index with the respondent's place of origin shows that the residents of the San Salvador Metropolitan Area expressed the lowest levels of satisfaction with the work of the institutions in charge of justice and security in the country, with a 34.5 average. By contrast, those living in the east of the country exhibited the highest level of satisfaction with the work of these institutions, although this is not greater than 50 points (on a 0 to 100 scale).

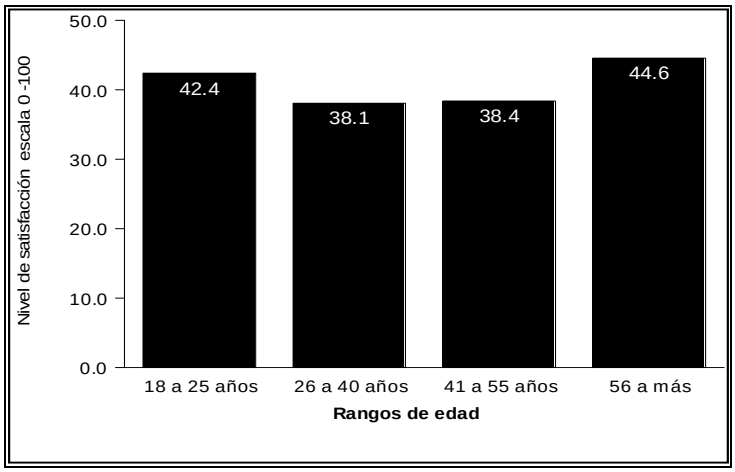
Graph 16.
Index of Satisfaction with Institutions in Charge of Justice & Security by Respondents' Area of Residence
(Averages on a 0 to 100 Scale)*



*** Value 0 indicates not at all satisfied and 100 very satisfied.**

When the index of satisfaction with the performance of the institutions in charge of justice and security is disaggregated by people's ages, it is interesting to find that both people over the age of 56 and the younger group (18 to 25 year-olds) are the ones who appear to feel most satisfied with the work done by these institutions, by comparison with the rest of those interviewed. However, once again, none of the averages for satisfaction supersede scores of 50 (on a 0 to 100 scale). In the case of the younger people, this may appear to be a paradox, in light of the fact that this age group has a greater level of vulnerability to victimization.

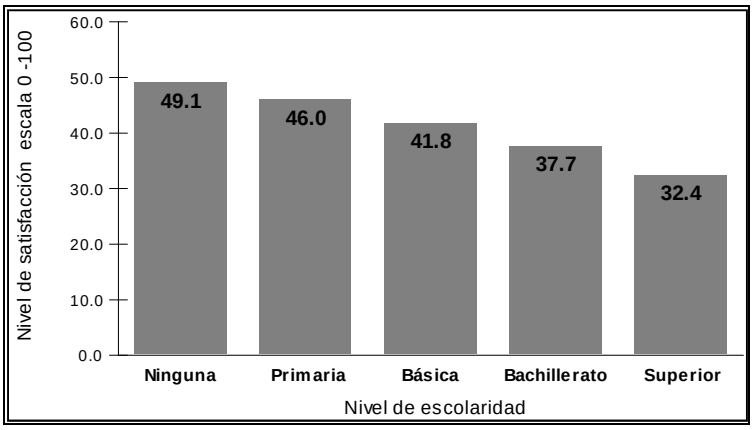
Graph 17.
Index of Satisfaction with Institutions in Charge of Justice and Security by Respondent's Age (Averages on a 0 to 100 Scale)*



*** Value 0 indicates not at all satisfied and 100 very satisfied.**

On the other hand, satisfaction with the work carried out by these institutions changes according to the respondent's schooling. As the level of education increases, the individual's level of satisfaction with the performance of the institutions in charge of security and justice decreases. For instance, people with no education have a 49.1 level of satisfaction, while this declines to 46 in the case of those who have primary education. The average continues its downward trend to 41.8 in groups that have some level of middle education. Those who have reached high school levels have a 37.7 average, and this continues to drop to 32.4 in the case of people with university education.

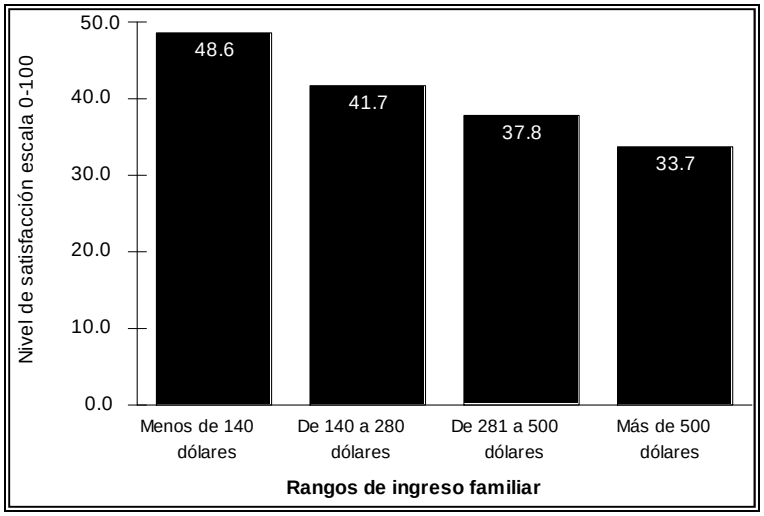
Graph 18.
Index of Satisfaction with the Institutions in Charge of Justice and Security by Respondent's Level of Education (Averages on a 0 to 100 Scale)*



*** Value 0 indicates not at all satisfied and 100 very satisfied.**

The behavior of the index was also contrasted with people's incomes. Data reveal that as family income increases, the respondent's assessment of the performance of institutions in charge of justice and security decreases. In the group with family incomes below 140 dollars, the score was 48.6; those with income between 140 and 180 dollars reported an average 41.7; this score shrank to 37.8 among those with incomes between 281 and 500 dollars, and dropped to 33.7 among those reporting family incomes that exceeded 500 dollars.

Graph 19.
Index of Satisfaction with Institutions in Charge of Justice and Security by Respondent's Income (Averages on a 0 to 100 Scale)*

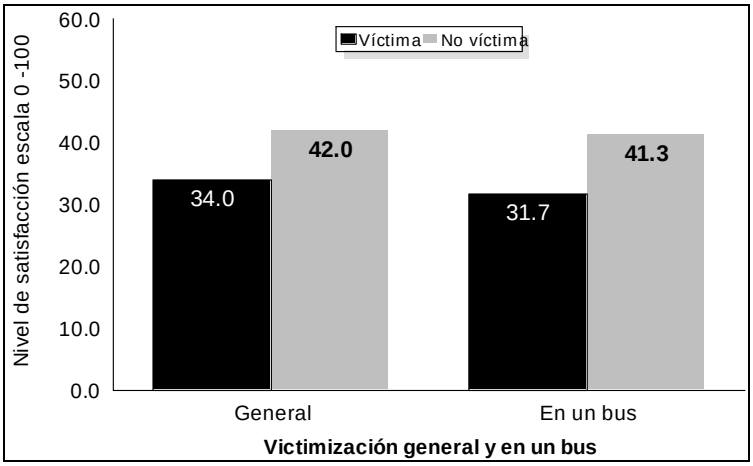


*** Value 0 indicates not at all satisfied and 100 very satisfied.**

On the other hand, it is interesting to find that the degree of exposure to the news through the mass media also appears to have an influence on the sensation of satisfaction with the work done by the institutions in charge of justice and security. The trend shows that the more people are exposed to the news, the lower the degree of satisfaction with the work done by these institutions; whereas, it is higher among those who do not watch, read or listen to the news. Satisfaction with the performance of these institutions is 42.7 among those who manifest they never watch the news on the media; 41.9 among those who do so rarely; 42.6 among the group that says they do so once or twice a week, and it drops to 39.3 among those who say they always keep informed.

Likewise, a variable that apparently has an influence on the sensation of satisfaction with the performance of the institutions is the experience of having been the victim of robbery, extortion or any other criminal act in the past year. Lower levels of satisfaction with the work done by these institutions is exhibited by both those who admitted having been the victims of a criminal act in any setting and those who had been so on the mass transportation, than by those who were not directly affected by crime. The following graph shows that the average overall level of satisfaction among victims is 34.0, which rises to 42.0 in the case of those who were not victimized (on the 0 to 100 scale). A similar trend is found among those that expressed they had been the object of a criminal act on a bus of the mass transportation system. The ones who were victims of crime on a public transportation vehicle had a more negative appraisal of the work of the institutions in charge of combating crime (31.7), than those who did not experience a similar kind of event (41.3).

Graph 20.
Index of Satisfaction with Institutions in Charge of Security & Justice by Victimization in General & on Public Transport (Averages on a 0 to 100)*



*** Value 0 indicates not at all satisfied and 100 very satisfied.**

In summary, the data presented in this section suggest that, in general, the population feels little satisfaction with the work of persecuting and punishing crime carried out by the institutions in charge of enforcing security and justice in the country. Although this is not a new finding, in the

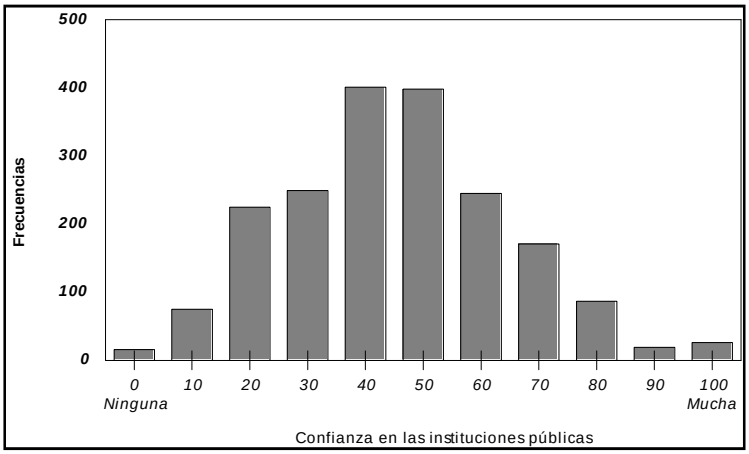
environment of severe insecurity and crime the country is experiencing, it is a stumbling block in the struggle against impunity, given that it discourages the willingness to file complaints and to use formal mechanisms to settle conflicts.

These views are even more negative among urban and metropolitan populations, those with higher levels of income, and educational levels, who –in light of the findings in these and other studies– are groups that are most affected by common crime. In line with the aforementioned, data suggest that those who personally experienced a criminal act are less satisfied with the work of fighting crime carried out by the institutions in charge of security and justice. In this case, critical appraisals of the institutions' performance stem from direct experience of crime, which authorities were unable to prevent, as well as the low level in response-capacity, and in many cases the lack of operational response by the authorities when a crime is reported.

1.5 Index for Goal 6 – Confidence in Government Institutions

The indicator for Goal 6 *Public Confidence in Government Institutions* was constructed with the sum of questionnaire household questionnaire items 10 to 18 exploring public confidence and satisfaction with the Office of the Prosecutor for the Defense of Human Rights, the Armed Forces, the Prosecutor General, the Forensic Medicine Institute, the Court of Accounts, the Supreme Court, the Legislative Assembly, Central Government and City Halls (Annex 4, Charts 8, 9, 10, 11, 12, 13, 14, 15 and 16). In order to construct the index, the results were averaged, and the values were converted to a 0 to 100 scale, where 0 represents the total absence of confidence in government institutions, and 100 expresses complete confidence in these agencies' work. The graph shows the index distribution for Goal 6.

Graph 21.
Goal 6. Index of Confidence in Government Institutions
(Frequencies)



The average on the Index of Confidence in Government Institutions is **50.1**, which is an intermediate level of confidence. This value is the initial parameter registered on the Baseline for Goal 6, and will be used to measure future progress on this indicator. As for the index distribution, 71.3 per cent of those surveyed were placed below the 50 point mark, while the

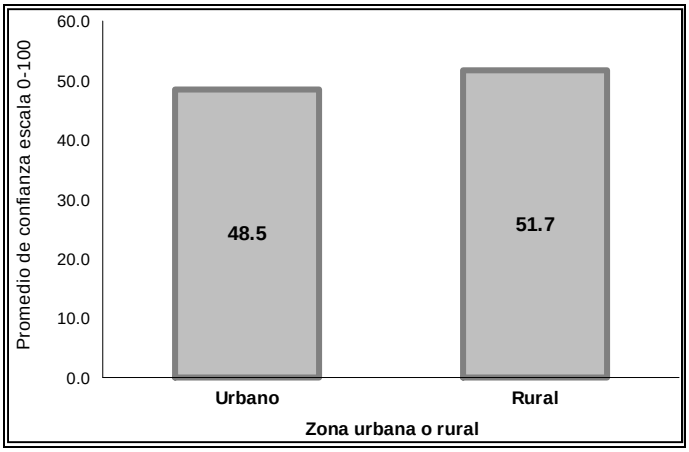
remaining 29.7 were positioned between 50 and 100. Only 1.4 percent placed on the maximum 100 point on the institutional confidence scale. Contrasting these results with the scale of satisfaction with institutions in charge of security, we found the latter are evaluated more critically by comparison with the rest of the government institutions that respondents were asked about.

1.5.1 Index of Citizen Confidence in Government Institutions and Demographic Variables and Variables for Victimization

Using the index that measures confidence in government institutions to examine the relation with demographic variables, once more there were variations in terms of the respondent's area of residence, age, education, stratification, income and exposure to the news. Here, gender showed no statistically significant differences. Likewise, those affected by a recent criminal incident and those feeling more insecure, expressed lower levels of confidence in public institutions.

Crossing area of residence and the Index of confidence in public institutions shows once again that residents in the rural area exhibit higher levels of confidence (51.7), on a 0 to 100 scale when compared with those who live in urban areas (48.5), who were below the sample average (50.1).

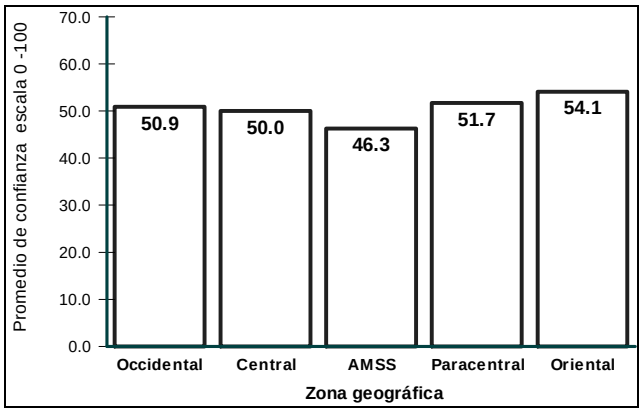
Graph 22.
Index of Confidence in Government Institutions
by Respondent's Area of Residence
(Averages on a 0 to 100 Scale)*



*** Value 0 indicates no confidence and 100 a lot of confidence.**

Along the same lines, the analysis of citizen confidence in government entities by geographic area indicates that those living in the Paracentral and Eastern areas registered the highest levels of confidence, which contrasts with the residents of the Metropolitan area, who expressed the lowest levels of confidence.

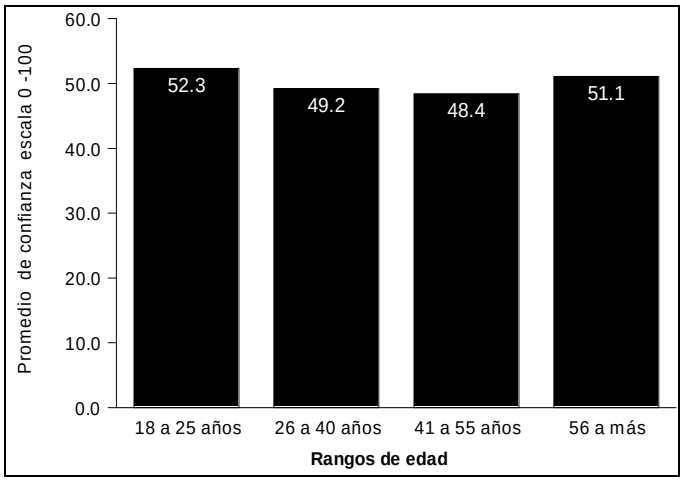
Graph 23.
Index of Confidence in Government Institutions
by Respondent's Area of Residence
(Averages on a 0 to 100 Scale)*



*** Value 0 indicates no confidence and 100 a lot of confidence.**

On the other hand, younger people appear to have the greatest confidence in governmental institutions, more than the rest of the age groups. The age group with the lowest levels of confidence in public institutions are between the ages of 41 and 55. This is interesting because traditionally young people are described as having the highest level of anomie, as distant and uninterested in the institutional setting.

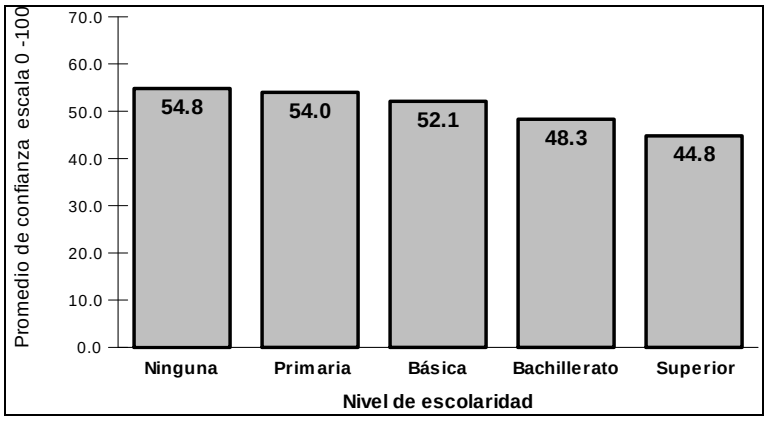
Graph 24.
Index of Confidence in Government Institutions
by Respondent's Age
(Averages on a 0 to 100 Scale)*



*** Value 0 indicates no confidence and 100 a lot of confidence.**

Similarly, there is an inverse relationship between confidence in institutions and the respondent's educational level. The following chart shows that as the level of education rises, people's confidence in public institutions drops. In other words, those who trust the most in State institutions tend to be people with less education. In this regard, it is interesting to confirm the weight education has in higher levels of capacity for critical thinking regarding the way State institutions operate, which eventually translates to greater demands on the performance of public agencies.

Graph 25.
Index of Confidence in Government Institutions
by Respondent's Level of Education
(Averages on a 0 to 100 Scale)*



*** Value 0 indicates no confidence and 100 a lot of confidence.**

The aforementioned is related to another trend, where people in the working and poor classes exhibit greater credence and confidence in government institutions, which declines in higher social strata. Equally, as the respondent's family income rises, the averages for citizen confidence in state agencies fall.

On the other hand, the experience of a criminal incident appears to be positively associated with lower levels of confidence in public agencies. The data show that people who were victims of a crime have an average 46.7 confidence, that is to say, lower than the overall average (50.1), while this grows to an average 51.0 (on a 0 to 100 scale) among those who experienced a criminal act in the course of the year. These results do not seem to leave room for doubt: individual experience of a criminal act is permeating citizens' vision of public institutions and their credibility.

Graph 26.
Index of Confidence in Government Institutions by Victimization
(Averages on a 0 to 100 Scale)*

*** Value 0 indicates no confidence and 100 a lot of confidence.**

To sum up, the data reveal that public confidence in institutions varies in terms of certain demographic variables, and with regard to experience of victimization. Results show that although there are different factors that come together in the construction of institutions' credibility with the public, exposure to a violent incident of common crime affects the levels of confidence the public has in State agencies.

2. Victimization in El Salvador in 2012

This chapter presents information regarding the incidence of individual victimization among the surveyed population. There is also an attempt to identify factors related to the probability of being affected by common crime. Moreover, several indicators on victimization are compared with those recorded in surveys on victimization from previous years.

2.1. Overall Victimization

The survey explored overall victimization through a question used regularly by IUDOP to measure the phenomenon of direct victimization, and used on LAPOP surveys in the AmericasBarometer series. The question that was used was: Have you been the victim of any criminal act such as robbery, extortion or blackmail, threats or other kind of criminal act in the last 12 months? Likewise, the study explored family victimization for the same period, using the same question, but posing it such that it applied extensively to the family group.

Of the total number of persons interviewed, 19.1 percent (461 cases) admitted they had been directly affected by a crime over the course of the last year, compared with 80.9 percent who said they had not been victims of any criminal act. In other words, one fifth of the Salvadoran population had been affected by some form of criminal act over the course of the last year. Victimization of family groups reached 18.9 percent. The following graph shows the prevalence of direct victimization. (Annex 4, Chart 42).

Graph 27.
Percentage of Direct Victims of a Criminal Act In the Last 12 Months

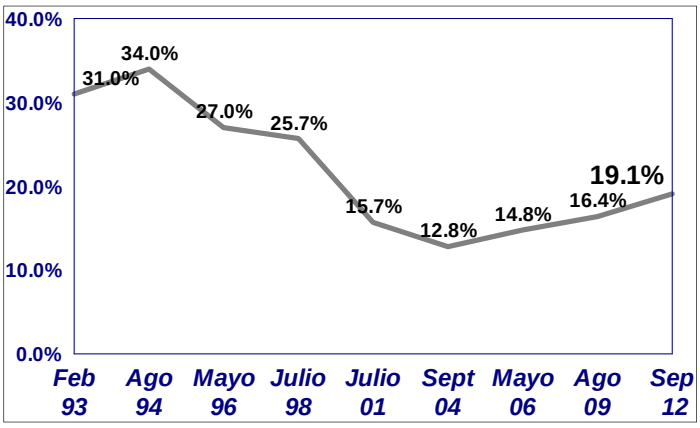
Although this information reveals the magnitude of victimization by common crime, it only includes the number of persons affected by a crime, and not the number of crimes experienced by the population that was interviewed. To address the incidence of crime, the group of persons who had been victimized was asked about the number of times they were the victims of a criminal act in the last 12 months. (Annex 4, Chart 44.) The survey shows that in total, 1,692

criminal acts were reported, which suggests that, on average, those who were affected by crime were victimized 3.6 times over the last year. This reveals the high impact that crime has on the wellbeing of the Salvadoran population.

The following chart shows the victimization trends that have been recorded in IUDOP surveys since 1993 to the present. In this regard, it can be seen that following the levels of victimization reported in the initial post-war years of over 30 percent, there was a gradual reduction that reached its lowest levels in 2004. However, starting in 2006, new increases in the levels of victimization are reported, which in the early part of this decade have reached percentages of close to 20.0 percent.

A comparison of the percentage of victimization in this baseline with the trends recorded in the victimization surveys carried out by IUDOP in 2001[12], 2004[13] and 2009, using samples similar to those in the current survey, reveals that in 2012, the levels of victimization increased. In 2004, the recorded victimization percentage was 12.8 percent, whereas in 2009, it rose to 16.4 percent.

Graph 28.
Victimization by Crime in Opinion Polls since 1993



Source: Series of IUDOP reports; Ministry of Public Security and Justice, et. al. (2002); Ministry of Governance, et. al. (2005) and USAID (2012).

When the levels of victimization in this survey are disaggregated by department in the country, the data shows that San Salvador, Cabanas, La Paz, La Libertad, Chalatenango and Santa Ana present victimization rates that surpass 20 percent. The departments that show victimization rates between 10 and 20 are Cuscatlan, Sonsonate, Ahuachapan, San Vicente, San Miguel and La Union. The departments with lower levels of victimization are Usulutan and Morazan, where victimization is between 5 and 10 percent.

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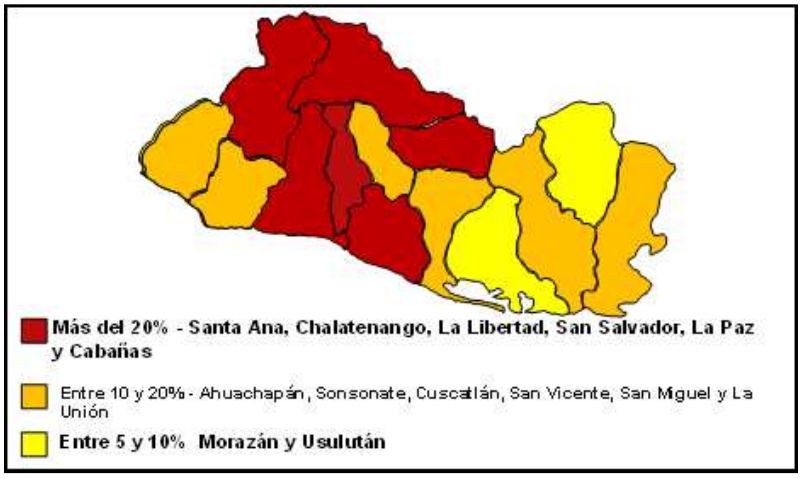
[12] See IUDOP et al (2002). "Survey on perceptions of citizen security at the national, municipal and regional levels." Prepared by the University Public Opinion Institute for the National Council of Public Security and the Ministry of Security and Justice, National Press, San Salvador, January 2002 (Note: Spanish only).

[13] See Cruz and Santacruz (2005). "Victimization and the perception of safety in El Salvador in 2004." Prepared by IUDOP for the Ministry of Governance and the United Nations Development Program, UCA Graphic Workshops, April 2005. (Note: Spanish only).
See http://www.uca.edu.sv/publica/iudop/Web/2009/informe123.pdf

Figure 1.
Victimization by Victim's Department of Residence (2012)

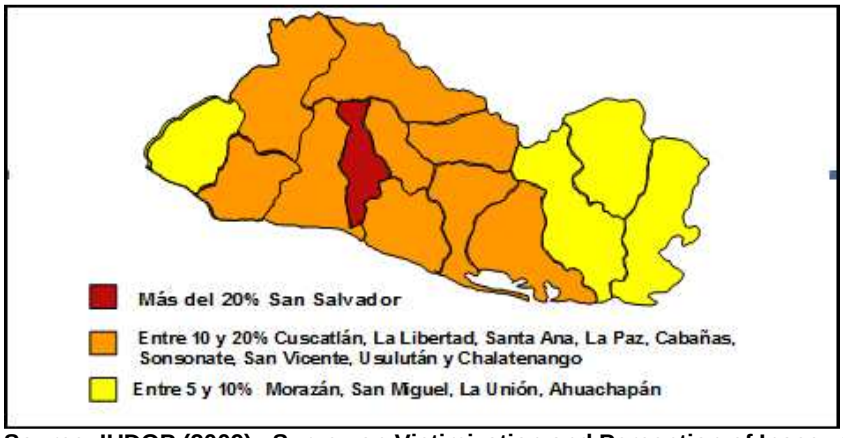


Source: 2012 PFG Survey.

This implies that the high incidence of victimization is no longer a phenomenon affecting only the San Salvador Metro Area, but has spread to other parts of the country. This represents a significant change from what was found in previous studies on victimization, with important implications for the dynamics of other regions in the country.

The next figure shows the distribution of victimization rates by department, as registered in the 2009 survey of victimization and perception of insecurity in El Salvador. A comparison of the 2009 data with the trends found in this survey indicates that in recent years direct victimization increased not only quantitatively, but has expanded geographically with averages that outstrip the national level in regions that have not traditionally recorded high crime rates.

Figure 2.
Victimization by Victim's Department of Residence (2009)



Source: IUDOP (2009). Survey on Victimization and Perception of Insecurity in 2009.

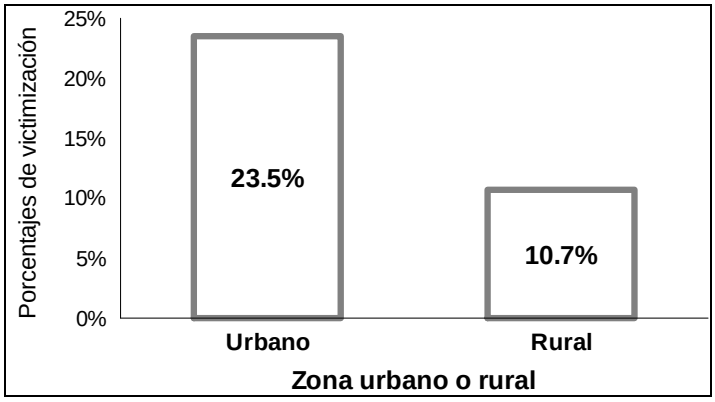
Although there are no elements in the survey to explain factors associated with this shift in criminal behavior to regions that traditionally have not experienced serious criminal problems, it is important that decision-makers analyze these variations in the crime rate in light of the interventions they are implementing in the territory, in order to rule out the possibility of crime being displaced into the territories as a result of the force-based strategies that do not include a comprehensive approach to addressing crime. For instance, simply increasing the number of police officers or military troops in a territory will usually temporarily reduce the crime rate given that criminal groups tend to be displaced and operate elsewhere, but they are not able to addrss the risk factors that give rise to the criminal dynamics. In the medium-term, the unilateral use of these measures to fight crime winds up favoring greater mobility of crime.

2.2. Victimization and Demographic Variables

Data reveals that the variables most significantly associated with victimization in general are area of residence, region in the country, age, education, and average monthly family income.

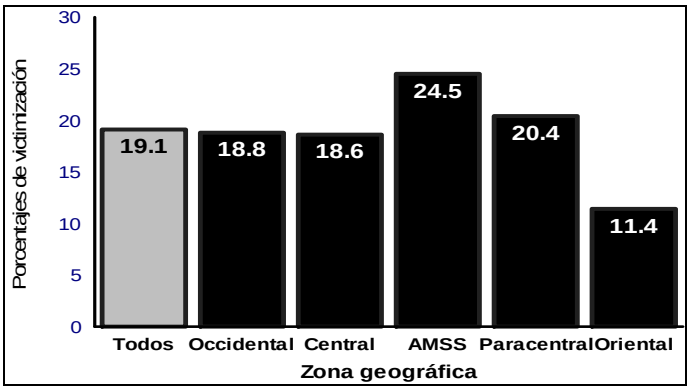
In terms of sex, men reported 20.9 percent of victimization, while among women this drops to 17.7 percent. These differences are located at the limit of statistical significance. As for the area of residence, the results show that victimization by common crime is much higher in urban areas than that recorded in rural areas. According to the PFG Baseline, victimization in urban areas reached 23.5 percent, while in rural areas it is 10.7 percent. The results confirm that the highest incidence of crime is found in the country's major cities, which are in turn the areas with the highest population density.

Graph 29.
Victimization by Urban or Rural Area (n=461)
(Percentages)



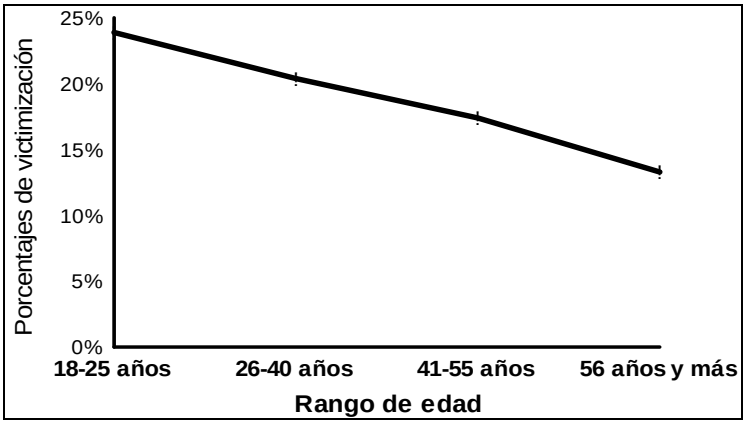
A related fact, which shows up when disaggregating the victimization rate by regions across the country, it was found that the greater San Salvador Metropolitan Area remains the most affected region in terms of victimization by common crime(24.5%). Its rates surpass the national average. It is followed by the Central region with 20.4 percent. The eastern region is least affected by victimization, with levels below 12.0 percent.

Graph 30.
Victimization by Geographical Region (n=461)
(Percentages)



Another variable that seems to be significantly associated with victimization by common crime is the respondent's age. The graph below shows the percentages of victimization by age ranges of respondents. As can be seen, the percentage of victimization tends to decrease as people's age increases. Although among the age group between 18 to 25, victimization reaches 23.9 percent, this decreases to 13.3 percent among people 56 and older. This confirms the trends observed over the years, in which younger people are the population group most highly affected by common crime.

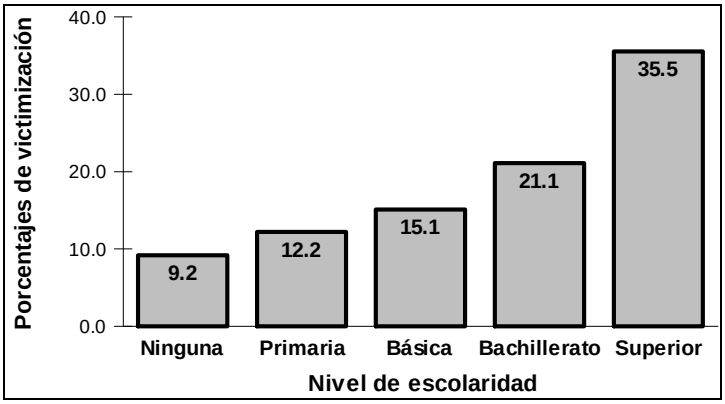
Graph 31.
Victimization by Respondent's Age (n=461)
(Percentages)



Another variable that is statistically linked to victimization is the individual's educational level. The data show that victimization increases as the education level of the respondent is greater. Those with university studies show a 35.5 percent share of victimization, followed by those with high school education (21.1%) and those with some degree of basic education (15.1%). Those with primary education or no education at all recorded the lowest percentages of victimization (12.2% and 9.2% respectively). In other words, people with higher levels of education tend to be more frequent victims of violence than those with low levels of schooling.

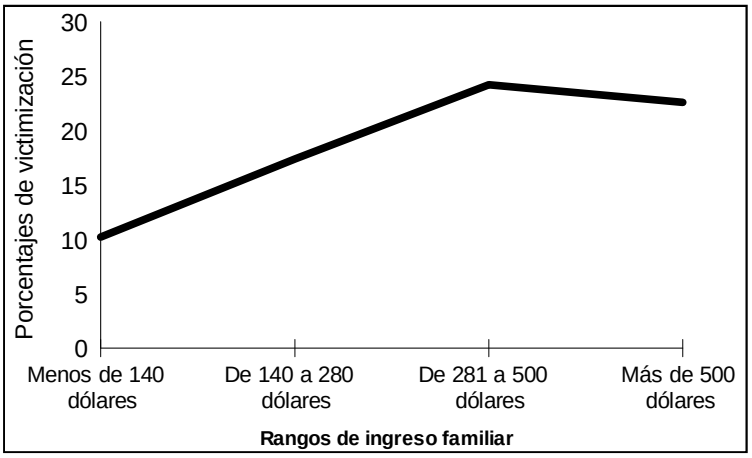
This increased vulnerability to crime in those with higher academic levels is closely associated with the greater purchasing power of this population, which makes them important targets of crime.

Graph 32.
Victimization by Respondent's Level of Education (n=461)
(Percentages)



In a related issue, the study confirms that people with greater household incomes reported levels of victimization significantly higher than those reported by individuals with lower incomes. The income group with averages below $ 140 a month registered a 10.2 percent level of victimization, while this rises to 17.4 percent among people whose average family income is between 140 and 280 dollars. Among the segment whose average family income is between 281-500 dollars, victimization was found in the 24.2 percentile, this ratio dips to 22.6 percent among the group with revenues exceeding $ 500 per month.

Graph 33.
Victimization by average monthly family income (n=461)
(Percentages)



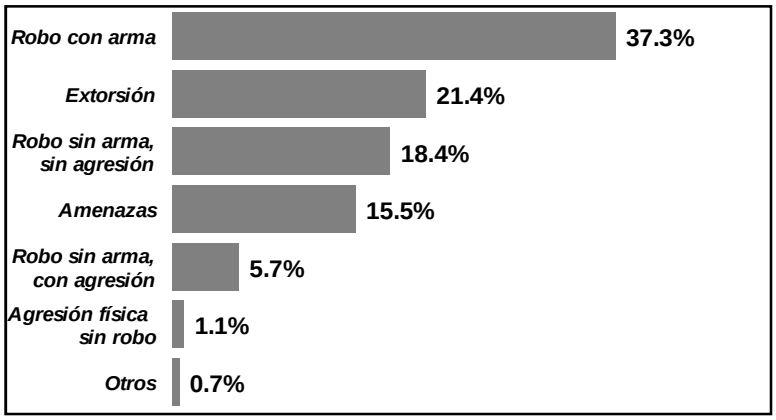
These data show the influence income has on higher prevalence of victimization. In fact, the average family income of the group that was affected by a criminal act is 488.5 per month, an amount that corresponds to that regularly earned by workers and the lower-middle class of the population interviewed. Although it is clearly not a wealthy class, this is a segment that is an important part of the working class, and may have access to certain goods and services, making them frequent targets of common crime.

A related factor is the individual's employment status. Non-workers exhibited rates of victimization of 4.3, whereas the group that said they were employed at the time of the survey registered 22.1 percent victimization. The higher incidence of victimization by crime in this group is also associated with greater mobility and frequent travel across the territory that citizens who work are subject to, while they use public transportation and public spaces. However, upon examining the level of victimization according to different occupational conditions, it is interesting to find the group that is most affected by crime are students, with a victimization rate of 31.4 percent.

2.3 Crimes that Affect the Population the Most

To learn about the different crimes that affected the group of people who were victims of a criminal act, the survey inquired into different violent acts that might affect them over the course of the previous year. The results show that armed robbery is the crime that most affected citizens that admitted they had experienced a criminal act (37.3%), followed by extortion with 21.4 percent. Then, 18.4 percent experienced unarmed robbery without assault, 15.5 percent threats, and 5.7 percent unarmed robbery with added assault. Then, 1.1 percent of those affected said they had experienced assault without robbery, and 0.7 percent reported other crimes. (Annex 4, Chart 45.)

Graph 34.
Victimization by Type of Violence
(Percentages)



If we add up the different categories of robbery that appear in this survey, they add up to two thirds of all crimes reported. This confirms the high prevalence of crimes against property in the

Salvadoran population, particularly robbery. Another aspect worth noting is the numerical relevance of the crime of extortion, which has emerged in recent years as one of the crimes that affects the population the most. It is interesting to underscore the lower prevalence of crimes against physical integrity generated by social or interpersonal violence that have been reported in this survey and other surveys on victimization. This could have to do with inhibitions respondents generally feel in terms of revealing experiences of domestic violence or sexual abuse on a survey.

A comparative look at the behavior of crimes reported based on the regular surveys that IUDOP undertakes at the end of every year, exhibits relevant changes in some crimes in 2012.

Table 11.
Victimization by Crime in Comparative Perspective 2007-2012
(Percentages)

Crime	2007	2009	2010	2011	2012
Robbery (without assault)	52.1	42.0	37.4	34.6	18.4
Robbery and assault	36.6	20.8	16.9	25.5	43.0*
Extortion	4.2	23.4	26.9	25.9	21.4
Assault (no robbery)	1.1	1.1	1.2	----	1.1
Threats	4.7	10.8	14.5	8.4	15.5
Other	1.1	1.9	3.2	5.6	0.7

Source: IUDOP 2007, 2009, 2010, 2011 and PFG Survey, 2012.
* For purposes making the data comparable, this category includes robbery that is both armend and unarmed, but with added assault**.**

An initial finding worth noting is that the 2012 survey recorded a significant decrease in the number of robberies without assault, or theft compared to previous years, particularly because this has been the crime that has affected the Salvadoran population the most, according to victimization surveys over the years. In recent years, robbery without assault has dropped from 37.4 percent to 18.4 percent. Notwithstanding, it must be kept in mind that the there has been an important rise in the number of robberies with added assault, which includes armed robbery and robbery with aggravated assault without a weapon. Between 2010 and 2012, this crime appears to have tripled, which is particularly serious, given that it implies not only damage to property, but it also compromises physical integrity. The seriousness of this form of crime increases because it generally implies a threat to the person's life, which can often result in injury or even death. Given the seriousness of these acts, it would be worthwhile to continue examining the factors that are related to the important rise in this crime in 2012.

These trends also imply that, although the incidence of certain crimes has decreased, if criminal dynamics are not addressed in a comprehensive fashion, they become displaced or transmute into other criminal expressions.

2.4 Reporting Crime

This brief section describes the findings related to overall reporting an event of victimization, reasons for not reporting it, as well as aspects regarding treatment and the way that the authorities manage the case. The following table shows the items that were used to evaluate these aspects.

Box 2.
Items Measuring Disposition Toward Filing a Report and Case Management

Items
48. Did you report this criminal act to the authorities?
49. Why did you not report this incident? [*Do not read options*]
50. What institution did you report the robbery or criminal act to? [*Do not read options*]
51. What was the outcome of filing the report? *[Do not read options]*
52. How satisfied were you with the way that the institutions managed your case?

One way to address the perception of the performance of the institutions was to consult the segment of citizens who were directly affected by a criminal act about their willingness to file the complaint. Of the people surveyed who admitted having experienced a violent incident (19.1 percent), only 29.3 percent reported the incident to the authorities. The remaining 70.7 percent of the victims chose not to report the offense to authorities. (Annex 4, Chart 46.)

The following table shows the percentage of victims who reported a crime to the authorities, registered in the victimization surveys done over the last decade. In general, the proportion of people who do not report the crime has fluctuated between one third and one quarter of those affected. More than 60 percent of the victims chose not to report it to authorities. In this Baseline, this proportion has not only held, but has grown significantly beyond the 2004 and 2009 victimization surveys.

Table 12.
Reporting Crime: Perspective over Time
(Percentages)

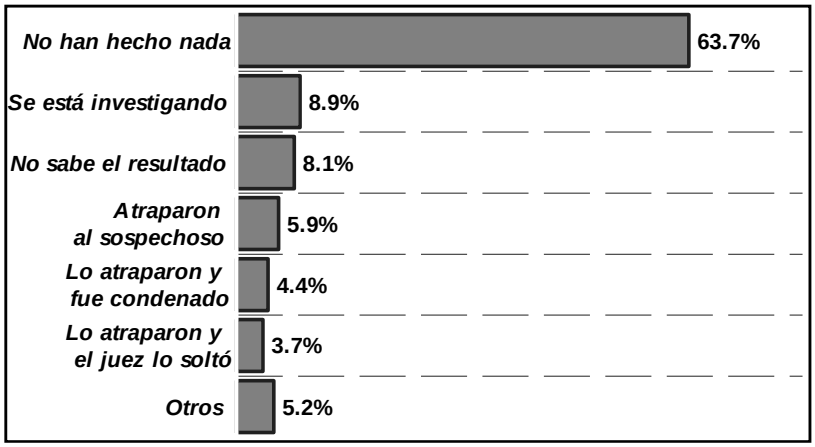
Reported the Crime	Yes	No
2001	25.8%	74.2%
2004	37.0%	63.0%
2009	35.4%	64.6%
2012	29.3%	70.7%

Source: Ministry of Public Security & Justice, et. al. (2002); Ministry of Governance, et.al. (2005), IUDOP (2009) and USAID (2012).

In the group that reported a crime in the Baseline, nine out of ten did so at police headquarters, while the rest reported it to other institutions, which confirms that the majority of reported

events in general only arrive at police headquarters. (Annex 4, Chart 48.) Regarding the outcome of the report, 63.7 percent said authorities have done nothing; 8.9 say that it is under investigation, 8.1 percent did not know what the outcome of the process was, 5.9 percent said they arrested the suspect, 4.4 percent said the perpetrator had been caught and sentenced, 3.7 percent said they caught the suspect, but the judge released him, while 5.2 percent mentioned other results. (Annex 4, Chart 49.)

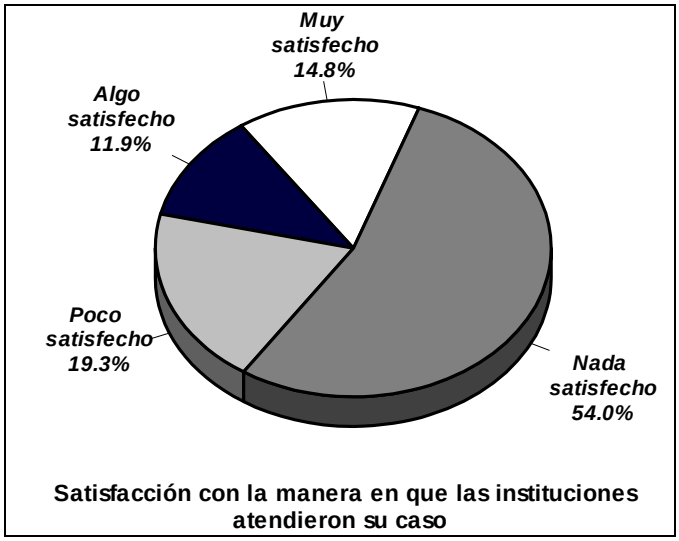
Graph 35.
Results of Reporting a Crime
(Percentages)



As can be seen, according to the information provided, only one fifth of the victims (19.2%) who reported the incident were informed of the existence of an ongoing investigation, the implementation of an arrest, or the administration of a sentence. In most cases, the authorities conducted no investigation, the perpetrator was released or the victim has not been informed of the progress of the case. The lack of information for victims on the progress of the cases has been a constant deficiency among institutions in charge of enforcing justice in the country. This not only discourages the willingness to report, but violates fundamental rights of victims such as access to justice, the principle of protection and the right to information, among others.

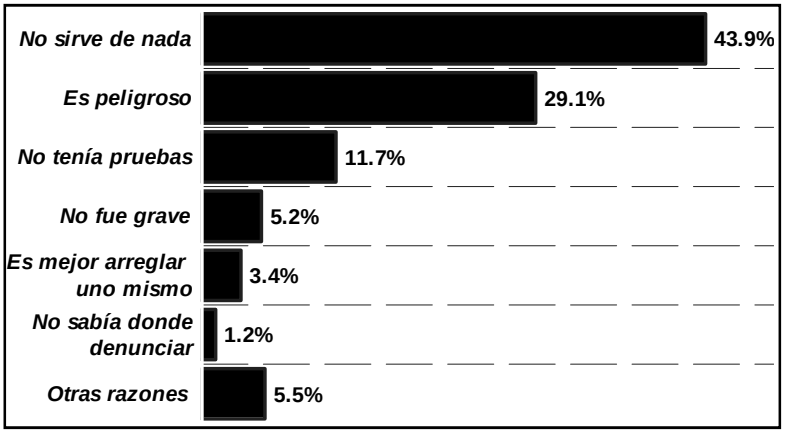
Along the same lines, the group that filed a complaint was consulted regarding level of satisfaction with the way their case was managed. In this regard, three quarters of those who had reported their cases (73.3%) are little or not at all satisfied with the service they received there, whereas one fourth (26.7%) said they felt somewhat or very satisfied with the way their case was dealt with. (Annex 4, Chart 50.) This data confirms that the system apparently is not very effective in applying timely and effectual justice, and it explains why the institutions in charge of justice and security have a low level of credibility among the pubic.

Graph 36.
Satisfaction with the Way their Case was Managed
(Percentages)



To further explore the factors that are associated with the impunity of these criminal acts, of those who were victims of a crime and did not report it (70.7%)were asked about the reasons for not doing so. The results again confirm that there is low confidence in institutional performance. So, 43.9 percent said they had not reported it because it is no use, as the authorities fail to solve anything; another 29.1 percent said they did not do so because it is dangerous and they fear vendettas; 11.7 percent said they had no evidence; 5.2 percent said it was not serious; 3.4 percent said it was better to remedy your problems yourself; 1.2 percent said they did not know where to file a report, and 5.5 percent said it was for other reasons. (Annex 4, Chart 47.)

Graph 37.
Reasons for not Reporting
(Percentages)



Beyond the specific characteristics surrounding the criminal act, it is remarkable that 7 out of 10 of those who did not report it claimed it was because they distrusted the system, either because they consider it was ineffective, or because they were offered no protection against possible reprisals from their attackers. Either way, this is particularly serious in a country experiencing an endemic situation of crime, the institutions that are responsible for fighting and prosecuting crime suffer from quite low public credibility and it is this same lack of confidence that is making it such that the most common crimes go unreported to authorities

3. Public Perception of Security on Public Transportation – Goal 4

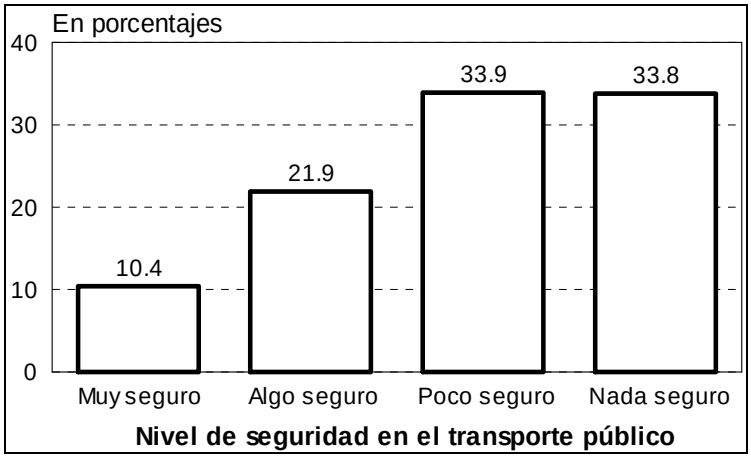
Goal 4 of the Partnership for Growth's Joint Country Action Plan, "Public Perception of Security on Public Transportation", aims to "*Facilitate economic growth by ensuring El Salvador's labor force is protected from crime while transiting to and from work, and ensuring that the public transportation service providers serving the labor force are protected from crime.*" (Joint Country Action Plan, Partnership for Growth, page 10, English version).

As mentioned previously in this report, as opposed to the rest of the Goals included in this Baseline, which were constructed with the sum of several items, the principal indicator for Goal 4 only includes the results of question 28. This focused on learning: How safe or unsafe do you feel while travelling on a bus or minivan? The response options have a 0 to 3 range, where 0 represents "Not safe," 1 the option "Little safe," 2 the response "Somewhat safe," and 3 the option "Very safe." To facilitate the statistical analysis and tracking the progress of Goal 4, the results of the scale were converted to a 0 to 100 range, where values close to 0 indicated the perception of a lack of safety on buses, and values close to 100 the perception of greater safety.

In this context, the first part of this section presents the results of the Goal 4 indicator and its relationship to various demographic variables. Then it addresses other aspects regarding safety on board mass transportation. It is important to clarify that all the items included in the section dedictated to measuring public perception of security on public transportation were only applied to those respondents who admitted to being regular users of the public transportation system.

In this regard, the first relevant fact is that of all the household survey respondents, 73.7 per cent (1,178) said they were frequent users of the public transportation system busses or minivans. (Annex 4, Chart 25.) This population group was initially asked how safe or unsafe they felt while travelling on a bus or minivan. The survey shows that 33.8 percent felt not at all safe, 33.9 percent said they felt a little safe while travelling on the bus, 21.9 percent declared they felt somewhat safe; and only 10.4 percent said they felt very safe. (Annex 4, Chart 26.)

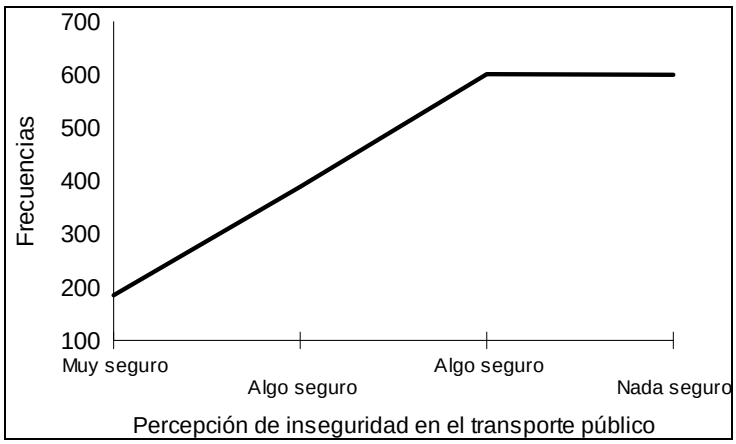
Graph 38.
Goal 4. Public Perception of Safety on Public Transportation (n=1,175)
(Percentages)



By converting these values to a 0 to 100 scale, where 0 represents the perception of a lack of safety on public transportation, and 100 the perception of great safety, the average feeling of safety on public transportation was **36.1** (on a 0 to 100 range). This means that the predominant feeling in the majority of users is a high feeling of unsafety when faced with the possibility of experiencing a crime while using public transportation service. This value is the indicator for Baseline Goal 4.

The following graph shows shows the respondent distribution on the scale of perception of safety on public transportation (Goal 4).

Graph 39.
Indicator for Goal 4
Distribution on the Scale for Public Perception of Security on Public Transportation (n=1,175)
(Frequencies)



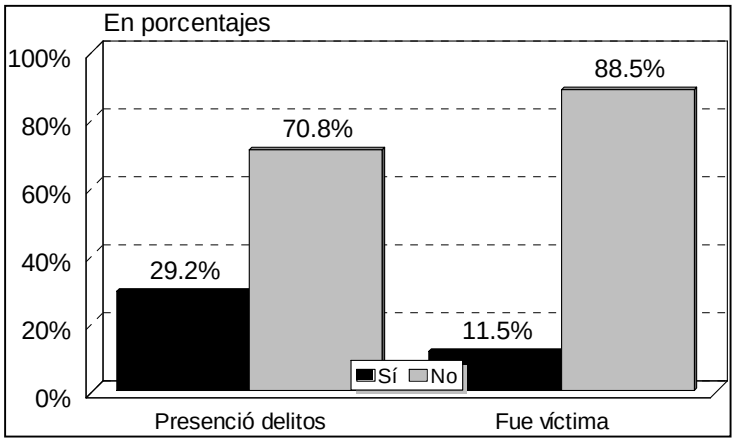
When examining some of the variables that appear to influence the sense of security in collective transportation buses, it was found that women, residents of urban areas, and those living in the metropolitan and the central regions expressed a greater feeling of unsafety in the collective transport. At the same time, greater insecurity is felt by those with higher levels of education, those who reported being a victim of a criminal act, and those who follow the news everyday.

3.1 Types of Crime Occuring on Public Transportation and Exposure to Violence

However, this overriding sense of insecurity prevalent among a significant segment of public transit users does not appear to be associated with mere subjective perceptions, but relates to more or less recurrent episodes of violence witnessed or experienced by users of this service.

To address the crime rate on public transportation, respondents were asked whether they had witnessed a robbery, assault or murder, and whether they had directly experienced some criminal act inside a bus during the last year. The results indicate that 11.5 percent of respondents reported having been the victim of a criminal act while traveling in a bus or minivan (Annex 4, Chart 29), whereas a third of the user population surveyed (29.2%) had witnessed a crime that had occurred in a transportation unit, such as a robbery, assault or murder. (Annex 4, Chart 27.)

Graph 40.
Exposure to Criminal Acts and
Direct Victimization on Public Transportation

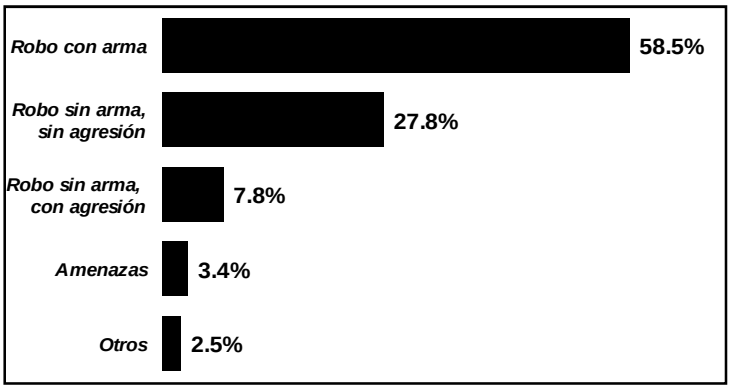


Those who admitted having witnessed a crime in a public transportation vehicle (205 cases) were asked about the frequency of these events. In response, 40.2 percent said that this happens several times a week, 25.8 percent said that at least once a month, while 34.0 percent said that this happens rarely. (Annex 4, Chart 28.)

According to citizens who admitted having been the victims of an act of violence inside a bus, the most common events experienced were armed robbery (58.5%) and unarmed robbery, or without physical aggression or threat (27.8%). To a lesser extent they reported unarmed robbery

with added assault or physical threat (7.8%), threats (3.4%), and other crimes such as extortion and sexual harassment (2.5%). (Annex 4, Chart 30.)

Graph 41.
Types of Crime that Take Place on Public Transportation (n=205)
(Percentages)



Clearly, the most common criminal offense that takes place on public transport vehicles is robbery, mostly executed at gunpoint. These criminal episodes take on a more serious dimension when you take into account that this happens aboard a moving vehicle, which usually carries a significant number of people. The fact that weapons are present on the scene increases the probability for a theft to become a lethal deed, with a high toll in human lives. Although this is not a new situation, because episodes of victimization that take place within public transport units have been recurrent in the country, this survey has made it possible to gauge the serious security situation surrounding the public transportation environment in the country.

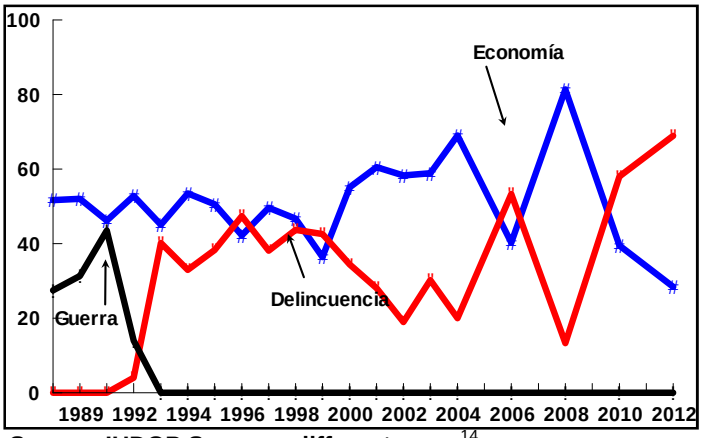
4. The Perception of Insecurity

This chapter presents the results related to the feeling of insecurity affecting the population, which regularly is defined as the feeling of vulnerability that people experience of being affected by crime. At the same time, it presents the variables that are most significantly associated with insecurity, both those regarding demographics, and the situational order.

Violence produces feelings of insecurity, helplessness and fear that affect citizen interaction, social cohesion, and the prospects for human development in any society. The feeling of insecurity corresponds to the subjective dimension of violence, and is influenced by a variety of factors, which may or may not correspond to the crime rate in a country. Some of the countries in this hemisphere report high levels of insecurity among citizens, even though they have low levels of crime. In the Salvadoran case, over the years a high perception of insecurity has predominated, which has corresponded regularly with the reality of violence and crime that has prevailed in the country.

In this regard, a first aspect worth noting is that a sizeable segment of the Salvadoran population perceives the problem of crime and violence as one of their top concerns. The results of this survey show that 68.2 percent of respondents indicated that the country's main problems were crime and violence, compared to 28.4 percent who think it is the economic situation and other aspects of the economy, such as unemployment and the high cost of living. Then, 2.5 percent alluded to other problems. (Annex 4, Chart 1.) Although this concern is not new among Salvadorans, since crime has been a growing phenomenon that has affected the life of the nation over the last two decades, in recent years, concern about the scourge of crime has not only grown beyond that of previous years, but has far outstripped concerns about aspects of the economy. The chart below shows the views on the country's main problem as reported in IUDOP surveys over the last two decades.

Graph 42.
The Country's Main Problem in Perspective

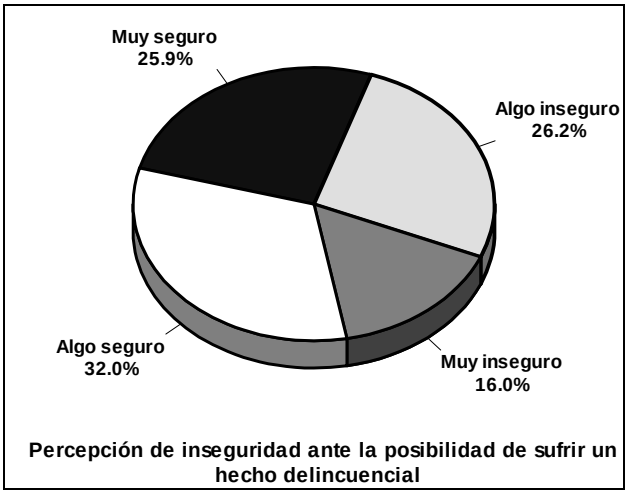


Source: IUDOP Surveys, different years[14]

In order to be able to measure the sensation of insecurity more directly, a question was included inquiring as to the feeling of insecurity in general terms, and a set of items exploring the perception of insecurity in different settings, from public spaces to the respondent's own home. As for the general feeling of insecurity, respondents were asked: Talking about the place or neighborhood you live in, and thinking about the possibility of being a victim of a criminal act, do you feel very safe, somewhat safe, somewhat unsafe, or very unsafe? The results show that 16.0 said they felt very unsafe, 26.2 percent felt somewhat unsafe, while 32.0 percent said they felt somewhat safe, and 25.9 percent felt very safe. (Annex 4, Chart 32.)

[14] Until the end of the civil war in El Salvador, war related violence was noted as the second problem in the country, after the economy. In the Post-War period, this concern was replaced by crime and criminal violence, which increased exponentially once the armed conflict was terminated.

Graph 43.
Overall Perception of Insecurity
(Percentages)



As a counterpart, the survey explored the perception of insecurity in the population's daily environment, which makes it possible to have a more concrete idea of the settings where citizens feel defenseless. The following box presents the set of questions that were used.

Box 3.
Items Measuring the Perception of Insecurity in Different Environments

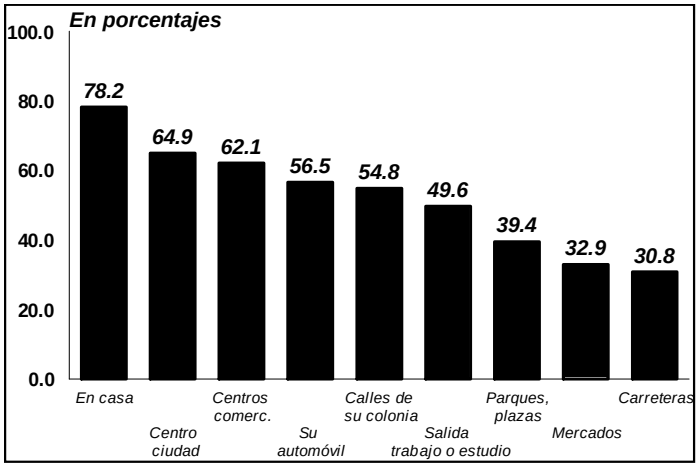
Speaking of crime, I would like you to tell me if you felt safe or unsafe in the following places: [Read alternatives for each question]
35. A corner store near your place of work or study. *[If you neither study nor work outside the household, mark 8]*
36. While you drive around in your automobile *[If you have no automobile, mark 8]*
37. In the center of the place you live
38. On the roads
39. At the market
40. On the streets and in the parks in your neighborhood
41. In parks, public squares or parking lots
42. In shopping centers
43. At your own home

In order to make analysis easier, the response options were added in order to divide the population into those who feel safe and those who feel unsafe. In the case of questions 35 and 36 a filter was used, so that the question would be answered only in case the situation applied to the respondent (they were employed or studying and had an automobile). Data reveals that the places respondents feel the safest are, first of all, in their own homes with 78.2 percent, followed by the city center where they live (64.9%), shopping centers (62.1%), in their own vehicle (56.5%), and the streets and parks in their barrio or neighborhood (54.8%). In this sense, it is interesting to find a perception of greater safety in places like city center, which have traditionally been perceived as highly unsafe in previous surveys on victimization (IUDOP,

2001, 2004, 2009). By contrast, the settings where people felt the most unsafe are leaving their place of employment or study (49.6%), parks, public squares or parking lots (39.4%), market (32.9%), buses[15] (32.3%), and roads (30.8%). (Annex 4, Charts 33, 34, 35, 36, 37, 38, 39, 40 and 41.)

According to these data, the places where citizens feel most vulnerable due to the possibility of experiencing a crime are settings they travel through on a daily basis to work or interact with other people, such as sites near their place of employment or study, on buses, and in public spaces. This is particularly serious because the fear of crime severely affects the possibility of social interaction and the productive life of a city or country. Fear that stems from insecurity forces many citizens to be restricted from visiting certain places, from walking in the street, from enjoying certain public spaces, and impels them to change their place of study or even abandon their job.

Graph 44.
Perception of Insecurity in Different Settings
(Percentages)



4.1. Variables Associated with the Perception of Insecurity

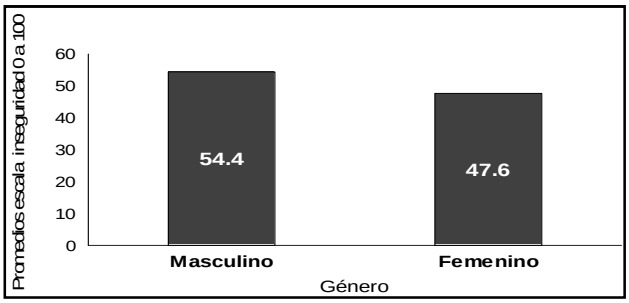
In order to analyze the variables associated with the population's perception of insecurity, an index of security was created with the sum of items in the set that dealt with the perception of insecurity in different aforementioned environments, and then they were averaged, only excluding feeling safe in one's own automobile given the lower number of cases where this question was applicable. Next, this new variable was transformed to a 0 to 100 scale, where 0 represents greater levels of feeling insecurity, and 100 greater security. The general mean of the Index of Perception of Insecurity was **51.7**, which represents medium range levels of perception of insecurity.

When the index of security was crossed with demographic variables, data reveal that the respondent's sex and geographic area are the characteristics that are more closely associated with the perception of being unsafe. In the case of sex, on a 0 to 100 scale, women manifest

[15] Although the response options to the question about security on buses varied compared with the rest in this set, it was recoded in a similar way, in order to incorporate it into the comparison with the other environments.

lower levels of safety compared with men, even when the dominant trend is that men are most affected by common crime. Notwithstanding, women feel more unsafe in most of the settings they travel through on a daily basis. This is doubtless associated with women's greater level of vulnerability as they are the object of different forms of violence.

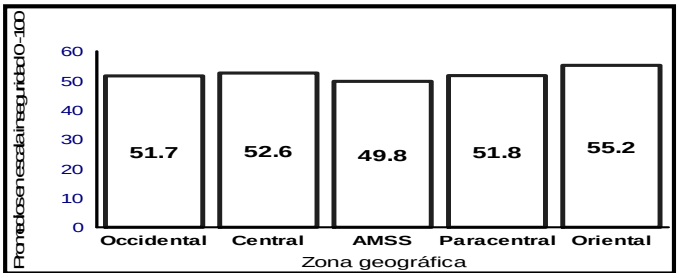
Graph 45.
Perception of Insecurity by Sex
(Averages 0 to 100 Scale)*



*** Value 0 indicates not at all safe and 100 very safe.**

It is interesting to note that the respondent's age was not one of the variables that showed a statistically significant difference in citizens' feeling of safety, and that people between the ages of 18 and 25 registered greater levels of security compared to the rest of the population, even though this is the most vulnerable segment in terms of victimization by common crime and homicidal violence. However, a variable that appears to be more stongly associated with feeling unsafe is the respondent's area of residence. The following graph shows that residents of the San Salvador Metropolitan Area exhibited the highest averages for feeling unsafe compared with the rest, while residents in the west of the country appear to feel the safest. These findings confirm the trends that were found in previous studies, where city residents, particularly in the metropolitan areas that are characterized by higher degree of urbanization, feel most vulnerable to experiencing a criminal act.

Graph 46.
Index of Perception of Insecurity by Geographic Area
(Averages on a 0 to 100 scale)*



*** Value 0 indicates not at all safe and 100 very safe.**

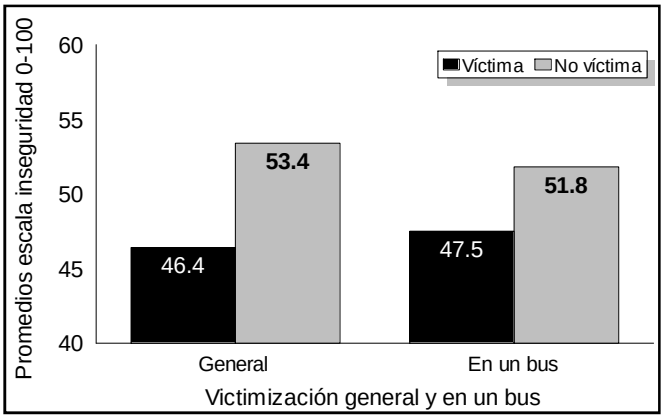
The departments where people seem to feel most unsafe are San Vicente, San Salvador and Santa Ana; whereas, those registering the greatest feeling of security are Morazan, Chalatenango and Cuscatlan.

4.2 Other Institutional Variables Associated with the Perception of Insecurity

A look at the factors that might be influencing the feeling of insecurity in the population, reveals that having experienced a crime tends to heighten the citizen's feeling of vulnerability and of being unsafe. Results show that, in general, victims of a criminal act, and particularly those who experienced an act of violence while on public transportation, feel significantly more unsafe than those who have not been affected in a similar way. For instance, victims of a crime recorded average levels of security of 46.4, whereas this rises to 53.4 among those who were not affected by a criminal act. The differences between the groups have statistical weight.

A similar situation is found in the group of public transportation users: Those who admitted they had experienced an act of violence while riding the bus recorded safety averages of 47.5, which rises to 51.8 among those who did not personally experience a criminal act.

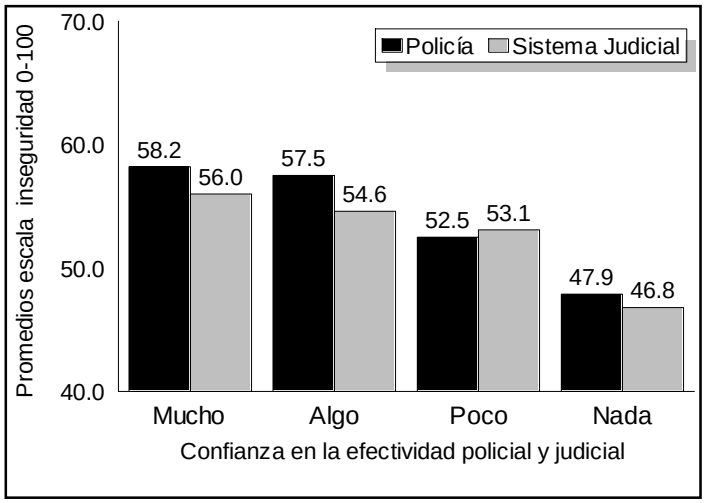
Graph 47.
Index of the Perception of Insecurity by Condition of Victim and Non-Victim
(Averages on a 0 to 100 scale)*



*** Value 0 indicates not at all safe and 100 very safe.**

Another aspect that seems to contribute to increasing the fear of crime, and to influence the perception of insecuity in the population is the level of confidence in the institutions in charge of security and justice. Different studies have shown that when the institutions responsible for fighting and prosecuting crime are perceived as inefficient, citizens feeling of being vulnerable and unprotected from crime deepens. In this regard, the results show that the level of confidence that the police will capture the perpetrator of a crime, and the confidence that the justice system will process and capture the person responsible for a crime are directly associated with the perception of being unsafe. The data reveal that as citizens have greater certainty that the police will capture the criminal after the occurrence of a crime, there is a growing sense of safety, while this decreases as there is less confidence in the work of the police force. A similar situation is recorded at the question that explores public confidence in the judicial system's ability to prosecute and punish those responsible for criminal acts.

Graph 48.
Index of the Perception of Insecurity by Confidence in the Effectiveness of the Police Force and Justice System
(Averages on a 0 to 100 scale)*



*** Value 0 indicates not at all safe and 100 very safe.**

It is interesting to find that –in this case– the variable on exposure to the mass media does not appear to be statistically related to the perception of insecurity.

5. Public Perception of the National Consensus on Public Security-Goal 7

Goal 7 in the Joint Country Action Plan, "Public Perception of the National Consensus on Security" has to do with promoting a dialogue at the national level on the best ways for improving citizen security in El Salvador by actively involving all sectors of national life, including the private sector, the media, nongovernmental organizations, churches, etc., in efforts to solve the problem of insecurity. (Joint Country Action Plan, El Salvador-United States 2011-2015.)

To address this goal, the study included two items (questions 4 and 5 on the questionnaire, Annex 1). Question 4 focused on learning about the population's awareness of the national consensus on security,[16] while question 5 aimed at assessing the work done by the national government in the context of an effort to coordinate with other stakeholders.[17] In order to create the Index that makes it possible to track progress on Goal 7, both questions were recoded on a 0 to 100 range, and they were integrated into a single variable in order to calculate the arithmetic mean. A 0 value represents a highly unfavorable perception of the national consensus on

[16] The question reads as follows: Have you heard of the national dialogue on security the government has convened with the private sector, churches and other social sectors?
[17] The question reads as follows: Based on what you have seen or heard, how do you assess the work the government is doing with other sectors (private business, churches, NGOs) to reduce crime?

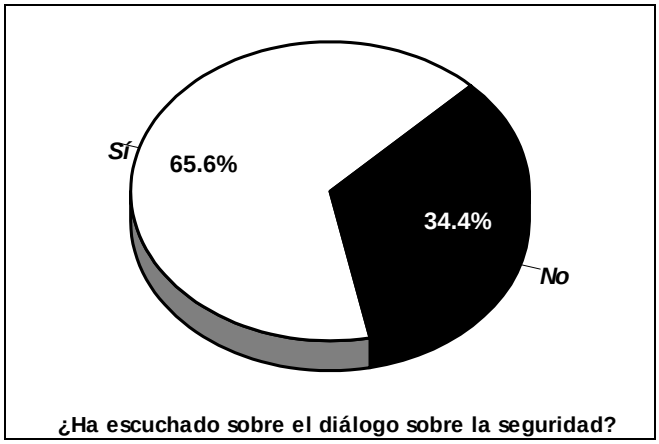
security, whereas values approaching 100 are the most favorable perceptions of the national consensus on security.

The following are initial descriptions of the results to both questions; next, are the results of the Goal 7 Index, and respective contrast with several demographic variables.

5.1 Awareness of the National Dialogue for Security and Assessment of Government Coordinated Efforts to Reduce Crime

Looking into the population's awareness of the national dialogue for Security, we see that two thirds of the population surveyed (65.6%) had heard of this, compared with a third (34.4%) who said they were unaware of this process. (Annex 4, Chart 2.)

Graph 49.
Awareness of the National Dialogue for Security
(Percentages)



However, awareness of the national consensus on security is not the same throughout the population. By calculating the percentages of people who said they were aware of this, it was found that groups with greater awareness were mostly men, people living in urban areas, and in the metropolitan region, people between the ages of 41 and 55, those with university education, those with family incomes greater than 500 dollars, and those who are most exposed to the news on the mass media.

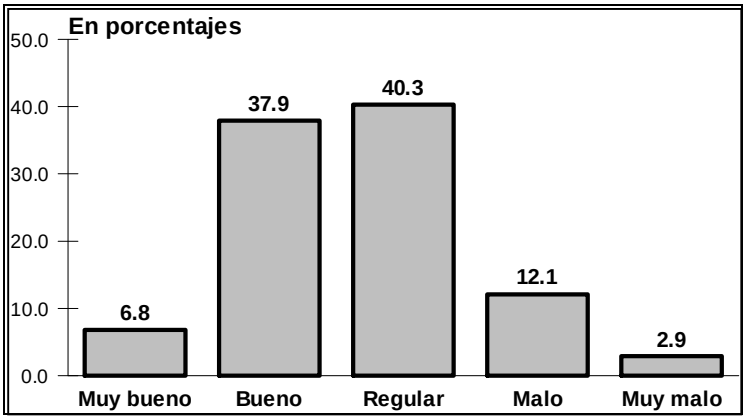
Table 13.
Awareness of the National Dialogue on Security by Variables
(En porcentajes)

Variables		People Aware of the Dialogue on Security
	ALL	65.6%
Sex	Men	**68.1%**
	Women	63.6%
Area	Urban	**70.2%**
	Rural	56.8%
Geographic Region	Western Region	62.1%
	Central Region	66.4%
	Metropolitan Region	**75.8%**
	Paracentral Region	57.6%
	Eastern Region	60.0%
Age	18-25	51.1%
	26-40	66.3%
	41-55	**76.3%**
	56 and over	69.2%
Education	None	51.3%
	Primary school	62.1%
	Middle-school	61.7%
	High School	68.9%
	Technical or College	**76.7%**
Average Family Income	Under 140 dollars	57.9%
	140 to 280 dollars	65.2%
	281 to 500 dollars	71.1%
	Over 500 dollars	**77.5%**
Exposure to the News	Never	21.0%
	Rarely	44.9%
	once or twice per week	57.0%
	Always	**77.1%**

Additionally, the population was asked to rate the work the current government does in conjunction with other sectors in order to reduce crime in the country.[18] The results reveal that 6.8 percent rate the initiative as Very Good, 37.9 percent consider it is Good; 40.3 percent rate it as Average, while 12.1 percent rate the initiative as Bad. Only 2.9 percent believe that the effort is Very Bad. (Annex 4, Chart 3.)

[18] Question 5 reads as follows: Based on what you have seen or heard, how do you assess the work the government is doing in conjunction with other sectors (private business, churches, NGOs) to reduce crime?

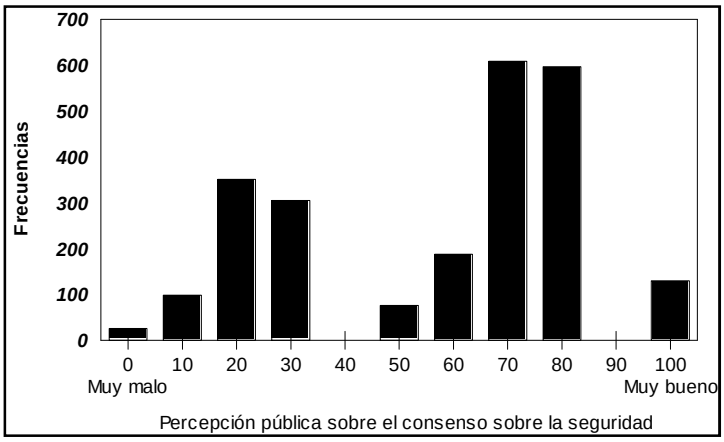
Graph 50.
Assessment of Government Efforts with Other Sectors to Reduce Crime
(Percentages)



5.2 Index for Goal 7 – Public Perception on the National Consensus on Public Security

By adding items 4 and 5 in order to construct Index for Goal 7, "Public Perception on the National Consensus about Public Security," the average on the scale was **62.1**, which represents a positive assessment of the government's efforts to find a consensus for solutions to the crime phenomenon in the country. This data is a parameter in the Baseline that makes it possible to track the progress on Goal 7. The distribution of the respondents on the Index of Public Perception of the National Consensus on Public Security is presented in the following graph.

Graph 51.
Goal 7. Index on Public Perception on the National Consensus on Public Security
(Fequencies)

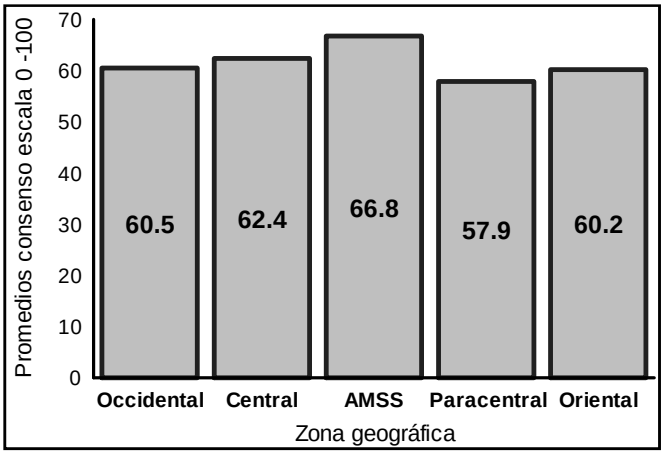


When this scale was crossed with different demographic variables, it was found that citizen assessment appears to vary according to the respondent's area of residence, age, education and

family income. Also, the level of exposure to the news on the mass media is also a variable that appears to be associated with perception of the national consensus on security. The variable for gender does not seem to make a difference of any statistical significance in this assessment.

Regarding area of residence, people who live in the rural areas give the Consensus on Security a 58.8 score, whereas the assessment improved among those who are in the urban sectors of the country (63.9). Likewise, in terms of the respondent's geographic area, the following graph shows that residents of the San Salvador Metropolitan Area have the most positive appraisal of the this effort compared with the rest of the citizens. These differences have statistical weight.

Graph 52.
Index for Public Perception of the National Consensus on Public Security by Geographic Area (Averages on a 0 to 100 scale)*

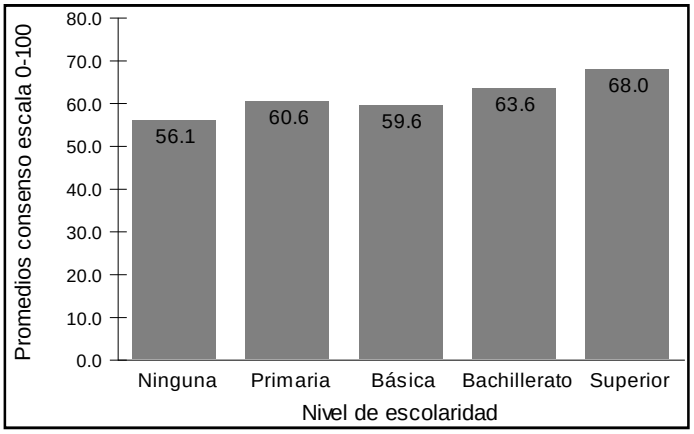


*** Value 0 indicates perception that it is very bad and 100 that it is very good.**

On the other hand, data reveal that there is a more favorable assessment of the efforts the government undertakes with other sectors on issues of security among seniors, by contrast with younger people whose assessment is more critical. The average that appears in this indicator among the 18 to 25 year-old group is 54.9, which rises to 62.4 among those 26 to 40. The age-group 41 to 55 recorded an average score of 67.0 (on a 0 to 100 scale), while those 56 and over had an average score of 64.9.

At the same time, people with higher levels of education tend to have a more positive assessment of the Consensus on Security, by comparison with those who have less education, who gave less favorable scores to the government's joint effort with other sectors.

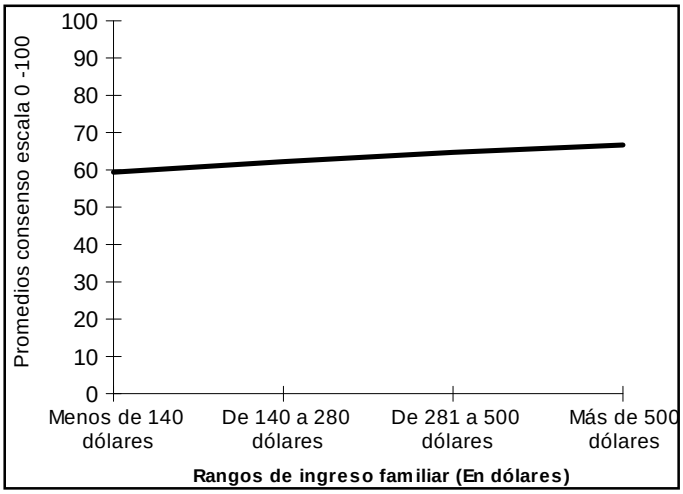
Graph 53.
Index of Public Perception on the National Consensus on Public Safety by Education
(Averages on a 0 to 100 Scale)*



*** Value 0 indicates perception that it is very bad and 100 that it is very good.**

Another variable that seems to be associated with the assessment of this subject is family income. People who have a less favorable view of the consensus on security are the ones with the lowest incomes, while this score improves as the respondent's family income increases.

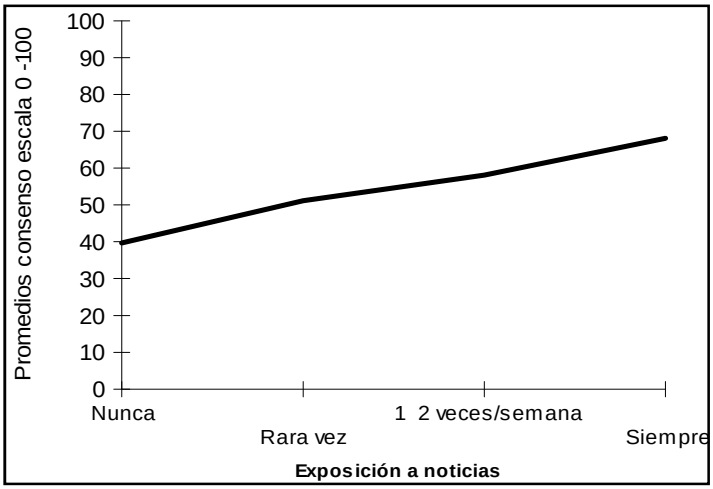
Graph 54.
Index of Public Perception on the National Consensus on Public Safety by Average Family Income
(Average on a 0 to 100 Scale)*



*** Value 0 indicates perception that it is very bad and 100 that it is very good.**

On the other hand, analysis was done on the relationship between the frequency citizens listen to the news on different mass media and their evaluation of the consensus on security. Results demonstrate that those who regularly keep abreast of the news on different media tend to give these efforts a more positive rating, which no doubt has to do with being better informed. Individuals who never listen to the news obtained a 39.7 average (on a 0 to 100 scale) on the scale for the Consensus on Public Security, while this score grows to 68.1 among those who say they always watch the news.

Graph 55.
Index of Public Perception of the National Consensus on Public Security by Exposure to the News (Average on a 0 to 100 Scale)*



***Value 0 indicates a perception of very bad and 100 is very good.**

In sum, data enable us to see that, overall, the population has a favorable apprisal of the government's efforts to coordinate with different sectors in order to reduce crime in the country. Citizen backing is consistent with citizen demands for a climate of greater security in the country, and could provide greater thrust and legitimacy for initiatives that address violence that are implemented by the Salvadoran State with support from the Government of the United States in the framework of the Partnership for Growth.

III. Results from the Survey of Microentrepreneurs & Small Business Owners (MSBs)

1. Victimization & the Perception of Insecurity in MSBs

1.1 General Victimization and Victimization Associated with Productive Activity

This section is dedicated to presenting the results on victimization due to common crime affecting microentrepreneurs and small business owners, the types of crime that affect them the most, and the variables associated with victimization in this sector. It also addresses the willingness to report the incident and the result of reporting it. Victimization of entrepreneurs was measured several ways. One approach to this data was asking proprietors and administrators up front whether they had been the victims of a criminal act in the 12 months prior to the interview. Additionally, inquiry was made as to the link between the incident and the business' economic activities, and whether victimization had affected the MSB's employees.

Box 4.
Items measuring victimization in MSBs

Items
41. Have you been the victim of a crime such as robbery, extortion, threat or other kind of criminal act in the last 12 months?
43. How many times were you the victim of a criminal act in the last 12 months?
44. Was the crime you were a victim of related to the fact you own or are part of this business?
50. Has anyone working with you in your business been the victim of a criminal act like robbery, extortion, threat or other criminal act in the last 12 months?
51. Was the crime you were a victim of related to the fact you own or are part of this business?

As for victimization in general, results show that out of the total number of entrepreneurs consulted (521), 36.5 percent admitted to having experienced in the last year. (Annex 5, Chart 38.) This percentage corresponded to 190 Microenterprises and Small Businesses out of the universe of establishments consulted.

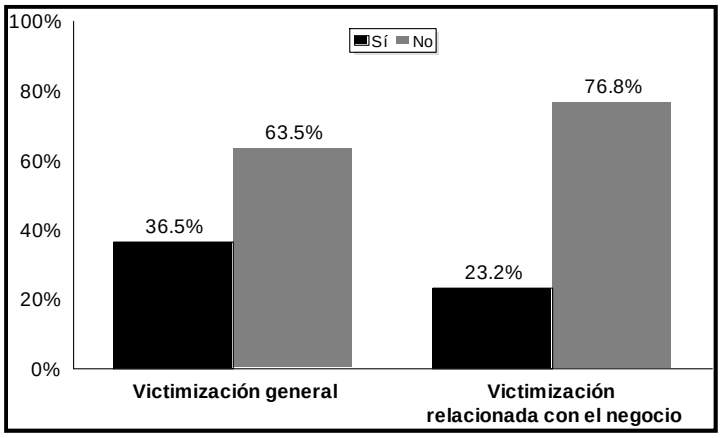
Graph 56.
Proprietors or administrators who were victims of a crime in the last 12 months (Percentages)

A more in depth look at the relationship between victimization and business activity involved asking the group of persons who had admitted having experienced a crime whether the incident was directly related to the activities of the business they are proprietor or administrator of. The study revealed that out of a total of 190 persons affected by crime, in 121 cases, that is 63.7 percent, it was related to the economic activity the entrepreneurs are involved in. In the rest of the cases (35.3%), the crime occurred outside of the business environment or it was a circumstantial incident of individual victimization. (Annex 5, Chart 41.) This confirms that the small business and microenterprise sector is exposed to a high degree of vulnerability.

Graph 57.
Criminal Act Related to Business Activity
(Percentages)

The following graph shows the overall levels of victimization that was experienced by those responsible for the business establishments that were interviewed, which is 36.5 percent, and the proportion of people affected who said the incident was directly related to their business' productive activity. By establishing the relationship between the cases of people who associated the incident directly to their business activity and the total number of businesses interviewed, it is estimated that victimization related to business ascends to an overall level of 23.2 percent.

Graph 58.
General victimization and victimization associated with the business
(Percentages)

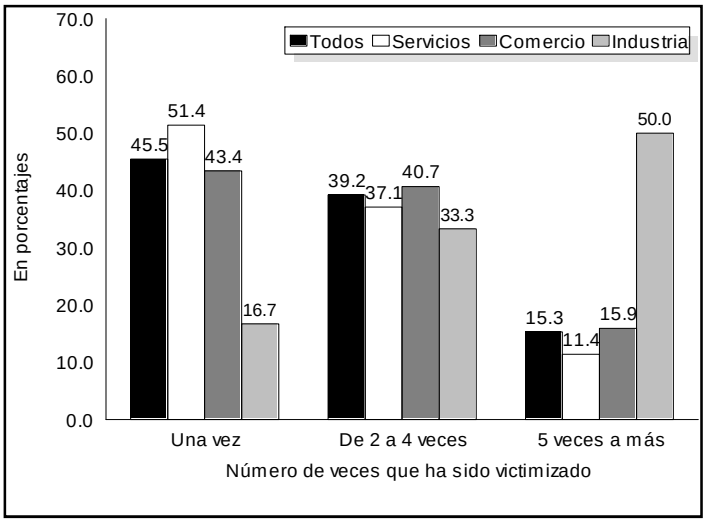


Additionally, 27.2 percent of Microentrepreneurs and Small Business owners interviewed declared that people working in their businesses had been affected by a criminal incident in the past 12 months. (Annex 5, Chart 47.) In 37.1 percent of these cases, victimization was related with the activities the employees carry out in the businesses. (Annex 5, Chart 48.)

Due to the fact that there are no regular national level MSB surveys, it is impossible to contrast the evolution of this fact. However, the Survey on Business Dynamics carried out by FUSADES during last quarter of 2010 reported that 25.9 percent of businesses interviewed in that study had been affected by crime.[19]

Another figure revealing the magnitude of the impact of victimization on this sector of the economy is the number of times entrepreneurs experienced a criminal act. The MSB survey notes that over half of the entrepreneurs faced multiple instances of victimization, that is, they were affected by common crime more than once during the course of the past year. According to the report, the group of entrepreneurs was affected by 1,061 criminal incidents, representing an average 5.6 acts of crime per company. (Annex 5, Chart 40.) The following figure presents the frequency with which they encountered crime in general, by the sector of the economy they belong to.

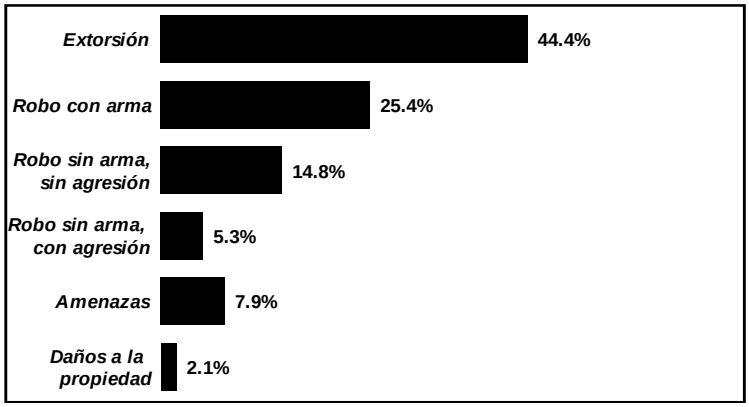
Graph 59.
Frequency Business Owners Were Victims of a Criminal Act by Economic Sector
(Percentages)



On the other hand, the incidents victims reported as having been their latest criminal encounter were, first of all extortion, noted by nearly to half of the respondents (44.4%). This was followed by armed robbery, reported by one fourth of the businesses surveyed (25.4%). Unarmed robbery without assault was declared by 14.8 percent. Then, 5.3 percent of the incidents noted were unarmed robbery with added assault, 7.9 percent were threats, and 2.1 percent of business owners and entrepreneurs mentioned damage to property. (Annex 5, Chart 39.) These figures clearly demonstrate that crimes against property affect this sector of the economy the most.

[19] http://elmundo.com.sv/una-de-cada-cuatro-empresas-es-victima-de-la-delincuencia (Spanish only)

Graph 60.
General Victimization by Type of Violence
(Percentages, n=190)

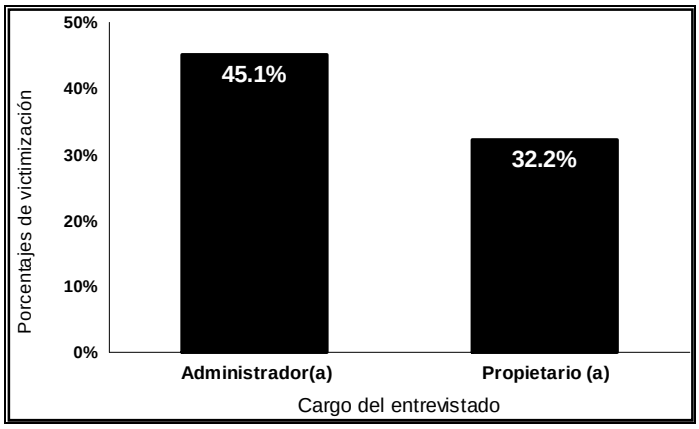


The first finding worth noting is the great proportion of extortions reported by entrepreneurs, confirming the high impact that this particular crime has on this economic sector. Actually, in recent years, extortionists' persecution of small and medium-sized businesses in trade and services sector has become widespread throughout the country. They generally demand regular payments by proprietors in exchange for allowing them to continue operating. A similar percentage of robberies in different formats have been reported by the victims (45.5%).

Analyzing the variables associated with overall victimization the entrepreneurs face, suggests that male businesses administrators and entrepreneurs operating in urban areas comprise the group that is most affected by this sort of incident. Victimization does not appear to vary statistically with regards to the size of the business, the length of time it has been operating, the region of the country the business operates in, or the economic sector it belongs to.

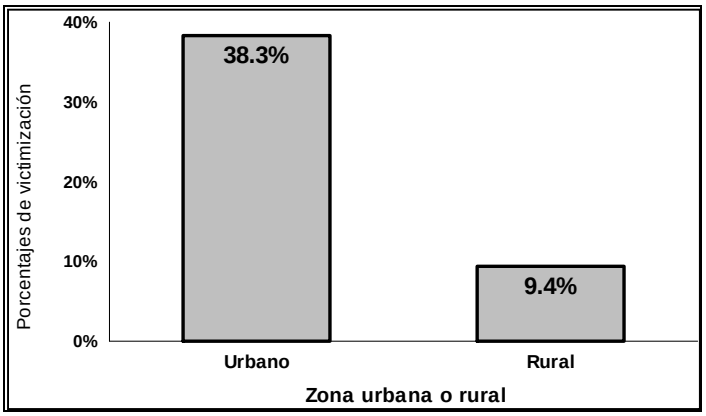
As for the position of the respondent, data suggest that a higher percentage of victimization is experienced by MSB administrators, who report 45.1 percent, which decreases to 32.2 percent among proprietors of business establishments.

Graph 61.
General Victimization by Respondent's Position
(Percentages)



Disaggregating overall victimization experienced by entrepreneurs by the place their business operates shows that there is a noticeable difference in terms of the rate of crime the entrepreneurs in urban areas experience compared with those in rural areas. Victimization among entrepreneurs operating in urban areas is four times greater than that reported by those in the rural areas, as can be seen in the following figure.

Graph 62.
General Victimization by Urban or Rural Area
(Percentages)



The analysis of these differences also has to take into account the greater prevalence of victimization in cities due to the convergence of risk factors associated with urban areas, and the fact that there is a greater amount of economic and productive activity. This generates a greater flow of resources that draw individuals or groups with criminal intent.

1.2 Reporting Crime

This section brings together the information regarding the willingness of those affected by crime to report it, the way the authorities manage the cases, and the entrepreneurs' level of satisfaction with the performance of the institutions in charge of justice and security.

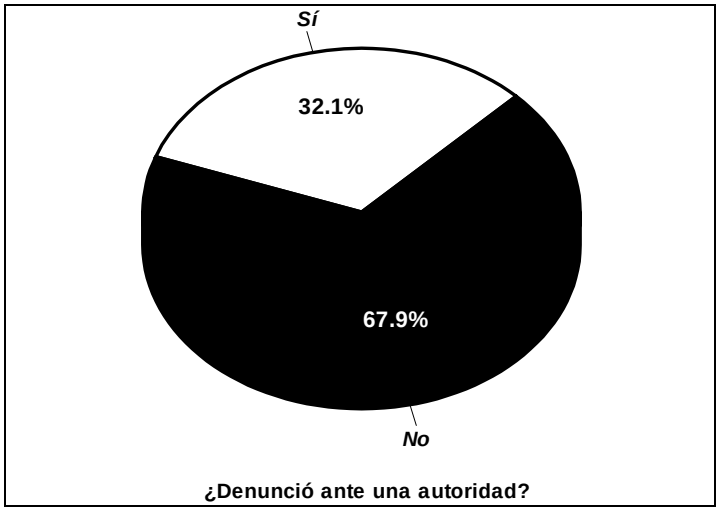
Box 5.
Items Measuring Willingness to Report and Case Management

Items
48. Did you report the criminal act to the authorities??
49. Why did you not to report the incident? *[Do not read options]*
50. What institution did you report the robbery or criminal act to? *[Do not read options]*
51. What was the outcome of filing the report? *[Do not read options]*
52. How satisfied were you with the way that the authorities managed your case?

As for reporting a crime, out of the number of proprietors and administrators interviewed who admitted having been the victims of crime (190 cases), only a third reported the crime to the authorities (61 cases); the remaining 67.9 percent did not report the crime. (Annex 5, Chart 42.)

These results are similar to the proportion of victims in national surveys who indicate they reported the incident to a competent authority.

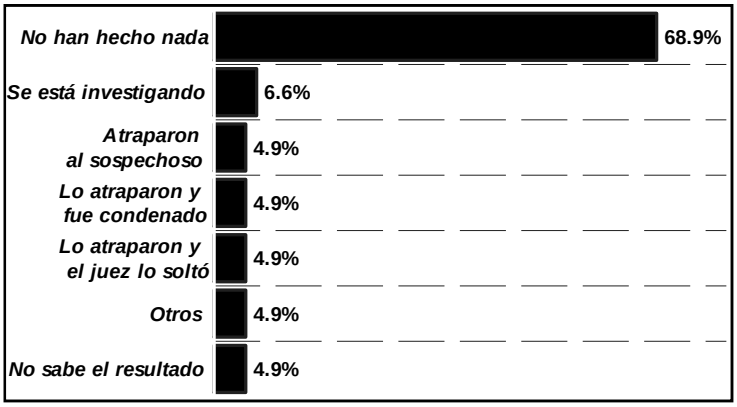
Graph 63.
Reporting Crime among Entrepreneurs
(Percentages)



In the group that filed a complaint on the criminal incident, 93.4 percent reported it to the Police, 3.3 percent to the Prosecutor General's office, and the same percentage (3.3%) reported having done so to another agency. (Annex 5, Chart 44.) This confirms the finding that the police force is the institution that receives the majority of reports, and that the initial manner in which the report is managed by that agency affects the way the investigation process subsequently evolves.

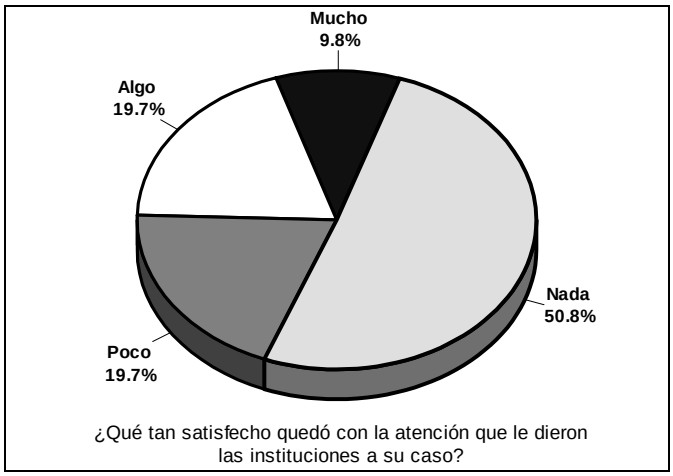
As for the result of filing a report, the information provided by the victims reveals that in 68.9 percent of cases reported, the authorities had done nothing. On the other hand 6.6 percent noted that the incident was under investigation, 4.9 said that the suspect had been arrested, while 4.9 percent of those affected said the suspect had been arrested but then released. The perpetrator was sentenced in only 4.9 percent of the cases. (Annex 5, Chart 45.)

Graph 64.
Result of Filing a Report
(Percentages)



Consistent with the lack of effectiveness in solving cases and the administering justice, seven out ten entrepreneurs affected by a crime who filed a report said they were little or not at all satisfied with the way the authorities managed their case, compared with three out of ten who said they felt somewhat or very satisfied. (Annex 5, Chart 46.)

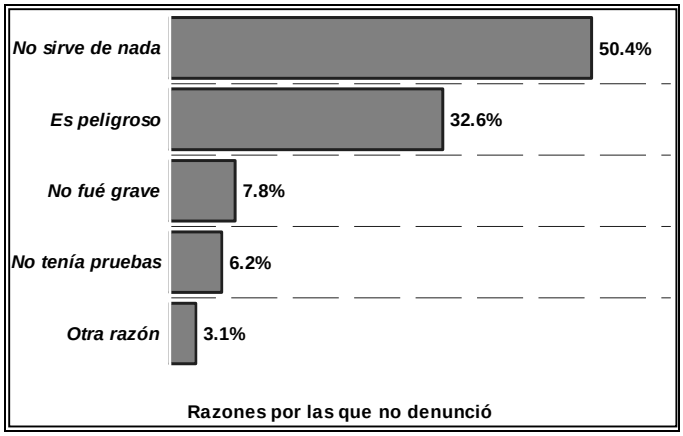
Graph 65.
Satisfaction with Authorities Management of the Case
(Percentages)



Although the authorities ineffectiveness that is evident in these cases is no different from that found in other national studies and measurements, these findings confirm that there is an urgent need to move forward with institutional reforms aimed at improving the effectiveness in fighting crime, in different links along the chain of investigation.

The survey also asked the group of entrepreneurs affected by a criminal act and had said they had not reported it, the reasons for not doing so. Half of those affected said they had not reported the incident to the authorities because "it is no use" (50.4%); a third said they had not reported it for fear of reprisal (32.6%), while 7.8 percent did not consider the incident had been serious enough to be reported. Then, 6.2 noted they had no evidence, and 3.1 percent gave other reasons. (Annex 5, Chart 43.)

Graph 66.
Reasons Entrepreneurs Failed to Report Crime
(Percentages)



The reasons entrepreneurs gave for not filing reports are fundamentally associated with the lack of confidence in the institutions of the justice system, and their lack of credibility. But the institutions that administer justice's loss of credibility is apparently not just in perception only. The deficient administration of justice is verified in the low rate of investigation and punishment in the great majority of the cases that are reported to the authorities.

When the variables associated with the willingness to report an incident are analyzed, they appear not to vary in terms of sex and age of the respondent, or in terms of the size of business either, or the economic sector it belongs to. The following table presents the willingness to report an incident by position of the respondent and length of time the business has been operating, which exhibit a statistical relationship.

It can be seen that there is a greater tendency to report incidents among business proprietors (37.8%) compared with administrators (24.1%), which responds to the fact that it is their property that is affected. With regards to the length of time of operation, businesses that have opened recently exhibit the lowest disposition toward reporting, while the ones that exhibit a greater predisposition to reporting are those that have been operating for 31 years or more. This is probably associated with the fact that the older business establishments are more stable and have more means to access justice, and it is likely that the amount lost and property affected are greater.

Table 14.
Incident Report by Respondent's Position
and How Long Business has been Operating
(Percentages)

Variables	Yes	No
ALL	**32.1%**	**67.9%**
Respondent's position		
Administrator	24.1%	75.9%
Proprietor	37.8%	62.2%
Length of time operating		
Under 1 year	6.3%	93.7%
1 to 10 years	36.8%	63.2%
11 to 20 years	24.1%	75.9%
21 to 30 years	20.0%	80.0%
31 years & over	50.0%	50.0%

In brief, the findings presented in this section show that, overall, microenterprises and small businesses exhibit a high level of victimization. They are affected by acts of general violence and by those associated with the business activity they are involved in, which is the most frequent cause of victimization among entrepreneurs. The crime that generates the highest impact in this sector of the economy is extortion, which carries with it the threat of personal injury or loss of life. Given the different ways extortionist networks operate in the country, and how difficult identifying the source of the threat often is, this particular crime generates a high degree of uncertainty among the victims and in the environment, therefore different means of protection and avoidance are adopted, from reinforcing the physical premises to making the decision to close the business or relocate.

2. The Perception of Insecurity in Entrepreneurs

The perception of insecurity among the entrepreneurs who were surveyed was measured both exploring their general perception of the increase or decrease in levels of crime in the country in the last year, and inquiring into the respondent's fear of being affected by crime due to his or her own productive activity. Likewise, this section shows the measures that entrepreneurs have resorted to in order to protect themselves due to fear of crime, and the opinions on the degree to which crime threatens the future of the country and the development of their business activity.

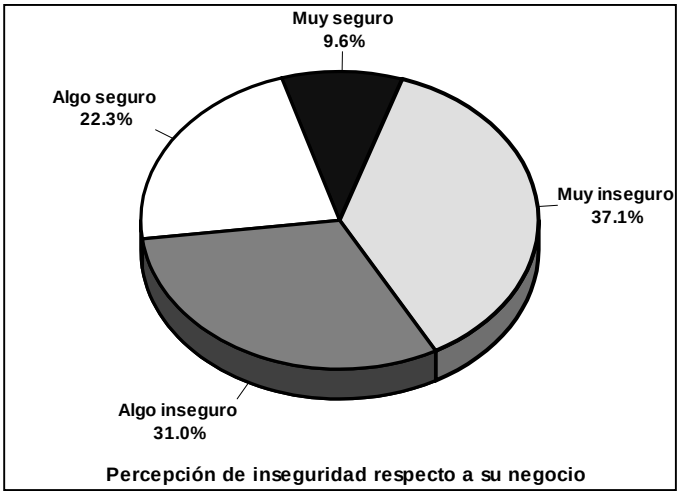
As for the perception of the situation of crime in the country over the course of the past year, 44.7 percent of entrepreneurs think it remains the same, 31.0 percent believe it has increased, while only 24.3 percent consider that the level of crime in the country has decreased. (Annex 5, Chart 5.)[20] These data indicate that an important segment of microentrepreneurs surveyed

[20] The question reads as follows: In your opinion, during the last 12 months, has crime in the country increased, is it the same or has it diminished?

perceive no improvement in the situation of crime. Furthermore, seven in ten believe the situation has not changed and even that it has become worse in the last year.

On the other hand, in response to the question, "Speaking of where your business is located and thinking about the possibility of being a victim of a criminal act, do you feel very safe, somewhat safe, somewhat unsafe or very unsafe," the survey reveals that 37.1 percent said they felt very unsafe, 31.0 percent somewhat unsafe, 22.3 percent somewhat safe, and only 9.6 percent expressed they felt very safe when considering the possibility of becoming the victim of a crime. When these responses are grouped together, 68.1 percent feels insecure, compared with 31.9 percent that said they felt secure. (Annex 5, Chart 8.)

Graph 67.
Perception of Insecurity Regarding the Business
(Percentages)

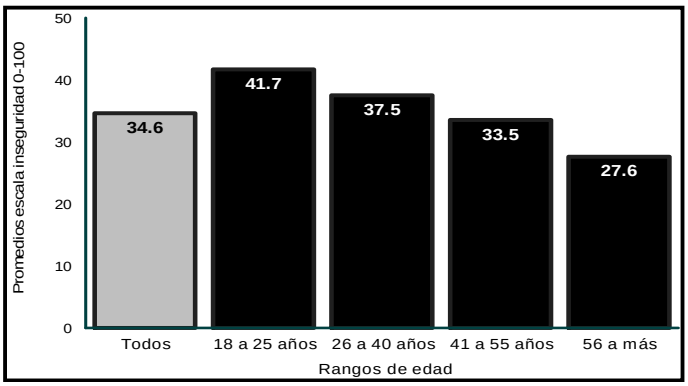


When this item is converted to a 0 to 100 scale, where 0 represents total insecurity and 100 the greatest perception of security, the sample of entrepreneurs that were surveyed registered a **34.6** average in security, which indicates they generally feel somewhat insecure when facing of the possibility of their businesses being affected by crime.

Given that the perception of insecurity is pretty much generalized among entrepreneurs, there are no statistical differences to speak of with regard to the respondent's gender or position. At the same time, the perception of insecurity does not seem to bear relationship with the region of the country where the business establishment is operating, the size of the business, the length of time it has been operating, or the economic sector it belongs to. However, the perception of insecurity among proprietors appears to be influenced by the respondent's age and the frequency with which they watch the news on the mass media.

When crossing the age of respondent with perception of insecurity, a lineal trend is reported. As age increases, the perception of insecurity also seems to ascend. The following figure shows how the average perception of insecurity among youth is 41.7, which on a 0 to 100 scale represents an intermediate level of insecurity. The perception of security drops to 37.5 in the 26 to 40 year-old group, and down again to 33.5 among those between the 41 to 55 range. Among respondents age 56 or older, the average of insecurity plummets to 27.6, which represents a high perception of insecurity.

Graph 68.
Perception of Insecurity by Age
(Averages on a 0 to 100 Scale)*

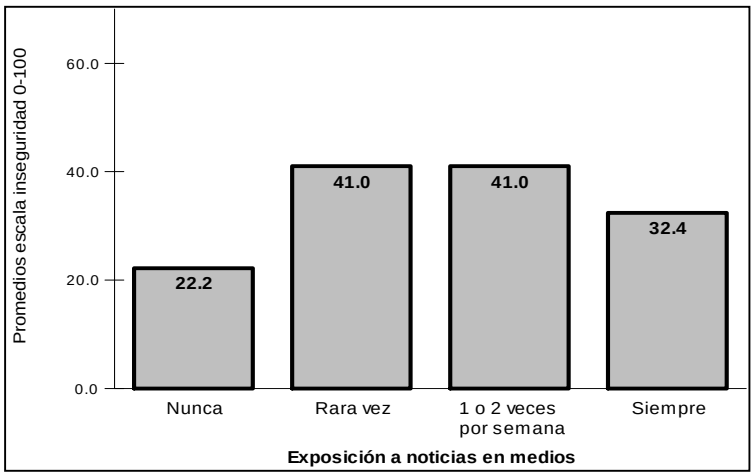


***Value 0 indicates greater insecurity and 100 greater security.**

This trend is not news. Traditionally people who are older tend to fear crime more than the youth do. However, it seems a contradiction that the 18 to 25 age-group, which regularly reports the highest level of vulnerability to violence due to common crime, and of lethal violence in the country, said they are the least insecure in terms of being robbed or experiencing a criminal act related to their business.

On the other hand, the contrast between the sensation of insecurity and the degree of exposure to the news shows some interesting data. People that are exposed less to the news, tend to say they feel the most insecure in terms of crime. These findings contradict the hypothesis about the influence of the mass media in terms of constructing fear of crime, given that in this case, those who say they never watch, read or listen to the news on the mass media are the ones who manifest the greatest levels of insecurity (22.2 average on a 0 to 100 scale). At the same time, it was found that those who always watch the news are the second most insecure group. (32.4 average on a 0 to 100 scale.)

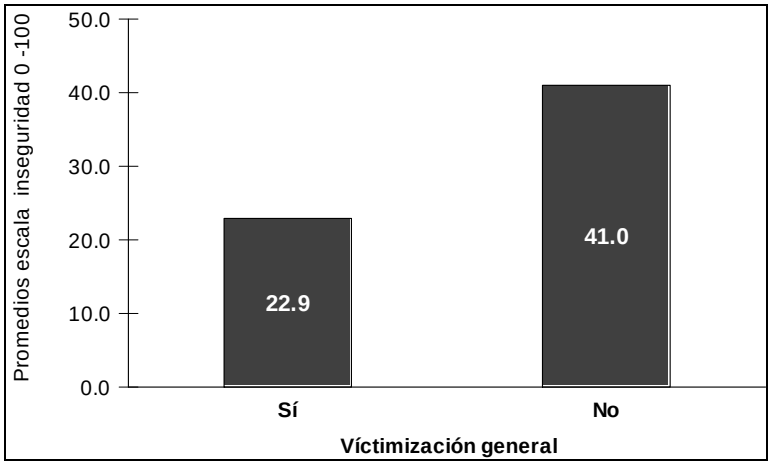
Graph 69.
Perception of Insecurity by Exposure to the News
(Averages on a 0 to 100 Scale)*



***Value 0 indicates greater insecurity and 100 greater security.**

These results reveal that exposure to the media certainly has an influence on the perception of insecurity, as had been shown in previous studies. However, the ones who fear crime the most are not always those who are exposed to the news the most, given that different personal, situational and contextual factors intervene in the configuration of the fear of crime, as do prior experiences of victimization, which acquire a different weight in the ensemble. Actually, another variable that appears to influence the perception of insecurity are episodes of violence that respondents have previously experienced. The following figure shows the averages for insecurity among entrepreneurs who stated they had recently experienced a crime and those who had not been victimized.

Graph 70.
Perception of Insecurity by Experience of Victimization
(Averages on a 0 to 100 Scale)*

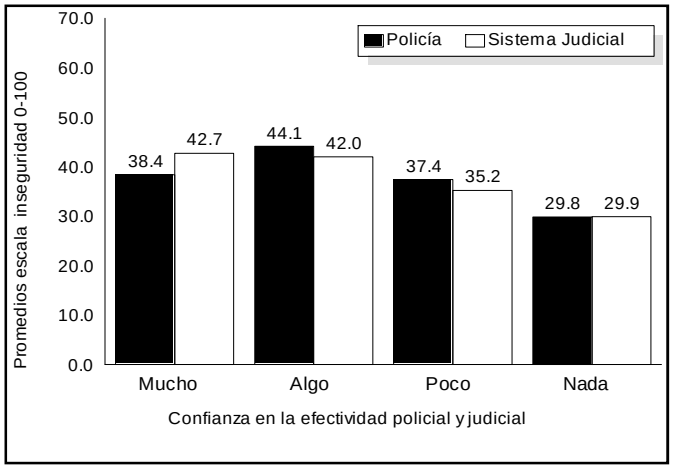


***Value 0 indicates greater insecurity and 100 greater security.**

Once again, as noted in prior studies, individual experiences of victimization significantly contribute to configuring the fear of crime. The insecurity average for those who had been affected by a crime is 22.9 (on a 0 to 100 scale where values close to 100 represent greater levels of security), whereas, among those who have not been the victims of a crime, this average is double (41.0).

Likewise, the sensation of insecurity appears to be associated with confidence in the work of the institutions that are in charge of security and justice. The following figure illustrates averages for insecurity by the degree to which respondents express confidence in the work of the police and the justice system. In general terms, the trends show that those who express less confidence that the police are effective in apprehending criminals, and that the justice system is effective in prosecuting and punishing perpetrators of crimes, tend to manifest greater levels of insecurity due to crime.

Graph 71.
Perception of Insecurity by Confidence in the Effectiveness of the Police & Justice System (Averages on a 0 to 100 Scale)*



***Value 0 indicates greater insecurity and 100 greater security.**

The data confirm the significant weight that credibility and confidence in the performance of these institutions has on the population's perception of safety. Although the construction of fear is strongly affected by perceptions, these seem to have a correlation with the impunity actually predominant in the country. The security and justice system's lack of effectiveness, which is reflected in the inoperative way in which reported cases are managed, contributes to heightening citizens' feeling of being vulnerable and exposed in the face of crime.

2.1 Measures adopted by small and microentrepreneurs to protect themselves from crime

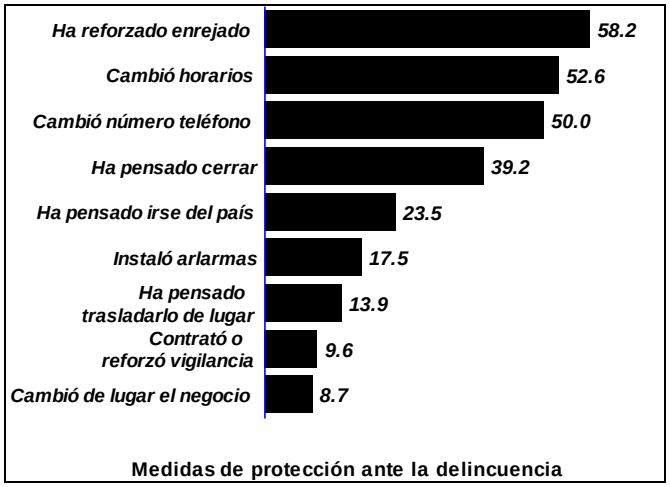
On the other hand, the survey included a set of questions aimed at looking into measures microentrepreneurs and small business owners have adopted in the past year as a protection against crime. The following chart shows the questions that were part of this section.

Box 6.
Items Regarding Security Measures Adopted for Fear of Crime

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

Results show that, in general, entrepreneurs are making use of different mechanisms to prevent their businesses from becoming targets of crime, everything from reinforcing the physical security of their business establishments to extreme actions such as closing or relocating the business to a safer setting. The following figure presents the results for people who admitted having used different protection measures to face crime over the course of the past year.

Graph 72.
Measures Adopted as Protection Against Crime
(Percentages)



In this regard, the survey reveals that six out every ten entrepreneurs have reinforced the grills on doors, windows and walls in their business, (Annex 5, Chart 17), and five out of ten have modified their business hours and changed the phone number for fear of crime (Annex 5, Charts 12 & 13). Other similar measures of protection include installing alarms, noted by 17.5 percent of entrepreneurs (Annex 5, Chart 16), and hiring or increasing the service of private security firms mentioned by 9.6 percent (Annex 5, Chart 18).

Notwithstanding, one figure that illustrates the threat that violence poses for this sector of the economy is the proportion of respondents who have considered closing their businesses for fear of crime. Four out of every ten declared they were considering closing their business (Annex 5, Chart 9). Along these lines, 13.9 percent said they had thought of changing the location of their business (Annex 5, Chart 11), while 8.7 percent of entrepreneurs had already changed the location of their business establishment at the time of the interview (Annex 5, Chart 10). Furthermore, one fourth of those interviewed (23.5 percent) are thinking of leaving the country for fear of crime (Annex 5, Chart 14).

These figures reveal the serious effect crime and insecurity have had on the business environment and local investment, not only that produced by material loss due to stolen goods, but in terms of expenses and investment in adopting measures to prevent violence, and productivity lost to closure or relocating operations. This confirms the fact that when crime reaches such a high level, it becomes a strong economic disincentive to private investment, with the multiplying effects of negative consequences on the economic and social environment (UNDP, 2005).

2.2 Opinions on the Extent to Which Crime Represents a Threat to the Future of the Country and to the Development of their Businesses

The survey also explored entrepreneur opinions about the threat of crime to their well-being in the future and to the progress of their business. The following table has some of the questions that were used.

Box 7.
Items Measuring Perception of the Threat of Crime

Items
9. And speaking of the country in general, how much do you consider the current state of crime poses a threat to our well-being in the future: a lot, somewhat, little or not at all?
10. And speaking of your company or business, to what extent do you consider the current state of crime poses a threat to the development of your business: a lot, some, little or not at all?

The results show that nine out of ten entrepreneurs perceive crime is a great threat to our well-being in the future (Annex 5, Chart 6), and six out of ten believe this scourge is a great threat to the development of their business (Annex 5, Chart 7). Clearly, there is a broad-based consensus

among entrepreneurs on the dangers and risks that the situation of crime has for life in the country.

Table 15.
Perceptions of threat crime represents to well-being in the future and the development of their business
(Percentages)

Crime threatens the well-being in the future				Crime threatens the development of your business			
A lot	Little	Somewhat	Not at all	A lot	Somewhat	Little	Not at all
90.6%	5.0%	3.7%	0.8%	65.9%	14.3%	12.9%	6.9%

Changing both questions to a 0 to 100 scale makes it possible to calculate the average perception of the threat, where figures close to 0 mean crime is not perceived as a threat at all, while figures closer to 100 express the contrary. In general, among the entrepreneurs who were interviewed, **95.1** percent consider crime a threat to the future, that means there is a high degree of unanimity regarding the danger this phenomenon represents for the country's well-being, whereas perception of crime as a threat to their own businesses is **79.6** percent, which is evidence that it is also also perceived as an important obstacle for the development of their businesses.

These findings are similar to those found in national surveys where crime appears as one of the greatest threats to life in the nation, and to democratic stability in the country. The 2008 report on Political Culture and Democracy in El Salvador offered empirical evidence of the impact crime has and of the perception of insecurity has on social capital, the institutions' political legitimacy, and respect for the rule of law.

3. Perception of Small and Microenterprises of the Effects of Crime Fighting Policies and Actions on their Businesses–Goal 3

This section assembles information pertinent to Partnership for Growth's Joint Country Action Plan Goal 3 regarding the public's confidence and satisfaction with the performance of institutions in charge of security, which was the base for constructing contrast indicators for the Baseline.

Joint Country Action Plan Goal 3, "Perception of Microenterprise and Small Business on the Effects of crime fighting policies and actions on their businesses," aims 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 well-being in El Salvador.*" The progress made toward this goal will be measured with an index, which was constructed with the sum of questions 23, 24 and 28 through 31, from the questionnaire. The values on the initial scale of these items were then converted to a 0 to 100 range and then averaged. The values close to 0 represent a highly negative appraisal of the different institutions' work, while scores closer to 100 reflect a very positive assessment of them. The following table presents the questions that were used to construct this indicator.

Box 8.
Items Comprising the Index for Goal 3

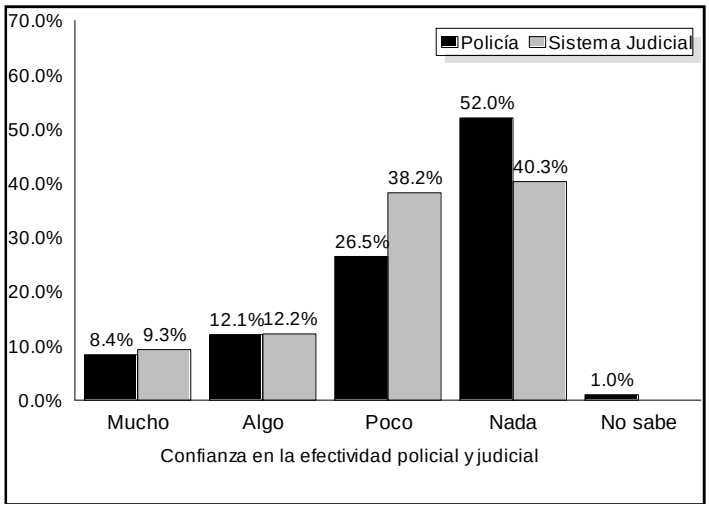
Now I am going to ask you some questions about the institutions in the country. I would like to ask you to say how satisfied or dissatisfied you are with the performance of these institutions in charge of security, using the following scale: very satisfied, somewhat, little or not at all satisfied.
23. If you were the victim of robbery or assault, to what extent would you trust the police to capture the perpetrator? A lot, somewhat, little, not at all?
24. And to what extent would you trust the justice system to process and punish the perpetrator of the crime: a lot, somewhat, 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 of Justice)?

First of all, in order to illustrate the results of these questions in a descriptive manner, the following two sections in this chapter present the results of the items separately, then a third section shows the behavior of the index constructed with the sum of the aforementioned questions.

3.1 Confidence in the Effectiveness of the Police and the Justice System

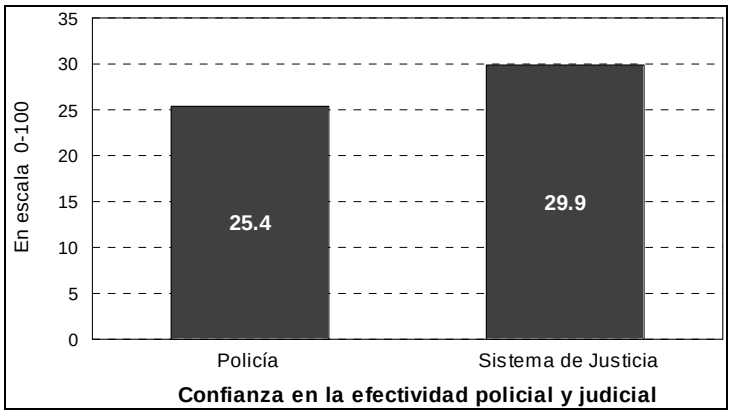
As for confidence in the capacity of the Police to fight crime and of the justice system crime to pursue and prosecute the perpetrators of criminal acts (items 23 and 24), data indicate that public confidence in the effectiveness of both institutions is low. Thus, 78.5 percent of respondents said that in case of a criminal incident, they felt little or no confidence that the police would capture the suspect (Annex 5, Chart 20), and the same percentage (78.5 percent) said they trusted little or not at all in the system processing and punishing the criminal. In other words, eight out of ten entrepreneurs that were interviewed expressed little or no confidence in the administration of justice.

Graph 73.
Entrepreneur Confidence in Effectiveness of the Police and Justice System
(Percentages)



When the values are converted to this 0 to 100 scale, where responses that mean "Very much" are assigned a value of 100 and those that indicate the option "Not at all" are given the value 0, the average confidence in the effectiveness of the police is **25.4**, and the average given to the justice system is **29.9**. In both cases, the results show entrepreneurs have a low level of confidence in the effectiveness of the performance of the police and the justice system.

Graph 74.
Entrepreneur Confidence in Effectiveness of the Police and Justice System
(Averages 0 to 100 scale)



3.2 Satisfaction with the Performance of Institutions in Charge of Justice & Security

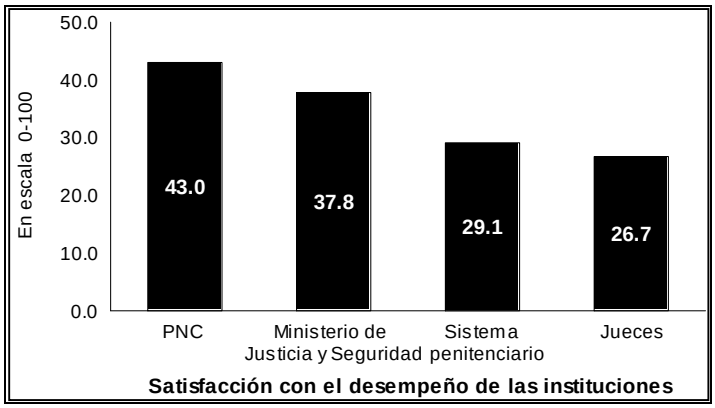
Closely associated with confidence in capacity and effectiveness of the institutions in charge of the justice system, is the degree of satisfaction with their performance. As noted before, the survey included a set of questions that aimed at learning about satisfaction with the performance of the main agencies associated with justice and security. The following table shows the degree of satisfaction entrepreneurs expressed in terms of the performance of the police, the Ministry of Justice and Security, the Penitentiary System, and the Judges. The results are shown on the following table (Annex 5, Charts 25, 26, 27 and 28).

Table 16.
Satisfaction with Performance of the Institutions in Charge of Security and Justice
(Percentages)

Items	Very satisfied	Somewhat Satisfied	A little satisfied	Not at all satisfied	DNK
Satisfaction with the performance of the PNC	10.4%	28.8%	41.2%	19.6%	---
Satisfaction with the performance of the Ministry of Justice and Security	6.0%	25.9%	41.3%	23.8%	3.1%
Satisfaction with the performance of the penitentiary system	4.0%	17.7%	35.1%	**37.0%**	6.1%
Satisfaction with the performance of the Judges	3.5%	15.9%	36.3%	**41.7%**	2.7%

In order contrast the evaluation of these entities, the response options were converted to a 0 to 100 scale in order to find the average level of satisfaction that the microenterpreneurs and small business owners with these institutions' performance. Under this logic, values close to 0 indicate that entrepreneurs are "Not at all satisfied" with the work these institutions do, while scores closer to 100 mean they are "Very satisfied" with their performance. The following graph shows averages recorded among entrepreneurs regarding the performance of these four institutions.

Graph 75.
Entrepreneur Satisfaction with Performance of Institutions in Charge of Security and Justice (Averages 0 to 100 scale)*



***Value 0 indicates not at all satisfied and 100 very satisfied.**

The results show that the police is the agency with the best performance evaluation, with an intermediate level of satisfaction (43.0). This is followed by the Ministry of Justice and Security with a 37.8 average. The penitentiary system and the judges got averages of 29.1 and 26.7 each. In both cases the scores represent low levels of satisfaction with their performance. Diverse studies have noted the growing deterioration of the public image of the entities in charge of security and justice; however, low confidence in the Supreme Court of Justice has been eroded even more compared with previous years (See IUDOP, different years).

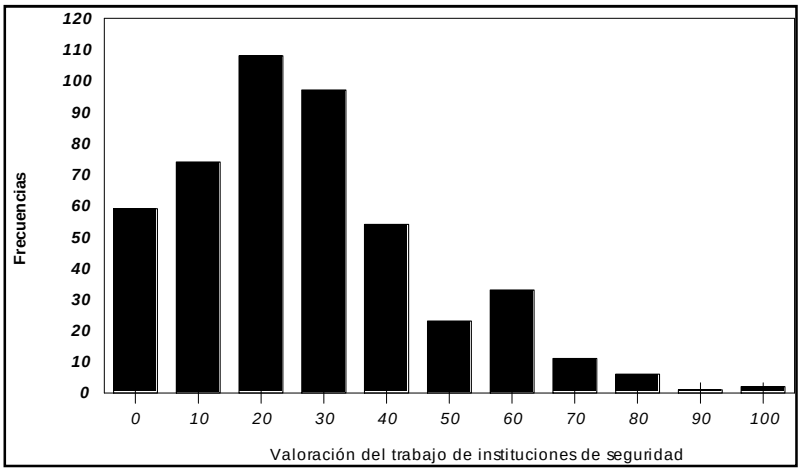
In any event, it is still serious for a society that experiences this magnitude and impact of crime, for business sectors to assign the institutions responsible for guaranteeing security and particularly those responsible for administering justice, such low levels of confidence. These levels of confidence are similar to those expressed by the rest of the citizens according to the household survey.

3.3 Index for Goal 3 - Perception of Small and Microenterprises of the Effect of Crime Fighting Policies and Actions on their Businesses

As said before, in order to have a general indicator for the microentrepreneurs and small business owners' perceptions of these agencies' work, an index was constructed with the sum of

the six items presented above on a 0 to 100 scale. Thus, the new variable expresses the entrepreneurs' average evaluation of the work done by the institutions in charge of justice and security in fighting crime. Values close to 0 indicate a very poor assessment of the crime fighting actions and policies, while scores close to 100 are a very positive evaluation of the work done to fight crime.

Graph 76.
Goal 3. Index of the Small Business Owner and Microentrepreneurs' Assessment of the Effects of Crime Fighting Policies and Actions on their Businesses
(Frequencies)

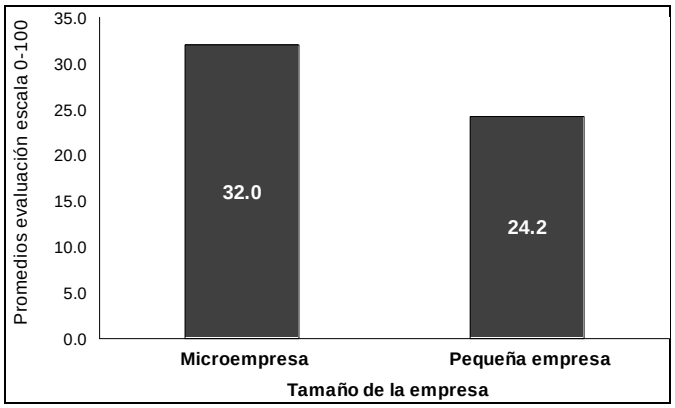


The average reported on this 0 to 100 range is **31.5**, with a standard deviation of 20.17, which is a middle to low assessment of policies and actions to fight crime. Around 70.0 percent of those interviewed came out below 30 points, while a little more than 2.0 percent came out with scores above 80. Once more, these results confirm the trends recorded in the descriptive analysis: the negative valuation of crime fighting work persists, and this is associated with the low level of satisfaction with the performance in administering justice.

The appraisal of crime fighting work among entrepreneurs does not appear to be influenced by the respondent's sex, age or position. Likewise, it apparently does not depend on place of residence, the number of years the business has been operating, or the business sector either. However, the assessment of the security and crime fighting policies showed statistically significant differences when disaggregated by size of business, recent experience of victimization, and the perception of crime as a threat to the development of their business.

In terms of the size of the business, data shows that microentrepreneurs' evaluation of crime fighting policies are a little more positive compared to those of small business owners. The average score microentrepreneurs recorded was 32.0 (on a 0 to 100 scale), while with small business owners this drops to a 24.2 average.

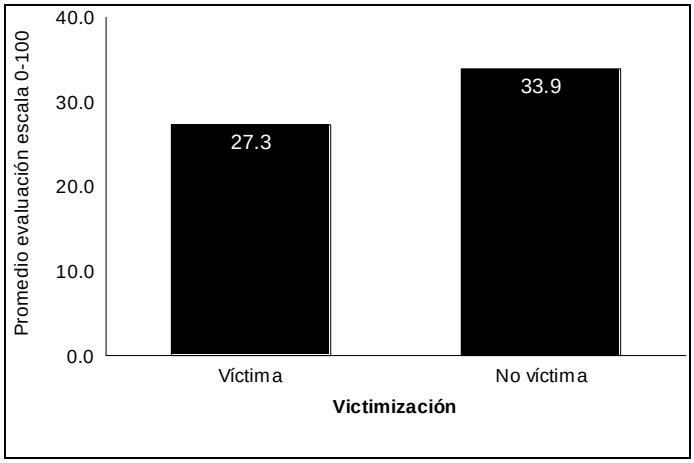
Graph 77.
Goal 3. Index of Small Business Owner and Microentrepreneurs' Assessment of the Effects of Crime Fighting Policies and Actions by Size of Business (Averages 0 to 100 scale)*



***Value 0 indicates the maximum negative assessment and 100 the maximum positive assessment.**

Another variable that appears to have an influence on the entrepreneurs' evaluation of crime fighting work is an experience of victimization. Data show that those who had the direct experience of a crime reported an average of 27.3, whereas this increases to 33.9 among those who did not report having been victims of a robbery or any other criminal act over the course of the past year.

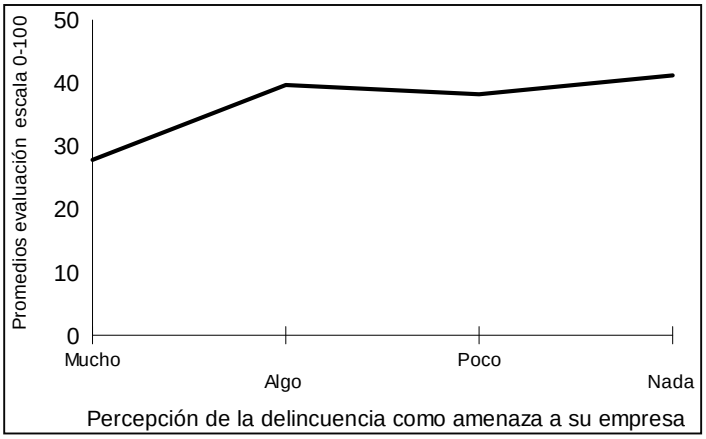
Graph 78.
Index of Small Business Owner and Microentrepreneurs' Assessment of the Effects of Crime Fighting Policies and Actions by Victimization (Averages on a 0 to 100 scale)*



***Value 0 indicates the maximum negative assessent and 100 the maximum positive assessment.**

This again provides evidence of the weight direct victimization experiences often have on valuation of these institutions' work. This is not only influenced by an incident of crime per se, but by the direct experience of having dealt with institutions that are ineffective in upholding victims' rights. The study done in the context of this baseline demonstrated, as previous studies had done before, that the high crime rate and the ineffectiveness of the institutions responsible for administering justice in the country are the main sources for dicrediting and eroding public confidence in these institutions.

Graph 79.
Index of Small Business Owner and Microentrepreneurs' Assessment of the Effects of Crime Fighting Policies and Actions by Perception of Crime as a Threat to their Business
(Averages 0 to 100 Scale)*



***Value 0 indicates the maximum negative assessment and 100 the maximum positive assessment.**

In summary, overall Microentrepreneurs and Small business owners predominantly have an unfavorable assessment of the policies and actions to fight crime in the country, expressed by a high level of dissatisfaction with the work of the institutions in charge of security and justice, particularly the penitentiary system and the courts. Data reveal that this sector of the economy is seriously affected by crime, and as a result there is a strong impact on their productivity and profitability, which is added to the weak response of the security system and judiciary in fighting crime and punishing those responsible for criminal acts.

IV. Final Considerations

This effort to measure public perceptions of security and confidence in institutions at the national level and among the sector of microentrepreneurs and small business owners is the Baseline for the Partnership for Growth Joint Country Action Plan. It has helped generate Indicators for goals 1, 3, 4, 6 and 7. Based on this, the future progress of these indicators can be tracked. Additionally, both studies offer relevant information about victimization due to common crime and the willingness to report it, as well as data that makes it possible to see the impact insecurity has on citizens' lives and in the sector of microentrepreneurs and small business owners, that can serve as a basis to guide decision-making on security policy.

An important initial finding in the study of the household sample that helps to put the results on the perception of security and the performance of state institutions into context is the data on victimization by common crime. The results reveal that one fifth of the population has been affected by a criminal act over the course of the previous year. A similar situation was found in the survey of entrepreneurs, where a fourth declared they had been affected by one or more crimes in the last year. Additionally, in both studies, a high percentage of the victims had been affected by several episodes of violence during the period. This reveals the high level of exposure to violence experienced by the general population and the microentrepreneur sector.

To understand the impact of victimization and its different social and economic costs, it is fundamental to note the fact that most of the crimes reported in both surveys are crimes against property, mostly accompanied by violence or threats. In this regard, an important finding has been the significant increase in robbery with added agression or threat compared with that registered in previous years, particularly armed robbery. This places us before a scenario of even greater gravity, given that although the crimes are economically motivated, they involve threat and/or eventually damage to the physical integrity of the victims. These data suggest that although there has been a reduction in the number of crimes such as theft, there has been an increase in other forms of crime. In this regard, it is important for the institutions in charge of the country's security to examine the factors and conditions behind the rise in prevalence of certain crimes. It is fundamental to analyze whether criminal activity has mutated into new criminal methods, or whether new forms of violence are emerging.

In the case of the MSB survey, data show that this sector has been greatly affected by common crime, particularly economically motivated crimes, whose impact is not circumscribed to the loss of wealth or assets removed during the criminal act, but involves costs related to the loss or reduction of productivity, and, among other things, investment in measures to protect against crime. Micro-enterprise and Small Business' vulnerability to crime is expressed in the number of events of victimization these businesses have been subject to over the course of a year. On average, the group of entrepreneurs interviewed was affected by hold-ups, extorsion or threats 5 times over the course of the year. This provides an idea of the impact crime has on this economic sector.

Given these businesses' informal character and lesser economic capacity, they have fewer resources than medium-sized and large companies and are less able to assimilate the cost and losses due to

violence, or to reorient their investment to new economic activities. Therefore, and taking into account that MSBs are a fundamental pillar and engine driving the national economy, it is essential to seriously address the different repercussions crime has had on the dynamics of production in this sector. It is important to define plans and policies to reduce the impact of the economic losses, provide mechanisms to compensate victims, and alternatives to reorient their capital to other sectors or areas in the economy. Otherwise, the heavy economic burden and human cost that crime and insecurity on this sector of the economy will end up undermining its possibilities for subsistence and growth.

On the other hand, another fact from the household survey worth noting is that the high rate of victimization is no longer a strictly metropolitan phenomenon. Although the San Salvador Metropolitan Area is still the region with the highest recorded rates of victimization, the rate of crime has grown rapidly in regions like the Paracentral and Western areas of the country. There is an urgent need to analyze the factors that could have produced this criminal expansion and to evaluate the means to address crime that has developed in territory.

Likewise, it is important to note that the effects of common crime differ in intensity according to the presence of certain characteristics and conditions in respondents. The most frequent victims of common crime are still those under the age of 25, residents in urban areas, those with higher income, and greater levels of education, as well as those who study or work. These last variables are associated with the victims' greater exposure to violence due to their productive or academic activities, and their greater purchasing power, which makes them more vulnerable to common crime.

The household study also found that although the perception of insecurity seems to have decreased compared with previous years, the population's feeling of defenselessness is still high, especially in public spaces people circulate in. The data reveal that environments such as parks, squares, markets and highways are places where people feel most unsafe. In other words, the perception of insecurity is greater in public spaces citizens pass through and carry out their productive activities on a daily basis. Fear of crime has a strong impact on people's freedom of movement and interaction. It generates mistrust in others and produces isolation, which has serious consequences for social contact and the productive life of citizens.

This feeling of being unsafe is greater among women, those living in the Metropolitan Area, those who have been affected by a crime, and among those who express less confidence in the effectiveness of the police and juditial system. For instance, the results underscore that a low level of confidence in the work of the institutions in the justice system contributes to an increase in the perception of insecurity. Citizens' feelings of defenselessness and vulnerability is deepened as citizens perceive the State is failing in its capacity to protect and defend their rights to life and integrity. This ends up eroding the legitimacy of the State and its institutions.

One of the quotidian scenarios that insecurity has permeated most is public transportation. The Goal 4 Index offers a parameter to grasp the perception of insecurity public transit users experience while using this service. Data show that on a 0 to 100 scale, where 0 represents a complete lack of safety and values closer to 100 are the highest perception of safety on public transport, a **36.1** average was recorded, meaning there is an important level of insecurity among this service's users.

The household survey also offers elements to state that insecurity on public transportation is not merely a perception. The survey reveals that of all crimes reported overall, 30 percent took place inside a public transportation vehicle. Among public transit users direct victimization reached 11.5 percent, while one third declared they had witnessed a criminal act while using collective transportation service. In this context, frequent public transportation users experience a high feeling of vulnerability when faced with the possibility of suffering a criminal act.

Another finding in the household survey that is related to Goal 1 is citizen satisfaction with the performance of institutions that are in charge of fighting crime and administering justice. One of the first aspects to remark is that the population does not assign the same ranking to the institutions in the branch of security and justice. While institutions like the police are rated better with intermediate level scores on citizen satisfaction with their performance, others like the penitentiary system and the courts are ranked in middle to low ranges on the scale. However, when we built the Index for Goal 1 integrating the opinions on citizen satisfaction with the performance of the police, the Ministry of Justice and Security, the Penitentiary System and the Courts, a middle to low assessment is reported for the work they do (**40.4** on a 0 to 100 scale). This low level of satisfaction is further accentuated among residents of urban and metropolitan areas, those with higher levels of education, those with greater access to the news, and those who have been affected by a victimizing event.

This critical outlook on the justice system and its operator entities coincides with the views expressed by the sample of microentrepreneurs and small business owners that were consulted. Goal 3 regarding the entrepreneurs' perception of the fighting crime effects and policies on their businesses reflects a medium-to-low appraisal (**31.4** on a 0 to 100 scale). The results of both surveys are closely associated with the perception that is predominent among different sectors of the population of the ineffectiveness of crime fighting and investigation, and the low capacity to respond to citizen demands for security.

The low credibility of the entities in charge of pursuing and punishing crime has become a counterproductive factor for their effectiveness in fighting crime. As a result, citizens are less willing to collaborate and report incidents. Actually, the data collected in both surveys reveals that only a third of those offended chose to report the incident, whereas the majority of those who opt for not reporting explain this is mainly due to mistrust in the capacity of the the justice system. But these institutions are also discredited in the view of those who report crimes. Many of them say they are not satisfied with either the attention they received or the results. This all greatly erodes the credibility and political legitimacy of the institutions, leading to a reduction in citizen support for democracy, particularly when crime constitutes one of the public's greatest concerns.

Although the study shows that the level of confidence in government institutions in general, measured by the Goal 6 Index (**50.1** on a 0 to 100 scale), is greater than what the public assigns to law enforcement entities, it is still low if we consider the importance of these institutions for the Rule of Law and governance. These low levels of credibility are in no way new; however, one of the greatest challenges Salvadoran society has faced during the Post-war phase has been precisely strengthening democratic institutions. Nevertheless, in recent years, some decisions made by politicians appear to be threatening some of the advances that had been achieved in terms of Rule of Law, such as the independence of powers of State. The recent confrontations between the branches

of the State add to the low level of credibility in government institutions and gradually erode the public's confidence in the system of political insitutions.

On a separate issue, the study shows that an important segment of the population has heard of the national dialogue on security that the Salvadoran government convened. This suggests that the mechanisms for broadcasting these intitatives have worked. Likewise, the population has a positive assessment of the government's efforts to coordinate multisectoral efforts to address crime. Goal 7 of the Baseline, which aimed to understand the perception on the national consensus regarding security, registered an average **62.1** (on a 0 to 100 scale). This indicates that, overall, the coordinated efforts to address crime are regarded favorably. It is interesting to find that citizens who are the most positive about the pursuit of a national consensus globally exhibit the same profile as the victims, except for their age. Contrary to the skepticism expected of those who have personally been impacted by crime, data suggest that they are optimistic about the possibility of coordinating joint efforts to face the scourge of crime. This citizen support must be seen as an opportunity to promote greater citizen participation in the joint efforts to address violence and crime.

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Annex

Annex 1

CENTROAMERICANA JOSÉ SIMEÓN CAÑAS UNIVERSITY
UNIVERSITY PUBLIC OPINION INSTITUTE

Interviewer _____ **Department** _____
Supervisor _____ **Municipality** _____
Date _____ **Area** _____ **Segment** _____
Type of establishment _____ **Canton or neighborhood** _____

PERCEPTION OF SECURITY AND CONFIDENCE IN PUBLIC INSTITUTIONS

Hello. I am from the University Public Opinion Institute at the UCA, and we would like to know your opinion on citizen security in our country and the situation of microenterprise. Please, feel free to answer each question openly. There are no good or bad answers, only opinions about what is going on in the country. This is an anonymous survey; your name and address will not be requested.

I. SOCIODEMOGRAPHIC DATA

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

2. **Age**_____ **years of age**

II. AWARENESS OF THE NATIONAL CONSENSUS ON PUBLIC SECURITY.

3. **In your opinion, which is the main problem, El Salvador faces in this moment?** *[Do not read the alternatives, mark 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) Bad government policies, the government** **(11) Politics, the politicians**
(77) Other responses **(99) Does not know**

4. **Have you heard of the national dialogue on security, where the government has convened the private sector, churches and other social institutions?** **(1) Yes** **(0) No**

5. Based on what you have seen or heard, how do you rate the joint work the government is doing with other sectors to reduce crime (private business, churches, NGOs)?
(0) There is no joint work (1) Very good (2) Good (3) Fair (4) Bad (5) Very bad

SAMPLE

III. SATISFACTION WITH THE PERFORMANCE OF THE INSTITUTIONS OF JUSTICE AND SECURITY

Now I will ask some questions about the country's institutions. I will ask you to indicate how satisfied or dissatisfied you are with the performance of these security institutions. Respond to the following scale: very satisfied, somewhat, a little or not at all satisfied	Very satisfied	A little satisfied	Somewhat satisfied	Not at all satisfied	*DNK/NR*
6. **How satisfied are you with the performance of the PNC?**	**(3)**	**(2)**	**(1)**	**(0)**	***(9)***
7. **How satisfied are you with the performance of the Ministry of Justice and Security?**	**(3)**	**(2)**	**(1)**	**(0)**	***(9)***
8. **How satisfied are you with the performance of the penitentiary system (the prisons)?**	**(3)**	**(2)**	**(1)**	**(0)**	***(9)***
9. **How satisfied are you with the performance of the judges (Courts)?**	**(3)**	**(2)**	**(1)**	**(0)**	***(9)***
10. **How satisfied are you with the performance of the Human Rights Ombudsman's Office?**	**(3)**	**(2)**	**(1)**	**(0)**	***(9)***
11. **How satisfied are you with the performance of the Armed Forces?**	**(3)**	**(2)**	**(1)**	**(0)**	***(9)***
12. **How satisfied are you with the performance of the Prosecutor General's Office?**	**(3)**	**(2)**	**(1)**	**(0)**	***(9)***
13. **How satisfied are you with the performance of the Medical Forensics Agency (Coroner's Office)?**	**(3)**	**(2)**	**(1)**	**(0)**	***(9)***
14. **How satisfied are you with the performance of the Court of Accounts?**	**(3)**	**(2)**	**(1)**	**(0)**	***(9)***
15. **How satisfied are you with the performance of the Supreme Court of Justice?**	**(3)**	**(2)**	**(1)**	**(0)**	***(9)***

16 **How satisfied are you with the performance of the Legislative Assembly (deputies)?**	**(3)**	**(2)**	**(1)**	**(0)**	***(9)***
17**. How satisfied are you with the performance of the central government?**	**(3)**	**(2)**	**(1)**	**(0)**	***(9)***
18**. How satisfied are you with the performance of the City Hall where you live?**	**(3)**	**(2)**	**(1)**	**(0)**	***(9)***

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

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

Please tell me if you have gone to any institutions that I am going to mention for help in the last 12 months. If so, would you tell me about the service you received?	**Has not gone**	**Has gone**	**What was the service like?**			**Was your problem taken care of?**	
			Good	**Average**	**Bad**	**Yes**	**No**
21. **Court**	**(0)** *[go to 22]*	**(1)**	**(3)**	**(2)**	**(1)**	**(1)**	**(0)**
22. **Prosecutor General's Office**	**(0)** *[go to 23]*	**(1)**	**(3)**	**(2)**	**(1)**	**(1)**	**(0)**
23. **Human Rights Ombudsman's Office**	**(0)** *[go to 24]*	**(1)**	**(3)**	**(2)**	**(1)**	**(1)**	**(0)**
24. **National Civil Police**	**(0)** *[go to 25]*	**(1)**	**(3)**	**(2)**	**(1)**	**(1)**	**(0)**
25. **General Attorney of the Republic?**	**(0)** *[go to 26]*	**(1)**	**(3)**	**(2)**	**(1)**	**(1)**	**(0)**
26. **City Hall where you live?**	**(0)** *[go to 27]*	**(1)**	**(3)**	**(2)**	**(1)**	**(1)**	**(0)**

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

SAMPLE

27. **How often do you use public buses or minibuses for transportation?**
(4) Every day **(3) At least once a week** **(2) No more than two or three times a month**
(1) Rarely *[go to 33]* **(0) Never** *[go to 33]*

28**.** *[Only for those who use public transportation every day, at least once a week or more than two or three times a month]*
Would you to tell me how safe or unsafe you feel while riding the bus or minibus?

(3) Very safe **(2) A little safe** **(1) Not very safe** **(0) A lot unsafe**

29. **In this past year, have you witnessed a robbery, assault or murder while riding the bus or minibus?**
(1) Yes *[continue]* **(0) No** *[go to 31]*

30. **How often do criminal acts take place on the buses you normally ride?**
(3) Several times a week **(2) At least once a month** **(1) Almost never** **(0) Never**

31. **In the past year, have you been the direct victim of robbery or any other criminal act inside the bus?**
(1) Yes *[continue]* **(0) No** *[go to 31]*

32. **Thinking of the last criminal act you were the victim of while riding the bus or minibus, what kind of criminal act was it you experienced?** [Read the alternatives**]**

(1) Unarmed robbery without aggression or physical threat
(for example, your purse/wallet or any personal belonging was taken)
(2) Unarmed robbery with added aggression or physical threat
(3) Armed robbery **(4) Extortion**
(5) Threats **(6) Sexual harassment** ***(7) Other***

33. Which of the following measures seem more effective to improve security on the public transportation system?
[*Read the alternatives*. Choose only one]
(1) Assign police officers on each bus **(2) the transportation system would be a governmental duty**
(3) Install cameras in each bus **(4) to purge the drivers and fare collectors**

V. VICTIMIZATION

34. **Speaking of the place or barrio you live in, and considering the possibility of being a victim of a criminal act, 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) Doesn´t know**

Speaking of crime, I would like you to tell me if you feel safe or unsafe in the following places: *[Read the alternatives to each question]*	**Very safe**	**Somewhat safe**	**Somewhat unsafe**	**Very unsafe**	***NA***
35. **Leaving place of work or study** *[If you do not study or work out of the house, check 8]*	**(3)**	**(2)**	**(1)**	**(0)**	***(8)***
36. **While driving your car** *[If you don´t have a car, check 8]*	**(3)**	**(2)**	**(1)**	**(0)**	***(8)***
37. **Center of town where you live**	**(3)**	**(2)**	**(1)**	**(0)**	
38. **On the highways**	**(3)**	**(2)**	**(1)**	**(0)**	
39. **At the open-air market**	**(3)**	**(2)**	**(1)**	**(0)**	
40. **On the street or in the park in your barrio or neighborhood**	**(3)**	**(2)**	**(1)**	**(0)**	
41. **In parks, public squares or parking lots**	**(3)**	**(2)**	**(1)**	**(0)**	
42**. In Shopping centers**	**(3)**	**(2)**	**(1)**	**(0)**	
43. **At your own home**	**(3)**	**(2)**	**(1)**	**(0)**	

44. Have you been the victim of some criminal act such as robbery, extortion, threat or other type of criminal act in the last 12 months?

(1) Yes *[continue]* **(0) No** *[go to 53]*

45. Is this the same criminal act that happened on the bus or minibus? (1) Yes (0) No

46. How many times have you been the victim of a criminal act in the last 12 months? ***[Write the number]*** _____

SAMPLE

47**. Thinking of the last criminal act you experienced, from the list I will read to you, what type of criminal act did you experience?** *[Read the alternatives]*

(01) Unarmed robbery, no assault, or threat
(02 Unarmed robbery with added assault or threat
(03) Armed Robbery
(04) Extortion
(05) Threats
(06) Sexual harassment
(07) Abduction
(08) Assault, no robbery
(09) Damage to private property
(99) ***Does not know, does not respond***
(77) Other

48. **Did you report the criminal act to the authorities?** **(1) Yes** *[go to 50]* **(0) No** *[continue]*

49. **Why did you not to report the incident?** *[In any case go to 53] [Do not read the alternatives]*
(0) It is no use /pointless / 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) I didn´t know where to go to report it
(7) Another reason

50. **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 **(5) Attorney General** **(6) Tribunals**
(7) Another institution (be specific) _____

51. **What was the result of filing 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 reason
(9) Unaware of outcome

52. How satisfied were you with the way that the authorities managed your case?
(3) Very (2) Somewhat (1) Little (0) Not at all

53. Has any one in your household been the victim of any crime such as robbery, extortion, threats or any other) in the last 12 months? (1) Yes (2) No

VI. GENERAL DATA

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

55. What is your current employment status? ***[Read the alternatives. Mark 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, or disabled, permanently unable to work
(8) Not employed and not looking for a job *[(7) Other answers]* *[(9) Does not know/respond]*

56. **How much is your family monthly income? (Including all members of the household and remittances in dollars)_____**

57. **Would you tell me what is your political party of choice?** *[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/answer**

58. **How often do you watch, read or listen to the news on the Mass Media in the country?** *[Read the alternatives]*
(0) Never **(1) Hardly ever** **(2) Once or twice a week** **(3) Always**

59. Which is the main source for information about the problem of crime in El Salvador? ***[Do not read the alternatives]***
[Check only one option]
(01)The TV news (02) The newspapers (03) The radio
(04) The experience of family or friends (05) personal experience
(06) The social networks, blogs and internet news sites (77) Others

SAMPLE

THANK YOU VERY MUCH FOR YOUR COOPERATION

COMMENTS_____
_____
_____
_____
_____

Annex 2

CENTROAMERICANA JOSÉ SIMEÓN CAÑAS UNIVERSITY
UNIVERSITY PUBLIC OPINION INSTITUTE

Interviewer _____ Department _____
Supervisor _____ Municipality _____
Date _____ Area _____ Segment _____
Type of establishment _____ Canton or neighborhood _____

PERCEPTION OF SECURITY AND CONFIDENCE IN PUBLIC INSTITUTIONS IN MESB

Hello. I am from the University Public Opinion Institute at the UCA, and we would like to know your opinion on citizen security in our country and the situation of microenterprise. Please, feel free to answer each question openly. There are no good or bad answers, only opinions about what is going on in the country. This is an anonymous survey, your name and address will not be requested.

I. GENERAL INFORMATION

1. Respondent's position: (1) Proprietor (2) Administrator

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

3. Age: _____ years of age

4. How many employees work at this business _____

5. How long has this business been operating? _____

6. What sector is this business? (1) Trade (2) Industry (3) Services

II. GENERAL OPINIONS ON CRIME

7. In your opinion, what is the principal problem currently affecting El Salvador? *[Do not read options, mark 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) Bad government policy, the government (11) Politics, politicians
(77) Other responses (99) Does not know

SAMPLE

8. In your opinion, over the past 12 months, has crime increased in the country, remained the same, or decreased?
(1) Increased (2) Same (3) Decreased

9. And speaking of the country in general, how much do you consider the current state of crime poses a threat to the wellbeing of our future: a lot, somewhat, little or not at all? (3) A lot (2) Somewhat (1) Little (0) Not at all

10. And speaking of your company or business, to what extent do you consider the current state of crime poses a threat to the development of your business? (3) A lot (2) Somewhat (1) Little (0) Not at all

III. SENSATION OF INSECURITY

11. Speaking of where your business is located and thinking about the possibility of being a victim of a criminal act, 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) Does not know*

Now think of some measures you have taken in your business over the past 12 months for fear of being a victim of crime…	No	Yes	*DNK / NR*
12. For fear of crime, have you considered the possibility of closing your business?	(0)	(1)	*(9)*
13. For fear of crime, have you had to change the location of your business?	(0)	(1) *[Go to 15]*	*(9)*
14. For fear of crime, have you thought about moving your business to another area?	(0)	(1)	*(9)*
15. For fear of crime, have you reduced the business hours?	(0)	(1)	*(9)*
16. For fear of crime, have you changed your phone number (personal or business) landline or cell?	(0)	(1)	*(9)*
17. For fear of crime, have you considered leaving the country?	(0)	(1)	*(9)*
18. For fear of crime, have you acquired a firearm for your protection?	(0)	(1)	*(9)*
19. For fear of crime, have you installed alarms in your business?	(0)	(1)	*(9)*
20. For fear of crime, have you reinforced grills on doors and windows, or the walls of your business?	(0)	(1)	*(9)*
21. For fear of crime, have you hired or increased the services of a private security company?	(0)	(1)	*(9)*

IV. PUBLIC PERCEPTION OF SECURITY

22. Among the following types of crime, which do you think needs to be addressed most urgently to improve security for 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 issues
(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, little, not at all?

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

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

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

Talking about security in the country…	A lot	Somewhat	Little	Not at all
25. To what extent do you believe the government security plans are producing results?	(3)	(2)	(1)	(0)
26. How effective were the meetings that the President convened with different sectors to reach agreements on the issue of security?	(3)	(2)	(1)	(0)
27. How much have the constant police raids reduced crime in the country?	(3)	(2)	(1)	(0)

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

SAMPLE

Now I will ask some questions about the country's institutions. I will ask you to indicate how satisfied or dissatisfied you are with the performance of these security institutions. Respond to the following scale: very satisfied, somewhat, a little or not at all satisfied.	Very satisfied	Somewhat satisfied	A little satisfied	Not at all satisfied	*DNK/NR*
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 of Justice)?	(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 Forensic Medicine Agency (coroner)?	(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?	(3)	(2)	(1)	(0)	*(9)*
40. How satisfied are you with the performance of the City Hall where you live?	(3)	(2)	(1)	(0)	*(9)*

VI. VICTIMIZATION

41. Have you been the victim of a crime such as robbery, extortion, threat or other kind of criminal act in the last 12 months?
(1) Yes ***[continue]*** (0) No ***[go to 50]***

42. Thinking about the last criminal act that you experienced, from the list I will read you, could you identify the kind of criminal act you experienced?
[Read alternatives]
(01) Unarmed robbery, no assault, or threat (02) Unarmed robbery with added assault or threat
(03) Armed Robbery (04) Extortion
(05) Threats (06) Rape or sexual assault
(07) Abduction (08) Assault, no robbery
(09) Damage to property *(77) Other* *(99) Does not know, does not respond*

43. How many times were you the victim of a criminal act in the last 12 months? ***[Write down the number]*** _____

44. Was the crime you were a victim of related to the fact you own or are part of this business? (1) Yes (0) No

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

46. Why did you not to report the incident? *[In any case go to 50] [Do not read options]*
(0) It is no use /pointless / the authorities fail to solve (1) It is dangerous
(2) No evidence (3) It was not serious (4) Did not know where to report
(7) Other reason

47. What institution did you report the robbery or criminal act to? *[Do not read options]*
(1) PNC (2) Metropolitan Police Corps (3) Prosecutor's
(4) Human Rights Ombudsman's (5) General Attorney's (6) Court
(7) Other institution

48. *What was the outcome of filing the report? [Do not read options]*
(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 reason
(9) Unaware of outcome

SAMPLE

49. How satisfied were you with the way that the authorities managed your case?
(3) Very (2) Somewhat (1) Little (0) Not at all

50. Has anyone working with you in your business been the victim of a criminal act like robbery, extortion, threat or other criminal act in the last 12 months? (1) Yes ***[continue]*** (0) No ***[go to 52]***

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

VII. OTHER ISSUES

52. In your opinion, considering the current business climate in the country, do you think next year your business will do: better, the same, or worse? (3) Better (2) Same (1) Worse

53. What has to happen for the business climate in the country to improve? ***[Do not read options]***
(1) Reduce crime (2) Reduce taxes
(3) Combat corruption (4) Change in government (7) Other

54. How often do you watch, read or listen to the news on the country's media? ***[Do not read options]***
(0) Never (1) Rarely (2) Once or twice a week (3) Always

THANK YOU VERY MUCH FOR YOUR COOPERATION.

OBSERVATIONS _____
_____
_____
_____
_____

Annex 3
Summary Tables of Goals and Indicators

3.1. Summary of Goals and Indicators 0-100 Scale

Goal and Indicator	Result (0-100 scale)	Tables Charts	Question number
Goal 1 – Public satisfaction w/ performance of institutions in charge of justice and security	**40.4**	**Chart 4, 5, 6, 7**	**p19, p20**
Goal 3 - Small and medium-sized business perception of effect of police actions and prosecution on crime affecting them.	**31.5**	**Chart 25, 26, 27, 28**	**p23, p24, p25, p26, p27, p28, p29, p30, p31**
Goal 4 - Public perception of safety on public transportation.	**36.1**	**Chart 26**	**p28**
Goal 6 - Public confidence in government institutions.	**50.1**	**Chart 8, 9, 10, 11, 12, 13, 14, 15, 16**	**p10, p11, p12, p13, p14, p15, p16, p17, p18**
Goal 7 - Public perception of national consensus on public security	**62.1**	**Chart 3**	**p4, p5**

3.2. Summary of Goals and Indicators

Goal and Indicator	Institution	Results				
Goal 1 – Public satisfaction with the performance of institutions in charge of justice and security. (1)	PNC	A lot of confidence criminal will be captured	Some confidence criminal will be captured	Little confidence criminal will be captured	No confidence criminal will be captured	
		14.7%	14.7%	30.2%	40.4%	
	Justice System	A lot of confidence criminal will be prosecuted	Some confidence criminal will be prosecuted	Little confidence criminal will be prosecuted	No confidence criminal will be prosecuted	
		17.8%	17.1%	36.2%	29.0%	
	PNC	Very satisfied	Somewhat satisfied	Somewhat unsatisfied	Completely unsatisfied	
		17.1%	35.0%	34.4%	13.4%	
	Ministry of Justice and Security	Very satisfied	Somewhat satisfied	Somewhat unsatisfied	Completely unsatisfied	Does not know
		11.5%	32.4%	37.5%	16.2%	2.4%
	Penitentiary System	Very satisfied	Somewhat satisfied	Somewhat unsatisfied	Completely unsatisfied	Does not know
		9.7%	21.1%	32.7%	29.9%	6.6%
	Judges (tribunales)	Very satisfied	Somewhat satisfied	Somewhat unsatisfied	Completely unsatisfied	Does not know
		6.9%	22.5%	34.3%	32.4%	3.9%
Goal 3 - Small and medium-sized business perception of effect of police actions and prosecution on crime affecting them. (2)	PNC	A lot of confidence criminal will be captured	Some trust confidence criminal will be captured	Little confidence criminal will be captured	No confidence criminal will be captured	Does not know
		8.4%	12.1%	26.5%	52.0%	1.0%
	Justice System	A lot of confidence criminal will be prosecuted	Some confidence criminal will be prosecuted	Little confidence criminal will be prosecuted	No confidence criminal will be prosecuted	
		9.3%	12.2%	38.2%	40.3%	
	PNC	Very satisfied	Somewhat satisfied	Somewhat unsatisfied	Completely unsatisfied	
		10.4%	28.8%	41.2%	19.6%	
	Ministry of Justice and Security	Very satisfied	Somewhat satisfied	Somewhat unsatisfied	Completely unsatisfied	Does not know
		6.0%	25.9%	41.3%	23.8%	3.1%
	Penitentiary System	Very satisfied	Somewhat satisfied	Somewhat unsatisfied	Completely unsatisfied	Does not know
		4.0%	17.7%	35.1%	37.0%	6.1%
	Judges (courts)	Very satisfied	Somewhat satisfied	Somewhat unsatisfied	Completely unsatisfied	Does not know
		3.5%	15.9%	36.3%	41.7%	2.7%

3.2. Summary of Goals and Indicators

Goal 4 - Public perception of safety on public transportation. (3)		Feel very safe	Feel somewhat safe	Feel somewhat unsafe	Feel completely unsafe	
		10.4%	21.9%	33.9%	33.8%	
Goal 6 - Public confidence in government institutions. (4)	Human Rights Ombudsman's Office	Very satisfied	Somewhat satisfied	Somewhat unsatisfied	Completely unsatisfied	Does not know
		18.1%	30.5%	30.3%	18.9%	2.1%
	Military	Very satisfied	Somewhat satisfied	Somewhat unsatisfied	Completely unsatisfied	
		40.3%	32.2%	21.7%	5.8%	
	General Prosecutor's Office	Very satisfied	Somewhat satisfied	Somewhat unsatisfied	Completely unsatisfied	Does not know
		12.2%	32.0%	35.1%	15.8%	5.0%
	Medical Forensics Agency	Very satisfied	Somewhat satisfied	Somewhat unsatisfied	Completely unsatisfied	Does not know
		22.8%	31.0%	28.4%	12.1%	5.8%
	Court of Accounts	Very satisfied	Somewhat satisfied	Somewhat unsatisfied	Completely unsatisfied	Does not know
		7.9%	25.4%	32.8%	20.4%	13.5%
	Supreme Court	Very satisfied	Somewhat satisfied	Somewhat unsatisfied	Completely unsatisfied	Does not know
		9.7%	28.1%	36.3%	20.8%	5.2%
	Legislative Assembly	Very satisfied	Somewhat satisfied	Somewhat unsatisfied	Completely unsatisfied	
		7.4%	21.8%	31.1%	39.7%	
	Central Government	Very satisfied	Somewhat satisfied	Somewhat unsatisfied	Completely unsatisfied	
		23.6%	33.5%	28.2%	14.8%	
	City Hall	Very satisfied	Somewhat satisfied	Somewhat unsatisfied	Completely unsatisfied	
		36.2%	23.6%	20.5%	19.8%	
Goal 7 - Public perception of national consensus on public security		Aware of national dialogue on public security	Unaware of national dialogue on public security			
		65.6%	34.4%			
	Government joint work with other	Very good	Good	Average	Bad	Very bad
		6.8%	37.9%	40.3%	12.1%	2.9%

NOTES

(1) The questions in the survey asked about both satisfaction with performance and confidence in the institution. All related answers are listed here.
(2) Small and medium-sized business owners were asked the same questions as the residential survey in terms of satisfaction with performance and confidence in the institution. Answers related to the justice and security sectors are presented here.
(3) Of the 73.7% that said they ride public transportation frequently.
(4) The questions in the survey were worded to inquire as to satisfaction with the institution even though the indicator in the M&E Addendum uses confidence.

Annex 4
Report on General Charts of Results from "Survey on the Perception of Security and Confidence in Public Institutions"

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

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1. Sociodemographc Results

Chart A
Distribution of Respondent Population by Age and Sex
(Percentages)

AGE		SEX			
		Men	Women	TOTAL	
				N	%
%		**44.5**	**55.5**		**100.0**
N		**1074**	**1339**	**2413**	
Age	18 to 25	25.0	22.6	570	23.6
	26 to 40	30.5	35.8	808	33.5
	41 to 55	23.9	22.1	553	22.9
	56 or over	20.6	19.5	482	20.0

Chart B
Distribution of Respondent Population by Education level and Sex
(Percentages)

EDUCATION LEVEL		SEX			
		Men	Women	TOTAL	
				N	%
%		**44.5**	**55.5**		**100.0**
N		**1074**	**1339**	**2413**	
Education level	None	5.9	9.9	195	8.1
	Primary	25.9	29.9	678	28.1
	Middle-school	20.9	18.8	477	19.8
	High-school	28.9	23.2	621	25.7
	Technical or university	18.4	18.2	442	18.3

Chart C
Distribution of Respondent Population by Employment Status and Sex
(Percentages)

EMPLOYMENT STATUS		SEX			
		Men	Women	TOTAL	
				N	%
%		**44.5**	**55.5**		**100.0**
N		**1074**	**1339**	**2413**	
Employment status	Presently working	67.6	32.9	1165	48.3
	Presently not working, but employed	7.6	2.4	113	4.7
	Actively seeking employment	6.3	5.1	136	5.6
	Student	8.2	7.9	194	8.0
	Dedicated to housework	.5	48.2	651	27.0
	Retired, on a pension, or permanently unable to work	6.6	2.5	105	4.4
	Not working, and not seeking work	3.2	1.0	47	1.9

Chart D
Distribution of Respondent Population by Party of Choice and Sex
(Percentages)

PARTY OF CHOICE		SEX			
		Men	Women	TOTAL	
				N	%
%		**44.5**	**55.5**		**100.0**
N		**1074**	**1339**	**2413**	
Party of Choice	None	46.6	53.5	1217	50.4
	ARENA	20.5	20.9	500	20.7
	FMLN	27.6	18.4	543	22.5
	GANA	1.2	1.0	27	1.1
	Concertación Nacional / PCN	1.4	1.5	35	1.5
	Other	.6	1.1	21	.9
	DNK/NR	2.2	3.4	70	2.9

2. General Results

Chart 1
In your opinion, what is the main problem currently facing El Salvador? by variables
(Percentages)

VARIABLES		RESPONSE								
		Crime	**Unemployment**	**Poverty**	**Economy**	**Violence**	**High Cost of Living**	**Gangs**	**Bad government policy, the government**	**Other responses**
%		**48.7**	**8.6**	**6.4**	**12.0**	**10.5**	**1.4**	**9.7**	**1.0**	**1.6**
N		**1163**	**205**	**152**	**287**	**252**	**34**	**232**	**25**	**39**
Area of the country	West	47.6	8.0	8.8	15.1	8.8	.6	8.8	.8	1.4
	Central	49.9	10.8	5.1	10.0	10.5	1.9	8.9	1.6	1.3
	Metropolitan	49.0	9.0	5.0	14.1	10.1	.7	8.8	1.0	2.2
	Paracentral	45.8	8.5	5.0	11.1	12.8	1.7	12.0	1.5	1.7
	East	50.5	7.0	7.6	8.0	11.3	2.7	10.9	.6	1.2
Strata	Upper	45.0	5.0	10.0	15.0	5.0	.0	15.0	.0	5.0
	Upper middle	41.5	3.8	9.4	11.3	13.2	1.9	11.3	1.9	5.7
	Lower middle	58.0	9.7	2.5	7.6	10.1	.8	8.0	1.3	2.1
	Worker	50.0	8.3	5.6	12.8	10.0	1.0	9.7	1.0	1.5
	Poor	33.3	11.1	5.6	11.1	5.6	5.6	27.8	.0	.0
	Rural	44.8	9.1	8.3	12.1	11.5	2.2	9.6	1.0	1.3
Sex	Men	47.3	11.5	5.7	12.7	7.3	1.1	10.7	1.3	2.5
	Women	49.8	6.2	6.9	11.5	13.2	1.7	8.9	.8	1.0
Age	18 to 25	46.2	7.1	3.7	11.5	15.6	.9	12.3	1.1	1.6
	26 to 40	51.6	9.3	5.1	9.9	8.7	1.5	11.9	1.1	.9
	41 to 55	51.0	9.1	6.0	13.3	9.9	1.8	5.7	1.1	2.0
	56 or over	44.1	8.4	12.0	14.6	8.4	1.5	7.6	.8	2.5
Education level	None	45.8	7.9	16.3	10.0	7.9	2.1	8.4	.0	1.6
	Primary	46.4	6.7	10.2	13.8	9.9	2.2	8.5	1.0	1.2
	Middle-school	48.5	10.8	4.7	11.2	11.2	1.3	10.6	.2	1.5
	High-school	47.8	9.7	3.1	11.6	12.0	.8	12.6	1.5	1.0
	Technical or university	54.8	7.7	2.7	11.6	10.0	.9	7.0	1.8	3.4
Party of choice	None	50.2	8.6	5.6	12.0	10.6	1.7	8.9	1.0	1.4
	ARENA	47.9	6.8	7.4	12.1	9.3	1.2	13.1	1.2	1.0
	FMLN	48.2	10.2	6.9	11.7	10.4	.7	8.2	1.1	2.4
	GANA	55.6	7.4	3.7	7.4	7.4	3.7	7.4	.0	7.4
	Concertación Nacional / PCN	37.1	11.4	2.9	8.6	20.0	.0	14.3	2.9	2.9
	Other	28.6	9.5	4.8	9.5	28.6	4.8	14.3	.0	.0
	DNK/NR	39.7	7.4	10.3	19.1	10.3	2.9	8.8	.0	1.5

P3.

Chart 2
Have you heard of the national dialogue on security, where the government has convened the private sector, churches and other sectors of society? by variables
(Percentages)

VARIABLES		RESPONSE	
		No	Yes
%		**34.4**	**65.6**
N		**828**	**1579**
Area of the country	West	37.9	62.1
	Central	33.6	66.4
	Metropolitan	24.2	75.8
	Paracentral	42.4	57.6
	East	40.0	60.0
Strata	Upper	35.0	65.0
	Upper middle	28.3	71.7
	Lower middle	27.9	72.1
	Worker	30.2	69.8
	Poor	27.8	72.2
	Rural	43.2	56.8
Sex	Men	31.9	68.1
	Women	36.4	63.6
Age	18 to 25	48.9	51.1
	26 to 40	33.7	66.3
	41 to 55	23.7	76.3
	56 or over	30.8	69.2
Education level	None	48.7	51.3
	Primary	37.9	62.1
	Middle-school	38.3	61.7
	High-school	31.1	68.9
	Technical or university	23.3	76.7
Party of choice	None	37.5	62.5
	ARENA	31.2	68.8
	FMLN	28.9	71.1
	GANA	44.4	55.6
	Concertación Nacional / PCN	44.1	55.9
	Other	52.4	47.6
	DNK/NR	31.9	68.1

P4.

Chart 3
Based on what you have seen or heard, how do you rate the work the government is doing with other sectors to reduce crime (private business, churches, NGOs)? by variables
(Percentages)

VARIABLES		RESPONSE				
		Very good	Good	Average	Bad	Very Bad
%		**6.8**	**37.9**	**40.3**	**12.1**	**2.9**
N		**163**	**904**	**961**	**288**	**69**
Area of the country	West	6.2	38.2	42.2	11.0	2.4
	Central	6.2	37.0	41.4	12.2	3.2
	Metropolitan	7.2	35.3	39.7	15.0	2.8
	Paracentral	7.5	39.9	35.1	12.6	4.9
	East	7.0	40.5	42.1	8.6	1.8
Strata	Upper	5.0	40.0	30.0	15.0	10.0
	Upper middle	11.8	25.5	41.2	15.7	5.9
	Lower middle	5.6	33.3	42.3	14.5	4.3
	Worker	7.4	36.1	40.4	12.9	3.2
	Poor	5.6	55.6	22.2	16.7	.0
	Rural	6.1	42.4	40.1	9.7	1.7
Sex	Men	7.7	34.8	41.3	13.1	3.0
	Women	6.1	40.4	39.5	11.2	2.8
Age	18 to 25	6.9	35.3	44.0	11.1	2.7
	26 to 40	5.9	37.8	42.6	11.1	2.6
	41 to 55	6.3	39.3	36.4	14.3	3.7
	56 or over	9.1	39.5	36.5	12.2	2.7
Education level	None	6.7	42.0	39.9	9.3	2.1
	Primary	5.2	40.7	39.6	12.5	1.9
	Middle-school	6.1	35.5	43.8	11.4	3.2
	High-school	7.3	37.0	39.9	12.2	3.6
	Technical or university	9.4	35.7	38.2	13.1	3.5
Party of choice	None	4.8	34.5	44.5	13.1	3.1
	ARENA	3.5	32.7	43.9	16.5	3.5
	FMLN	14.5	48.5	29.4	5.9	1.7
	GANA	3.8	30.8	46.2	15.4	3.8
	Concertación Nacional / PCN	14.3	34.3	25.7	17.1	8.6
	Other	4.8	47.6	47.6	.0	.0
	DNK/NR	4.3	53.6	29.0	10.1	2.9

P5.

Chart 4
How satisfied are you with the performance of the PNC? by variables
(Percentages)

VARIABLES		RESPONSE			
		Not at all satisfied	**A little satisfied**	**Somewhat satisfied**	**Very satisfied**
%		**13.4**	**34.4**	**35.0**	**17.1**
N		**324**	**829**	**844**	**413**
Area of the country	West	13.3	30.8	37.3	18.6
	Central	11.2	39.1	34.0	15.7
	Metropolitan	15.6	38.0	34.8	11.5
	Paracentral	13.5	31.9	36.5	18.1
	East	12.2	31.2	32.7	23.9
Strata	Upper	10.0	35.0	50.0	5.0
	Upper middle	18.9	45.3	30.2	5.7
	Lower middle	15.4	31.2	40.4	12.9
	Worker	14.5	35.3	36.0	14.3
	Poor	38.9	38.9	11.1	11.1
	Rural	10.4	33.2	32.4	23.9
Sex	Men	14.4	34.3	36.0	15.3
	Women	12.7	34.5	34.2	18.6
Age	18 to 25	12.3	36.3	38.8	12.6
	26 to 40	13.0	37.5	35.5	14.0
	41 to 55	15.6	34.7	32.4	17.4
	56 or over	13.2	26.5	32.8	27.6
Education level	None	15.5	22.2	24.7	37.6
	Primary	12.4	34.2	30.8	22.6
	Middle-school	14.9	36.5	33.5	15.1
	High-school	12.6	35.6	39.1	12.7
	Technical or university	13.8	36.2	41.9	8.1
Party of choice	None	14.9	36.3	34.4	14.4
	ARENA	13.5	32.5	36.3	17.7
	FMLN	10.7	31.5	36.5	21.4
	GANA	18.5	25.9	37.0	18.5
	Concertación Nacional / PCN	11.4	34.3	34.3	20.0
	Other	4.8	52.4	19.0	23.8
	DNK/NR	11.4	34.3	30.0	24.3

P6.

Chart 5
How satisfied are you with the performance of the Ministry of Justice and Security? by variables
(Percentages)

VARIABLES		RESPONSE				
		Not at all satisfied	A little satisfied	Somewhat satisfied	Very satisfied	DNK/NR
%		**16.2**	**37.5**	**32.4**	**11.5**	**2.4**
N		**391**	**905**	**782**	**278**	**57**
Area of the country	West	15.6	37.3	30.5	13.5	3.1
	Central	12.7	39.3	36.1	10.1	1.9
	Metropolitan	21.6	39.7	29.3	7.9	1.6
	Paracentral	14.7	36.2	34.5	12.4	2.3
	East	13.1	34.3	34.5	15.1	3.1
Strata	Upper	15.0	30.0	55.0	.0	.0
	Upper middle	22.6	45.3	26.4	5.7	.0
	Lower middle	25.0	34.2	30.8	7.9	2.1
	Worker	16.7	39.0	33.0	9.5	1.8
	Poor	33.3	16.7	27.8	22.2	.0
	Rural	12.1	36.4	31.9	16.0	3.6
Sex	Men	17.6	38.0	31.8	11.3	1.4
	Women	15.1	37.1	32.9	11.7	3.1
Age	18 to 25	12.8	36.8	38.8	10.7	.9
	26 to 40	17.0	41.6	30.6	9.5	1.4
	41 to 55	20.1	38.2	28.2	11.2	2.4
	56 or over	14.5	30.7	32.8	16.2	5.8
Education level	None	15.4	28.2	25.1	22.6	8.7
	Primary	13.0	35.4	32.2	15.3	4.1
	Middle-school	13.4	38.2	35.6	11.3	1.5
	High-school	18.7	39.3	32.7	9.0	.3
	Technical or university	21.0	41.6	32.1	4.5	.7
Party of choice	None	17.9	39.1	31.4	8.2	3.4
	ARENA	14.4	37.8	34.4	12.0	1.4
	FMLN	15.1	34.1	33.7	16.2	.9
	GANA	7.4	48.1	33.3	11.1	.0
	Concertación Nacional / PCN	22.9	28.6	22.9	22.9	2.9
	Other	4.8	33.3	33.3	23.8	4.8
	DNK/NR	11.4	35.7	30.0	20.0	2.9

P7.

Chart 6
How satisfied are you with the performance of the penitentiary system (the prisons)? by variables (Percentages)

VARIABLES		RESPONSE				
		Not at all satisfied	A little satisfied	Somewhat satisfied	Very satisfied	DNK/NR
%		**29.9**	**32.7**	**21.1**	**9.7**	**6.6**
N		**722**	**789**	**508**	**235**	**159**
Area of the country	West	24.8	30.9	23.6	12.3	8.4
	Central	29.4	36.3	19.9	9.0	5.3
	Metropolitan	36.3	33.8	18.2	5.7	6.0
	Paracentral	30.2	33.0	21.0	10.1	5.7
	East	26.5	30.0	23.3	13.1	7.1
Strata	Upper	60.0	15.0	10.0	10.0	5.0
	Upper middle	37.7	37.7	18.9	1.9	3.8
	Lower middle	39.6	30.8	20.8	4.2	4.6
	Worker	31.1	33.9	20.5	8.5	6.0
	Poor	50.0	11.1	22.2	11.1	5.6
	Rural	23.6	32.0	22.3	13.7	8.4
Sex	Men	31.5	34.2	19.3	10.9	4.2
	Women	28.7	31.5	22.5	8.8	8.5
Age	18 to 25	23.7	36.3	24.9	12.3	2.8
	26 to 40	30.9	34.0	21.7	7.9	5.4
	41 to 55	32.0	32.2	19.5	8.9	7.4
	56 or over	33.2	26.8	17.2	10.8	12.0
Education level	None	28.2	25.6	20.5	13.8	11.8
	Primary	27.7	28.9	19.5	13.9	10.0
	Middle-school	25.2	32.3	24.5	10.3	7.8
	High-school	30.0	35.3	23.2	8.2	3.4
	Technical or university	39.1	38.5	17.0	3.2	2.3
Party of choice	None	31.1	33.9	19.9	7.6	7.5
	ARENA	31.8	30.0	20.4	12.2	5.6
	FMLN	26.0	33.0	24.1	12.2	4.8
	GANA	29.6	29.6	22.2	11.1	7.4
	Concertación Nacional / PCN	25.7	37.1	25.7	8.6	2.9
	Other	38.1	33.3	9.5	14.3	4.8
	DNK/NR	27.1	27.1	22.9	8.6	14.3

P8.

Chart 7
How satisfied are you with the performance of the judges (Courts)? by variables
(Percentages)

VARIABLES		RESPONSE				
		Not at all satisfied	**A little satisfied**	**Somewhat satisfied**	**Very satisfied**	**DNK/NR**
%		**32.4**	**34.3**	**22.5**	**6.9**	**3.9**
N		**783**	**827**	**542**	**166**	**95**
Area of the country	West	28.1	36.9	20.1	8.2	6.6
	Central	33.2	32.9	21.8	6.9	5.3
	Metropolitan	40.7	34.8	19.7	3.2	1.6
	Paracentral	29.6	33.6	26.1	6.0	4.6
	East	26.9	32.2	26.7	11.2	2.9
Strata	Upper	40.0	20.0	25.0	10.0	5.0
	Upper middle	35.8	35.8	18.9	5.7	3.8
	Lower middle	46.7	27.9	20.8	2.5	2.1
	Worker	33.5	36.4	21.6	5.6	2.9
	Poor	55.6	27.8	5.6	11.1	.0
	Rural	25.8	33.2	24.8	9.9	6.2
Sex	Men	34.8	35.5	20.9	7.0	1.8
	Women	30.5	33.3	23.7	6.8	5.7
Age	18 to 25	23.9	35.3	29.8	9.3	1.8
	26 to 40	34.4	34.8	21.8	5.7	3.3
	41 to 55	37.3	35.1	17.5	6.0	4.2
	56 or over	33.8	31.3	20.5	7.1	7.3
Education level	None	30.3	31.3	14.9	13.8	9.7
	Primary	30.2	29.6	24.6	9.4	6.0
	Middle-school	29.4	35.2	23.7	7.8	4.0
	High-school	33.0	37.2	23.2	4.7	1.9
	Technical or university	39.4	37.6	20.1	2.0	.9
Party of choice	None	32.5	36.7	21.2	5.0	4.5
	ARENA	32.8	31.8	23.6	8.2	3.6
	FMLN	34.6	32.8	22.8	7.4	2.4
	GANA	29.6	14.8	33.3	14.8	7.4
	Concertación Nacional / PCN	20.0	42.9	22.9	14.3	.0
	Other	9.5	42.9	14.3	23.8	9.5
	DNK/NR	25.7	21.4	31.4	14.3	7.1

P9.

Chart 8
How satisfied are you with the performance of the Human Rights Ombudsman's Office? by variables (Percentages)

VARIABLES		RESPONSE				
		Not at all satisfied	A little satisfied	Somewhat satisfied	Very satisfied	DNK/NR
%		**18.9**	**30.3**	**30.5**	**18.1**	**2.1**
N		**457**	**732**	**736**	**437**	**51**
Area of the country	West	19.3	29.3	30.5	17.8	3.1
	Central	17.5	32.9	29.2	18.6	1.9
	Metropolitan	21.0	33.2	30.9	13.8	1.0
	Paracentral	20.1	29.0	30.2	18.4	2.3
	East	15.9	26.3	31.2	23.9	2.7
Strata	Upper	15.0	30.0	40.0	15.0	.0
	Upper middle	20.8	34.0	32.1	11.3	1.9
	Lower middle	24.2	31.2	31.2	11.2	2.1
	Worker	20.4	32.2	29.5	16.1	1.8
	Poor	33.3	16.7	22.2	27.8	.0
	Rural	14.8	27.3	31.6	23.5	2.8
Sex	Men	22.2	29.6	30.3	16.7	1.3
	Women	16.4	30.9	30.7	19.3	2.8
Age	18 to 25	13.2	27.5	35.3	23.2	.9
	26 to 40	17.6	32.1	31.3	16.8	2.2
	41 to 55	24.1	31.5	27.7	15.2	1.6
	56 or over	22.2	29.5	26.8	17.6	3.9
Education level	None	20.0	25.6	24.6	23.6	6.2
	Primary	18.0	29.5	27.4	21.7	3.4
	Middle-school	18.9	27.0	30.8	22.0	1.3
	High-school	18.8	31.1	33.0	15.9	1.1
	Technical or university	20.1	36.2	33.9	9.0	.7
Party of choice	None	20.0	31.1	30.2	16.0	2.6
	ARENA	18.2	30.4	33.0	17.0	1.4
	FMLN	17.7	29.8	30.2	21.0	1.3
	GANA	18.5	14.8	40.7	25.9	.0
	Concertación Nacional / PCN	17.1	31.4	17.1	31.4	2.9
	Other	14.3	19.0	23.8	33.3	9.5
	DNK/NR	17.1	28.6	25.7	25.7	2.9

P10.

Chart 9
How satisfied are you with the performance of the Armed Forces? by variables
(Percentages)

VARIABLES		RESPONSE			
		Not at all satisfied	A little satisfied	Somewhat satisfied	Very satisfied
%		**5.8**	**21.7**	**32.2**	**40.3**
N		**139**	**521**	**773**	**966**
Area of the country	West	5.1	22.2	32.1	40.6
	Central	6.1	25.3	32.0	36.5
	Metropolitan	7.5	24.5	34.2	33.8
	Paracentral	4.9	21.1	30.6	43.4
	East	4.5	14.9	30.9	49.7
Strata	Upper	5.3	15.8	57.9	21.1
	Upper middle	9.6	23.1	36.5	30.8
	Lower middle	5.4	15.9	37.2	41.4
	Worker	6.2	23.0	32.7	38.0
	Poor	11.1	11.1	11.1	66.7
	Rural	4.9	21.7	29.6	43.8
Sex	Men	5.3	17.9	30.0	46.8
	Women	6.2	24.8	34.0	35.0
Age	18 to 25	6.4	20.0	37.9	35.8
	26 to 40	6.1	21.7	31.6	40.6
	41 to 55	4.9	24.7	28.2	42.2
	56 or over	5.6	20.3	31.3	42.8
Education level	None	5.8	17.8	24.6	51.8
	Primary	5.6	19.7	28.9	45.8
	Middle-school	5.1	24.3	31.4	39.2
	High-school	6.3	23.0	32.4	38.3
	Technical or university	6.1	22.0	41.3	30.6
Party of choice	None	5.5	24.2	36.7	33.5
	ARENA	5.4	18.7	27.0	48.8
	FMLN	7.9	19.2	27.0	45.8
	GANA	.0	14.8	37.0	48.1
	Concertación Nacional / PCN	2.9	22.9	25.7	48.6
	Other	4.8	28.6	33.3	33.3
	DNK/NR	.0	18.6	32.9	48.6

P11.

Chart 10
How satisfied are you with the performance of the Prosecutor General's Office? by variables
(Percentages)

VARIABLES		RESPONSE				
		Not at all satisfied	A little satisfied	Somewhat satisfied	Very satisfied	DNK/NR
%		**15.8**	**35.1**	**32.0**	**12.2**	**5.0**
N		**381**	**847**	**771**	**294**	**120**
Area of the country	West	15.2	34.8	30.1	13.9	6.1
	Central	14.3	36.6	31.3	12.2	5.6
	Metropolitan	20.1	39.8	29.0	8.3	2.8
	Paracentral	13.8	33.0	33.6	13.5	6.0
	East	12.9	29.2	37.3	14.9	5.7
Strata	Upper	20.0	25.0	45.0	10.0	.0
	Upper middle	20.8	47.2	22.6	5.7	3.8
	Lower middle	23.7	35.0	33.3	4.2	3.7
	Worker	17.1	37.8	30.2	11.9	3.1
	Poor	22.2	33.3	27.8	11.1	5.6
	Rural	10.9	30.5	34.7	15.5	8.4
Sex	Men	16.7	38.1	30.0	12.6	2.7
	Women	15.1	32.7	33.5	11.9	6.8
Age	18 to 25	10.2	39.5	35.8	12.1	2.5
	26 to 40	14.9	37.0	32.4	12.1	3.6
	41 to 55	17.9	33.8	30.6	12.5	5.2
	56 or over	21.6	28.2	28.2	12.0	10.0
Education level	None	14.9	27.2	27.7	16.4	13.8
	Primary	16.1	28.6	31.4	15.9	8.0
	Middle-school	13.6	36.9	31.0	14.3	4.2
	High-school	15.1	36.4	38.0	8.2	2.3
	Technical or university	19.0	44.8	27.1	7.9	1.1
Party of choice	None	16.9	37.1	30.6	9.7	5.7
	ARENA	12.0	35.2	35.0	13.8	4.0
	FMLN	16.4	34.1	32.4	13.4	3.7
	GANA	33.3	3.7	40.7	22.2	.0
	Concertación Nacional / PCN	17.1	34.3	20.0	22.9	5.7
	Other	14.3	23.8	14.3	33.3	14.3
	DNK/NR	11.4	24.3	37.1	18.6	8.6

P12.

Chart 11
How satisfied are you with the performance of the Medical Forensics Agency (Coroner's Office)? by variables (Percentages)

VARIABLES		RESPONSE				
		Not at all satisfied	A little satisfied	Somewhat satisfied	Very satisfied	DNK/NR
%		**12.1**	**28.4**	**31.0**	**22.8**	**5.8**
N		**291**	**685**	**748**	**549**	**140**
Area of the country	West	10.0	27.0	30.5	25.2	7.4
	Central	11.7	27.9	31.0	23.3	6.1
	Metropolitan	13.7	32.8	30.6	18.5	4.4
	Paracentral	10.6	30.2	31.3	23.0	4.9
	East	13.3	22.9	31.8	25.5	6.5
Strata	Upper	.0	35.0	20.0	35.0	10.0
	Upper middle	7.5	28.3	45.3	11.3	7.5
	Lower middle	14.6	30.4	32.1	17.5	5.4
	Worker	12.3	30.2	32.1	21.2	4.2
	Poor	16.7	16.7	16.7	38.9	11.1
	Rural	11.5	25.1	28.6	26.8	8.0
Sex	Men	12.7	26.4	31.8	24.7	4.4
	Women	11.6	29.9	30.3	21.2	6.9
Age	18 to 25	10.0	22.8	37.2	27.5	2.5
	26 to 40	10.5	32.8	30.3	22.0	4.3
	41 to 55	14.6	30.6	27.3	20.1	7.4
	56 or over	14.1	25.1	29.0	21.4	10.4
Education level	None	12.8	23.6	23.6	28.7	11.3
	Primary	12.8	25.1	28.6	25.4	8.1
	Middle-school	11.3	27.7	31.0	24.5	5.5
	High-school	11.1	29.8	34.3	21.3	3.5
	Technical or university	12.7	34.4	33.3	16.3	3.4
Party of choice	None	13.1	30.1	30.3	20.4	6.1
	ARENA	10.0	28.4	30.6	26.2	4.8
	FMLN	11.6	26.5	33.1	23.2	5.5
	GANA	3.7	7.4	29.6	51.9	7.4
	Concertación Nacional / PCN	11.4	25.7	34.3	22.9	5.7
	Other	4.8	38.1	28.6	23.8	4.8
	DNK/NR	17.1	20.0	28.6	24.3	10.0

P13.

Chart 12
How satisfied are you with the performance of the Court of Accounts? by variables
(Percentages)

VARIABLES		RESPONSE				
		Not at all satisfied	**A little satisfied**	**Somewhat satisfied**	**Very satisfied**	**DNK/NR**
%		**20.4**	**32.8**	**25.4**	**7.9**	**13.5**
N		**492**	**792**	**613**	**190**	**326**
Area of the country	West	17.4	31.6	24.4	10.0	16.6
	Central	20.2	31.3	27.3	8.2	13.0
	Metropolitan	24.5	34.0	25.7	6.3	9.6
	Paracentral	19.8	35.1	23.0	6.3	15.8
	East	18.4	32.0	26.3	8.8	14.5
Strata	Upper	40.0	25.0	25.0	10.0	.0
	Upper middle	26.4	47.2	18.9	.0	7.5
	Lower middle	24.2	35.4	27.9	5.0	7.5
	Worker	20.4	34.1	26.3	8.0	11.1
	Poor	33.3	11.1	22.2	5.6	27.8
	Rural	18.2	29.8	23.8	9.0	19.3
Sex	Men	24.5	33.7	24.7	8.7	8.5
	Women	17.1	32.1	26.0	7.2	17.6
Age	18 to 25	18.2	33.3	31.2	8.6	8.6
	26 to 40	20.9	34.5	26.5	6.4	11.6
	41 to 55	22.8	33.8	21.2	8.3	13.9
	56 or over	19.3	28.2	21.6	8.9	22.0
Education level	None	20.5	23.6	19.5	10.8	25.6
	Primary	16.2	29.6	21.4	10.9	21.8
	Middle-school	19.9	29.6	30.6	7.3	12.6
	High-school	20.9	35.9	28.2	6.6	8.4
	Technical or university	26.5	41.0	24.7	4.3	3.6
Party of choice	None	21.6	33.4	22.9	6.4	15.6
	ARENA	19.2	33.4	28.6	8.4	10.4
	FMLN	19.3	32.8	27.6	9.0	11.2
	GANA	18.5	11.1	44.4	7.4	18.5
	Concertación Nacional / PCN	14.3	42.9	31.4	5.7	5.7
	Other	9.5	33.3	23.8	14.3	19.0
	DNK/NR	22.9	21.4	18.6	20.0	17.1

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Chart 13
How satisfied are you with the performance of the Supreme Court of Justice? by variables
(Percentages)

VARIABLES		RESPONSE				
		Not at all satisfied	**A little satisfied**	**Somewhat satisfied**	**Very satisfied**	**DNK/NR**
%		**20.8**	**36.3**	**28.1**	**9.7**	**5.2**
N		**501**	**876**	**678**	**233**	**125**
Area of the country	West	19.1	35.7	27.7	8.8	8.6
	Central	21.0	36.6	27.6	10.6	4.2
	Metropolitan	24.9	40.8	24.9	6.4	2.9
	Paracentral	19.5	33.6	31.9	11.8	3.2
	East	17.3	32.2	30.6	12.9	6.9
Strata	Upper	30.0	25.0	45.0	.0	.0
	Upper middle	24.5	43.4	26.4	1.9	3.8
	Lower middle	25.8	38.3	27.5	5.0	3.3
	Worker	22.0	36.9	28.6	8.6	3.8
	Poor	44.4	22.2	22.2	5.6	5.6
	Rural	16.4	34.9	27.3	13.5	8.0
Sex	Men	22.5	36.9	28.1	10.1	2.4
	Women	19.3	35.8	28.1	9.3	7.4
Age	18 to 25	16.3	36.5	33.0	11.9	2.3
	26 to 40	19.2	42.6	26.0	8.3	4.0
	41 to 55	24.1	34.4	28.2	7.4	6.0
	56 or over	24.9	27.8	25.7	11.8	9.8
Education level	None	20.5	23.6	26.7	14.9	14.4
	Primary	20.4	31.4	26.3	14.0	8.0
	Middle-school	18.0	35.6	31.0	9.6	5.7
	High-school	21.4	40.3	29.5	7.4	1.4
	Technical or university	23.5	44.6	26.5	3.8	1.6
Party of choice	None	21.4	38.3	26.5	8.1	5.8
	ARENA	21.4	33.8	28.2	11.8	4.8
	FMLN	18.2	36.8	30.4	10.7	3.9
	GANA	29.6	14.8	44.4	11.1	.0
	Concertación Nacional / PCN	20.0	25.7	34.3	8.6	11.4
	Other	28.6	23.8	19.0	23.8	4.8
	DNK/NR	20.0	32.9	31.4	10.0	5.7

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Chart 14
How satisfied are you with the performance of the Legislative Assembly (deputies)? by variables
(Percentages)

VARIABLES		RESPONSE			
		Not at all satisfied	**A little satisfied**	**Somewhat satisfied**	**Very satisfied**
%		**39.7**	**31.1**	**21.8**	**7.4**
N		**950**	**745**	**521**	**177**
Area of the country	West	38.0	32.7	21.5	7.8
	Central	40.6	31.3	21.9	6.1
	Metropolitan	47.1	30.4	19.3	3.2
	Paracentral	35.9	30.5	25.3	8.3
	East	33.0	30.9	22.9	13.2
Strata	Upper	73.7	15.8	10.5	.0
	Upper middle	52.8	28.3	11.3	7.5
	Lower middle	51.5	30.5	16.3	1.7
	Worker	42.6	31.1	20.0	6.3
	Poor	66.7	11.1	11.1	11.1
	Rural	29.5	32.4	27.3	10.8
Sex	Men	43.2	32.0	18.6	6.2
	Women	36.9	30.4	24.3	8.4
Age	18 to 25	35.4	35.6	22.6	6.3
	26 to 40	37.5	31.8	22.0	8.7
	41 to 55	45.4	30.8	19.0	4.7
	56 or over	41.9	24.9	23.7	9.5
Education level	**None**	31.4	28.7	22.9	17.0
	Primary	31.6	29.9	27.1	11.4
	Middle-school	36.2	33.3	23.6	6.9
	High-school	43.2	31.9	21.1	3.7
	Technical or university	54.3	30.5	12.2	2.9
Party of choice	None	43.9	31.4	19.2	5.5
	ARENA	37.3	31.7	23.2	7.9
	FMLN	35.2	30.6	25.0	9.3
	GANA	40.7	22.2	14.8	22.2
	Concertación Nacional / PCN	27.3	30.3	30.3	12.1
	Other	25.0	30.0	20.0	25.0
	DNK/NR	28.6	31.4	30.0	10.0

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Chart 15
How satisfied are you with the performance of the central government? by variables
(Percentages)

VARIABLES		RESPONSE			
		Not at all satisfied	**A little satisfied**	**Somewhat satisfied**	**Very satisfied**
%		**14.8**	**28.2**	**33.5**	**23.6**
N		**355**	**678**	**805**	**567**
Area of the country	West	13.4	30.2	32.7	23.7
	Central	15.6	31.0	31.6	21.8
	Metropolitan	17.8	28.8	35.4	18.0
	Paracentral	13.8	27.6	32.2	26.4
	East	11.9	23.5	33.9	30.7
Strata	Upper	40.0	20.0	40.0	.0
	Upper middle	30.8	36.5	19.2	13.5
	Lower middle	16.8	30.7	35.3	17.2
	Worker	16.0	28.5	33.4	22.1
	Poor	16.7	22.2	38.9	22.2
	Rural	10.6	26.8	33.6	29.0
Sex	Men	14.2	26.8	35.4	23.6
	Women	15.2	29.3	31.9	23.6
Age	18 to 25	13.0	31.3	37.0	18.7
	26 to 40	14.1	31.4	32.8	21.7
	41 to 55	17.4	25.5	31.2	25.9
	56 or over	14.9	22.0	33.1	30.0
Education level	None	13.5	21.9	26.0	38.5
	Primary	11.9	27.3	30.6	30.3
	Middle-school	14.0	29.6	34.2	22.2
	High-school	16.3	28.2	37.2	18.4
	Technical or university	18.4	30.8	35.1	15.6
Party of choice	None	15.6	32.2	35.5	16.7
	ARENA	24.5	31.4	27.0	17.1
	FMLN	4.2	16.9	34.8	44.0
	GANA	14.8	33.3	33.3	18.5
	Concertación Nacional / PCN	22.9	20.0	31.4	25.7
	Other	4.8	38.1	23.8	33.3
	DNK/NR	11.6	21.7	37.7	29.0

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Chart 16
How satisfied are you with the performance of the City Hall where you live? by variables
(Percentages)

VARIABLES		RESPONSE			
		Not at all satisfied	A little satisfied	Somewhat satisfied	Very satisfied
%		**19.8**	**20.5**	**23.6**	**36.2**
N		**474**	**491**	**565**	**868**
Area of the country	West	22.0	19.4	22.9	35.7
	Central	18.4	17.3	19.7	44.7
	Metropolitan	20.1	23.3	29.0	27.6
	Paracentral	19.6	22.5	20.5	37.5
	East	18.2	18.6	21.9	41.2
Strata	Upper	5.0	5.0	15.0	75.0
	Upper middle	13.2	7.5	18.9	60.4
	Lower middle	15.5	20.1	27.6	36.8
	Worker	18.8	21.7	25.1	34.4
	Poor	35.3	.0	23.5	41.2
	Rural	23.0	20.4	20.5	36.1
Sex	Men	19.4	21.3	26.1	33.2
	Women	20.0	19.8	21.5	38.6
Age	18 to 25	17.9	21.8	22.8	37.5
	26 to 40	19.2	21.9	23.9	35.1
	41 to 55	21.2	19.9	24.3	34.6
	56 or over	21.4	17.2	23.1	38.4
Education level	None	28.1	17.2	20.3	34.4
	Primary	19.9	18.2	20.6	41.3
	Middle-school	18.5	22.1	23.6	35.8
	High-school	20.2	22.3	23.9	33.5
	Technical or university	16.7	21.0	29.0	33.3
Party of choice	None	20.6	23.7	25.9	29.7
	ARENA	15.8	15.8	21.0	47.3
	FMLN	23.1	17.6	20.7	38.5
	GANA	14.8	22.2	14.8	48.1
	Concertación Nacional / PCN	14.3	22.9	14.3	48.6
	Other	.0	23.8	19.0	57.1
	DNK/NR	17.4	17.4	31.9	33.3

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Chart 17
If you were the victim of robbery or assault, how confident would you feel that the police would capture the perpetrator: a lot, somewhat, little or not at all? by variables
(Percentages)

VARIABLES		RESPONSE			
		Not at all	Little	Somewhat	A lot
%		**40.4**	**30.2**	**14.7**	**14.7**
N		**974**	**727**	**354**	**354**
Area of the country	West	39.9	26.8	17.8	15.5
	Central	43.5	32.3	9.6	14.7
	Metropolitan	49.3	29.9	13.1	7.6
	Paracentral	36.8	33.0	13.5	16.7
	East	28.8	30.4	18.4	22.4
Strata	Upper	60.0	25.0	5.0	10.0
	Upper middle	43.4	41.5	9.4	5.7
	Lower middle	45.4	24.6	18.7	11.2
	Worker	45.1	31.3	13.9	9.6
	Poor	66.7	11.1	.0	22.2
	Rural	30.6	29.9	15.7	23.9
Sex	Men	39.5	31.7	15.5	13.3
	Women	41.2	29.0	14.0	15.8
Age	18 to 25	41.1	34.0	13.2	11.8
	26 to 40	42.0	32.9	12.4	12.7
	41 to 55	43.4	26.3	14.5	15.8
	56 or over	33.7	25.4	20.6	20.2
Education level	None	31.8	17.4	18.5	32.3
	Primary	32.5	27.7	15.7	24.1
	Middle-school	37.3	33.7	15.4	13.7
	High-school	46.2	33.2	13.0	7.6
	Technical or university	51.6	31.7	13.1	3.6
Party of choice	None	44.2	31.3	12.8	11.7
	ARENA	39.9	26.9	16.8	16.4
	FMLN	35.7	32.4	14.4	17.5
	GANA	37.0	11.1	37.0	14.8
	Concertación Nacional / PCN	31.4	31.4	11.4	25.7
	Other	33.3	9.5	33.3	23.8
	DNK/NR	22.9	30.0	22.9	24.3

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Chart 18
How confident are you that the justice system would process and punish the one responsible for the crime: a lot, somewhat, little or not at all? by variables
(Percentages)

VARIABLES		RESPONSE			
		Not at all	Little	Somewhat	A lot
%		**29.0**	**36.2**	**17.1**	**17.8**
N		**695**	**868**	**409**	**426**
Area of the country	West	28.4	34.7	18.7	18.1
	Central	30.6	39.4	13.7	16.4
	Metropolitan	37.2	35.3	16.6	10.9
	Paracentral	24.1	37.7	15.9	22.3
	East	20.3	35.5	19.3	24.8
Strata	Upper	35.0	30.0	25.0	10.0
	Upper middle	28.3	52.8	11.3	7.5
	Lower middle	37.1	37.5	15.0	10.4
	Worker	32.1	37.2	17.0	13.7
	Poor	50.0	22.2	5.6	22.2
	Rural	21.3	33.6	18.2	26.9
Sex	Men	27.6	38.0	17.6	16.9
	Women	30.1	34.8	16.6	18.5
Age	18 to 25	27.1	39.2	17.0	16.7
	26 to 40	32.7	38.1	14.9	14.3
	41 to 55	31.8	31.6	17.0	19.7
	56 or over	21.8	34.7	20.8	22.7
Education level	None	20.9	26.7	22.0	30.4
	Primary	20.6	33.7	18.0	27.7
	Middle-school	26.8	38.6	15.4	19.2
	High-school	35.5	35.5	17.9	11.1
	Technical or university	38.5	42.5	14.0	5.0
Party of choice	None	32.9	36.5	15.9	14.8
	ARENA	27.5	36.4	15.2	21.0
	FMLN	25.4	36.5	19.3	18.7
	GANA	18.5	37.0	29.6	14.8
	Concertación Nacional / PCN	14.3	37.1	14.3	34.3
	Other	19.0	23.8	33.3	23.8
	DNK/NR	14.3	30.0	25.7	30.0

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Chart 19
Please, tell me if you have had to go to the following institutions in the last 12 months: Court by variables
(Percentages)

VARIABLES		RESPONSE	
		No	Yes
%		**94.0**	**6.0**
N		**2268**	**145**
Area of the country	West	94.1	5.9
	Central	94.4	5.6
	Metropolitan	93.6	6.4
	Paracentral	94.8	5.2
	East	93.5	6.5
Strata	Upper	95.0	5.0
	Upper middle	88.7	11.3
	Lower middle	97.5	2.5
	Worker	92.8	7.2
	Poor	88.9	11.1
	Rural	95.2	4.8
Sex	Men	94.0	6.0
	Women	94.0	6.0
Age	18 to 25	95.8	4.2
	26 to 40	92.5	7.5
	41 to 55	92.0	8.0
	56 or over	96.7	3.3
Education level	None	94.4	5.6
	Primary	94.5	5.5
	Middle-school	94.5	5.5
	High-school	92.9	7.1
	Technical or university	93.9	6.1
Party of choice	None	95.2	4.8
	ARENA	91.6	8.4
	FMLN	94.5	5.5
	GANA	92.6	7.4
	Concertación Nacional / PCN	91.4	8.6
	Other	90.5	9.5
	DNK/NR	88.6	11.4

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Chart 19a
What was the service like? by variables
[Only for those who went to the Court in the last 12 months]
(Percentages)

VARIABLES		RESPONSE		
		Bad	Average	Good
%		**15.9**	**29.0**	**55.2**
N		**23**	**42**	**80**
Area of the country	West	13.3	16.7	70.0
	Central	33.3	23.8	42.9
	Metropolitan	11.4	38.6	50.0
	Paracentral	16.7	33.3	50.0
	East	12.5	28.1	59.4
Strata	Upper	.0	100.0	.0
	Upper middle	33.3	33.3	33.3
	Lower middle	33.3	33.3	33.3
	Worker	13.3	33.3	53.3
	Poor	.0	.0	100.0
	Rural	17.5	17.5	65.0
Sex	Men	17.2	25.0	57.8
	Women	14.8	32.1	53.1
Age	18 to 25	16.7	29.2	54.2
	26 to 40	11.5	32.8	55.7
	41 to 55	22.7	27.3	50.0
	56 or over	12.5	18.7	68.8
Education level	None	.0	18.2	81.8
	Primary	21.6	18.9	59.5
	Middle-school	23.1	30.8	46.2
	High-school	18.2	34.1	47.7
	Technical or university	3.7	37.0	59.3
Party of choice	None	12.1	39.7	48.3
	ARENA	23.8	16.7	59.5
	FMLN	16.7	33.3	50.0
	GANA	.0	50.0	50.0
	Concertación Nacional / PCN	.0	.0	100.0
	Other	.0	.0	100.0
	DNK/NR	12.5	12.5	75.0

P21a.

Chart 19b
Was the issue you went in for taken care of? by variables
[Only for those who went to the Court in the last 12 months]
(Percentages)

VARIABLES		RESPONSE	
		No	**Yes**
%		**35.9**	**64.1**
N		**52**	**93**
Area of the country	West	43.3	56.7
	Central	42.9	57.1
	Metropolitan	36.4	63.6
	Paracentral	33.3	66.7
	East	25.0	75.0
Strata	Upper	100.0	.0
	Upper middle	33.3	66.7
	Lower middle	50.0	50.0
	Worker	38.9	61.1
	Poor	50.0	50.0
	Rural	25.0	75.0
Sex	Men	26.6	73.4
	Women	43.2	56.8
Age	18 to 25	41.7	58.3
	26 to 40	29.5	70.5
	41 to 55	45.5	54.5
	56 or over	25.0	75.0
Education level	None	9.1	90.9
	Primary	29.7	70.3
	Middle-school	46.2	53.8
	High-school	40.9	59.1
	Technical or university	37.0	63.0
Party of choice	None	36.2	63.8
	ARENA	45.2	54.8
	FMLN	26.7	73.3
	GANA	50.0	50.0
	Concertación Nacional / PCN	.0	100.0
	Other	.0	100.0
	DNK/NR	37.5	62.5

P21b.

Chart 20
Please, tell me if you have had to go to the following institutions in the last 12 months: Prosecutor General's Office by variables
(Percentages)

VARIABLES		RESPONSE	
		No, has not gone	Yes, has gone
%		**96.7**	**3.3**
N		**2333**	**79**
Area of the country	West	97.3	2.7
	Central	96.8	3.2
	Metropolitan	95.9	4.1
	Paracentral	96.8	3.2
	East	97.1	2.9
Strata	Upper	100.0	.0
	Upper middle	90.6	9.4
	Lower middle	95.8	4.2
	Worker	96.7	3.3
	Poor	94.4	5.6
	Rural	97.3	2.7
Sex	Men	96.6	3.4
	Women	96.9	3.1
Age	18 to 25	98.4	1.6
	26 to 40	95.9	4.1
	41 to 55	94.8	5.2
	56 or over	98.3	1.7
Education level	None	96.4	3.6
	Primary	97.6	2.4
	Middle-school	97.3	2.7
	High-school	96.6	3.4
	Technical or university	95.0	5.0
Party of choice	None	97.7	2.3
	ARENA	95.2	4.8
	FMLN	96.1	3.9
	GANA	100.0	.0
	Concertación Nacional / PCN	97.1	2.9
	Other	95.2	4.8
	DNK/NR	94.3	5.7

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Chart 20a
What was the service like? by variables
[Only for those who went to the Prosecutor General's in the last 12 months]
(Percentages)

VARIABLES		RESPONSE		
		Bad	**Average**	**Good**
%		**25.3**	**22.8**	**51.9**
N		**20**	**18**	**41**
Area of the country	West	14.3	14.3	71.4
	Central	33.3	25.0	41.7
	Metropolitan	32.1	28.6	39.3
	Paracentral	20.0	20.0	60.0
	East	20.0	20.0	60.0
Strata	Upper	.0	.0	.0
	Upper middle	20.0	20.0	60.0
	Lower middle	40.0	20.0	40.0
	Worker	22.0	31.7	46.3
	Poor	.0	.0	100.0
	Rural	27.3	9.1	63.6
Sex	Men	39.5	18.4	42.1
	Women	12.2	26.8	61.0
Age	18 to 25	11.1	66.7	22.2
	26 to 40	18.2	24.2	57.6
	41 to 55	31.0	10.3	58.6
	56 or over	50.0	12.5	37.5
Education level	None	14.3	14.3	71.4
	Primary	23.5	11.8	64.7
	Middle-school	23.1	23.1	53.8
	High-school	33.3	28.6	38.1
	Technical or university	23.8	28.6	47.6
Party of choice	None	25.9	29.6	44.4
	ARENA	25.0	12.5	62.5
	FMLN	27.3	27.3	45.5
	GANA	.0	.0	.0
	Concertación Nacional / PCN	.0	.0	100.0
	Other	100.0	.0	.0
	DNK/NR	.0	25.0	75.0

P22a.

Chart 20b
Was the problem you went in for solved? by variables
[Only for those who went to the Prosecutor General's in the last 12 months]
(Percentages)

VARIABLES		RESPONSE	
		No	Yes
%		**49.4**	**50.6**
N		**39**	**40**
Area of the country	West	50.0	50.0
	Central	58.3	41.7
	Metropolitan	53.6	46.4
	Paracentral	40.0	60.0
	East	40.0	60.0
Strata	Upper	.0	.0
	Upper middle	80.0	20.0
	Lower middle	50.0	50.0
	Worker	48.8	51.2
	Poor	.0	100.0
	Rural	45.5	54.5
Sex	Men	55.3	44.7
	Women	43.9	56.1
Age	18 to 25	77.8	22.2
	26 to 40	48.5	51.5
	41 to 55	37.9	62.1
	56 or over	62.5	37.5
Education level	None	28.6	71.4
	Primary	47.1	52.9
	Middle-school	38.5	61.5
	High-school	57.1	42.9
	Technical or university	57.1	42.9
Party of choice	None	44.4	55.6
	ARENA	62.5	37.5
	FMLN	40.9	59.1
	GANA	.0	.0
	Concertación Nacional / PCN	.0	100.0
	Other	100.0	.0
	DNK/NR	50.0	50.0

P22b.

Chart 21
Please, tell me if you have had to go to the following institutions in the last 12 months: Human Rights Ombudsman's Office by variables (Percentages)

VARIABLES		RESPONSE	
		No, has not gone	Yes, has gone
%		**95.6**	**4.4**
N		**2307**	**106**
Area of the country	West	95.7	4.3
	Central	95.8	4.2
	Metropolitan	95.3	4.7
	Paracentral	96.0	4.0
	East	95.5	4.5
Strata	Upper	100.0	.0
	Upper middle	96.2	3.8
	Lower middle	97.9	2.1
	Worker	94.8	5.2
	Poor	88.9	11.1
	Rural	96.1	3.9
Sex	Men	96.6	3.4
	Women	94.8	5.2
Age	18 to 25	96.1	3.9
	26 to 40	94.3	5.7
	41 to 55	94.9	5.1
	56 or over	97.9	2.1
Education level	None	97.4	2.6
	Primary	95.3	4.7
	Middle-school	95.4	4.6
	High-school	95.8	4.2
	Technical or university	95.2	4.8
Party of choice	None	95.6	4.4
	ARENA	95.6	4.4
	FMLN	96.5	3.5
	GANA	85.2	14.8
	Concertación Nacional / PCN	91.4	8.6
	Other	95.2	4.8
	DNK/NR	94.3	5.7

P23.

Chart 21a
What was the service like? by variables
[Only for those who have been to the Human Rights Ombudsman's office in the last 12 months]
(Percentages)

VARIABLES		RESPONSE		
		Bad	**Average**	**Good**
%		**22.6**	**24.5**	**52.8**
N		**24**	**26**	**56**
Area of the country	West	22.7	13.6	63.6
	Central	12.5	31.2	56.3
	Metropolitan	21.9	31.2	46.9
	Paracentral	35.7	28.6	35.7
	East	22.7	18.2	59.1
Strata	Upper	.0	.0	.0
	Upper middle	.0	50.0	50.0
	Lower middle	20.0	60.0	20.0
	Worker	23.1	20.0	56.9
	Poor	.0	50.0	50.0
	Rural	25.0	25.0	50.0
Sex	Men	24.3	16.2	59.5
	Women	21.7	29.0	49.3
Age	18 to 25	13.6	27.3	59.1
	26 to 40	17.4	26.1	56.5
	41 to 55	25.0	21.4	53.6
	56 or over	60.0	20.0	20.0
Education level	None	40.0	20.0	40.0
	Primary	25.0	18.8	56.2
	Middle-school	18.2	27.3	54.5
	High-school	23.1	26.9	50.0
	Technical or university	19.0	28.6	52.4
Party of choice	None	26.4	28.3	45.3
	ARENA	22.7	31.8	45.5
	FMLN	21.1	10.5	68.4
	GANA	.0	.0	100.0
	Concertación Nacional / PCN	.0	33.3	66.7
	Other	.0	.0	100.0
	DNK/NR	25.0	25.0	50.0

P23a.

Chart 21b
Was the issue you went in for taken care of? by variables
[Only those who went to the Human Rights Office in the last 12 months]
(Percentages)

VARIABLES		RESPONSE	
		No	Yes
%		**51.9**	**48.1**
N		**55**	**51**
Area of the country	West	45.5	54.5
	Central	62.5	37.5
	Metropolitan	56.2	43.7
	Paracentral	64.3	35.7
	East	36.4	63.6
Strata	Upper	.0	.0
	Upper middle	50.0	50.0
	Lower middle	60.0	40.0
	Worker	52.3	47.7
	Poor	50.0	50.0
	Rural	50.0	50.0
Sex	Men	51.4	48.6
	Women	52.2	47.8
Age	18 to 25	54.5	45.5
	26 to 40	43.5	56.5
	41 to 55	53.6	46.4
	56 or over	80.0	20.0
Education level	None	20.0	80.0
	Primary	53.1	46.9
	Middle-school	50.0	50.0
	High-school	57.7	42.3
	Technical or university	52.4	47.6
Party of choice	None	50.9	49.1
	ARENA	59.1	40.9
	FMLN	57.9	42.1
	GANA	25.0	75.0
	Concertación Nacional / PCN	33.3	66.7
	Other	.0	100.0
	DNK/NR	50.0	50.0

P23b.

Chart 22
Please, tell me if you have had to go to the following institutions in the last 12 months: National Civil Police by variables
(Percentages)

VARIABLES		RESPONSE	
		No, has not gone	Yes, has gone
%		**84.9**	**15.1**
N		**2049**	**364**
Area of the country	West	85.2	14.8
	Central	83.6	16.4
	Metropolitan	83.7	16.3
	Paracentral	84.5	15.5
	East	87.8	12.2
Strata	Upper	50.0	50.0
	Upper middle	79.2	20.8
	Lower middle	80.8	19.2
	Worker	84.7	15.3
	Poor	83.3	16.7
	Rural	87.6	12.4
Sex	Men	81.0	19.0
	Women	88.1	11.9
Age	18 to 25	84.0	16.0
	26 to 40	81.4	18.6
	41 to 55	84.6	15.4
	56 or over	92.1	7.9
Education level	None	92.3	7.7
	Primary	89.1	10.9
	Middle-school	87.0	13.0
	High-school	82.3	17.7
	Technical or university	76.7	23.3
Party of choice	None	85.9	14.1
	ARENA	84.0	16.0
	FMLN	83.2	16.8
	GANA	81.5	18.5
	Concertación Nacional / PCN	80.0	20.0
	Other	81.0	19.0
	DNK/NR	91.4	8.6

P24.

Chart 22a
What was the service like? by variables
[Only those who have been to the National Civil Police in the last 12 months]
(Percentages)

VARIABLES		RESPONSE		
		Bad	**Average**	**Good**
%		**29.2**	**30.9**	**39.9**
N		**106**	**112**	**145**
Area of the country	West	22.7	29.3	48.0
	Central	29.0	43.5	27.4
	Metropolitan	34.8	21.4	43.8
	Paracentral	29.6	48.1	22.2
	East	26.7	21.7	51.7
Strata	Upper	10.0	50.0	40.0
	Upper middle	9.1	36.4	54.5
	Lower middle	28.3	30.4	41.3
	Worker	29.7	30.2	40.1
	Poor	.0	66.7	33.3
	Rural	33.7	28.7	37.6
Sex	Men	30.0	32.0	37.9
	Women	28.1	29.4	42.5
Age	18 to 25	27.8	34.4	37.8
	26 to 40	34.0	32.7	33.3
	41 to 55	29.4	24.7	45.9
	56 or over	13.2	28.9	57.9
Education level	None	46.7	20.0	33.3
	Primary	35.1	27.0	37.8
	Middle-school	35.5	29.0	35.5
	High-school	27.5	32.1	40.4
	Technical or university	20.4	35.0	44.7
Party of choice	None	29.4	31.8	38.8
	ARENA	35.0	32.5	32.5
	FMLN	25.3	30.8	44.0
	GANA	40.0	20.0	40.0
	Concertación Nacional / PCN	28.6	28.6	42.9
	Other	25.0	25.0	50.0
	DNK/NR	.0	.0	100.0

P24a.

Chart 22b
Was the issue you went in for taken care of? by variables
[Only those who went to the National Civil Police in the last 12 months]
(Percentages)

VARIABLES		RESPONSE	
		No	Yes
%		**52.8**	**47.2**
N		**191**	**171**
Area of the country	West	49.3	50.7
	Central	61.3	38.7
	Metropolitan	55.4	44.6
	Paracentral	56.6	43.4
	East	40.0	60.0
Strata	Upper	70.0	30.0
	Upper middle	54.5	45.5
	Lower middle	52.2	47.8
	Worker	53.6	46.4
	Poor	66.7	33.3
	Rural	49.0	51.0
Sex	Men	52.2	47.8
	Women	53.5	46.5
Age	18 to 25	51.1	48.9
	26 to 40	58.4	41.6
	41 to 55	49.4	50.6
	56 or over	42.1	57.9
Education level	None	42.9	57.1
	Primary	48.6	51.4
	Middle-school	56.5	43.5
	High-school	52.3	47.7
	Technical or university	55.3	44.7
Party of choice	None	54.1	45.9
	ARENA	60.0	40.0
	FMLN	47.8	52.2
	GANA	40.0	60.0
	Concertación Nacional / PCN	57.1	42.9
	Other	25.0	75.0
	DNK/NR	16.7	83.3

P24b.

Chart 23
Please, tell me if you have had to go to the following institutions in the last 12 months: Prosecutor General's Office by variables (Percentages)

VARIABLES		RESPONSE	
		No, has not gone	Yes, has gone
%		**97.8**	**2.2**
N		**2360**	**53**
Area of the country	West	97.3	2.7
	Central	98.4	1.6
	Metropolitan	97.7	2.3
	Paracentral	98.0	2.0
	East	98.0	2.0
Strata	Upper	100.0	.0
	Upper middle	94.3	5.7
	Lower middle	97.1	2.9
	Worker	97.7	2.3
	Poor	94.4	5.6
	Rural	98.4	1.6
Sex	Men	98.4	1.6
	Women	97.3	2.7
Age	18 to 25	98.1	1.9
	26 to 40	97.5	2.5
	41 to 55	96.4	3.6
	56 or over	99.6	.4
Education level	None	99.0	1.0
	Primary	99.0	1.0
	Middle-school	97.5	2.5
	High-school	97.6	2.4
	Technical or university	96.2	3.8
Party of choice	None	97.9	2.1
	ARENA	96.8	3.2
	FMLN	99.3	.7
	GANA	92.6	7.4
	Concertación Nacional / PCN	100.0	.0
	Other	95.2	4.8
	DNK/NR	94.3	5.7

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Chart 23a
What was the service like? by variables
[Only for those who went to the Prosecutor General's Office during the last 12 months]
(Percentages)

VARIABLES		RESPONSE		
		Bad	**Average**	**Good**
%		**17.0**	**28.3**	**54.7**
N		**9**	**15**	**29**
Area of the country	West	14.3	21.4	64.3
	Central	.0	66.7	33.3
	Metropolitan	31.3	18.8	50.0
	Paracentral	28.6	42.9	28.6
	East	.0	20.0	80.0
Strata	Upper	.0	.0	.0
	Upper middle	.0	33.3	66.7
	Lower middle	28.6	14.3	57.1
	Worker	17.2	34.5	48.3
	Poor	.0	.0	100.0
	Rural	15.4	23.1	61.5
Sex	Men	17.6	29.4	52.9
	Women	16.7	27.8	55.6
Age	18 to 25	9.1	45.5	45.5
	26 to 40	10.0	25.0	65.0
	41 to 55	25.0	20.0	55.0
	56 or over	50.0	50.0	.0
Education level	None	50.0	.0	50.0
	Primary	.0	42.9	57.1
	Middle-school	8.3	25.0	66.7
	High-school	26.7	26.7	46.7
	Technical or university	17.6	29.4	52.9
Party of choice	None	15.4	38.5	46.2
	ARENA	18.7	25.0	56.2
	FMLN	25.0	.0	75.0
	GANA	.0	.0	100.0
	Concertación Nacional / PCN	.0	.0	.0
	Other	.0	.0	100.0
	DNK/NR	25.0	25.0	50.0

P25a.

Chart 23b
Was the issue you went in for taken care of? by variables
[Only for those who went to the Prosecutor General's Office during the last 12 months]
(Percentages)

VARIABLES		RESPONSE	
		No	Yes
%		**45.3**	**54.7**
N		**24**	**29**
Area of the country	West	42.9	57.1
	Central	33.3	66.7
	Metropolitan	56.3	43.8
	Paracentral	28.6	71.4
	East	50.0	50.0
Strata	Upper	.0	.0
	Upper middle	66.7	33.3
	Lower middle	57.1	42.9
	Worker	44.8	55.2
	Poor	.0	100.0
	Rural	38.5	61.5
Sex	Men	47.1	52.9
	Women	44.4	55.6
Age	18 to 25	54.5	45.5
	26 to 40	25.0	75.0
	41 to 55	65.0	35.0
	56 or over	.0	100.0
Education level	None	50.0	50.0
	Primary	.0	100.0
	Middle-school	25.0	75.0
	High-school	73.3	26.7
	Technical or university	52.9	47.1
Party of choice	None	**53.8**	**46.2**
	ARENA	**43.8**	**56.2**
	FMLN	**50.0**	**50.0**
	GANA	**.0**	**100.0**
	Concertación Nacional / PCN	**.0**	**.0**
	Other	**.0**	**100.0**
	DNK/NR	**25.0**	**75.0**

P25b.

Chart 24
Please, tell me if you have had to go to the following institutions in the last 12 months: City Hall where you live by variables
(Percentages)

VARIABLES		RESPONSE	
		No, has not gone	Yes, has gone
%		**53.3**	**46.7**
N		**1287**	**1126**
Area of the country	West	53.9	46.1
	Central	52.3	47.7
	Metropolitan	59.5	40.5
	Paracentral	49.1	50.9
	East	48.0	52.0
Strata	Upper	30.0	70.0
	Upper middle	52.8	47.2
	Lower middle	45.4	54.6
	Worker	52.0	48.0
	Poor	50.0	50.0
	Rural	58.3	41.7
Sex	Men	54.0	46.0
	Women	52.8	47.2
Age	18 to 25	55.6	44.4
	26 to 40	54.1	45.9
	41 to 55	50.6	49.4
	56 or over	52.5	47.5
Education level	None	55.4	44.6
	Primary	53.4	46.6
	Middle-school	60.0	40.0
	High-school	51.4	48.6
	Technical or university	48.0	52.0
Party of choice	None	54.1	45.9
	ARENA	54.4	45.6
	FMLN	53.4	46.6
	GANA	29.6	70.4
	Concertación Nacional / PCN	45.7	54.3
	Other	52.4	47.6
	DNK/NR	45.7	54.3

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Chart 24a
What was the service like? by variables
[Only for those who have been to the City Hall offices in the last 12 months]
(Percentages)

VARIABLES		RESPONSE		
		Bad	**Average**	**Good**
%		**6.3**	**20.5**	**73.2**
N		**71**	**231**	**824**
Area of the country	West	4.2	21.2	74.6
	Central	7.8	17.8	74.4
	Metropolitan	7.6	21.2	71.2
	Paracentral	7.3	21.5	71.2
	East	5.1	20.4	74.5
Strata	Upper	.0	.0	100.0
	Upper middle	4.0	12.0	84.0
	Lower middle	6.1	16.0	77.9
	Worker	6.0	22.4	71.6
	Poor	.0	33.3	66.7
	Rural	7.6	20.1	72.4
Sex	Men	5.7	22.9	71.5
	Women	6.8	18.7	74.5
Age	18 to 25	3.6	21.3	75.1
	26 to 40	8.6	22.1	69.3
	41 to 55	8.1	19.0	72.9
	56 or over	3.5	18.8	77.7
Education level	None	5.7	19.5	74.7
	Primary	7.6	19.6	72.8
	Middle-school	4.2	21.5	74.3
	High-school	7.6	20.5	71.9
	Technical or university	4.8	21.3	73.9
Party of choice	None	6.6	23.1	70.3
	ARENA	6.1	13.2	80.7
	FMLN	5.1	22.9	71.9
	GANA	.0	15.8	84.2
	Concertación Nacional / PCN	5.3	10.5	84.2
	Other	.0	10.0	90.0
	DNK/NR	15.8	21.1	63.2

P26a.

Chart 24b
Was the issue you went in for taken care of? by variables
[Only for those who have been to the City Hall offices in the last 12 months]
(Percentages)

VARIABLES		RESPONSE	
		No	Yes
%		**12.4**	**87.6**
N		**140**	**986**
Area of the country	West	11.0	89.0
	Central	12.8	87.2
	Metropolitan	14.7	85.3
	Paracentral	12.4	87.6
	East	11.0	89.0
Strata	Upper	.0	100.0
	Upper middle	.0	100.0
	Lower middle	7.6	92.4
	Worker	11.6	88.4
	Poor	11.1	88.9
	Rural	17.2	82.8
Sex	Men	12.8	87.2
	Women	12.2	87.8
Age	18 to 25	9.1	90.9
	26 to 40	15.4	84.6
	41 to 55	12.5	87.5
	56 or over	11.4	88.6
Education level	None	13.8	86.2
	Primary	13.9	86.1
	Middle-school	13.1	86.9
	High-school	13.2	86.8
	Technical or university	8.3	91.7
Party of choice	None	14.3	85.7
	ARENA	9.2	90.8
	FMLN	10.7	89.3
	GANA	5.3	94.7
	Concertación Nacional / PCN	15.8	84.2
	Other	.0	100.0
	DNK/NR	21.1	78.9

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Chart 25
How often do you use public transportation buses or minibuses? by variables
(Percentages)

VARIABLES		RESPONSE				
		Never	**Rarely**	**Not more than two or three times a month**	**At least once per week**	**Every day**
%		**7.1**	**19.2**	**14.2**	**24.4**	**35.1**
N		**172**	**463**	**343**	**589**	**846**
Area of the country	West	5.1	20.7	15.2	27.1	31.8
	Central	9.3	20.2	14.9	24.9	30.8
	Metropolitan	8.6	13.1	7.7	15.2	55.4
	Paracentral	4.3	20.4	17.0	28.4	29.9
	East	7.6	24.5	19.8	31.2	16.9
Strata	Upper	65.0	15.0	5.0	15.0	.0
	Upper middle	30.2	24.5	9.4	15.1	20.8
	Lower middle	15.4	25.8	15.4	14.6	28.7
	Worker	5.2	16.4	11.2	21.9	45.3
	Poor	5.6	11.1	16.7	16.7	50.0
	Rural	4.8	21.5	18.9	32.1	22.7
Sex	Men	8.7	20.1	11.5	23.5	36.3
	Women	5.9	18.4	16.4	25.2	34.1
Age	18 to 25	3.5	17.5	13.9	25.3	39.8
	26 to 40	5.9	16.7	12.3	25.7	39.4
	41 to 55	8.3	19.7	14.8	22.2	34.9
	56 or over	12.0	24.7	17.2	23.7	22.4
Education level	None	7.7	28.2	25.6	25.1	13.3
	Primary	7.2	24.3	18.3	28.3	21.8
	Middle-school	4.4	16.1	16.4	26.6	36.5
	High-school	4.0	16.1	10.8	22.7	46.4
	Technical or university	14.0	14.9	5.4	18.1	47.5
Party of choice	None	7.3	18.3	14.3	23.8	36.2
	ARENA	8.6	21.4	14.8	25.0	30.2
	FMLN	5.7	16.9	12.9	24.5	40.0
	GANA	11.1	22.2	7.4	29.6	29.6
	Concertación Nacional / PCN	5.7	28.6	25.7	25.7	14.3
	Other	9.5	33.3	9.5	42.9	4.8
	DNK/NR	2.9	25.7	17.1	21.4	32.9

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Chart 26
I would like you to tell me how safe or unsafe you feel while riding the bus or minibus? by variables [Only for those who use public transportation every day, at least once a week or not more than two or three times a month] (Percentages)

VARIABLES		RESPONSE			
		Not at all safe	A little safe	Somewhat safe	Very safe
%		**33.8**	**33.9**	**21.9**	**10.4**
N		**600**	**601**	**389**	**185**
Area of the country	West	29.8	30.1	27.4	12.7
	Central	38.0	33.8	20.7	7.5
	Metropolitan	45.5	32.3	17.2	5.0
	Paracentral	26.8	39.8	21.1	12.3
	East	21.6	36.0	24.9	17.4
Strata	Upper	75.0	.0	25.0	.0
	Upper middle	45.8	33.3	20.8	.0
	Lower middle	35.5	34.8	22.0	7.8
	Worker	39.4	31.8	20.6	8.2
	Poor	60.0	20.0	6.7	13.3
	Rural	22.9	37.6	24.4	15.0
Sex	Men	31.2	34.8	21.3	12.7
	Women	35.8	33.1	22.4	8.7
Age	18 to 25	30.4	36.2	26.2	7.1
	26 to 40	32.5	38.2	21.3	8.0
	41 to 55	36.6	29.8	20.5	13.1
	56 or over	37.8	26.6	18.8	16.8
Education level	None	33.1	29.8	17.7	19.4
	Primary	30.7	32.6	21.2	15.6
	Middle-school	31.7	34.3	24.8	9.2
	High-school	32.5	36.4	24.2	6.9
	Technical or university	43.3	32.8	17.5	6.4
Party of choice	None	35.6	34.0	19.8	10.6
	ARENA	35.1	32.3	22.6	10.0
	FMLN	31.9	35.0	24.0	9.0
	GANA	27.8	38.9	11.1	22.2
	Concertación Nacional / PCN	13.0	43.5	34.8	8.7
	Other	.0	16.7	66.7	16.7
	DNK/NR	27.1	31.3	25.0	16.7

P28.

Chart 27
In this past year, have you witnessed a robbery, assault or murder while riding the bus or minibus? by variables [Only for those who use public transportation every day, at least once a week or not more than two or three times a month] (Percentages)

VARIABLES		RESPONSE	
		No	Yes
%		**70.8**	**29.2**
N		**1258**	**520**
Area of the country	West	80.8	19.2
	Central	70.3	29.7
	Metropolitan	49.9	50.1
	Paracentral	77.1	22.9
	East	88.3	11.7
Strata	Upper	75.0	25.0
	Upper middle	58.3	41.7
	Lower middle	64.5	35.5
	Worker	62.7	37.3
	Poor	73.3	26.7
	Rural	85.7	14.3
Sex	Men	67.8	32.2
	Women	73.0	27.0
Age	18 to 25	64.2	35.8
	26 to 40	68.6	31.4
	41 to 55	74.4	25.6
	56 or over	80.0	20.0
Education level	None	88.0	12.0
	Primary	85.1	14.9
	Middle-school	78.1	21.9
	High-school	61.1	38.9
	Technical or university	49.0	51.0
Party of choice	None	69.6	30.4
	ARENA	71.1	28.9
	FMLN	68.8	31.2
	GANA	94.4	5.6
	Concertación Nacional / PCN	91.3	8.7
	Other	83.3	16.7
	DNK/NR	84.0	16.0

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Chart 28
How often do criminal acts take place on the buses you normally ride? by variables
[Only for those who have witnessed a robbery, assault or murder while riding the bus or minibus]
(Percentages)

VARIABLES		RESPONSE			
		Never	Rarely	At least once a month	Several times per week
%		**.0**	**34.0**	**25.8**	**40.2**
N		**0**	**177**	**134**	**209**
Area of the country	West	.0	38.4	28.8	32.9
	Central	.0	34.2	32.9	32.9
	Metropolitan	.0	29.0	21.2	49.8
	Paracentral	.0	45.0	25.0	30.0
	East	.0	43.6	38.5	17.9
Strata	Upper	.0	.0	.0	100.0
	Upper middle	.0	20.0	70.0	10.0
	Lower middle	.0	28.0	22.0	50.0
	Worker	.0	32.9	25.5	41.6
	Poor	.0	.0	.0	100.0
	Rural	.0	46.0	25.3	28.7
Sex	Men	.0	35.0	31.3	33.7
	Women	.0	33.2	20.8	46.0
Age	18 to 25	.0	36.6	29.8	33.5
	26 to 40	.0	33.7	27.0	39.3
	41 to 55	.0	33.3	18.6	48.0
	56 or over	.0	29.5	23.0	47.5
Education level	None	.0	33.3	46.7	20.0
	Primary	.0	46.4	21.7	31.9
	Middle-school	.0	37.3	10.8	51.8
	High-school	.0	33.7	26.9	39.4
	Technical or university	.0	27.5	31.9	40.6
Party of choice	None	.0	32.4	27.3	40.4
	ARENA	.0	34.7	26.7	38.6
	FMLN	.0	35.9	21.4	42.7
	GANA	.0	100.0	.0	.0
	Concertación Nacional / PCN	.0	50.0	50.0	.0
	Other	.0	50.0	50.0	.0
	DNK/NR	.0	37.5	25.0	37.5

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Chart 29
In the past year, have you been the direct victim of robbery or any other criminal act inside the bus? by variables [Only for those who use public transportation every day, at least once a week, or no more than two or three times a month] (Percentages)

VARIABLES		RESPONSE	
		No	Yes
%		**88.5**	**11.5**
N		**1573**	**205**
Area of the country	West	92.1	7.9
	Central	88.3	11.7
	Metropolitan	79.7	20.3
	Paracentral	91.2	8.8
	East	96.4	3.6
Strata	Upper	100.0	.0
	Upper middle	62.5	37.5
	Lower middle	87.2	12.8
	Worker	84.4	15.6
	Poor	93.3	6.7
	Rural	96.2	3.8
Sex	Men	86.9	13.1
	Women	89.6	10.4
Age	18 to 25	80.9	19.1
	26 to 40	87.7	12.3
	41 to 55	92.0	8.0
	56 or over	96.7	3.3
Education level	None	98.4	1.6
	Primary	96.1	3.9
	Middle-school	91.0	9.0
	High-school	86.1	13.9
	Technical or university	73.9	26.1
Party of choice	None	89.3	10.7
	ARENA	87.7	12.3
	FMLN	86.2	13.8
	GANA	94.4	5.6
	Concertación Nacional / PCN	91.3	8.7
	Other	91.7	8.3
	DNK/NR	94.0	6.0

P31.

Chart 30
Thinking of the last criminal act you were the victim of while riding the bus or minibus, what kind of criminal act was it you experienced? by variables [Only for those who have been the direct victim of a criminal act inside a bus or microbus in the past year] (Percentages)

VARIABLES		RESPONSE					
		Unarmed robbery without aggression or threat	Unarmed robbery, with added aggression or threat	Armed robbery	Extortion	Threats	Sexual harassement
%		**27.8**	**7.8**	**58.5**	**2.0**	**3.4**	**.5**
N		**57**	**16**	**120**	**4**	**7**	**1**
Area of the country	West	36.7	3.3	56.7	.0	.0	3.3
	Central	16.1	9.7	67.7	3.2	3.2	.0
	Metropolitan	32.1	10.1	51.4	1.8	4.6	.0
	Paracentral	13.0	.0	82.6	4.3	.0	.0
	East	25.0	8.3	58.3	.0	8.3	.0
Strata	Upper	.0	.0	.0	.0	.0	.0
	Upper middle	44.4	33.3	22.2	.0	.0	.0
	Lower middle	27.8	5.6	61.1	.0	5.6	.0
	Worker	27.9	7.8	58.4	1.9	3.2	.6
	Poor	.0	.0	100.0	.0	.0	.0
	Rural	21.7	.0	69.6	4.3	4.3	.0
Sex	Men	19.0	5.0	71.0	3.0	2.0	.0
	Women	36.2	10.5	46.7	1.0	4.8	1.0
Age	18 to 25	19.8	8.1	65.1	3.5	2.3	1.2
	26 to 40	33.8	7.8	53.2	.0	5.2	.0
	41 to 55	31.2	9.4	53.1	3.1	3.1	.0
	56 or over	40.0	.0	60.0	.0	.0	.0
Education level	None	.0	.0	100.0	.0	.0	.0
	Primary	38.9	.0	61.1	.0	.0	.0
	Middle-school	26.5	2.9	61.8	2.9	2.9	2.9
	High-school	29.0	10.1	56.5	2.9	1.4	.0
	Technical or university	25.6	9.8	57.3	1.2	6.1	.0
Party of choice	None	19.6	12.4	59.8	3.1	4.1	1.0
	ARENA	46.5	4.7	46.5	.0	2.3	.0
	FMLN	24.1	3.4	67.2	1.7	3.4	.0
	GANA	100.0	.0	.0	.0	.0	.0
	Concertación Nacional / PCN	.0	.0	100.0	.0	.0	.0
	Other	100.0	.0	.0	.0	.0	.0
	DNK/NR	66.7	.0	33.3	.0	.0	.0

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Chart 31
Which of the following measures seem more effective to improve security on the public transportation system? by variables
(Percentages)

VARIABLES		RESPONSE				
		None of the above	Put security agents on the bus	The State should take over the transport system	Place cameras in each vehicle	The drivers and collectors should be screened
%		**2.6**	**47.9**	**9.8**	**28.5**	**11.2**
N		**63**	**1150**	**235**	**683**	**268**
Area of the country	West	2.5	47.9	8.4	30.1	11.0
	Central	1.9	44.9	10.2	29.1	13.9
	Metropolitan	3.2	45.2	13.7	24.8	13.1
	Paracentral	3.2	51.0	10.1	26.5	9.2
	East	2.1	51.9	5.3	32.7	8.0
Strata	Upper	5.0	35.0	10.0	10.0	40.0
	Upper middle	1.9	34.0	13.2	24.5	26.4
	Lower middle	3.8	42.6	17.7	21.1	14.8
	Worker	2.3	45.3	10.5	29.7	12.2
	Poor	5.6	50.0	5.6	33.3	5.6
	Rural	2.7	54.8	6.2	29.3	7.0
Sex	Men	3.5	43.5	13.5	26.1	13.3
	Women	1.9	51.5	6.8	30.3	9.5
Age	18 to 25	2.5	55.0	7.4	29.1	6.0
	26 to 40	2.0	49.4	10.3	27.1	11.2
	41 to 55	3.1	43.3	9.6	28.9	15.1
	56 or over	3.4	42.3	11.9	29.6	12.8
Education level	None	4.2	58.2	4.2	29.1	4.2
	Primary	2.5	49.2	6.4	33.5	8.4
	Middle-school	2.1	49.8	7.8	31.7	8.6
	High-school	2.6	48.0	11.5	25.5	12.4
	Technical or university	2.7	39.5	17.3	21.1	19.3
Party of choice	None	3.1	46.5	8.9	28.9	12.7
	ARENA	1.4	54.9	6.8	28.7	8.2
	FMLN	3.1	43.6	15.2	26.6	11.5
	GANA	3.7	51.9	11.1	22.2	11.1
	Concertación Nacional / PCN	2.9	68.6	2.9	20.0	5.7
	Other	.0	23.8	9.5	66.7	.0
	DNK/NR	.0	52.2	9.0	29.9	9.0

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Chart 32
Speaking of the place or barrio you live in, and considering the possibility of being a victim of a criminal act, do you feel very safe, somewhat safe, somewhat unsafe or very unsafe? by variables
(Percentages)

VARIABLES		RESPONSE			
		Very unsafe	Somewhat unsafe	Somewhat safe	Very safe
%		**16.0**	**26.2**	**32.0**	**25.9**
N		**385**	**631**	**771**	**625**
Area of the country	West	17.0	28.1	29.1	25.8
	Central	14.6	22.8	34.0	28.6
	Metropolitan	18.0	26.9	34.5	20.7
	Paracentral	14.9	27.0	31.0	27.0
	East	13.9	25.1	30.6	30.4
Strata	Upper	.0	20.0	40.0	40.0
	Upper middle	11.3	17.0	45.3	26.4
	Lower middle	14.6	25.4	35.4	24.6
	Worker	17.4	27.9	32.6	22.1
	Poor	22.2	5.6	33.3	38.9
	Rural	14.7	25.0	28.8	31.5
Sex	Men	14.6	25.6	33.1	26.7
	Women	17.0	26.6	31.1	25.3
Age	18 to 25	11.1	31.4	36.5	21.1
	26 to 40	14.9	25.5	33.2	26.5
	41 to 55	21.7	25.7	28.3	24.3
	56 or over	17.0	21.6	28.8	32.6
Education level	None	24.6	20.5	18.5	36.4
	Primary	18.2	23.8	27.2	30.9
	Middle-school	14.9	27.9	32.3	24.9
	High-school	13.0	27.1	38.0	21.9
	Technical or university	14.0	29.2	36.4	20.4
Party of choice	None	17.0	29.2	30.1	23.7
	ARENA	16.0	22.4	34.8	26.8
	FMLN	14.0	22.7	34.6	28.7
	GANA	22.2	14.8	25.9	37.0
	Concertación Nacional / PCN	11.4	40.0	22.9	25.7
	Other	19.0	14.3	19.0	47.6
	DNK/NR	11.4	28.6	34.3	25.7

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Chart 33
Speaking of crime, I would like you to tell me if you feel safe or unsafe: leaving your place of work or study by variables (Percentages) N=1442

VARIABLES		RESPONSE			
		Very unsafe	Somewhat unsafe	Somewhat safe	Very safe
%		**21.9**	**28.5**	**28.6**	**21.0**
N		**316**	**411**	**412**	**303**
Area of the country	West	19.7	30.8	27.6	21.9
	Central	23.6	27.0	26.2	23.2
	Metropolitan	25.7	28.3	30.5	15.6
	Paracentral	19.6	30.7	30.7	19.0
	East	16.9	26.0	26.4	30.6
Strata	Upper	6.7	26.7	46.7	20.0
	Upper middle	23.7	31.6	15.8	28.9
	Lower middle	20.6	20.6	36.3	22.5
	Worker	23.8	30.6	27.6	17.9
	Poor	45.5	9.1	18.2	27.3
	Rural	18.6	27.8	28.2	25.4
Sex	Men	19.2	27.5	28.5	24.8
	Women	26.1	30.0	28.7	15.2
Age	18 to 25	18.3	29.3	33.8	18.6
	26 to 40	22.9	28.5	28.9	19.6
	41 to 55	23.8	28.2	25.9	22.1
	56 or over	23.1	27.2	20.7	29.0
Education level	None	30.6	19.4	16.1	33.9
	Primary	25.5	22.8	22.8	28.8
	Middle-school	20.7	31.9	28.4	18.9
	High-school	18.8	33.6	30.8	16.7
	Technical or university	22.0	26.1	32.9	19.0
Party of choice	None	24.1	29.6	28.9	17.4
	ARENA	23.1	24.8	25.5	26.6
	FMLN	17.8	29.6	30.7	21.9
	GANA	22.2	11.1	33.3	33.3
	Concertación Nacional / PCN	19.0	23.8	23.8	33.3
	Other	10.0	40.0	20.0	30.0
	DNK/NR	17.5	32.5	27.5	22.5

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Chart 34
Speaking of crime, I would like you to tell me if you feel safe or unsafe: While driving in your car by variables (Percentages) N=597

VARIABLES		RESPONSE			
		Very unsafe	Somewhat unsafe	Somewhat safe	Very safe
%		**14.9**	**28.6**	**33.7**	**22.8**
N		**89**	**171**	**201**	**136**
Area of the country	West	17.1	20.5	36.8	25.6
	Central	14.2	33.0	33.0	19.8
	Metropolitan	17.2	32.5	29.7	20.6
	Paracentral	10.3	22.1	42.6	25.0
	East	11.3	29.9	33.0	25.8
Strata	Upper	12.5	43.8	43.8	.0
	Upper middle	15.0	32.5	30.0	22.5
	Lower middle	11.1	29.9	38.9	20.1
	Worker	14.7	29.4	29.4	26.5
	Poor	.0	.0	.0	100.0
	Rural	20.2	22.6	37.1	20.2
Sex	Men	14.7	27.1	31.8	26.5
	Women	15.2	30.7	36.2	17.9
Age	18 to 25	9.3	21.5	37.4	31.8
	26 to 40	12.2	29.6	39.4	18.8
	41 to 55	20.1	28.0	29.9	22.0
	56 or over	17.7	34.5	24.8	23.0
Education level	None	31.2	12.5	31.3	25.0
	Primary	18.5	27.4	25.0	29.0
	Middle-school	16.7	25.6	33.3	24.4
	High-school	12.6	24.5	37.7	25.2
	Technical or university	12.5	34.7	36.1	16.7
Party of choice	None	13.4	34.8	32.8	19.1
	ARENA	19.1	22.7	31.2	27.0
	FMLN	10.0	21.7	43.3	25.0
	GANA	.0	41.7	8.3	50.0
	Concertación Nacional / PCN	66.7	.0	33.3	.0
	Other	50.0	25.0	25.0	.0
	DNK/NR	26.7	20.0	20.0	33.3

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Chart 35
Speaking of crime, I would like you to tell me if you feel safe or unsafe: In the center of where you live by variables (Percentages)

VARIABLES		RESPONSE			
		Very unsafe	Somewhat unsafe	Somewhat safe	Very safe
%		**11.6**	**23.5**	**34.3**	**30.6**
N		**280**	**566**	**828**	**737**
Area of the country	West	10.0	23.2	36.7	30.1
	Central	9.8	20.4	35.3	34.5
	Metropolitan	15.9	27.3	33.9	22.9
	Paracentral	8.9	23.9	33.4	33.7
	East	10.6	20.4	32.4	36.5
Strata	Upper	5.0	10.0	50.0	35.0
	Upper middle	13.2	13.2	43.4	30.2
	Lower middle	10.5	22.6	36.4	30.5
	Worker	12.9	25.9	34.0	27.2
	Poor	22.2	22.2	11.1	44.4
	Rural	9.8	21.1	33.7	35.3
Sex	Men	10.0	22.4	34.6	33.0
	Women	12.9	24.3	34.1	28.6
Age	18 to 25	7.2	24.0	36.8	31.9
	26 to 40	11.0	24.3	35.1	29.6
	41 to 55	14.9	23.4	33.8	27.9
	56 or over	14.1	21.6	30.7	33.6
Education level	None	17.4	21.5	28.2	32.8
	Primary	13.6	20.4	30.1	35.9
	Middle-school	11.5	23.7	33.1	31.7
	High-school	8.7	25.2	37.4	28.7
	Technical or university	10.2	26.5	40.5	22.9
Party of choice	None	12.5	24.6	36.9	26.0
	ARENA	10.8	23.8	30.8	34.6
	FMLN	10.5	21.4	34.3	33.8
	GANA	7.4	18.5	14.8	59.3
	Concertación Nacional / PCN	14.3	22.9	25.7	37.1
	Other	9.5	9.5	23.8	57.1
	DNK/NR	11.6	24.6	30.4	33.3

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Chart 36
Speaking of crime, I would like you to tell me if you feel safe or unsafe: On the highways by variables (Percentages)

VARIABLES		RESPONSE			
		Very unsafe	Somewhat unsafe	Somewhat safe	Very safe
%		**28.9**	**40.3**	**23.1**	**7.7**
N		**696**	**971**	**556**	**185**
Area of the country	West	26.4	38.4	25.0	10.2
	Central	27.7	41.9	22.4	8.0
	Metropolitan	30.9	39.0	24.2	5.8
	Paracentral	30.2	43.7	19.3	6.9
	East	28.6	40.7	22.7	8.0
Strata	Upper	10.0	35.0	55.0	.0
	Upper middle	20.8	45.3	22.6	11.3
	Lower middle	22.5	38.7	33.3	5.4
	Worker	30.9	40.3	21.5	7.3
	Poor	38.9	50.0	11.1	.0
	Rural	28.4	40.5	22.0	9.1
Sex	Men	23.5	40.7	26.1	9.7
	Women	33.2	40.0	20.7	6.1
Age	18 to 25	24.7	43.0	25.4	6.8
	26 to 40	28.7	41.1	24.0	6.2
	41 to 55	32.4	38.6	20.3	8.7
	56 or over	30.1	37.9	22.0	10.0
Education level	None	32.6	37.8	19.7	9.8
	Primary	32.8	37.7	19.4	10.1
	Middle-school	29.1	41.5	22.6	6.7
	High-school	27.9	42.9	22.6	6.6
	Technical or university	22.4	40.5	31.4	5.7
Party of choice	None	30.1	39.9	23.5	6.6
	ARENA	29.0	40.2	22.4	8.4
	FMLN	27.7	40.4	23.6	8.3
	GANA	18.5	44.4	22.2	14.8
	Concertación Nacional / PCN	29.4	41.2	14.7	14.7
	Other	19.0	57.1	19.0	4.8
	DNK/NR	24.3	41.4	22.9	11.4

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Chart 37
Speaking of crime, I would like you to tell me if you feel safe or unsafe: At the open air market by variables (Percentages)

VARIABLES		RESPONSE				
		Very unsafe	Somewhat unsafe	Somewhat safe	Very safe	No response
%		**31.2**	**34.9**	**21.1**	**11.8**	**1.0**
N		**753**	**841**	**510**	**284**	**25**
Area of the country	West	34.6	32.8	17.4	14.6	.6
	Central	31.8	35.5	21.5	10.1	1.1
	Metropolitan	32.2	32.7	22.9	11.1	1.2
	Paracentral	29.0	39.4	20.7	9.8	1.1
	East	27.3	36.3	22.7	12.4	1.2
Strata	Upper	25.0	35.0	35.0	.0	5.0
	Upper middle	28.3	35.8	22.6	13.2	.0
	Lower middle	29.6	32.5	22.5	14.2	1.2
	Worker	32.1	33.2	21.2	12.6	1.0
	Poor	44.4	27.8	16.7	11.1	.0
	Rural	30.4	38.2	20.4	9.9	1.1
Sex	Men	27.7	34.8	22.5	13.6	1.4
	Women	34.1	34.9	20.0	10.3	.7
Age	18 to 25	30.9	40.0	20.7	7.9	.5
	26 to 40	31.4	34.4	23.6	10.0	.5
	41 to 55	33.8	31.3	20.8	13.4	.7
	56 or over	28.2	33.6	17.8	17.4	2.9
Education level	None	30.3	36.4	14.9	15.4	3.1
	Primary	31.0	34.5	19.9	13.4	1.2
	Middle-school	34.6	33.8	21.4	9.6	.6
	High-school	32.0	35.6	21.3	10.6	.5
	Technical or university	27.1	34.8	25.3	11.5	1.1
Party of choice	None	32.4	35.2	20.2	10.8	1.5
	ARENA	30.2	36.2	20.4	12.8	.4
	FMLN	29.5	34.6	23.4	11.8	.7
	GANA	33.3	25.9	29.6	11.1	.0
	Concertación Nacional / PCN	34.3	34.3	20.0	8.6	2.9
	Other	19.0	9.5	38.1	33.3	.0
	DNK/NR	32.9	32.9	17.1	17.1	.0

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Chart 38
Speaking of crime, I would like you to tell me if you feel safe or unsafe: On the street or in the park in your barrio or neighborhood by variables (Percentages)

VARIABLES		RESPONSE			
		Very unsafe	Somewhat unsafe	Somewhat safe	Very safe
%		**16.4**	**28.9**	**30.4**	**24.4**
N		**393**	**694**	**730**	**586**
Area of the country	West	17.6	29.7	30.3	22.5
	Central	16.3	26.7	27.7	29.3
	Metropolitan	19.0	31.6	32.1	17.3
	Paracentral	12.5	28.4	31.9	27.2
	East	14.1	26.2	29.1	30.5
Strata	Upper	5.0	15.0	40.0	40.0
	Upper middle	11.5	25.0	48.1	15.4
	Lower middle	16.2	25.4	35.8	22.5
	Worker	17.7	32.0	29.6	20.7
	Poor	38.9	5.6	16.7	38.9
	Rural	14.4	26.2	28.9	30.5
Sex	Men	14.3	28.7	31.7	25.3
	Women	18.0	29.0	29.3	23.6
Age	18 to 25	12.8	31.5	32.3	23.4
	26 to 40	16.9	27.8	31.5	23.8
	41 to 55	20.0	28.2	28.4	23.3
	56 or over	15.4	28.4	28.4	27.8
Education level	None	20.2	29.5	24.9	25.4
	Primary	18.7	24.0	27.3	30.0
	Middle-school	15.5	31.5	30.3	22.7
	High-school	15.7	31.2	30.2	22.9
	Technical or university	12.9	29.9	37.9	19.3
Party of choice	None	16.6	31.3	30.2	21.9
	ARENA	18.8	26.1	30.7	24.4
	FMLN	12.9	28.1	30.5	28.5
	GANA	18.5	18.5	37.0	25.9
	Concertación Nacional / PCN	25.7	20.0	37.1	17.1
	Other	9.5	28.6	19.0	42.9
	DNK/NR	17.1	21.4	28.6	32.9

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Chart 39
Speaking of crime, I would like you to tell me if you feel safe or unsafe: In parks, public squares or parking lots by variables (Percentages)

VARIABLES		RESPONSE				
		Very unsafe	Somewhat unsafe	Somewhat safe	Very safe	No response
%		**23.8**	**35.4**	**27.0**	**11.5**	**2.3**
N		**574**	**855**	**652**	**277**	**55**
Area of the country	West	23.6	32.0	27.7	14.5	2.1
	Central	23.3	36.6	27.6	10.9	1.6
	Metropolitan	26.1	36.0	27.6	8.0	2.3
	Paracentral	23.6	37.9	25.6	9.8	3.2
	East	21.2	35.5	26.1	14.9	2.2
Strata	Upper	20.0	45.0	20.0	15.0	.0
	Upper middle	28.3	30.2	32.1	9.4	.0
	Lower middle	26.7	27.5	30.0	14.2	1.7
	Worker	22.8	35.2	27.0	12.8	2.1
	Poor	22.2	22.2	22.2	22.2	11.1
	Rural	24.2	38.4	26.1	8.5	2.8
Sex	Men	19.8	34.3	31.6	13.4	.9
	Women	27.0	36.4	23.4	9.9	3.4
Age	18 to 25	21.4	35.6	33.3	9.3	.4
	26 to 40	23.4	38.1	26.6	10.8	1.1
	41 to 55	28.0	32.7	25.0	11.9	2.4
	56 or over	22.4	33.8	22.6	14.7	6.4
Education level	None	27.7	33.3	18.5	13.3	7.2
	Primary	25.7	34.5	23.0	13.0	3.8
	Middle-school	24.5	35.2	28.9	10.3	1.0
	High-school	22.9	36.7	29.1	10.3	1.0
	Technical or university	19.7	36.2	31.9	11.3	.9
Party of choice	None	24.2	37.7	25.6	9.8	2.7
	ARENA	27.8	31.6	27.2	11.8	1.6
	FMLN	19.9	34.6	30.4	14.0	1.1
	GANA	25.9	14.8	29.6	22.2	7.4
	Concertación Nacional / PCN	22.9	37.1	20.0	14.3	5.7
	Other	23.8	33.3	19.0	23.8	.0
	DNK/NR	18.6	37.1	28.6	10.0	5.7

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Chart 40
Speaking of crime, I would like you to tell me if you feel safe or unsafe: In shopping centers by variables (Percentages)

VARIABLES		RESPONSE				
		Very unsafe	Somewhat unsafe	Somewhat safe	Very safe	No response
%		**11.4**	**25.5**	**35.1**	**25.3**	**2.7**
N		**276**	**615**	**847**	**610**	**65**
Area of the country	West	11.5	24.0	35.5	25.0	3.9
	Central	13.8	27.6	30.5	26.8	1.3
	Metropolitan	10.3	22.6	38.8	27.1	1.2
	Paracentral	11.5	26.1	38.5	20.7	3.2
	East	11.0	29.0	30.6	25.1	4.3
Strata	Upper	10.0	35.0	25.0	30.0	.0
	Upper middle	11.3	13.2	41.5	34.0	.0
	Lower middle	6.2	27.9	38.3	27.1	.4
	Worker	11.5	23.2	36.1	27.9	1.3
	Poor	5.6	38.9	22.2	27.8	5.6
	Rural	13.1	28.5	32.7	20.0	5.7
Sex	Men	8.9	22.3	37.6	29.6	1.6
	Women	13.4	28.1	33.1	21.8	3.6
Age	18 to 25	9.8	26.8	38.9	23.3	1.1
	26 to 40	11.5	25.5	35.8	25.7	1.5
	41 to 55	13.2	27.3	34.7	21.0	3.8
	56 or over	11.2	21.8	29.9	31.7	5.4
Education level	None	17.4	26.7	22.1	23.6	10.3
	Primary	14.6	27.1	29.2	23.7	5.3
	Middle-school	12.6	27.7	36.9	21.2	1.7
	High-school	8.7	24.0	40.1	27.1	.2
	Technical or university	6.6	22.2	41.0	30.3	.0
Party of choice	None	11.7	26.6	35.3	23.7	2.7
	ARENA	12.6	23.0	36.6	25.8	2.0
	FMLN	9.0	25.2	33.9	28.9	2.9
	GANA	18.5	14.8	37.0	22.2	7.4
	Concertación Nacional / PCN	17.1	28.6	31.4	14.3	8.6
	Other	14.3	23.8	28.6	33.3	.0
	DNK/NR	11.4	28.6	32.9	25.7	1.4

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Chart 41
Speaking of crime, I would like you to tell me if you feel safe or unsafe: In your own home by variables (Percentages)

VARIABLES		RESPONSE			
		Very unsafe	Somewhat unsafe	Somewhat safe	Very safe
%		**5.4**	**16.5**	**26.1**	**52.1**
N		**130**	**397**	**630**	**1256**
Area of the country	West	5.5	17.4	27.5	49.6
	Central	6.1	14.6	23.1	56.2
	Metropolitan	6.7	15.5	27.6	50.3
	Paracentral	3.2	18.4	24.7	53.7
	East	4.5	16.9	25.9	52.7
Strata	Upper	.0	5.0	35.0	60.0
	Upper middle	3.8	11.3	32.1	52.8
	Lower middle	4.2	11.7	29.6	54.6
	Worker	4.6	17.3	27.2	50.8
	Poor	5.6	16.7	16.7	61.1
	Rural	7.2	17.1	23.0	52.7
Sex	Men	4.7	13.7	27.5	54.2
	Women	6.0	18.7	25.0	50.3
Age	18 to 25	3.0	13.2	21.4	62.5
	26 to 40	4.3	16.6	28.2	50.9
	41 to 55	7.2	18.8	29.5	44.5
	56 or over	7.9	17.4	24.3	50.4
Education level	None	10.3	18.5	23.1	48.2
	Primary	6.2	18.4	22.9	52.5
	Middle-school	5.9	19.7	26.2	48.2
	High-school	4.0	13.8	24.5	57.6
	Technical or university	3.4	12.7	34.6	49.3
Party of choice	None	5.4	17.1	27.0	50.5
	ARENA	6.8	16.6	23.8	52.8
	FMLN	4.1	16.0	26.2	53.8
	GANA	3.7	11.1	18.5	66.7
	Concertación Nacional / PCN	2.9	11.4	22.9	62.9
	Other	9.5	9.5	19.0	61.9
	DNK/NR	5.7	14.3	32.9	47.1

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Chart 42
Have you been the victim of some criminal act such as robbery, extortion, threat or other type of criminal act in the last 12 months? by variables (Percentages)

VARIABLES		RESPONSE	
		No	Yes
%		**80.9**	**19.1**
N		**1952**	**461**
Area of the country	West	81.3	18.7
	Central	81.4	18.6
	Metropolitan	75.5	24.5
	Paracentral	79.6	20.4
	East	88.6	11.4
Strata	Upper	80.0	20.0
	Upper middle	67.9	32.1
	Lower middle	77.1	22.9
	Worker	76.5	23.5
	Poor	88.9	11.1
	Rural	89.3	10.7
Sex	Men	79.1	20.9
	Women	82.3	17.7
Age	18 to 25	76.1	23.9
	26 to 40	79.6	20.4
	41 to 55	82.6	17.4
	56 or over	86.7	13.3
Education level	None	90.8	9.2
	Primary	87.8	12.2
	Middle-school	84.9	15.1
	High-school	78.9	21.1
	Technical or university	64.5	35.5
Party of choice	None	81.9	18.1
	ARENA	80.0	20.0
	FMLN	78.6	21.4
	GANA	85.2	14.8
	Concertación Nacional / PCN	77.1	22.9
	Other	71.4	28.6
	DNK/NR	90.0	10.0

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Chart 43
Is this the same criminal act that happened on the bus or minibus? by variables [Only for those who were victims of some criminal act such as robbery, extortion, or threat or other type of criminal act] (Percentages) N=196

VARIABLES		RESPONSE	
		No	Yes
%		**29.1**	**70.9**
N		**57**	**139**
Area of the country	West	25.0	75.0
	Central	26.7	73.3
	Metropolitan	22.9	77.1
	Paracentral	54.5	45.5
	East	54.5	45.5
Strata	Upper	.0	100.0
	Upper middle	11.1	88.9
	Lower middle	33.3	66.7
	Worker	28.3	71.7
	Poor	.0	100.0
	Rural	40.9	59.1
Sex	Men	32.6	67.4
	Women	25.7	74.3
Age	18 to 25	38.3	61.7
	26 to 40	16.4	83.6
	41 to 55	28.1	71.9
	56 or over	50.0	50.0
Education level	None	50.0	50.0
	Primary	22.2	77.8
	Middle-school	27.3	72.7
	High-school	38.7	61.3
	Technical or university	23.5	76.5
Party of choice	None	28.6	71.4
	ARENA	28.6	71.4
	FMLN	28.6	71.4
	GANA	100.0	.0
	Concertación Nacional / PCN	100.0	.0
	Other	.0	100.0
	DNK/NR	.0	100.0

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Chart 44
How many times have you been the victim of a criminal act in the last 12 months? by variables
[Only for those who were victims of some criminal act such as robbery, extortion, or threat or other type of criminal act]
(Percentages)

VARIABLES		RESPONSE		
		One time	2 to 4 times	5 times or more
%		**55.7**	**36.9**	**7.4**
N		**255**	**169**	**34**
Area of the country	West	60.4	33.3	6.3
	Central	58.6	32.9	8.6
	Metropolitan	52.4	39.8	7.8
	Paracentral	52.9	40.0	7.1
	East	57.1	35.7	7.1
Strata	Upper	100.0	.0	.0
	Upper middle	47.1	41.2	11.8
	Lower middle	67.3	27.3	5.5
	Worker	52.7	39.4	7.9
	Poor	50.0	50.0	.0
	Rural	58.0	35.2	6.8
Sex	Men	50.9	39.2	9.9
	Women	60.2	34.7	5.1
Age	18 to 25	50.0	42.5	7.5
	26 to 40	56.4	35.2	8.5
	41 to 55	56.8	37.9	5.3
	56 or over	64.1	28.1	7.8
Education level	None	77.8	11.1	11.1
	Primary	62.7	30.1	7.2
	Middle-school	50.7	42.3	7.0
	High-school	54.6	37.7	7.7
	Technical or university	52.6	40.4	7.1
Party of choice	None	53.7	37.2	9.2
	ARENA	63.0	32.0	5.0
	FMLN	53.0	41.7	5.2
	GANA	50.0	50.0	.0
	Concertación Nacional / PCN	25.0	37.5	37.5
	Other	83.3	16.7	.0
	DNK/NR	71.4	28.6	.0

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Chart 45
Thinking of the last criminal act you experienced, from the list I will read to you, what type of criminal act did you experience? by variables
[Only for those who were victims of some criminal act such as robbery, extortion, or threat or other type of criminal act]
(Percentages)

VARIABLES		RESPONSE							
		Unarmed robbery, no assault or threat	Unarmed robbery, with added assault or threat	Armed robbery	Extortion	Threats	Assault, no robbery	Damage to property	Other
%		**17.6**	**5.4**	**35.6**	**20.4**	**14.8**	**1.1**	**4.6**	**.7**
N		**81**	**25**	**164**	**94**	**68**	**5**	**21**	**3**
Area of the country	West	18.8	4.2	27.1	28.1	18.8	.0	2.1	1.0
	Central	11.4	4.3	45.7	18.6	12.9	2.9	4.3	.0
	Metropolitan	22.0	8.9	40.5	14.9	9.5	.0	4.2	.0
	Paracentral	2.8	2.8	39.4	18.3	22.5	4.2	7.0	2.8
	East	28.6	1.8	17.9	28.6	16.1	.0	7.1	.0
Strata	Upper	25.0	.0	50.0	.0	25.0	.0	.0	.0
	Upper middle	29.4	11.8	23.5	23.5	11.8	.0	.0	.0
	Lower middle	21.8	7.3	32.7	18.2	16.4	.0	3.6	.0
	Worker	16.3	5.4	38.0	22.4	11.9	.7	4.7	.7
	Poor	.0	.0	50.0	.0	.0	50.0	.0	.0
	Rural	17.0	3.4	30.7	15.9	23.9	2.3	5.7	1.1
Sex	Men	14.3	4.0	42.9	19.2	13.8	1.8	4.0	.0
	Women	20.7	6.8	28.7	21.5	15.6	.4	5.1	1.3
Age	18 to 25	16.2	5.9	44.9	19.9	8.8	.7	2.9	.7
	26 to 40	17.6	6.1	38.8	23.0	9.1	.0	4.2	1.2
	41 to 55	16.7	6.2	28.1	16.7	24.0	2.1	6.3	.0
	56 or over	21.9	1.6	18.7	20.3	28.1	3.1	6.3	.0
Education level	None	.0	.0	22.2	27.8	33.3	11.1	5.6	.0
	Primary	20.5	3.6	25.3	16.9	26.5	1.2	4.8	1.2
	Middle-school	15.3	2.8	33.3	26.4	13.9	1.4	4.2	2.8
	High-school	15.3	6.9	39.7	19.8	10.7	.8	6.9	.0
	Technical or university	21.0	7.0	40.1	19.1	10.2	.0	2.5	.0
Party of choice	None	12.7	6.8	39.1	19.5	13.2	1.4	5.9	1.4
	ARENA	23.0	5.0	27.0	22.0	20.0	.0	3.0	.0
	FMLN	20.7	4.3	40.5	17.2	11.2	1.7	4.3	.0
	GANA	25.0	.0	25.0	25.0	25.0	.0	.0	.0
	Concertación Nacional / PCN	25.0	.0	25.0	12.5	37.5	.0	.0	.0
	Other	16.7	.0	.0	83.3	.0	.0	.0	.0
	DNK/NR	28.6	.0	14.3	28.6	28.6	.0	.0	.0

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Chart 46
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 threat or other type of criminal act] (Percentages)

VARIABLES		RESPONSE	
		No	Yes
%		**70.7**	**29.3**
N		**326**	**135**
Area of the country	West	70.8	29.2
	Central	75.7	24.3
	Metropolitan	75.6	24.4
	Paracentral	60.6	39.4
	East	62.5	37.5
Strata	Upper	25.0	75.0
	Upper middle	64.7	35.3
	Lower middle	60.0	40.0
	Worker	73.9	26.1
	Poor	100.0	.0
	Rural	69.3	30.7
Sex	Men	67.0	33.0
	Women	74.3	25.7
Age	18 to 25	75.7	24.3
	26 to 40	64.8	35.2
	41 to 55	70.8	29.2
	56 or over	75.0	25.0
Education level	None	72.2	27.8
	Primary	74.7	25.3
	Middle-school	75.0	25.0
	High-school	69.5	30.5
	Technical or university	67.5	32.5
Party of choice	None	75.5	24.5
	ARENA	62.0	38.0
	FMLN	69.8	30.2
	GANA	25.0	75.0
	Concertación Nacional / PCN	75.0	25.0
	Other	66.7	33.3
	DNK/NR	85.7	14.3

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Chart 47
Why did you not report the incident? by variables [Only for those who did not report the criminal act to the authorities] (Percentages)

VARIABLES		RESPONSE						
		It is no use/ the authorities fail to solve	Dangerous / fear of vendetta	No evidence	It is better to solve your own problems	Not serious	Other reason	Did not know where to report
%		**43.9**	**29.1**	**11.7**	**3.4**	**5.2**	**5.5**	**1.2**
N		**143**	**95**	**38**	**11**	**17**	**18**	**4**
Area of the country	West	33.8	39.7	7.4	7.4	7.4	4.4	.0
	Central	45.3	24.5	13.2	.0	7.5	7.5	1.9
	Metropolitan	52.0	18.9	15.7	1.6	3.1	7.1	1.6
	Paracentral	39.5	39.5	9.3	2.3	2.3	4.7	2.3
	East	37.1	40.0	5.7	8.6	8.6	.0	.0
Strata	Upper	.0	100.0	.0	.0	.0	.0	.0
	Upper middle	36.4	9.1	27.3	.0	27.3	.0	.0
	Lower middle	45.5	24.2	9.1	3.0	6.1	12.1	.0
	Worker	46.3	29.4	11.0	3.2	4.1	4.6	1.4
	Poor	.0	50.0	50.0	.0	.0	.0	.0
	Rural	37.7	32.8	11.5	4.9	4.9	6.6	1.6
Sex	Men	51.3	24.0	12.0	3.3	5.3	3.3	.7
	Women	37.5	33.5	11.4	3.4	5.1	7.4	1.7
Age	18 to 25	50.5	22.3	9.7	3.9	6.8	3.9	2.9
	26 to 40	44.9	28.0	15.0	1.9	2.8	7.5	.0
	41 to 55	42.6	36.8	5.9	.0	7.4	7.4	.0
	56 or over	29.2	35.4	16.7	10.4	4.2	2.1	2.1
Education level	None	7.7	53.8	7.7	15.4	.0	15.4	.0
	Primary	25.8	41.9	16.1	4.8	8.1	1.6	1.6
	Middle-school	40.7	37.0	14.8	1.9	.0	5.6	.0
	High-school	52.7	20.9	11.0	2.2	6.6	5.5	1.1
	Technical or university	52.8	21.7	8.5	2.8	5.7	6.6	1.9
Party of choice	None	47.0	22.9	12.7	4.2	3.6	7.2	2.4
	ARENA	37.1	43.5	6.5	4.8	3.2	4.8	.0
	FMLN	49.4	25.9	12.3	.0	8.6	3.7	.0
	GANA	100.0	.0	.0	.0	.0	.0	.0
	Concertación Nacional / PCN	16.7	50.0	16.7	.0	16.7	.0	.0
	Other	.0	50.0	25.0	25.0	.0	.0	.0
	DNK/NR	.0	66.7	16.7	.0	16.7	.0	.0

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Chart 48
What institution did you report the robbery or criminal act to? by variables [Only for those who reported the criminal act to the authorities]
(Percentages)

VARIABLES		RESPONSE	
		PNC	Other institution
%		**96.3**	**3.7**
N		**130**	**5**
Area of the country	West	100.0	.0
	Central	100.0	.0
	Metropolitan	90.2	9.8
	Paracentral	100.0	.0
	East	95.2	4.8
Strata	Upper	100.0	.0
	Upper middle	83.3	16.7
	Lower middle	90.9	9.1
	Worker	97.4	2.6
	Poor	.0	.0
	Rural	100.0	.0
Sex	Men	98.6	1.4
	Women	93.4	6.6
Age	18 to 25	100.0	.0
	26 to 40	94.8	5.2
	41 to 55	92.9	7.1
	56 or over	100.0	.0
Education level	None	100.0	.0
	Primary	100.0	.0
	Middle-school	100.0	.0
	High-school	97.5	2.5
	Technical or university	92.2	7.8
Party of choice	None	96.3	3.7
	ARENA	94.7	5.3
	FMLN	97.1	2.9
	GANA	100.0	.0
	Concertación Nacional / PCN	100.0	.0
	Other	100.0	.0
	DNK/NR	100.0	.0

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Chart 49
What was the result of filing the report? by variables [Only for those who reported the criminal act to the authorities] (Percentages)

VARIABLES		RESPONSE						
		Authorities did nothing	It is under investigation	Suspect arrested	Perpetrator caught and sentenced	Suspect caught but released by judge	Other	Unaware of outcome
%		**63.7**	**8.9**	**5.9**	**4.4**	**3.7**	**5.2**	**8.1**
N		**86**	**12**	**8**	**6**	**5**	**7**	**11**
Area of the country	West	42.9	25.0	7.1	7.1	.0	7.1	10.7
	Central	82.4	5.9	5.9	5.9	.0	.0	.0
	Metropolitan	73.2	2.4	2.4	.0	2.4	4.9	14.6
	Paracentral	67.9	10.7	.0	7.1	3.6	3.6	7.1
	East	52.4	.0	19.0	4.8	14.3	9.5	.0
Strata	Upper	66.7	.0	.0	.0	.0	33.3	.0
	Upper middle	50.0	.0	16.7	33.3	.0	.0	.0
	Lower middle	68.2	13.6	4.5	.0	.0	4.5	9.1
	Worker	64.9	6.5	6.5	3.9	2.6	6.5	9.1
	Poor	.0	.0	.0	.0	.0	.0	.0
	Rural	59.3	14.8	3.7	3.7	11.1	.0	7.4
Sex	Men	66.2	6.8	6.8	2.7	5.4	5.4	6.8
	Women	60.7	11.5	4.9	6.6	1.6	4.9	9.8
Age	18 to 25	69.7	3.0	9.1	3.0	3.0	3.0	9.1
	26 to 40	69.0	8.6	5.2	3.4	1.7	1.7	10.3
	41 to 55	50.0	14.3	3.6	7.1	7.1	10.7	7.1
	56 or over	56.3	12.5	6.2	6.2	6.3	12.5	.0
Education level	None	20.0	60.0	.0	20.0	.0	.0	.0
	Primary	66.7	.0	4.8	4.8	4.8	14.3	4.8
	Middle-school	61.1	22.2	.0	5.6	.0	.0	11.1
	High-school	62.5	5.0	7.5	2.5	7.5	5.0	10.0
	Technical or university	68.6	5.9	7.8	3.9	2.0	3.9	7.8
Party of choice	None	72.2	3.7	9.3	3.7	5.6	.0	5.6
	ARENA	60.5	10.5	2.6	7.9	2.6	7.9	7.9
	FMLN	54.3	17.1	5.7	.0	2.9	8.6	11.4
	GANA	100.0	.0	.0	.0	.0	.0	.0
	Concertación Nacional / PCN	100.0	.0	.0	.0	.0	.0	.0
	Other	.0	.0	.0	50.0	.0	.0	50.0
	DNK/NR	.0	.0	.0	.0	.0	100.0	.0

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Chart 50
How satisfied were you with the way that the authorities managed your case? by variables
[Only for those who reported the criminal act to the authorities]
(Percentages)

VARIABLES		RESPONSE			
		Not at all satisfied	A little satisfied	Somewhat satisfied	Very satisfied
%		**54.1**	**19.3**	**11.9**	**14.8**
N		**73**	**26**	**16**	**20**
Area of the country	West	39.3	21.4	17.9	21.4
	Central	76.5	17.6	.0	5.9
	Metropolitan	61.0	19.5	14.6	4.9
	Paracentral	57.1	21.4	7.1	14.3
	East	38.1	14.3	14.3	33.3
Strata	Upper	33.3	33.3	.0	33.3
	Upper middle	33.3	33.3	16.7	16.7
	Lower middle	63.6	13.6	9.1	13.6
	Worker	55.8	22.1	11.7	10.4
	Poor	.0	.0	.0	.0
	Rural	48.1	11.1	14.8	25.9
Sex	Men	58.1	17.6	12.2	12.2
	Women	49.2	21.3	11.5	18.0
Age	18 to 25	57.6	12.1	12.1	18.2
	26 to 40	58.6	24.1	8.6	8.6
	41 to 55	53.6	10.7	10.7	25.0
	56 or over	31.2	31.3	25.0	12.5
Education level	None	.0	20.0	60.0	20.0
	Primary	52.4	23.8	14.3	9.5
	Middle-school	66.7	16.7	.0	16.7
	High-school	55.0	15.0	10.0	20.0
	Technical or university	54.9	21.6	11.8	11.8
Party of choice	None	55.6	24.1	11.1	9.3
	ARENA	52.6	15.8	5.3	26.3
	FMLN	54.3	14.3	20.0	11.4
	GANA	66.7	33.3	.0	.0
	Concertación Nacional / PCN	50.0	50.0	.0	.0
	Other	.0	.0	50.0	50.0
	DNK/NR	100.0	.0	.0	.0

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Chart 51
Has a relative or anyone living in the house you live in been the victim of a criminal act like robbery, extortion, threats or other type of criminal act in the last 12 months? by variables (Percentages)

VARIABLES		RESPONSE	
		No	Yes
%		**81.1**	**18.9**
N		**1956**	**456**
Area of the country	West	82.2	17.8
	Central	82.5	17.5
	Metropolitan	72.4	27.6
	Paracentral	85.6	14.4
	East	87.8	12.2
Strata	Upper	80.0	20.0
	Upper middle	75.5	24.5
	Lower middle	77.9	22.1
	Worker	76.5	23.5
	Poor	94.4	5.6
	Rural	89.1	10.9
Sex	Men	80.8	19.2
	Women	81.3	18.7
Age	18 to 25	75.3	24.7
	26 to 40	83.7	16.3
	41 to 55	77.9	22.1
	56 or over	87.3	12.7
Education level	None	89.7	10.3
	Primary	90.0	10.0
	Middle-school	82.6	17.4
	High-school	76.1	23.9
	Technical or university	69.0	31.0
Party of choice	None	81.6	18.4
	ARENA	80.8	19.2
	FMLN	77.9	22.1
	GANA	85.2	14.8
	Concertación Nacional / PCN	91.4	8.6
	Other	90.5	9.5
	DNK/NR	90.0	10.0

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Chart 52

What was the last grade of school you completed? by variables
(Percentages)

VARIABLES		RESPONSE				
		None	Primary	Middle-school	High-school	Technical or university
%		**8.1**	**28.1**	**19.8**	**25.7**	**18.3**
N		**195**	**678**	**477**	**621**	**442**
Area of the country	West	9.2	29.9	18.6	26.0	16.4
	Central	6.1	31.0	24.4	20.4	18.0
	Metropolitan	3.2	15.7	17.5	31.2	32.4
	Paracentral	7.5	35.3	20.7	27.3	9.2
	East	15.7	36.1	20.0	20.8	7.3
Strata	Upper	.0	.0	15.0	20.0	65.0
	Upper middle	.0	5.7	7.5	18.9	67.9
	Lower middle	4.6	17.9	7.5	26.7	43.3
	Worker	5.2	22.0	20.4	31.7	20.7
	Poor	27.8	27.8	27.8	16.7	.0
	Rural	13.8	42.4	23.0	17.2	3.5
Sex	Men	5.9	25.9	20.9	28.9	18.4
	Women	9.9	29.9	18.8	23.2	18.2
Age	18 to 25	.7	13.5	22.3	43.9	19.6
	26 to 40	4.8	23.9	23.0	25.1	23.1
	41 to 55	10.3	30.2	21.3	21.9	16.3
	56 or over	19.7	50.0	9.5	9.8	11.0
Party of choice	None	9.0	26.0	19.9	25.6	19.6
	ARENA	5.8	31.0	24.0	24.6	14.6
	FMLN	6.8	26.2	16.6	29.3	21.2
	GANA	3.7	37.0	14.8	25.9	18.5
	Concertación Nacional / PCN	17.1	37.1	22.9	20.0	2.9
	Other	9.5	57.1	14.3	14.3	4.8
	DNK/NR	15.7	42.9	14.3	15.7	11.4

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Chart 53
What is your current employment status? by variables
(Percentages)

VARIABLES		RESPONSE						
		Working	Not currently working, but employed	Actively seeking work	Student	Housework	Retired, on pension, or permanently unable to work	Not working, not seeking work
%		**48.3**	**4.7**	**5.6**	**8.0**	**27.0**	**4.4**	**1.9**
N		**1165**	**113**	**136**	**194**	**651**	**105**	**47**
Area of the country	West	40.6	5.7	6.8	10.2	29.3	4.7	2.7
	Central	50.1	3.7	6.6	7.7	26.8	3.2	1.9
	Metropolitan	59.6	4.7	4.7	7.9	15.5	6.3	1.5
	Paracentral	44.5	3.2	5.7	9.8	30.2	4.9	1.7
	East	41.9	5.5	4.9	5.1	38.7	1.8	2.0
Strata	Upper	70.0	.0	.0	10.0	10.0	5.0	5.0
	Upper middle	52.8	.0	1.9	18.9	20.8	5.7	.0
	Lower middle	55.4	2.5	4.6	8.3	18.7	8.7	1.7
	Worker	50.7	4.2	5.9	9.9	22.0	5.4	1.9
	Poor	61.1	.0	.0	5.6	27.8	.0	5.6
	Rural	41.5	6.6	6.1	4.5	37.9	1.5	2.1
Sex	Men	67.6	7.6	6.3	8.2	.5	6.6	3.2
	Women	32.9	2.4	5.1	7.9	48.2	2.5	1.0
Age	18 to 25	34.1	4.6	9.1	29.5	20.9	.0	1.8
	26 to 40	59.9	4.8	6.4	3.0	25.0	.0	.9
	41 to 55	58.4	5.8	4.3	.4	28.4	2.0	.7
	56 or over	34.1	3.3	1.7	.0	36.0	19.5	5.4
Education level	None	30.4	4.6	3.1	.0	54.6	2.6	4.6
	Primary	41.2	4.9	4.0	.1	42.5	5.0	2.4
	Middle-school	50.4	6.1	6.3	4.0	28.6	3.2	1.5
	High-school	51.0	4.7	7.6	14.2	16.3	4.0	2.3
	Technical or university	61.1	2.9	5.9	19.5	4.5	5.9	.2
Party of choice	None	47.3	4.7	5.9	7.3	28.1	4.5	2.1
	ARENA	46.2	5.4	5.4	7.4	28.2	4.4	3.0
	FMLN	51.4	4.8	5.3	11.6	21.2	4.6	1.1
	GANA	59.3	.0	7.4	3.7	25.9	3.7	.0
	Concertación Nacional / PCN	42.9	2.9	2.9	11.4	40.0	.0	.0
	Other	42.9	4.8	4.8	.0	47.6	.0	.0
	DNK/NR	57.1	1.4	5.7	.0	31.4	2.9	1.4

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Chart 54
What is your approximate monthly family income (include all household members and remittances)? (In dollars) by variables
(Percentages)

VARIABLES		RESPONSE (In dollars)			
		Under 140	140 to 280	281 to 500	Over 500
%		**24.2**	**31.0**	**29.8**	**15.1**
N		**491**	**628**	**604**	**306**
Area of the country	West	30.9	28.4	27.7	13.0
	Central	22.2	33.4	28.0	16.4
	Metropolitan	9.0	27.6	39.3	24.1
	Paracentral	29.1	33.0	26.6	11.3
	East	36.3	35.1	22.3	6.4
Strata	Upper	.0	.0	25.0	75.0
	Upper middle	5.0	7.5	25.0	62.5
	Lower middle	4.3	13.0	41.3	41.3
	Worker	15.5	31.9	37.0	15.6
	Poor	23.5	35.3	41.2	.0
	Rural	44.3	35.9	15.8	4.0
Sex	Men	19.7	30.2	32.7	17.4
	Women	28.0	31.6	27.3	13.1
Age	18 to 25	22.7	29.6	31.8	15.9
	26 to 40	21.4	32.4	31.5	14.7
	41 to 55	24.7	30.6	28.7	16.0
	56 or over	30.6	30.3	25.4	13.6
Education level	None	61.0	23.8	13.4	1.8
	Primary	40.0	37.7	19.1	3.2
	Middle-school	24.0	41.2	29.5	5.3
	High-school	11.1	32.1	40.4	16.4
	Technical or university	1.7	9.6	38.8	49.9
Party of choice	None	25.1	29.8	29.6	15.5
	ARENA	20.4	37.2	28.2	14.2
	FMLN	23.3	28.8	31.3	16.7
	GANA	23.8	28.6	38.1	9.5
	Concertación Nacional / PCN	25.8	29.0	29.0	16.1
	Other	33.3	28.6	33.3	4.8
	DNK/NR	40.4	26.3	28.1	5.3

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Chart 55
Could you please tell me your political party of choice? by variables
(Percentages)

VARIABLES		RESPONSE						
		None	ARENA	FMLN	GANA	Concertación Nacional / PCN	Other	DNK/NR
%		**50.4**	**20.7**	**22.5**	**1.1**	**1.5**	**.9**	**2.9**
N		**1217**	**500**	**543**	**27**	**35**	**21**	**70**
Area of the country	West	50.2	21.3	20.7	1.2	2.0	.8	3.9
	Central	49.9	22.8	22.3	.8	1.3	.3	2.7
	Metropolitan	54.1	20.8	22.2	.3	.0	.3	2.3
	Paracentral	47.7	20.1	24.1	.9	3.7	.0	3.4
	East	48.0	18.8	23.9	2.7	1.4	2.9	2.4
Strata	Upper	50.0	45.0	5.0	.0	.0	.0	.0
	Upper middle	49.1	34.0	13.2	.0	1.9	1.9	.0
	Lower middle	47.1	26.7	20.4	2.1	.8	.0	2.9
	Worker	52.0	19.3	23.1	.8	1.2	1.0	2.5
	Poor	33.3	33.3	33.3	.0	.0	.0	.0
	Rural	49.5	19.4	23.0	1.5	2.1	.8	3.8
Sex	Men	46.6	20.5	27.6	1.2	1.4	.6	2.2
	Women	53.5	20.9	18.4	1.0	1.5	1.1	3.4
Age	18 to 25	49.6	21.2	24.4	1.6	1.6	.7	.9
	26 to 40	50.1	20.5	23.1	1.1	1.2	1.1	2.7
	41 to 55	50.3	20.6	22.1	.5	1.3	.7	4.5
	56 or over	52.1	20.5	19.7	1.2	1.9	.8	3.7
Education level	None	55.9	14.9	19.0	.5	3.1	1.0	5.6
	Primary	46.6	22.9	20.9	1.5	1.9	1.8	4.4
	Middle-school	50.7	25.2	18.9	.8	1.7	.6	2.1
	High-school	50.1	19.8	25.6	1.1	1.1	.5	1.8
	Technical or university	54.1	16.5	26.0	1.1	.2	.2	1.8

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Chart 56
How often do you watch, read or listen to the news on the media in the country? by variables
(Percentages)

VARIABLES		RESPONSE			
		Never	Rarely	Once or twice a week	Always
%		**2.6**	**21.1**	**16.0**	**60.3**
N		**62**	**510**	**386**	**1455**
Area of the country	West	2.1	26.0	15.8	56.1
	Central	3.4	19.4	16.7	60.5
	Metropolitan	1.2	17.2	14.3	67.3
	Paracentral	4.0	19.5	13.8	62.6
	East	3.3	24.1	19.6	53.1
Strata	Upper	10.0	10.0	5.0	75.0
	Upper middle	5.7	20.8	15.1	58.5
	Lower middle	1.2	17.1	17.1	64.6
	Worker	1.8	19.5	14.5	64.2
	Poor	5.6	11.1	5.6	77.8
	Rural	3.6	25.3	18.5	52.5
Sex	Men	1.7	17.5	16.9	63.9
	Women	3.3	24.0	15.2	57.4
Age	18 to 25	1.6	25.3	21.6	51.6
	26 to 40	2.0	22.9	16.8	58.3
	41 to 55	2.2	17.2	12.5	68.2
	56 or over	5.2	17.8	12.0	64.9
Education level	None	10.3	22.6	19.0	48.2
	Primary	3.2	24.8	17.4	54.6
	Middle-school	1.0	20.3	15.7	62.9
	High-school	1.4	21.7	15.5	61.4
	Technical or university	1.4	14.9	13.6	70.1
Party of choice	None	3.1	23.2	15.7	58.0
	ARENA	1.6	19.0	12.8	66.6
	FMLN	1.3	18.6	18.2	61.9
	GANA	7.4	18.5	25.9	48.1
	Concertación Nacional / PCN	11.4	14.3	25.7	48.6
	Other	4.8	38.1	23.8	33.3
	DNK/NR	2.9	20.0	15.7	61.4

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Chart 57
What is your main source of information about the issue of crime in El Salvador? by variables
(Percentages)

VARIABLES		RESPONSE					
		News broadcast on TV	Newspaper	Radio	Family or friends relating experiences	Personal experience	Social networks, blogs & news pages on Internet
%		**80.0**	**7.6**	**4.1**	**5.3**	**1.2**	**1.8**
N		**1909**	**182**	**98**	**127**	**29**	**42**
Area of the country	West	78.7	6.5	5.7	6.1	1.8	1.2
	Central	82.7	6.2	3.0	4.6	.8	2.7
	Metropolitan	79.2	10.8	2.3	3.8	1.5	2.3
	Paracentral	81.0	7.3	2.9	6.7	.6	1.5
	East	79.7	5.5	6.6	6.2	1.0	1.0
Strata	Upper	55.0	20.0	5.0	5.0	.0	15.0
	Upper middle	65.4	17.3	3.8	3.8	3.8	5.8
	Lower middle	78.3	11.7	.4	5.0	.4	4.2
	Worker	80.7	8.7	2.8	4.6	1.4	1.9
	Poor	94.4	.0	5.6	.0	.0	.0
	Rural	80.6	4.0	7.1	6.7	1.1	.4
Sex	Men	79.7	8.8	4.3	3.2	1.4	2.5
	Women	80.2	6.6	3.9	7.0	1.1	1.1
Age	18 to 25	80.8	9.0	2.8	3.0	.7	3.7
	26 to 40	79.0	8.4	3.6	5.5	1.4	2.1
	41 to 55	83.2	5.7	5.1	4.0	1.5	.5
	56 or over	77.0	7.0	5.3	9.3	1.3	.2
Education level	None	71.9	3.6	10.4	10.9	3.1	.0
	Primary	81.5	4.2	5.9	8.0	.5	.0
	Middle-school	82.7	8.4	3.2	4.8	.4	.4
	High-school	81.7	8.6	2.6	3.1	1.9	2.1
	Technical or university	75.9	12.3	1.8	2.5	1.4	6.2
Party of choice	None	78.7	8.6	3.7	6.2	1.4	1.4
	ARENA	84.3	7.1	2.8	2.6	.8	2.4
	FMLN	80.0	6.7	5.7	4.1	1.5	2.0
	GANA	72.0	12.0	8.0	4.0	.0	4.0
	Concertación Nacional / PCN	65.7	5.7	8.6	17.1	.0	2.9
	Other	81.0	4.8	4.8	9.5	.0	.0
	DNK/NR	80.6	3.0	4.5	11.9	.0	.0

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Annex 5

Report on General Charts Results from "Survey on the Perception of Security and Confidence in Public Institutions in MESB"

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

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1. Socio-Demographic Results

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Distribution of Respondents by Age Group and Sex
(Percentages)

AGE		SEX			
		Men	Women	TOTAL	
				N	%
%		38.4	61.6		100.0
N		200	321	521	
Age	18 to 25	12.0	9.3	54	10.4
	26 to 40	37.0	35.5	188	36.1
	41 to 55	32.5	32.7	170	32.6
	56 and over	18.5	22.4	109	20.9

Chart B
Distribution of Respondents by Position and Sex
(Percentages)

POSITION		SEX			
		Men	Women	TOTAL	
				N	%
%		38.4	61.6		100.0
N		200	321	521	
Position	Proprietor	60.5	70.1	346	66.4
	Administrator	39.5	29.9	175	33.6

Chart C
Distribution of Respondents by Business Sector and Sex
(Percentages)

SECTOR		SEX			
		Men	Women	TOTAL	
				N	%
%		**38.4**	**61.6**		**100.0**
N		**200**	**321**	**521**	
Sector	**Trade**	51.0	71.3	331	63.5
	Industry	6.0	3.1	22	4.2
	Services	43.0	25.5	168	32.2

Chart D
Distribution of Respondents by Number of Employees and Sex
(Percentages)

NUMBER OF EMPLOYEES		SEX			
		Men	Women	TOTAL	
				N	%
%		**38.4**	**61.6**		**100.0**
N		**200**	**321**	**521**	
Number of Employees	**1 to 5 employees**	95.0	95.3	496	95.2
	6 to 10 employees	3.5	4.0	20	3.8
	11 or more employees	1.5	.6	5	1.0

2. General Results

Chart 1
How many employees currently work for this business? by variables
(Percentages)

VARIABLES		RESPONSES		
		1 to 4 employees	5 to 10 employees	11 or more employees
%		**93.3**	**5.8**	**1.0**
N		**486**	**30**	**5**
Position	**Proprietor**	95.7	4.0	.3
	Administrator	88.6	9.1	2.3
Business	**Microenterprise**	100.0	.0	.0
	Small Business	.0	85.7	14.3
Sector	**Trade**	94.9	4.2	.9
	Industry	81.8	18.2	.0
	Services	91.7	7.1	1.2
Area of the country	**West**	96.2	1.9	1.9
	Central	91.4	6.9	1.7
	Metropolitan	89.6	9.4	.9
	Paracentral	96.2	3.8	.0
	East	97.9	2.1	.0
Sex	**Men**	92.0	6.5	1.5
	Women	94.1	5.3	.6
Age	**18 to 25**	96.3	1.9	1.9
	26 to 40	92.6	6.9	.5
	41 to 55	91.8	7.1	1.2
	56 and over	95.4	3.7	.9

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Chart 2
How long has this business been operating? by variables
(Percentages)

VARIABLES		RESPONSES				
		Under a year	1 to 10	11 to 20	21 to 30	31 or more
%		**8.6**	**64.9**	**14.0**	**7.7**	**4.8**
N		**45**	**338**	**73**	**40**	**25**
Position	**Proprietor**	6.6	66.8	13.6	7.5	5.5
	Administrator	12.6	61.1	14.9	8.0	3.4
Business	**Microenterprise**	9.3	65.6	12.6	8.0	4.5
	Small Business	.0	54.3	34.3	2.9	8.6
Sector	**Trade**	10.0	62.5	13.9	8.2	5.4
	Industry	.0	63.6	22.7	13.6	.0
	Services	7.1	69.6	13.1	6.0	4.2
Area of the country	**West**	9.6	71.2	8.7	5.8	4.8
	Central	8.6	62.1	17.2	8.6	3.4
	Metropolitan	9.4	61.3	15.6	8.5	5.2
	Paracentral	5.7	66.0	15.1	9.4	3.8
	East	7.4	67.0	13.8	6.4	5.3
Sex	**Men**	7.0	62.5	15.5	10.5	4.5
	Women	9.7	66.4	13.1	5.9	5.0
Age	**18 to 25**	14.8	66.7	14.8	3.7	.0
	26 to 40	11.7	72.3	11.2	2.1	2.7
	41 to 55	7.6	68.2	13.5	7.1	3.5
	56 and over	1.8	45.9	19.3	20.2	12.8

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Chart 3
What sector is your business? by variables
(Percentages)

VARIABLES		RESPONSE		
		Trade	**Industry**	**Services**
%		**63.5**	**4.2**	**32.2**
N		**331**	**22**	**168**
Position	**Proprietor**	65.9	4.3	29.8
	Administrator	58.9	4.0	37.1
Business	**Microenterprise**	64.6	3.7	31.7
	Small business	48.6	11.4	40.0
Area of the country	**West**	73.1	4.8	22.1
	Central	70.7	6.9	22.4
	Metropolitan	63.2	5.2	31.6
	Paracentral	66.0	1.9	32.1
	East	47.9	1.1	51.1
Sex	**Men**	51.0	6.0	43.0
	Women	71.3	3.1	25.5
Age	**18 to 25**	57.4	3.7	38.9
	26 to 40	53.2	4.3	42.6
	41 to 55	68.8	2.9	28.2
	56 and over	76.1	6.4	17.4

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Chart 4
In your opinion, what is the principal problem currently affecting El Salvador? by variables
(Percentages)

VARIABLES		RESPONSE								
		Crime	Unemployment	Poverty	Economy	Violence	High cost of living	Gangs	Bad government policy, the government	Other responses
%		**54.8**	**6.7**	**3.5**	**18.7**	**5.2**	**1.7**	**6.5**	**1.0**	**1.9**
N		**285**	**35**	**18**	**97**	**27**	**9**	**34**	**5**	**10**
Position	**Proprietor**	55.8	6.1	3.5	19.9	4.0	1.7	5.8	1.2	2.0
	Administrator	52.9	8.0	3.4	16.1	7.5	1.7	8.0	.6	1.7
Business	**Microenterprise**	54.4	6.6	3.5	19.0	5.6	1.9	6.2	1.0	1.9
	Small business	60.0	8.6	2.9	14.3	.0	.0	11.4	.0	2.9
Sector	**Trade**	57.9	7.0	3.6	16.7	5.2	.9	7.0	.6	1.2
	Industry	27.3	9.1	9.1	31.8	4.5	.0	4.5	9.1	4.5
	Services	52.4	6.0	2.4	20.8	5.4	3.6	6.0	.6	3.0
Area of the country	**West**	48.1	7.7	4.8	18.3	5.8	2.9	8.7	1.0	2.9
	Central	59.6	5.3	1.8	21.1	5.3	3.5	3.5	.0	.0
	Metropolitan	56.1	6.1	3.3	20.3	3.8	.9	5.7	1.9	1.9
	Paracentral	62.3	3.8	3.8	13.2	9.4	.0	7.5	.0	.0
	East	52.1	9.6	3.2	17.0	5.3	2.1	7.4	.0	3.2
Sex	**Men**	57.5	7.0	2.0	18.5	4.0	.5	6.0	2.0	2.5
	Women	53.1	6.6	4.4	18.8	5.9	2.5	6.9	.3	1.6
Age	**18 to 25**	55.6	3.7	1.9	14.8	14.8	1.9	7.4	.0	.0
	26 to 40	55.6	4.8	3.2	18.2	5.3	.5	8.6	.5	3.2
	41 to 55	55.3	8.8	3.5	18.2	3.5	2.4	5.9	1.2	1.2
	56 and over	52.3	8.3	4.6	22.0	2.8	2.8	3.7	1.8	1.8

P7.

Chart 5
In your opinion, over the past 12 months, has crime increased in the country, remained the same, or decreased? by variables (Percentages)

VARIABLES		RESPONSE		
		Increased	Same	Decreased
%		**31.0**	**44.7**	**24.3**
N		**161**	**232**	**126**
Position	**Proprietor**	29.7	43.6	26.7
	Administrator	33.7	46.9	19.4
Business	**Microenterprise**	30.4	45.0	24.6
	Small business	40.0	40.0	20.0
Sector	**Trade**	31.0	44.4	24.6
	Industry	18.2	54.5	27.3
	Services	32.7	44.0	23.2
Area of the country	**West**	33.7	43.3	23.1
	Central	31.0	44.8	24.1
	Metropolitan	29.5	49.0	21.4
	Paracentral	34.0	39.6	26.4
	East	29.8	39.4	30.9
Sex	**Men**	25.8	51.0	23.2
	Women	34.3	40.8	24.9
Age	**18 to 25**	35.2	42.6	22.2
	26 to 40	36.7	43.6	19.7
	41 to 55	25.9	46.5	27.6
	56 and over	27.1	44.9	28.0

P8.

Chart 6

And speaking of the country in general, how much do you consider the current state of crime poses a threat to the wellbeing of our future: a lot, somewhat, little or not at all? by variables (Percentages)

VARIABLES		RESPONSE			
		Not at all	Little	Somewhat	A lot
%		**.8**	**3.7**	**5.0**	**90.6**
N		**4**	**19**	**26**	**470**
Position	**Proprietor**	.9	3.2	4.9	91.0
	Administrator	.6	4.6	5.2	89.7
Business	**Microenterprise**	.8	3.7	5.0	90.5
	Small business	.0	2.9	5.7	91.4
Sector	**Trade**	1.2	3.6	4.0	91.2
	Industry	.0	4.5	.0	95.5
	Services	.0	3.6	7.7	88.7
Area of the country	**West**	1.0	4.8	2.9	91.3
	Central	.0	3.4	6.9	89.7
	Metropolitan	1.4	3.8	4.2	90.6
	Paracentral	.0	3.9	3.9	92.2
	East	.0	2.1	8.5	89.4
Sex	**Men**	1.0	4.0	4.5	90.5
	Women	.6	3.4	5.3	90.6
Age	**18 to 25**	.0	7.4	7.4	85.2
	26 to 40	.5	2.7	4.8	92.0
	41 to 55	.6	4.2	3.0	92.3
	56 and over	1.8	2.8	7.3	88.1

P9.

Chart 7

And speaking of your company or business, to what extent do you consider the current state of crime poses a threat to the development of your business: a lot, some, little or not at all? by variables (Percentages)

VARIABLES		RESPONSE			
		Not at all	Little	Somewhat	A lot
%		**6.9**	**12.9**	**14.3**	**65.9**
N		**36**	**67**	**74**	**342**
Position	Proprietor	7.8	11.9	14.2	66.1
	Administrator	5.2	14.9	14.4	65.5
Business	Microenterprise	7.4	13.0	13.8	65.7
	Small business	.0	11.4	20.0	68.6
Sector	Trade	8.2	10.3	13.9	67.6
	Industry	9.1	13.6	18.2	59.1
	Services	4.2	18.0	14.4	63.5
Area of the country	West	8.7	10.6	11.5	69.2
	Central	3.5	8.8	12.3	75.4
	Metropolitan	7.1	13.2	13.7	66.0
	Paracentral	7.7	13.5	13.5	65.4
	East	6.4	17.0	20.2	56.4
Sex	Men	6.5	11.5	16.0	66.0
	Women	7.2	13.8	13.2	65.8
Age	18 to 25	5.6	18.5	25.9	50.0
	26 to 40	5.3	12.8	14.4	67.4
	41 to 55	5.3	13.6	13.0	68.0
	56 and over	12.8	9.2	10.1	67.9

P10.

Chart 8

Speaking of where your business is located and thinking about the possibility of being a victim of a criminal act, do you feel very safe, somewhat safe, somewhat unsafe or very unsafe? by variables (Percentages)

VARIABLES		RESPONSE			
		Very unsafe	Somewhat unsafe	Somewhat safe	Very safe
%		**37.1**	**31.0**	**22.3**	**9.6**
N		**193**	**161**	**116**	**50**
Position	**Proprietor**	36.8	29.0	23.8	10.4
	Administrator	37.7	34.9	19.4	8.0
Business	**Microenterprise**	37.3	30.5	22.3	9.9
	Small business	34.3	37.1	22.9	5.7
Sector	**Trade**	40.6	27.9	21.2	10.3
	Industry	45.5	31.8	9.1	13.6
	Services	29.2	36.9	26.2	7.7
Area of the country	**West**	41.3	32.7	19.2	6.7
	Central	43.1	25.9	20.7	10.3
	Metropolitan	37.4	28.9	22.3	11.4
	Paracentral	41.5	24.5	20.8	13.2
	East	25.5	40.4	27.7	6.4
Sex	**Men**	40.0	25.5	22.5	12.0
	Women	35.3	34.4	22.2	8.1
Age	**18 to 25**	22.2	42.6	22.2	13.0
	26 to 40	31.4	34.0	24.5	10.1
	41 to 55	41.2	25.9	23.5	9.4
	56 and over	48.1	27.8	16.7	7.4

P11.

Chart 9

Now think of some measures you have taken in your business over the past 12 months for fear of being a victim of crime. Have you considered the possibility of closing your business? by variables (Percentages)

VARIABLES		RESPONSE	
		No	Yes
%		**60.8**	**39.2**
N		**316**	**204**
Position	**Proprietor**	58.4	41.6
	Administrator	65.5	34.5
Business	**Microenterprise**	59.6	40.4
	Small business	77.1	22.9
Sector	**Trade**	56.4	43.6
	Industry	68.2	31.8
	Services	68.5	31.5
Area of the country	**West**	62.1	37.9
	Central	50.0	50.0
	Metropolitan	62.3	37.7
	Paracentral	71.7	28.3
	East	56.4	43.6
Sex	**Men**	57.5	42.5
	Women	62.8	37.2
Age	**18 to 25**	68.5	31.5
	26 to 40	66.8	33.2
	41 to 55	55.9	44.1
	56 and over	54.1	45.9

P12.

Chart 10
Now think of some measures you have taken in your business for fear of being a victim of crime in the last 12 months. Have you had to change the location of your business? by variables
(Percentages)

VARIABLES		RESPONSE	
		No	Yes
%		**91.3**	**8.7**
N		**475**	**45**
Position	**Proprietor**	91.3	8.7
	Administrator	91.4	8.6
Business	**Microenterprise**	91.5	8.5
	Small business	88.6	11.4
Sector	**Trade**	92.4	7.6
	Industry	90.9	9.1
	Services	89.3	10.7
Area of the country	**West**	88.3	11.7
	Central	98.3	1.7
	Metropolitan	90.6	9.4
	Paracentral	88.7	11.3
	East	93.6	6.4
Sex	**Men**	87.0	13.0
	Women	94.1	5.9
Age	**18 to 25**	94.4	5.6
	26 to 40	88.8	11.2
	41 to 55	90.0	10.0
	56 and over	96.3	3.7

P13.

Chart 11
Now think of some measures you have taken in your business for fear of being a victim of crime in the last 12 months. Have you thought about moving your business to another area? by variables
[Only for those who have not had to change the business location]
(Percentages)

VARIABLES		RESPONSE	
		No	Yes
%		**86.1**	**13.9**
N		**408**	**66**
Position	**Proprietor**	84.8	15.2
	Administrator	88.6	11.4
Business	**Microenterprise**	86.5	13.5
	Small business	80.6	19.4
Sector	**Trade**	86.9	13.1
	Industry	84.2	15.8
	Services	84.7	15.3
Area of the country	**West**	84.4	15.6
	Central	80.7	19.3
	Metropolitan	83.9	16.1
	Paracentral	97.9	2.1
	East	89.8	10.2
Sex	**Men**	82.7	17.3
	Women	88.0	12.0
Age	**18 to 25**	90.2	9.8
	26 to 40	84.3	15.7
	41 to 55	83.6	16.4
	56 and over	90.5	9.5

P14.

Chart 12
Now think of some measures you have taken in your business for fear of being a victim of crime in the last 12 months. Have you reduced the business hours? by variables
(Percentages)

VARIABLES		RESPONSE	
		No	Yes
%		**47.4**	**52.6**
N		**247**	**274**
Position	**Proprietor**	44.8	55.2
	Administrator	52.6	47.4
Business	**Microenterprise**	47.1	52.9
	Small business	51.4	48.6
Sector	**Trade**	47.1	52.9
	Industry	40.9	59.1
	Services	48.8	51.2
Area of the country	**West**	44.2	55.8
	Central	48.3	51.7
	Metropolitan	48.1	51.9
	Paracentral	45.3	54.7
	East	50.0	50.0
Sex	**Men**	48.0	52.0
	Women	47.0	53.0
Age	**18 to 25**	57.4	42.6
	26 to 40	52.1	47.9
	41 to 55	40.6	59.4
	56 and over	45.0	55.0

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Chart 13

Now think of some measures you have taken in your business for fear of being a victim of crime in the last 12 months. Have you changed your phone number (personal or business) landline or cell? by variables (Percentages)

VARIABLES		RESPONSE	
		No	Yes
%		**50.0**	**50.0**
N		**260**	**260**
Position	**Proprietor**	50.0	50.0
	Administrator	50.0	50.0
Business	**Microenterprise**	49.9	50.1
	Small business	51.4	48.6
Sector	**Trade**	52.4	47.6
	Industry	54.5	45.5
	Services	44.6	55.4
Area of the country	**West**	51.0	49.0
	Central	46.6	53.4
	Metropolitan	51.7	48.3
	Paracentral	43.4	56.6
	East	51.1	48.9
Sex	**Men**	44.2	55.8
	Women	53.6	46.4
Age	**18 to 25**	59.3	40.7
	26 to 40	51.3	48.7
	41 to 55	47.6	52.4
	56 and over	46.8	53.2

P16.

Chart 14
Now think of some measures you have taken in your business for fear of being a victim of crime in the last 12 months. Have you considered leaving the country? by variables
(Percentages)

VARIABLES		RESPONSE	
		No	Yes
%		**76.5**	**23.5**
N		**398**	**122**
Position	**Proprietor**	75.9	24.1
	Administrator	77.7	22.3
Business	**Microenterprise**	77.1	22.9
	Small business	68.6	31.4
Sector	**Trade**	79.1	20.9
	Industry	68.2	31.8
	Services	72.6	27.4
Area of the country	**West**	85.6	14.4
	Central	70.7	29.3
	Metropolitan	74.9	25.1
	Paracentral	81.1	18.9
	East	71.3	28.7
Sex	**Men**	72.5	27.5
	Women	79.1	20.9
Age	**18 to 25**	83.3	16.7
	26 to 40	78.7	21.3
	41 to 55	70.6	29.4
	56 and over	78.7	21.3

P17.

Chart 15
Now think of some measures you have taken in your business for fear of being a victim of crime in the last 12 months. Have you acquired a firearm for your protection? by variables
(Percentages)

VARIABLES		RESPONSE	
		No	Yes
%		**91.9**	**8.1**
N		**477**	**42**
Position	Proprietor	91.3	8.7
	Administrator	93.1	6.9
Business	Microenterprise	92.0	8.0
	Small business	91.2	8.8
Sector	Trade	93.7	6.3
	Industry	77.3	22.7
	Services	90.4	9.6
Area of the country	West	93.3	6.7
	Central	89.7	10.3
	Metropolitan	92.4	7.6
	Paracentral	98.1	1.9
	East	87.2	12.8
Sex	Men	85.4	14.6
	Women	96.0	4.0
Age	18 to 25	92.6	7.4
	26 to 40	90.4	9.6
	41 to 55	92.3	7.7
	56 and over	93.6	6.4

P18.

Chart 16
Now think of some measures you have taken in your business for fear of being a victim of crime in the last 12 months. Have you installed alarms in your business? by variables
(Percentages)

VARIABLES		RESPONSE	
		No	Yes
%		**82.5**	**17.5**
N		**430**	**91**
Position	**Proprietor**	87.9	12.1
	Administrator	72.0	28.0
Business	**Microenterprise**	84.8	15.2
	Small business	51.4	48.6
Sector	**Trade**	84.6	15.4
	Industry	100.0	.0
	Services	76.2	23.8
Area of the country	**West**	89.4	10.6
	Central	77.6	22.4
	Metropolitan	84.0	16.0
	Paracentral	84.9	15.1
	East	73.4	26.6
Sex	**Men**	76.5	23.5
	Women	86.3	13.7
Age	**18 to 25**	74.1	25.9
	26 to 40	78.2	21.8
	41 to 55	81.8	18.2
	56 and over	95.4	4.6

P19.

Chart 17
Now think of some measures you have taken in your business for fear of being a victim of crime in the last 12 months. Have you reinforced the grills on doors and windows, or the walls of your business? by variables
(Percentages)

VARIABLES		RESPONSE	
		No	Yes
%		**41.8**	**58.2**
N		**218**	**303**
Position	**Proprietor**	46.2	53.8
	Administrator	33.1	66.9
Business	**Microenterprise**	43.2	56.8
	Small business	22.9	77.1
Sector	**Trade**	41.7	58.3
	Industry	22.7	77.3
	Services	44.6	55.4
Area of the country	**West**	41.3	58.7
	Central	43.1	56.9
	Metropolitan	41.0	59.0
	Paracentral	41.5	58.5
	East	43.6	56.4
Sex	**Men**	38.5	61.5
	Women	43.9	56.1
Age	**18 to 25**	38.9	61.1
	26 to 40	40.4	59.6
	41 to 55	45.3	54.7
	56 and over	40.4	59.6

P20.

Chart 18

Now think of some measures you have taken in your business for fear of being a victim of crime in the last 12 months. Have you hired or increased the services of a private security company? by variables (Percentages)

VARIABLES		RESPONSE	
		No	Yes
%		**90.4**	**9.6**
N		**471**	**50**
Position	Proprietor	94.2	5.8
	Administrator	82.9	17.1
Business	Microenterprise	92.0	8.0
	Small business	68.6	31.4
Sector	Trade	92.1	7.9
	Industry	95.5	4.5
	Services	86.3	13.7
Area of the country	West	93.3	6.7
	Central	86.2	13.8
	Metropolitan	90.1	9.9
	Paracentral	92.5	7.5
	East	89.4	10.6
Sex	Men	90.5	9.5
	Women	90.3	9.7
Age	18 to 25	85.2	14.8
	26 to 40	88.8	11.2
	41 to 55	92.4	7.6
	56 and over	92.7	7.3

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Chart 19

Among the following types of crime, which do you think needs to be addressed most urgently to improve security for the general population? by variables (Percentages)

VARIABLES		RESPONSE									
		Robbery	Homicide	Extortion	Distribution of Drugs	Domestic violence	Violence due to personal issues	Distribution of Weapons	Threats	Other	DNK/NR
%		**9.6**	**13.6**	**46.6**	**6.1**	**1.9**	**1.0**	**6.0**	**11.5**	**2.3**	**1.3**
N		**50**	**71**	**243**	**32**	**10**	**5**	**31**	**60**	**12**	**7**
Position	**Proprietor**	8.4	14.2	43.4	7.5	2.0	1.4	6.9	12.1	2.6	1.4
	Administrator	12.0	12.6	53.1	3.4	1.7	.0	4.0	10.3	1.7	1.1
Business	**Microenterprise**	9.9	13.8	45.5	6.4	1.9	1.0	6.2	11.7	2.3	1.4
	Small business	5.7	11.4	62.9	2.9	2.9	.0	2.9	8.6	2.9	.0
Sector	**Trade**	10.0	13.9	44.4	6.0	2.4	.3	5.7	12.7	2.7	1.8
	Industry	9.1	4.5	63.6	4.5	.0	.0	9.1	9.1	.0	.0
	Services	8.9	14.3	48.8	6.5	1.2	2.4	6.0	9.5	1.8	.6
Area of the country	**West**	9.6	21.2	42.3	7.7	1.9	1.0	3.8	11.5	1.0	.0
	Central	10.3	5.2	63.8	5.2	.0	.0	3.4	6.9	3.4	1.7
	Metropolitan	9.0	11.8	45.3	6.6	1.9	1.4	9.4	9.9	3.3	1.4
	Paracentral	11.3	13.2	45.3	3.8	1.9	.0	.0	18.9	3.8	1.9
	East	9.6	14.9	44.7	5.3	3.2	1.1	5.3	13.8	.0	2.1
Sex	**Men**	8.5	11.5	55.5	8.0	1.0	1.5	7.0	4.5	1.5	1.0
	Women	10.3	15.0	41.1	5.0	2.5	.6	5.3	15.9	2.8	1.6
Age	**18 to 25**	11.1	18.5	42.6	.0	1.9	3.7	1.9	18.5	1.9	.0
	26 to 40	7.4	14.9	60.1	2.7	3.2	.0	3.7	6.4	1.1	.5
	41 to 55	7.1	11.2	42.4	8.2	1.8	1.8	8.8	12.4	4.1	2.4
	56 and over	16.5	12.8	32.1	11.9	.0	.0	7.3	15.6	1.8	1.8

P22.

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, little, not at all? by variables
(Percentages)

VARIABLES		RESPONSE				
		Not at all	Little	Somewhat	A lot	DNK/NR
%		**52.0**	**26.5**	**12.1**	**8.4**	**1.0**
N		**271**	**138**	**63**	**44**	**5**
Position	**Proprietor**	52.9	24.9	12.1	9.0	1.2
	Administrator	50.3	29.7	12.0	7.4	.6
Business	**Microenterprise**	51.4	26.7	12.3	8.4	1.0
	Small business	60.0	22.9	8.6	8.6	.0
Sector	**Trade**	54.4	23.9	12.4	8.2	1.2
	Industry	63.6	22.7	13.6	.0	.0
	Services	45.8	32.1	11.3	10.1	.6
Area of the country	**West**	57.7	23.1	9.6	8.7	1.0
	Central	62.1	25.9	6.9	5.2	.0
	Metropolitan	51.4	25.9	12.3	8.5	1.9
	Paracentral	49.1	32.1	9.4	9.4	.0
	East	42.6	28.7	19.1	9.6	.0
Sex	**Men**	50.0	29.0	12.0	8.0	1.0
	Women	53.3	24.9	12.1	8.7	.9
Age	**18 to 25**	48.1	29.6	14.8	7.4	.0
	26 to 40	52.7	27.7	13.3	6.4	.0
	41 to 55	48.2	29.4	11.2	9.4	1.8
	56 and over	58.7	18.3	10.1	11.0	1.8

P23.

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

VARIABLES		RESPONSE			
		Not at all	Little	Somewhat	A lot
%		**40.3**	**38.2**	**12.2**	**9.3**
N		**209**	**198**	**63**	**48**
Position	**Proprietor**	39.7	37.0	11.7	11.7
	Administrator	41.7	40.6	13.1	4.6
Business	**Microenterprise**	39.8	38.1	12.8	9.3
	Small business	48.6	40.0	2.9	8.6
Sector	**Trade**	41.5	37.2	11.3	10.1
	Industry	59.1	18.2	9.1	13.6
	Services	35.7	42.9	14.3	7.1
Area of the country	**West**	40.4	40.4	12.5	6.7
	Central	49.1	38.6	3.5	8.8
	Metropolitan	45.0	34.1	11.8	9.0
	Paracentral	37.7	32.1	17.0	13.2
	East	25.8	48.4	15.1	10.8
Sex	**Men**	39.2	40.7	14.1	6.0
	Women	41.1	36.7	11.0	11.3
Age	**18 to 25**	24.1	51.9	16.7	7.4
	26 to 40	36.2	42.0	15.4	6.4
	41 to 55	45.6	34.3	9.5	10.7
	56 and over	47.7	30.8	8.4	13.1

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Chart 22
To what extent do you believe the government security plans are producing results? by variables
(Percentages)

VARIABLES		RESPONSE				
		Not at all	Little	Somewhat	A lot	DNK/NR
%		**27.8**	**39.2**	**25.0**	**7.1**	**1.0**
N		**145**	**204**	**130**	**37**	**5**
Position	Proprietor	29.2	37.0	24.9	7.8	1.2
	Administrator	25.1	43.4	25.1	5.7	.6
Business	Microenterprise	27.0	39.5	25.1	7.4	1.0
	Small business	40.0	34.3	22.9	2.9	.0
Sector	Trade	29.0	38.4	24.2	7.6	.9
	Industry	31.8	40.9	22.7	4.5	.0
	Services	25.0	40.5	26.8	6.5	1.2
Area of the country	West	33.7	39.4	13.5	13.5	.0
	Central	27.6	44.8	25.9	.0	1.7
	Metropolitan	29.7	37.7	25.5	5.7	1.4
	Paracentral	22.6	37.7	30.2	9.4	.0
	East	20.2	39.4	33.0	6.4	1.1
Sex	Men	29.5	38.0	24.5	7.5	.5
	Women	26.8	39.9	25.2	6.9	1.2
Age	18 to 25	20.4	46.3	29.6	3.7	.0
	26 to 40	30.9	41.5	20.7	5.9	1.1
	41 to 55	25.9	35.9	27.6	9.4	1.2
	56 and over	29.4	36.7	25.7	7.3	.9

P25.

Chart 23
How effective were the meetings that the President convened with different sectors to reach agreements on the issue of security? by variables
(Percentages)

VARIABLES		RESPONSE				
		Not at all	A little	Somewhat	A lot	DNK/NR
%		**27.3**	**39.7**	**20.7**	**8.6**	**3.6**
N		**142**	**207**	**108**	**45**	**19**
Position	**Proprietor**	26.0	40.2	20.2	9.5	4.0
	Administrator	29.7	38.9	21.7	6.9	2.9
Business	**Microenterprise**	26.5	40.7	20.0	9.1	3.7
	Small business	37.1	25.7	31.4	2.9	2.9
Sector	**Trade**	27.5	37.8	19.0	11.2	4.5
	Industry	18.2	54.5	22.7	4.5	.0
	Services	28.0	41.7	23.8	4.2	2.4
Area of the country	**West**	29.8	39.4	13.5	12.5	4.8
	Central	31.0	37.9	19.0	6.9	5.2
	Metropolitan	28.3	40.6	21.7	6.6	2.8
	Paracentral	26.4	30.2	30.2	13.2	.0
	East	20.2	44.7	22.3	7.4	5.3
Sex	**Men**	32.0	38.0	18.5	8.0	3.5
	Women	24.3	40.8	22.1	9.0	3.7
Age	**18 to 25**	31.5	33.3	25.9	7.4	1.9
	26 to 40	26.6	45.2	21.3	5.9	1.1
	41 to 55	27.1	35.3	22.9	11.2	3.5
	56 and over	26.6	40.4	13.8	10.1	9.2

P26.

Chart 24
How much have the constant police raids reduced crime in the country? by variables
(Percentages)

VARIABLES		RESPONSE			
		Not at all	Little	Somewhat	A lot
%		**24.8**	**39.7**	**25.3**	**10.3**
N		**128**	**205**	**131**	**53**
Position	**Proprietor**	24.6	36.8	27.5	11.1
	Administrator	25.1	45.1	21.1	8.6
Business	**Microenterprise**	24.1	39.6	25.5	10.8
	Small business	34.3	40.0	22.9	2.9
Sector	**Trade**	25.9	39.6	22.3	12.2
	Industry	27.3	40.9	27.3	4.5
	Services	22.2	39.5	31.1	7.2
Area of the country	**West**	25.2	40.8	19.4	14.6
	Central	15.5	50.0	24.1	10.3
	Metropolitan	25.4	39.2	28.2	7.2
	Paracentral	32.1	35.8	17.0	15.1
	East	24.5	35.1	30.9	9.6
Sex	**Men**	25.9	36.5	28.4	9.1
	Women	24.1	41.6	23.4	10.9
Age	**18 to 25**	16.7	50.0	25.9	7.4
	26 to 40	25.3	41.4	25.3	8.1
	41 to 55	22.6	39.9	25.6	11.9
	56 and over	31.2	31.2	24.8	12.8

P27.

Chart 25
How satisfied are you with the performance of the PNC? by variables
(Percentages)

VARIABLES		RESPONSE			
		Not at all satisfied	A little satisfied	Somewhat satisfied	Very satisfied
%		**19.6**	**41.2**	**28.8**	**10.4**
N		**102**	**214**	**150**	**54**
Position	**Proprietor**	18.3	38.3	31.9	11.6
	Administrator	22.3	46.9	22.9	8.0
Business	**Microenterprise**	18.6	41.9	28.9	10.7
	Small business	34.3	31.4	28.6	5.7
Sector	**Trade**	19.7	41.2	28.2	10.9
	Industry	27.3	31.8	40.9	.0
	Services	18.5	42.3	28.6	10.7
Area of the country	**West**	16.3	38.5	27.9	17.3
	Central	20.7	50.0	19.0	10.3
	Metropolitan	22.7	38.9	28.9	9.5
	Paracentral	18.9	45.3	24.5	11.3
	East	16.0	41.5	38.3	4.3
Sex	**Men**	22.5	43.0	25.0	9.5
	Women	17.8	40.0	31.3	10.9
Age	**18 to 25**	18.5	42.6	31.5	7.4
	26 to 40	18.2	46.5	27.3	8.0
	41 to 55	22.4	35.9	30.6	11.2
	56 and over	18.3	39.4	27.5	14.7

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Chart 26
How satisfied are you with the performance of the Ministry of Justice and Security? by variables
(Percentages)

VARIABLES		RESPONSE				
		Not at all satisfied	A little satisfied	Somewhat satisfied	Very satisfied	DNK/NR
%		**23.8**	**41.3**	**25.9**	**6.0**	**3.1**
N		**124**	**215**	**135**	**31**	**16**
Position	**Proprietor**	23.1	39.0	27.7	6.1	4.0
	Administrator	25.1	45.7	22.3	5.7	1.1
Business	**Microenterprise**	22.8	41.8	26.1	6.4	2.9
	Small business	37.1	34.3	22.9	.0	5.7
Sector	**Trade**	21.1	42.6	25.4	7.3	3.6
	Industry	45.5	27.3	22.7	4.5	.0
	Services	26.2	40.5	27.4	3.6	2.4
Area of the country	**West**	22.1	37.5	24.0	13.5	2.9
	Central	20.7	48.3	20.7	3.4	6.9
	Metropolitan	26.9	41.5	25.9	3.3	2.4
	Paracentral	26.4	37.7	26.4	9.4	.0
	East	19.1	42.6	30.9	3.2	4.3
Sex	**Men**	29.0	39.5	25.5	5.5	.5
	Women	20.6	42.4	26.2	6.2	4.7
Age	**18 to 25**	16.7	46.3	33.3	3.7	.0
	26 to 40	25.5	41.5	26.6	4.3	2.1
	41 to 55	22.4	44.7	24.7	5.9	2.4
	56 and over	26.6	33.0	22.9	10.1	7.3

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Chart 27
How satisfied are you with the performance of the penitentiary system (prisons)? by variables
(Percentages)

VARIABLES		RESPONSE				
		Not at all satisfied	A little satisfied	Somewhat satisfied	Very satisfied	DNK/NR
%		**37.0**	**35.1**	**17.7**	**4.0**	**6.1**
N		**193**	**183**	**92**	**21**	**32**
Position	**Proprietor**	37.3	33.2	18.5	4.3	6.6
	Administrator	36.6	38.9	16.0	3.4	5.1
Business	**Microenterprise**	36.0	36.0	17.3	4.3	6.4
	Small business	51.4	22.9	22.9	.0	2.9
Sector	**Trade**	40.5	31.7	17.8	3.6	6.3
	Industry	36.4	45.5	9.1	4.5	4.5
	Services	30.4	40.5	18.5	4.8	6.0
Area of the country	**West**	34.6	30.8	20.2	4.8	9.6
	Central	31.0	39.7	22.4	3.4	3.4
	Metropolitan	41.5	34.4	12.7	5.2	6.1
	Paracentral	54.7	24.5	15.1	1.9	3.8
	East	23.4	44.7	24.5	2.1	5.3
Sex	**Men**	37.0	39.5	16.0	4.5	3.0
	Women	37.1	32.4	18.7	3.7	8.1
Age	**18 to 25**	35.2	40.7	16.7	7.4	.0
	26 to 40	34.6	40.4	18.1	2.7	4.3
	41 to 55	40.0	30.6	18.2	3.5	7.6
	56 and over	37.6	30.3	16.5	5.5	10.1

P30.

Chart 28
How satisfied are you with the performance of the judges (Courts of Justice)? by variables
(Percentages)

VARIABLES		RESPONSE				
		Not at all satisfied	A little satisfied	Somewhat satisfied	Very satisfied	DNK/NR
%		**41.7**	**36.3**	**15.9**	**3.5**	**2.7**
N		**217**	**189**	**83**	**18**	**14**
Position	**Proprietor**	42.8	36.1	15.6	2.9	2.6
	Administrator	39.4	36.6	16.6	4.6	2.9
Business	**Microenterprise**	41.2	36.8	16.3	3.3	2.5
	Small business	48.6	28.6	11.4	5.7	5.7
Sector	**Trade**	41.7	35.3	18.1	2.4	2.4
	Industry	72.7	18.2	4.5	4.5	.0
	Services	37.5	40.5	13.1	5.4	3.6
Area of the country	**West**	39.4	34.6	19.2	2.9	3.8
	Central	48.3	41.4	6.9	1.7	1.7
	Metropolitan	44.8	33.5	15.1	3.8	2.8
	Paracentral	50.9	28.3	15.1	5.7	.0
	East	27.7	45.7	20.2	3.2	3.2
Sex	**Men**	43.5	35.5	15.5	3.5	2.0
	Women	40.5	36.8	16.2	3.4	3.1
Age	**18 to 25**	33.3	38.9	16.7	11.1	.0
	26 to 40	38.8	41.0	15.4	2.1	2.7
	41 to 55	45.3	33.5	14.1	4.1	2.9
	56 and over	45.0	31.2	19.3	.9	3.7

P31.

Chart 29
How satisfied are you with the performance of the Human Rights Ombudsman's Office? by variables (Percentages)

VARIABLES		RESPONSE				
		Not at all satisfied	A little satisfied	Somewhat satisfied	Very satisfied	DNK/NR
%		**32.2**	**33.8**	**22.6**	**10.2**	**1.2**
N		**168**	**176**	**118**	**53**	**6**
Position	**Proprietor**	33.8	33.8	19.9	11.0	1.4
	Administrator	29.1	33.7	28.0	8.6	.6
Business	**Microenterprise**	31.3	34.8	22.4	10.3	1.2
	Small business	45.7	20.0	25.7	8.6	.0
Sector	**Trade**	32.0	33.5	23.0	10.0	1.5
	Industry	45.5	18.2	27.3	9.1	.0
	Services	31.0	36.3	21.4	10.7	.6
Area of the country	**West**	34.6	30.8	20.2	12.5	1.9
	Central	34.5	39.7	17.2	6.9	1.7
	Metropolitan	32.5	34.0	22.6	9.4	1.4
	Paracentral	35.8	30.2	20.8	13.2	.0
	East	25.5	35.1	29.8	9.6	.0
Sex	**Men**	35.0	37.0	19.5	8.5	.0
	Women	30.5	31.8	24.6	11.2	1.9
Age	**18 to 25**	20.4	31.5	35.2	13.0	.0
	26 to 40	30.3	35.1	22.9	10.6	1.1
	41 to 55	37.6	35.9	18.2	7.6	.6
	56 and over	33.0	29.4	22.9	11.9	2.8

P32.

Chart 30
How satisfied are you with the performance of the Armed Forces? by variables
(Percentages)

VARIABLES		RESPONSE			
		Not at all satisfied	A little satisfied	Somewhat satisfied	Very satisfied
%		**9.8**	**28.8**	**32.5**	**28.8**
N		**51**	**150**	**169**	**150**
Position	**Proprietor**	10.4	27.8	31.9	29.9
	Administrator	8.6	30.9	33.7	26.9
Business	**Microenterprise**	9.5	28.9	32.4	29.3
	Small business	14.3	28.6	34.3	22.9
Sector	**Trade**	8.5	30.3	34.8	26.4
	Industry	13.6	36.4	27.3	22.7
	Services	11.9	25.0	28.6	34.5
Area of the country	**West**	9.6	31.7	33.7	25.0
	Central	6.9	36.2	29.3	27.6
	Metropolitan	13.3	22.3	33.2	31.3
	Paracentral	11.3	32.1	30.2	26.4
	East	3.2	34.0	33.0	29.8
Sex	**Men**	9.5	24.5	30.0	36.0
	Women	10.0	31.6	34.1	24.4
Age	**18 to 25**	11.1	27.8	37.0	24.1
	26 to 40	11.2	27.8	31.6	29.4
	41 to 55	7.1	35.3	27.6	30.0
	56 and over	11.0	21.1	39.4	28.4

P33.

Chart 31
How satisfied are you with the performance of the Prosecutor General's Office? by variables
(Percentages)

VARIABLES		RESPONSE				
		Not at all satisfied	A little satisfied	Somewhat satisfied	Very satisfied	DNK/NR
%		**24.0**	**41.8**	**24.2**	**5.8**	**4.2**
N		**125**	**218**	**126**	**30**	**22**
Position	**Proprietor**	24.6	41.6	23.1	5.5	5.2
	Administrator	22.9	42.3	26.3	6.3	2.3
Business	**Microenterprise**	23.0	42.4	24.1	6.0	4.5
	Small business	37.1	34.3	25.7	2.9	.0
Sector	**Trade**	22.1	43.2	23.9	6.0	4.8
	Industry	36.4	45.5	18.2	.0	.0
	Services	26.2	38.7	25.6	6.0	3.6
Area of the country	**West**	18.3	40.4	28.8	5.8	6.7
	Central	32.8	41.4	17.2	3.4	5.2
	Metropolitan	26.9	41.5	22.2	5.7	3.8
	Paracentral	28.3	41.5	20.8	7.5	1.9
	East	16.0	44.7	29.8	6.4	3.2
Sex	**Men**	24.5	44.5	23.5	4.5	3.0
	Women	23.7	40.2	24.6	6.5	5.0
Age	**18 to 25**	14.8	53.7	24.1	5.6	1.9
	26 to 40	22.9	42.6	24.5	8.0	2.1
	41 to 55	25.9	41.8	24.7	4.1	3.5
	56 and over	27.5	34.9	22.9	4.6	10.1

P34.

Chart 32
How satisfied are you with the performance of the Forensic Medicine Agency (coroner)? by variables (Percentages)

VARIABLES		RESPONSE				
		Not at all satisfied	A little satisfied	Somewhat satisfied	Very satisfied	DNK/NR
%		**16.5**	**33.2**	**28.6**	**13.8**	**7.9**
N		**86**	**173**	**149**	**72**	**41**
Position	**Proprietor**	17.6	33.2	28.0	12.7	8.4
	Administrator	14.3	33.1	29.7	16.0	6.9
Business	**Microenterprise**	17.3	32.1	29.2	13.6	7.8
	Small business	5.7	48.6	20.0	17.1	8.6
Sector	**Trade**	13.9	32.9	31.7	12.7	8.8
	Industry	22.7	27.3	31.8	13.6	4.5
	Services	20.8	34.5	22.0	16.1	6.5
Area of the country	**West**	9.6	31.7	29.8	15.4	13.5
	Central	17.2	43.1	22.4	10.3	6.9
	Metropolitan	18.9	33.5	26.9	15.1	5.7
	Paracentral	18.9	32.1	32.1	11.3	5.7
	East	17.0	28.7	33.0	12.8	8.5
Sex	**Men**	15.5	34.0	27.5	15.5	7.5
	Women	17.1	32.7	29.3	12.8	8.1
Age	**18 to 25**	18.5	25.9	27.8	24.1	3.7
	26 to 40	16.0	32.4	31.9	11.2	8.5
	41 to 55	20.6	35.9	21.8	12.9	8.8
	56 and over	10.1	33.9	33.9	14.7	7.3

P35.

Chart 33
How satisfied are you with the performance of the Court of Accounts? by variables
(Percentages)

VARIABLES		RESPONSE				
		Not at all satisfied	A little satisfied	Somewhat satisfied	Very satisfied	DNK/NR
%		**28.2**	**34.2**	**21.7**	**3.8**	**12.1**
N		**147**	**178**	**113**	**20**	**63**
Position	**Proprietor**	29.2	33.5	19.9	4.0	13.3
	Administrator	26.3	35.4	25.1	3.4	9.7
Business	**Microenterprise**	28.0	34.0	22.2	3.9	11.9
	Small business	31.4	37.1	14.3	2.9	14.3
Sector	**Trade**	25.1	34.1	22.1	4.2	14.5
	Industry	31.8	54.5	9.1	.0	4.5
	Services	33.9	31.5	22.6	3.6	8.3
Area of the country	**West**	26.0	34.6	23.1	3.8	12.5
	Central	29.3	29.3	19.0	5.2	17.2
	Metropolitan	28.8	35.8	18.4	2.8	14.2
	Paracentral	41.5	28.3	24.5	.0	5.7
	East	21.3	36.2	27.7	7.4	7.4
Sex	**Men**	32.5	34.5	20.5	5.0	7.5
	Women	25.5	34.0	22.4	3.1	15.0
Age	**18 to 25**	29.6	33.3	29.6	1.9	5.6
	26 to 40	23.9	39.4	20.2	6.4	10.1
	41 to 55	34.7	32.9	20.0	2.4	10.0
	56 and over	24.8	27.5	22.9	2.8	22.0

P36.

Chart 34
How satisfied are you with the performance of the Supreme Court of Justice? by variables
(Percentages)

VARIABLES		RESPONSE				
		Not at all satisfied	A little satisfied	Somewhat satisfied	Very satisfied	DNK/NR
%		**32.2**	**38.6**	**20.5**	**4.2**	**4.4**
N		**168**	**201**	**107**	**22**	**23**
Position	**Proprietor**	32.7	37.3	21.4	3.2	5.5
	Administrator	31.4	41.1	18.9	6.3	2.3
Business	**Microenterprise**	31.3	38.5	21.0	4.5	4.7
	Small business	45.7	40.0	14.3	.0	.0
Sector	**Trade**	29.3	40.5	21.5	3.3	5.4
	Industry	50.0	31.8	18.2	.0	.0
	Services	35.7	35.7	19.0	6.5	3.0
Area of the country	**West**	34.6	37.5	19.2	3.8	4.8
	Central	29.3	43.1	19.0	3.4	5.2
	Metropolitan	33.5	39.6	17.5	4.2	5.2
	Paracentral	41.5	34.0	18.9	5.7	.0
	East	23.4	37.2	30.9	4.3	4.3
Sex	**Men**	34.5	42.0	16.5	4.5	2.5
	Women	30.8	36.4	23.1	4.0	5.6
Age	**18 to 25**	24.1	38.9	24.1	9.3	3.7
	26 to 40	33.5	40.4	18.1	4.8	3.2
	41 to 55	34.1	37.6	21.2	2.9	4.1
	56 and over	31.2	36.7	22.0	2.8	7.3

P37.

Chart 35
How satisfied are you with the performance of the Legislative Assembly (deputies)? by variables
(Percentages)

VARIABLES		RESPONSE				
		Not at all satisfied	A little satisfied	Somewhat satisfied	Very satisfied	DNK/NR
%		**54.3**	**29.2**	**13.1**	**2.1**	**1.3**
N		**283**	**152**	**68**	**11**	**7**
Position	**Proprietor**	54.0	28.6	13.6	2.0	1.7
	Administrator	54.9	30.3	12.0	2.3	.6
Business	**Microenterprise**	52.9	30.7	12.8	2.3	1.4
	Small business	74.3	8.6	17.1	.0	.0
Sector	**Trade**	54.1	27.5	14.2	2.4	1.8
	Industry	72.7	18.2	9.1	.0	.0
	Services	52.4	33.9	11.3	1.8	.6
Area of the country	**West**	57.7	21.2	16.3	3.8	1.0
	Central	58.6	29.3	10.3	.0	1.7
	Metropolitan	54.2	32.5	9.4	1.4	2.4
	Paracentral	69.8	20.8	7.5	1.9	.0
	East	39.4	35.1	22.3	3.2	.0
Sex	**Men**	60.5	28.0	8.5	2.5	.5
	Women	50.5	29.9	15.9	1.9	1.9
Age	**18 to 25**	42.6	40.7	16.7	.0	.0
	26 to 40	52.1	33.0	12.2	1.6	1.1
	41 to 55	60.0	25.3	11.8	2.9	.0
	56 and over	55.0	22.9	14.7	2.8	4.6

P38.

Chart 36
How satisfied are you with the performance of the Central Government? by variables
(Percentages)

VARIABLES		RESPONSE			
		Not at all satisfied	A little satisfied	Somewhat satisfied	Very satisfied
%		**24.2**	**33.7**	**29.2**	**13.0**
N		**125**	**174**	**151**	**67**
Position	**Proprietor**	24.5	32.4	28.9	14.3
	Administrator	23.6	36.2	29.9	10.3
Business	**Microenterprise**	23.2	33.6	29.9	13.3
	Small business	37.1	34.3	20.0	8.6
Sector	**Trade**	25.1	31.5	29.1	14.4
	Industry	31.8	22.7	31.8	13.6
	Services	21.4	39.3	29.2	10.1
Area of the country	**West**	25.0	32.7	25.0	17.3
	Central	20.7	39.7	34.5	5.2
	Metropolitan	25.0	32.7	29.8	12.5
	Paracentral	26.4	35.8	24.5	13.2
	East	22.3	31.9	31.9	13.8
Sex	**Men**	25.1	37.2	26.1	11.6
	Women	23.6	31.4	31.1	13.8
Age	**18 to 25**	20.4	37.0	25.9	16.7
	26 to 40	26.3	38.2	30.6	4.8
	41 to 55	21.8	33.5	24.1	20.6
	56 and over	26.2	24.3	36.4	13.1

P39.

Chart 37
How satisfied are you with the performance of the City Hall where you live? by variables
(Percentages)

VARIABLES		RESPONSE			
		Not at all satisfied	A little satisfied	Somewhat satisfied	Very satisfied
%		**18.5**	**26.2**	**26.2**	**29.2**
N		**96**	**136**	**136**	**152**
Position	**Proprietor**	21.1	25.1	26.3	27.5
	Administrator	13.2	28.2	25.9	32.8
Business	**Microenterprise**	18.4	25.6	26.6	29.5
	Small business	20.0	34.3	20.0	25.7
Sector	**Trade**	17.6	24.5	28.5	29.4
	Industry	31.8	31.8	13.6	22.7
	Services	18.5	28.6	23.2	29.8
Area of the country	**West**	25.2	22.3	24.3	28.2
	Central	17.2	27.6	20.7	34.5
	Metropolitan	19.8	28.3	26.4	25.5
	Paracentral	11.3	22.6	30.2	35.8
	East	12.8	26.6	28.7	31.9
Sex	**Men**	18.6	31.2	24.1	26.1
	Women	18.4	23.1	27.4	31.2
Age	**18 to 25**	16.7	33.3	24.1	25.9
	26 to 40	15.0	27.3	29.4	28.3
	41 to 55	22.4	28.2	20.0	29.4
	56 and over	19.3	17.4	31.2	32.1

P40.

Chart 38
Have you been the victim of a crime such as robbery, extortion, threat or other kind of criminal act in the last 12 months? by variables
(Percentages)

VARIABLES		RESPONSE	
		No	Yes
%		**63.5**	**36.5**
N		**330**	**190**
Position	**Proprietor**	67.8	32.2
	Administrator	54.9	45.1
Business	**Microenterprise**	64.3	35.7
	Small business	51.4	48.6
Sector	**Trade**	65.5	34.5
	Industry	72.7	27.3
	Services	58.3	41.7
Area of the country	**West**	64.4	35.6
	Central	56.9	43.1
	Metropolitan	63.5	36.5
	Paracentral	64.2	35.8
	East	66.0	34.0
Sex	**Men**	56.0	44.0
	Women	68.1	31.9
Age	**18 to 25**	55.6	44.4
	26 to 40	56.9	43.1
	41 to 55	65.1	34.9
	56 and over	76.1	23.9

P41.

Chart 39
Thinking about the last criminal act that you experienced, from the list I will read you, could you identify the kind of criminal act you experienced? by variables [Only for those who were victims of a criminal act in the last 12 months]
(Percentages)

VARIABLES		RESPONSE					
		Unarmed robbery, no assault, or threat	Unarmed robbery with added assault or threat	Armed robbery	Extortion	Threat	Damage to property
%		**14.8**	**5.3**	**25.4**	**44.4**	**7.9**	**2.1**
N		**28**	**10**	**48**	**84**	**15**	**4**
Position	**Proprietor**	11.7	4.5	29.7	43.2	9.0	1.8
	Administrator	19.2	6.4	19.2	46.2	6.4	2.6
Business	**Microenterprise**	13.4	5.8	25.6	45.3	8.1	1.7
	Small business	29.4	.0	23.5	35.3	5.9	5.9
Sector	**Trade**	14.2	4.4	23.0	47.8	8.0	2.7
	Industry	.0	.0	16.7	50.0	16.7	16.7
	Services	17.1	7.1	30.0	38.6	7.1	.0
Area of the country	**West**	16.2	8.1	13.5	45.9	10.8	5.4
	Central	20.0	.0	20.0	52.0	4.0	4.0
	Metropolitan	10.4	3.9	36.4	40.3	7.8	1.3
	Paracentral	26.3	5.3	10.5	36.8	21.1	.0
	East	12.9	9.7	25.8	51.6	.0	.0
Sex	**Men**	14.9	2.3	29.9	40.2	10.3	2.3
	Women	14.7	7.8	21.6	48.0	5.9	2.0
Age	**18 to 25**	21.7	8.7	13.0	47.8	4.3	4.3
	26 to 40	18.5	4.9	32.1	35.8	6.2	2.5
	41 to 55	8.5	6.8	22.0	52.5	8.5	1.7
	56 and over	11.5	.0	23.1	50.0	15.4	.0

P42.

Chart 40
How many times were you the victim of a criminal act in the last 12 months? by variables
[Only for those who were victims of a criminal act in the last 12 months]
(Percentages)

VARIABLES		RESPONSE		
		Once	2-4 times	5 times or more
%		**45.5**	**39.2**	**15.3**
N		**86**	**74**	**29**
Position	Proprietor	46.4	37.3	16.4
	Administrator	44.3	41.8	13.9
Business	Microenterprise	45.9	38.4	15.7
	Small business	41.2	47.1	11.8
Sector	Trade	43.4	40.7	15.9
	Industry	16.7	33.3	50.0
	Services	51.4	37.1	11.4
Area of the country	West	37.8	45.9	16.2
	Central	56.0	20.0	24.0
	Metropolitan	39.5	42.1	18.4
	Paracentral	63.2	31.6	5.3
	East	50.0	43.8	6.3
Sex	Men	37.5	45.5	17.0
	Women	52.5	33.7	13.9
Age	18 to 25	45.8	33.3	20.8
	26 to 40	42.0	44.4	13.6
	41 to 55	45.8	40.7	13.6
	56 and over	56.0	24.0	20.0

P43.

Chart 41
Was the crime you were a victim of related to the fact you own or are part of this business? by variables
[Only for those who were victims of a criminal act in the last 12 months]
(Percentages)

VARIABLES		RESPONSE		
		No	Yes	NR
%		**35.3**	**63.7**	**1.1**
N		**67**	**121**	**2**
Position	Proprietor	33.3	64.9	1.8
	Administrator	38.0	62.0	.0
Business	Microenterprise	35.8	63.0	1.2
	Small business	29.4	70.6	.0
Sector	Trade	28.9	69.3	1.8
	Industry	33.3	66.7	.0
	Services	45.7	54.3	.0
Area of the country	West	29.7	70.3	.0
	Central	32.0	68.0	.0
	Metropolitan	42.9	57.1	.0
	Paracentral	21.1	78.9	.0
	East	34.4	59.4	6.3
Sex	Men	33.0	65.9	1.1
	Women	37.3	61.8	1.0
Age	18 to 25	41.7	58.3	.0
	26 to 40	44.4	54.3	1.2
	41 to 55	23.7	74.6	1.7
	56 and over	26.9	73.1	.0

P44.

Chart 42
Did you report it to the authorities? by variables [Only for those who were victims of a criminal act in the last 12 months] (Percentages)

VARIABLES		RESPONSE	
		No	Yes
%		**67.9**	**32.1**
N		**129**	**61**
Position	**Proprietor**	62.2	37.8
	Administrator	75.9	24.1
Business	**Microenterprise**	68.2	31.8
	Small business	64.7	35.3
Sector	**Trade**	64.9	35.1
	Industry	83.3	16.7
	Services	71.4	28.6
Area of the country	**West**	62.2	37.8
	Central	84.0	16.0
	Metropolitan	64.9	35.1
	Paracentral	63.2	36.8
	East	71.9	28.1
Sex	**Men**	61.4	38.6
	Women	73.5	26.5
Age	**18 to 25**	75.0	25.0
	26 to 40	69.1	30.9
	41 to 55	66.1	33.9
	56 and over	61.5	38.5

P45.

Chart 43
Why did you not to report the incident? by variables
[Only for those who did not report it to the authorities]
(Percentages)

VARIABLES		RESPONSE				
		It is no use /pointless / the authorities fail to solve	Dangerous	No evidence	Not serious	Other
%		**50.4**	**32.6**	**6.2**	**7.8**	**3.1**
N		**65**	**42**	**8**	**10**	**4**
Position	**Proprietor**	50.7	34.8	4.3	7.2	2.9
	Administrator	50.0	30.0	8.3	8.3	3.3
Business	**Microenterprise**	50.0	31.4	6.8	8.5	3.4
	Small business	54.5	45.5	.0	.0	.0
Sector	**Trade**	45.9	36.5	4.1	8.1	5.4
	Industry	.0	100.0	.0	.0	.0
	Services	62.0	20.0	10.0	8.0	.0
Area of the country	**West**	47.8	26.1	13.0	13.0	.0
	Central	57.1	33.3	.0	4.8	4.8
	Metropolitan	48.0	40.0	4.0	4.0	4.0
	Paracentral	41.7	33.3	8.3	16.7	.0
	East	56.5	21.7	8.7	8.7	4.3
Sex	**Men**	51.9	37.0	3.7	5.6	1.9
	Women	49.3	29.3	8.0	9.3	4.0
Age	**18 to 25**	66.7	16.7	16.7	.0	.0
	26 to 40	58.9	25.0	8.9	5.4	1.8
	41 to 55	30.8	48.7	.0	15.4	5.1
	56 and over	50.0	37.5	.0	6.3	6.3

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Chart 44
What institution did you report the robbery or criminal act to? by variables
[Only for those that reported to the authorities]
(Percentages)

VARIABLES		RESPONSE		
		PNC	Prosecutor	Other institution
%		**93.4**	**3.3**	**3.3**
N		**57**	**2**	**2**
Position	**Proprietor**	92.9	2.4	4.8
	Administrator	94.7	5.3	.0
Business	**Microenterprise**	96.4	.0	3.6
	Small business	66.7	33.3	.0
Sector	**Trade**	92.5	5.0	2.5
	Industry	100.0	.0	.0
	Services	95.0	.0	5.0
Area of the country	**West**	100.0	.0	.0
	Central	50.0	25.0	25.0
	Metropolitan	96.3	3.7	.0
	Paracentral	100.0	.0	.0
	East	88.9	.0	11.1
Sex	**Men**	97.1	.0	2.9
	Women	88.9	7.4	3.7
Age	**18 to 25**	100.0	.0	.0
	26 to 40	96.0	.0	4.0
	41 to 55	85.0	10.0	5.0
	56 and over	100.0	.0	.0

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Chart 45
What was the outcome of filing the report? by variables
[Only for those that reported to the authorities]
(Percentages)

VARIABLES		RESPONSE						
		Authority did nothing	It is under investigation	Suspect arrested	Perpetrator caught and sentenced	Suspect caught but released	Other reason	Unaware of outcome
%		68.9	6.6	4.9	4.9	4.9	4.9	4.9
N		42	4	3	3	3	3	3
Position	Proprietor	64.3	7.1	7.1	4.8	7.1	7.1	2.4
	Administrator	78.9	5.3	.0	5.3	.0	.0	10.5
Business	Microenterprise	65.5	7.3	5.5	5.5	5.5	5.5	5.5
	Small business	100.0	.0	.0	.0	.0	.0	.0
Sector	Trade	70.0	5.0	5.0	5.0	5.0	2.5	7.5
	Industry	100.0	.0	.0	.0	.0	.0	.0
	Services	65.0	10.0	5.0	5.0	5.0	10.0	.0
Area of the country	West	64.3	.0	14.3	.0	7.1	7.1	7.1
	Central	50.0	25.0	.0	25.0	.0	.0	.0
	Metropolitan	77.8	7.4	.0	7.4	.0	.0	7.4
	Paracentral	57.1	.0	.0	.0	28.6	14.3	.0
	East	66.7	11.1	11.1	.0	.0	11.1	.0
Sex	Men	67.6	2.9	2.9	5.9	8.8	5.9	5.9
	Women	70.4	11.1	7.4	3.7	.0	3.7	3.7
Age	18 to 25	83.3	.0	.0	.0	.0	.0	16.7
	26 to 40	72.0	8.0	4.0	4.0	.0	8.0	4.0
	41 to 55	70.0	10.0	5.0	10.0	5.0	.0	.0
	56 and over	50.0	.0	10.0	.0	20.0	10.0	10.0

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Chart 46

How satisfied were you with the way that the authorities managed your case? by variables
[Only for those who reported to the authorities]
(Percentages)

VARIABLES		RESPONSE			
		Not at all	Little	Somewhat	Very
%		**50.8**	**19.7**	**19.7**	**9.8**
N		**31**	**12**	**12**	**6**
Position	**Proprietor**	42.9	16.7	26.2	14.3
	Administrator	68.4	26.3	5.3	.0
Business	**Microenterprise**	47.3	20.0	21.8	10.9
	Small business	83.3	16.7	.0	.0
Sector	**Trade**	50.0	22.5	15.0	12.5
	Industry	100.0	.0	.0	.0
	Services	50.0	15.0	30.0	5.0
Area of the country	**West**	57.1	21.4	14.3	7.1
	Central	50.0	.0	25.0	25.0
	Metropolitan	63.0	18.5	11.1	7.4
	Paracentral	28.6	28.6	28.6	14.3
	East	22.2	22.2	44.4	11.1
Sex	**Men**	52.9	17.6	17.6	11.8
	Women	48.1	22.2	22.2	7.4
Age	**18 to 25**	50.0	50.0	.0	.0
	26 to 40	60.0	20.0	16.0	4.0
	41 to 55	45.0	20.0	15.0	20.0
	56 and over	40.0	.0	50.0	10.0

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Chart 47
Has anyone working with you in your business been the victim of a criminal act like robbery, extortion, threat or other criminal act in the last 12 months? by variables (Percentages) N=389

VARIABLES		RESPONSE	
		No	Yes
%		**72.8**	**27.2**
N		**283**	**106**
Position	Proprietor	75.9	24.1
	Administrator	68.5	31.5
Business	Microenterprise	75.7	24.3
	Small business	42.9	57.1
Sector	Trade	75.5	24.5
	Industry	55.6	44.4
	Services	70.3	29.7
Area of the country	West	74.0	26.0
	Central	67.4	32.6
	Metropolitan	71.1	28.9
	Paracentral	84.4	15.6
	East	70.8	29.2
Sex	Men	63.2	36.8
	Women	80.3	19.7
Age	18 to 25	68.0	32.0
	26 to 40	67.5	32.5
	41 to 55	74.6	25.4
	56 and over	86.2	13.8

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Chart 48
Was the crime related to the fact of 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]
(Percentages)

VARIABLES		RESPONSE	
		No	Yes
%		62.9	37.1
N		66	39
Position	Proprietor	66.0	34.0
	Administrator	59.6	40.4
Business	Microenterprise	60.0	40.0
	Small business	75.0	25.0
Sector	Trade	53.6	46.4
	Industry	75.0	25.0
	Services	73.2	26.8
Area of the country	West	70.0	30.0
	Central	57.1	42.9
	Metropolitan	55.8	44.2
	Paracentral	71.4	28.6
	East	71.4	28.6
Sex	Men	60.3	39.7
	Women	66.7	33.3
Age	18 to 25	68.8	31.3
	26 to 40	61.5	38.5
	41 to 55	55.2	44.8
	56 and over	87.5	12.5

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Chart 49
In your opinion, considering the current business climate in the country, do you think next year your business will do: better, the same, or worse? by variables
(Percentages)

VARIABLES		RESPONSE			
		Worse	Same	Better	DNK/NR
%		**28.0**	**40.1**	**26.1**	**5.8**
N		**146**	**209**	**136**	**30**
Position	**Proprietor**	29.5	38.4	25.4	6.6
	Administrator	25.1	43.4	27.4	4.0
Business	**Microenterprise**	28.6	40.1	25.7	5.6
	Small business	20.0	40.0	31.4	8.6
Sector	**Trade**	28.4	40.8	24.2	6.6
	Industry	36.4	27.3	36.4	.0
	Services	26.2	40.5	28.6	4.8
Area of the country	**West**	29.8	40.4	25.0	4.8
	Central	17.2	44.8	27.6	10.3
	Metropolitan	28.3	39.6	26.4	5.7
	Paracentral	32.1	32.1	28.3	7.5
	East	29.8	42.6	24.5	3.2
Sex	**Men**	28.5	44.5	24.0	3.0
	Women	27.7	37.4	27.4	7.5
Age	**18 to 25**	20.4	38.9	40.7	.0
	26 to 40	26.6	41.0	28.7	3.7
	41 to 55	25.9	43.5	22.9	7.6
	56 and over	37.6	33.9	19.3	9.2

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Chart 50
What has to happen for the business climate in the country to improve? by variables
(Percentages)

VARIABLES		RESPONSE				
		Reduce crime	Reduce taxes	Combat corruption	Change in government	Other
%		**47.0**	**15.2**	**20.8**	**14.6**	**2.3**
N		**244**	**79**	**108**	**76**	**12**
Position	**Proprietor**	45.1	16.3	21.5	15.4	1.7
	Administrator	50.9	13.1	19.4	13.1	3.4
Business	**Microenterprise**	47.1	15.5	20.9	14.5	2.1
	Small business	45.7	11.4	20.0	17.1	5.7
Sector	**Trade**	47.1	15.8	19.8	14.6	2.7
	Industry	40.9	18.2	27.3	13.6	.0
	Services	47.6	13.7	22.0	14.9	1.8
Area of the country	**West**	41.3	17.3	21.2	18.3	1.9
	Central	55.2	17.2	12.1	13.8	1.7
	Metropolitan	45.0	15.6	21.3	15.2	2.8
	Paracentral	50.9	11.3	24.5	13.2	.0
	East	50.5	12.9	22.6	10.8	3.2
Sex	**Men**	48.2	14.1	20.6	13.6	3.5
	Women	46.3	15.9	20.9	15.3	1.6
Age	**18 to 25**	51.9	11.1	18.5	18.5	.0
	26 to 40	47.9	12.8	19.7	17.6	2.1
	41 to 55	45.8	16.1	22.0	13.1	3.0
	56 and over	45.0	20.2	22.0	10.1	2.8

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Chart 51
How often do you watch, read or listen to the news on the country's media? by variables
(Percentages)

VARIABLES		RESPONSE			
		Never	Rarely	Once or twice per week	Always
%		**2.5**	**14.4**	**13.6**	**69.5**
N		**13**	**75**	**71**	**362**
Position	**Proprietor**	2.3	15.0	13.3	69.4
	Administrator	2.9	13.1	14.3	69.7
Business	**Microenterprise**	2.7	14.6	14.4	68.3
	Small business	.0	11.4	2.9	85.7
Sector	**Trade**	3.9	15.7	12.7	67.7
	Industry	.0	13.6	18.2	68.2
	Services	.0	11.9	14.9	73.2
Area of the country	**West**	1.0	8.7	15.4	75.0
	Central	3.4	20.7	6.9	69.0
	Metropolitan	3.3	14.2	12.7	69.8
	Paracentral	3.8	15.1	15.1	66.0
	East	1.1	17.0	17.0	64.9
Sex	**Men**	2.0	11.0	13.0	74.0
	Women	2.8	16.5	14.0	66.7
Age	**18 to 25**	1.9	14.8	11.1	72.2
	26 to 40	1.6	10.1	19.7	68.6
	41 to 55	2.9	15.9	11.8	69.4
	56 and over	3.7	19.3	7.3	69.7

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