PERCEPTION OF SECURITY AND CONFIDENCE IN PUBLIC INSTITUTIONS

RESULTS FROM THE SECOND MEASUREMENT OF INDICATORS IN PARTNERSHIP FOR GROWTH JOINT COUNTRY ACTION PLAN

DECEMBER, 2013

THE PERCEPTION OF SECURITY AND CONFIDENCE IN PUBLIC INSTITUTIONS

RESULTS FROM THE SECOND MEASUREMENT OF THE INDICATORS IN THE PARTNERSHIP FOR GROWTH JOINT COUNTRY ACTION PLAN

EL SALVADOR

Table of contents

Annexes

Annex 1. Questionnaire "Perception of Security and Confidence in Public Institutions".

Annex 2. Questionnaire "Perception of Security and Confidence in Public Institutions in MSBs".

Annex 3. Table Summary of Goals and Indicators

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

Annex 5. Report of the General Results Charts "Survey on Perception of Security and Confidence in Public Institutions, for MSBs".

Graphs

Tables

Figures

Boxes

Acronyms

CONAMYPE	National Council for Micro and Small Business
DIGESTYC	Directorate General for Statistics and Census
IUDOP	University Public Opinion Institute
LAPOP	Latin American Public Opinion Project
MINEC	Ministry of the Economy
SMB	Small and Micro Businesses
PDA	Personal Digital Assistant
PFG	Partnership for Growth
PNC	National Civil Police
SPSS	Statistical Package for the Social Sciences
UCA	Centroamericana José Simeón Cañas University
USAID	United States Agency for International Development

Executive Summary

The study "Perception of Security and Confidence in Public Institutions" is the second study conducted by the University Public Opinion Institute (IUDOP) at *Centroamericana Jose Simeon Cañas* University (UCA) at the request of the United States Agency for International Development (USAID), under the objectives of the Partnership for Growth Joint Country Action Plan for El Salvador-United States (PFG-JCAP). A similar study was performed in September 2012 to establish the Baseline for the indicators regarding public perception of crime and insecurity for Goals 1, 3, 4, 6 and 7 of the PFG-JCAP.

The general purpose of this study is to evaluate the progress registered in the indicators on public perception of crime, insecurity and confidence in institutions, in comparison to the 2012 study. The study contemplated 2 public opinion surveys that were carried out from August 16 to 27, 2013. One was applied on a national sample of 2,425 adults, which is representative of the Salvadoran set for ages 18 and over, and has 95 percent reliability and a sampling error of plus or minus 1.99 percent (+/-0.019). In addition, another survey was applied on a sample of 512 microentrepreneurs and small businessmen at the national level, to understand the impact crime and insecurity have on this sector of the economy. This sample had a sampling error of more or less 4.3 percent (+/-0.043).

Exploring the prevalence of victimization due to common crime, results indicate that 19.2% of Salvadorans have been personally affected by a criminal act over the course of the last year. In the 2012 study, this proportion was 19.1%, which means that victimization by common crime has remained at a level similar to what it was a year ago.

The crime that affected this segment of the population the most was armed robbery (30.1%), theft (25.8%) and extortion (17.5%). This is followed by threats (12.6%), unarmed robbery with assault (10%), damage to property (2.8%) and physical aggression without robbery (1.3%). In addition, 8.9% of public transport users were held-up or otherwise were victims of crime on a public transport unit, whereas 27% of them witnessed robbery, aggression or murder inside a bus over the course of the last year. This confirms that the public transportation system is still highly insecure for most users.

Those most prone to falling victims of common crime overall were men, residents in urban areas and residents of the San Salvador Metropolitan Area, the 18 to 25 age group, people with higher levels of education, those with higher income, those whose main activity is to study, and those who had a job at the time of the interview. This profile is comparable to what was found in other similar studies.

Another group that is vulnerable to common crime are microentrepreneurs. Some 29.5% of proprietors and managers of a micro- or small-business who were interviewed experienced a criminal act over the course of the last year. According to those interviewed, in 69.3% of these cases, the crime was directly related to their business activity. Just as it was a year ago, crimes that continue to affect the business sector are extortion (44.4%), robbery (25.8%), theft (13.9%), threats (10.6%) damages to property (4%), and aggression (1.3%).

Although the proportion for those who filed complaints in 2013 is higher compared with 2012 (29.3%), most of the people who were victims of a crime have not filed a report yet. Only 35.4% of citizens affected by crime said they had reported it to the authorities. Among business

owners, only 31.1% reported the crime. Then 72.1% of those who reported filing a complaint on the residential survey say the authorities have done nothing to investigate the incident. A similar opinion holds that 68.1% of microentrepreneurs decided to report the crime. This explains the fact that the vast majority of those affected in the general population and in the microentrepreneurial sector express dissatisfaction with the attention authorities give to their cases.

In regards to the perception of insecurity, data reveals that 49.5% of Salvadorans said they felt somewhat or very insecure in terms of the possibility of being affected by crime. This seems to have grown several points compared with what we saw a year ago (42.2%). This insecurity is even greater in the moment people use public transportation. According to the data, 74% of citizens feel somewhat or very insecure while riding public transportation. When this question is converted to a scale from 0 to 100, where 0 indicates the feeling of great insecurity and 100 the feeling of great security, the average perception of insecurity on public transportation was **31.8**. This is the main indicator for PFG Goal 4. A comparison with the 2012 survey shows that the perception of insecurity among regular public transportation users has increased over the last year (in 2012, the average had been 36.1). This clearly demonstrates that the general perception of insecurity has increased among the population, but this seems to be greater in certain settings such as public transportation.

A larger analysis of public satisfaction with the institutions in charge of justice and security involved creating a scale with the sum of six questions that deal with the performance of the police, the Ministry of Justice and Security, the penitentiary system and the court system, which represents the prime parameter for PFG Goal 1. The average was **37.4** (on a scale from 0 to 100). This expresses a mid-to-low level of citizen satisfaction with the work done by the security and justice sector. This score is slightly lower to that recorded in 2012 (**40.4).**

Additionally, the average general confidence in public institutions was calculated based on a scale that brings together nine questions that relate to citizen confidence in different national public agencies, constituting the main indicator for Goal 6 of the PFG. The average general confidence in these public institutions was **47.3** (on a scale from 0 to 100). This represents a mid-range level of confidence. In 2012, the average confidence in public institutions was 50.1. This data shows that, even with all the erosion experienced by governmental agencies over the past two years, citizen confidence in public institutions as a whole remains greater than that afforded the security and justice sector.

In addition, a variable was constructed to assess the effectiveness business owners attribute to the effect of crime-fighting policies and actions on their businesses and the business climate, by bringing together six questions. The recorded average was **30** (on a scale from 0 to 100). This average constituted the indicator for Goal 3, and it means the country's micro-entrepreneurial sector made an unfavorable evaluation of the policies and actions implemented to persecute and punish crime in El Salvador. When comparing this indicator with that registered a year ago, there are no substantive changes (in 2012, the average was 31.5). Likewise, 95.9% of business owners interviewed consider crime a threat to the future of the country somewhat or a lot, while 81.2% consider this scourge threatens the development of their business somewhat or a lot. That is, there is still an important degree of dissatisfaction with the work of the entities that are responsible for guaranteeing security and enforcing justice, both on the part of the public at large, and in the micro-entrepreneurial sector as well.

Finally, the survey reveals that 64.2% of citizens that were interviewed had heard about the national dialogue for security. Also, 54.3% consider that it is good or very good that the government has convened other social sectors to work together on addressing crime, 12.5% consider these initiatives average, while 32% consider they are bad or very bad. Then, 1.2% think there is no joint work being done on this issue. These assessments were used to create an index regarding public perception of the national consensus of public safety, which average on a scale from 0 to 100 was **60.1**. In 2012, it was **62.1**. This parameter suggests that citizens have a positive view of the joint inter-sectoral approach to violence and insecurity.

Introduction

Crime and insecurity is one of the phenomena that most affects Salvadorans, impacting different spheres and dimensions of daily life.. While El Salvador has experienced ongoing cycles of violence throughout its history, over the past decade violence has not only grown in magnitude, but it has also become more complex and has taken on new and diverse expressions. Between 2003 and 2011, the rate of intentional homicide went from 33 to 71 deaths per one hundred thousand inhabitants (PNC, IML, FGR, 2003-2006). Although for some years the trend in deaths was on the decline, the average number of homicides over the past decade has been around 3,600 deaths per year. Firearms have played a preponderant role in this epidemic of lethal violence. Between 60 and 80% of violent deaths in the country in the last decade have occurred as the result of the use of firearms. Likewise, in recent years, the work of the Legal and Forensic Medicine Agency points to more complex and planned execution of victims, as well as a high degree of brutality. The motives of the murders have also registered important changes. Between 2003 and 2012, deaths for unknown motives went from 28.8 to 68.3% (Legal & Forensic Medicine data over several years). In 2012, only 16.1% of intentional murders seemed to be associated with common violence, suggesting a more complex and diffuse criminal phenomenon that goes beyond traditional common crime. In the last two years, data on violent deaths reported an unexpected decline related to the so called "truce between the gangs," but there is no scientific evidence that there might be a reduction in the level reflected in official figures, given that during this period there has been a proliferation of forced disappearances and a rise in the numbers of bodies found in trenches and clandestine graves. In 2013 alone, the police registered over one thousand missing persons.

Notwithstanding, violence in El Salvador involves more than homicide. Over the past decade, new and more complex forms of violence have emerged, and others have increased. Official figures on crime rates show that extortion has become the crime with the second highest impact on citizens after homicide, not only given its magnitude, but also due to the anxiety and uncertainty produced by the way extortion rings operate. Both homicide and extortion involve an elevated social and economic cost for society as a whole. According to police sources, between 2005 and 2010 reports of extortion went from 493 to 3,992, which is a 700 percent increase. Nevertheless, it is estimated that extortion is one of the crimes with the highest "shadow figures" because so many victims opt to not report it for fear of repercussions or for lack of trust in the authorities. One of the sectors most affected by extortion is microentrepreneurs, for whom extortion represents an additional tax (Gutiérrez and other, 2011). Likewise, data from national surveys (IUDOP 2012, 2013) show that, in recent years, the incidence of robbery accompanied by violence and threats has increased significantly.

This critical situation influences the public's perception. National surveys in recent years show that the population's concern regarding crime and violence has grown (IUDOP, 2011, 2012, 2013). One survey from late 2013 reveals that almost 70% of the Salvadoran population point to crime and insecurity as the country's main problem, while 56.7% of people speculate that crime rose in 2013 (IUDOP, 2013b).

This situation involves high human cost, and it is a considerable economic and social burden for the country. Crime and violence generate economic cost for individuals, families, businesses and institutions in form of expenses in health, legal fees, absenteeism from work, and loss of

productivity, to name a few. This has an impact on the country's capacity to accumulate social and human capital (Acevedo, World Bank, 2012, p.19). Aside from the economic and human costs, crime affects the values underpinning the rule of law and legitimacy of State institutions.

In this context, in 2011, the Governments of the United States and El Salvador signed the Partnership for Growth (PFG), which seeks to foster inclusive economic growth in El Salvador, and to address the areas identified as the prime hindrances to growth: crime and insecurity, and low productivity in the tradables sector (Partnership for Growth, Joint Country Action Plan, 2011). In order to set a point of departure for five public opinion indicators contemplated in the Joint Country Action Plan, the United States Agency for International Development (USAID) requested the University Public Opinion Institute (IUDOP) at *Centroamericana Jose Simeon Cañas* University in 2012 perform an initial study to set the Baseline for public perception of crime, insecurity and institutional confidence corresponding to PFG Goals 1, 3, 4, 6 and 7.

This report brings together information from the second study of the perception of insecurity and confidence in public institutions. The study contemplated two public opinion surveys between August 16 and 27, 2013. One of them was conducted with a national sample of the adult population and the other one was applied to a sample of micro and small business owners (MSB). This study makes it possible to evaluate changes registered by indicators on public perception of crime, insecurity and confidence in institutions regarding the 2012 study, and as a result, the achievement of the Goals established in the Joint Country Action Plan.

The report has been structured into four large sections. The methodological section describes the sample design and it includes a detailed description of the methodology used in both surveys as well as information on the creation of the Goal indicators. The second section presents the main results of the national surveys, and it is organized in five sub-sections. The first sub-section has information on the indicators for Goals 1 and 6 that measure public satisfaction with the performance of the institutions in charge of justice and security and public confidence in government institutions. The second sub-section develops the overall results on victimization due to common crime. A third sub-section comprises information regarding the indicator for Goal 4 which alludes to the perception of security on public transportation. A fourth sub-section presents findings on the perception of insecurity in the population. The last part has information on Goal 7 about citizen perception regarding the national consensus on public safety.

The third chapter in the report contains the main results of the survey on perception of security and confidence in public institutions applied to micro and small entrepreneurs and it is structured into three parts. The first one addresses victimization of this sector of the economy, the types of crimes and willingness to report them. The second section is dedicated to explaining the perception of insecurity among entrepreneurs, and mechanisms that are being used to avoid becoming the victims of crime. The last part measures entrepreneur's perception of crime fighting policies and actions, in response to Goal 3. The report concludes with considerations that arise from the most important findings, and the analysis regarding changes found in comparison to the Baseline from 2012.

I. Methodological Aspects

The survey "Perception of Security and Confidence in Public Institutions" is the second national survey performed by the University Public Opinion Institute (IUDOP), at Centroamericana José Simeón Cañas University (UCA), under Contract # AID-519-O-12-00010 with the United States Agency for International Development (USAID). The survey took place between August 16th and 27th, 2013. It follows up on the Baseline from September 2012, and makes it possible to assess progress on indicators regarding public perception of crime, insecurity and confidence in institutions as established under the Partnership for Growth Joint Country Action Plan between the governments of El Salvador and the United States.

Since there was a requirement for perception indicators for the general population and for microentrepreneurs, it was decided that two surveys would be performed, one of a national sample at the residential level, and the other with a national sample of micro and small entrepreneurs, each with their own questionnaires. This section presents the methodology used in the household survey, and the one applied on a sample of micro and small entrepreneurs.

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. For the second year indicator measurement, the household survey was carried out with the same sampling frame used in the survey in 2012. As a result, the distribution of the sample at the departmental, municipal and segment level, was the same used at the moment of carrying out the baseline.

The total number of surveys to be done, considering a 95 percent reliability (Z), a variance of 50 percent (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 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
Cabañas	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**	**100.0%**	**2,400**

The sample was selected by way of a multi-stage 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 Tomas	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 Martin	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.

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 agree 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 urban zone segment selection procedure, and the procedure 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. 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 interviewed in each home visited.

The final sample was subjected to the process of weighting (the weighting variable was the area of residence of the respondent, which is urban or rural) in order for this to approach the real percentages of the over-18 population in the country as closely 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 weighted sample. The weighting factor for each sector is calculated by dividing the weighted sample by the real sample for each region (F = ws/rs). The weighted 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 2,425 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, 44.8% were male and 55.2% were female (Annex 4, Chart A).

Graph 1.
Surveyed Population Distributed by Sex

Furthermore, 65.9% of respondents reside in urban areas, whereas the remaining 34.1% 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, Cabañas, 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	56	66	122
	45.90%	54.10%	100.00%
Santa Ana	149	76	225
	66.20%	33.80%	100.00%
Sonsonate	107	64	171
	62.60%	37.40%	100.00%
Chalatenango	26	48	74
	35.10%	64.90%	100.00%
La Libertad	214	80	294
	72.80%	27.20%	100.00%

San Salvador	660	41	701
	94.20%	5.80%	100.00%
Cuscatlan	42	52	94
	44.70%	55.30%	100.00%
La Paz	65	62	127
	51.20%	48.80%	100.00%
Cabañas	21	37	58
	36.20%	63.80%	100.00%
San Vicente	37	32	69
	53.60%	46.40%	100.00%
Usulutan	70	70	140
	50.00%	50.00%	100.00%
San Miguel	97	83	180
	53.90%	46.10%	100.00%
Morazan	21	51	72
	29.20%	70.80%	100.00%
La Union	32	66	98
	32.70%	67.30%	100.00%
Total	**1597** **65.9%**	**828** **34.1%**	**2425** **100%**

With regard to age, 25.5% of respondents were 18 to 25 years old; 32.3% were between 26 and 40 whereas, 22.3% were 41 to 55 years old. The remaining 20% of respondents were in the 56-and-over age group. (Annex 4, Chart A.)

Graph 2.
Respondent Ages
(Percentages)
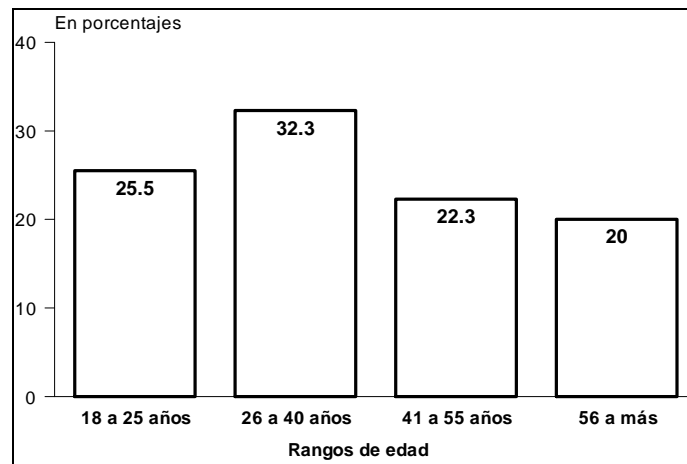
Regarding the educational level of respondents, 7.1% have no educational level; 28.1% have primary school studies, 19.1% have achieved some level of basic studies (i.e. seventh, eight or ninth grade); whereas, 28.3% have attained high school studies. Also, 17.4% said they had some higher education in university or non-university studies. (Annex 4, Chart B).

24

Graph 3.
Respondent Educational Level
(Percentages)
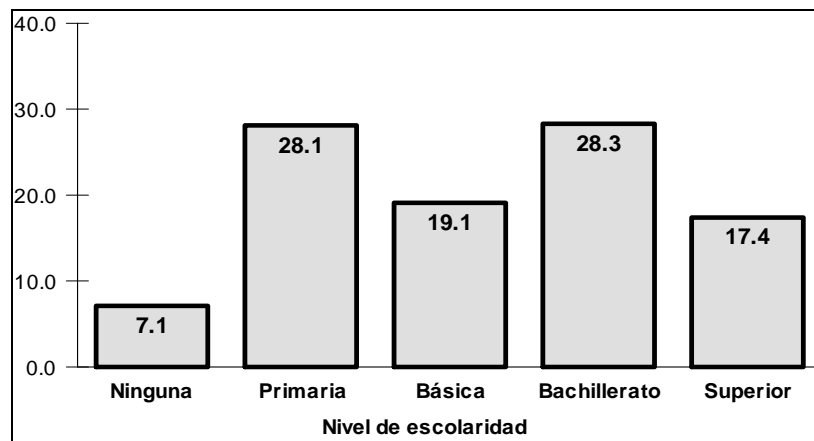
As for the employment status of respondents, 48.6% said that they were working at the time of the interview; the 29.3% who said their occupation was housework; 7.3% are students, whereas that the 5.9% said they were actively seeking employment; 4.6% were retired, received a pension or were permanently disabled, and 2.6% said that they didn´t work but were looking for a job at the time of the interview (including sick-leave, vacation, temporary work or seasonal work, and so on). 1.6% 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.

A first contrast is that the group of men who say they were working is the double of the amount of women who reported that working status. In turn, 6 in 10 men were looking for work at the time of the survey study that percentage drops to 4 out of 10 women. Also, almost all of those who are dedicated to housework are women. Among the group who are retired or permanently disabled to labor, seven out of ten are men, a proportion that is reduced to three out of ten among women. A similar pattern was found among those who are neither working nor looking for work, doing a breakdown by gender proportions (Annex 4, Chart C).

Graph 4.
Respondent Occupational Status by Sex
(Percentages)
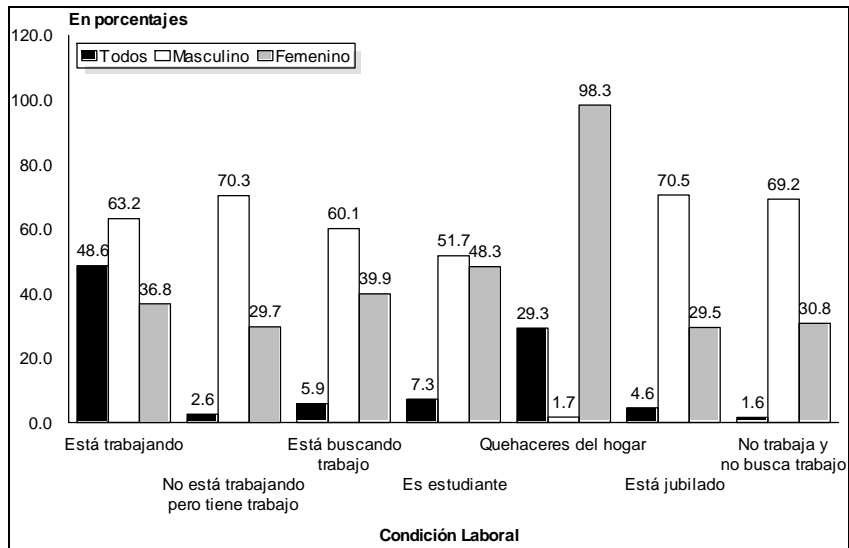
To assess the economic situation of the respondents, the survey also asked about their family income. The respondents were asked to include in this figure the income of all household members and the remittances they receive. It is important to note that the 18.8% refused to declare their household income and 0.3% said they didn´t receive any income, so this calculation was performed only with those who reported their income. In this regard, the overall average monthly household income of the national sample is 337.76 dollars. When distributed in ranges, 25.3% reported a family income lower than 140 dollars. 31.6% said their income fluctuates between 140 and 280 dollars, while 28.9% said they receive between 281 and 500 dollars a month. Only 14.2% of respondents stated to have family incomes higher than 500 dollars.

Graph 5.
Ranges of Respondent´s Family Income
(Percentages)
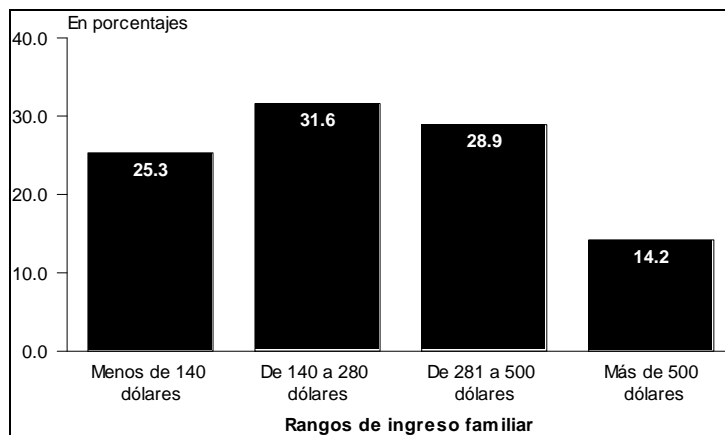
The following graph presents the frequency with which respondents watch, read or listen to news on the media. The data reveals that 62.6% said they were always informed through the media; 19.1% said they rarely did so, 15.8% said they did so 1 or 2 times a week, whereas, only 2.5% reported they never 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 71).

Graph 6.
Frequency watching, reading or listening to news
(Percentages)
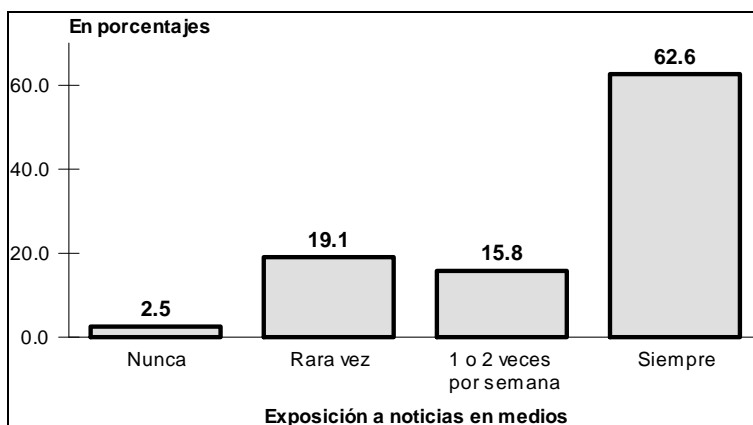
1.3 The Household Survey Questionnaire

The questionnaire used was generally the same that was applied during the Baseline, with the only difference that two new items were included at the request of USAID. The instrument 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, *"Perception of the National Consensus Regarding Public Security"*, alluded to the views on 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 third set of questions aimed to learn the extent to which 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 Joint Country Action Plan Goals 1 and 6.

Part four of the questionnaire aimed at 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. This section included two new items (q.30 and q.31) related to the perception of insecurity in the school environment. The questionnaire 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 dealt with the case. Part five aimed at learning about "Public Perception of Safety on Public Transportation." This included a block of questions that explored 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. 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 2011 Economic Census, which uses the number of employees as the main criterion for classification. According to the ministry, a micro business that is comprised between 1 and 10 employees, whereas Small Businesses are those that have between 11 and 50 employees. The sample design also took into account the distribution of MSBs in the trade, services and industry sectors. Agricultural enterprises were not included because they have been excluded from the Economic Census.

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 2011 Economic Census[1].

The total number of surveys to be taken considering 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,

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

---

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

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 2011 Economic Census. For example, the department of San Salvador concentrated 38.4% of the business establishments in the country, therefore the total number of interviews set for the municipalities selected for the MSB sample comprised 192 surveys. Likewise, the department of Morazan encompasses 1.43%, so for the national sample a total of 7 interviews needed to take place in that department. Details of the distribution of local departmental level established by the Economic Census and the sample designed for this study is presented in the following table.

Table 4.
Distribution of the Businesses by 2011 Economic Census
and Sample Distribution by Department

Department	TOTAL		Total Sample
	N	%	
Ahuachapan	6,245	3.88	19
Santa Ana	16,526	10.27	51
Sonsonate	10,838	6.74	34
Chalatenango	3,500	2.18	11
La Libertad	18,632	11.58	58
San Salvador	61,782	38.41	192
Cuscatlan	4,304	2.68	13
La Paz	6,736	4.19	21
Cabañas	3,138	1.95	10
San Vicente	3,112	1.93	10
Usulutan	8,255	5.13	26
San Miguel	11,199	6.96	35
Morazan	2,306	1.43	7
La Union	4,290	2.67	13
TOTAL	**160,863**	**100**	**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 2011 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, the number of surveys distributed to perform in each of these municipalities was based on the amount of existing establishments in them, in order to ensure representation at the municipal and departmental level.

---

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

For instance, the municipality of Ahuachapan contains 84% of the business establishments in the department of Ahuachapan. Therefore, 16 interviews corresponded to this municipality. For its part, the municipality of Concepcion de Ataco, in the same department, has 10.6% of businesses in the department, which corresponds to two interviews; meanwhile the municipality of Tacuba with 5.4% of businesses required only one interview of the total MSBs for that department.

After defining the surveys to be carried out in each selected municipality, the amount of Micro and Small enterprises selected was determined. 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 (6,162) by the total number of MSBs in Ahuachapan (6,245). The result was that Microenterprises represent 98.7% 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 2011 Economic Census
and the Sample Distribution by Microenterprise & Small Business

Department	Micro	%	N	Small B	%	N	Total
Ahuachapan	6,162	3.96	19	83	1.61	0	6,245
Santa Ana	16,168	10.38	50	358	6.95	1	16,526
Sonsonate	10,639	6.83	33	199	3.86	1	10,838
Chalatenango	3,453	2.22	11	47	0.91	0	3,500
La Libertad	17,798	11.43	55	834	16.18	3	18,632
San Salvador	59,049	37.92	183	2733	53.04	9	61,782
Cuscatlan	4,235	2.72	13	69	1.34	0	4,304
La Paz	6,629	4.26	21	107	2.08	0	6,736
Cabañas	3,102	1.99	10	36	0.70	0	3,138
San Vicente	3,073	1.97	10	39	0.76	0	3,112
Usulutan	8,131	5.22	25	124	2.41	1	8,255
San Miguel	10,801	6.94	34	398	7.72	1	11,199
Morazan	2,271	1.46	7	35	0.68	0	2,306
La Union	4,199	2.70	13	91	1.76	0	4,290
Total	**155,712**	**100**	**484**	**5,153**	**100**	**16**	**160,863**
	96.8%			3.47%			100%

Source: Data obtained by means of CUBOS OLAP 2011 Economic Census, DIGESTYC.

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 The characteristics of the final sample

The sample obtained was 521 valid interviews. The survey was conducted in 56 municipalities across the 14 departments of the republic. This is a nationally representative sample and has a sampling error of +/-0.0433 (four point thirty-three percent). As mentioned, to define the size of the company it was taken into account the parameters set by the Ministry of Economy, based on number of employees. According to this criterion, 97.1% of companies surveyed belongs to the category of Microenterprises (1-10 employees) and 2.9% correspond to Small Businesses (11 to 50 employees). See Annex 5, Chart 1. The following table shows the distribution of the sample, by the department visited

Table 6.
Distribution of Businesses Surveyed by Department

Department	Category		
	Microenterprises (1-10 employees)	Small Business (Over 11 employees)	Total
Ahuachapan	19	0	19
Santa Ana	50	1	51
Sonsonate	39	1	40
Chalatenango	11	0	11
La Libertad	56	3	59
San Salvador	185	9	194
Cuscatlan	13	0	13
La Paz	21	0	21
Cabañas	10	0	10
San Vicente	11	0	11
Usulutan	26	0	26
San Miguel	34	1	35
Morazan	7	0	7
La Union	15	0	15
Total	**497**	**15**	**512**
	97.1%	**2.9%**	**100%**

The graph below shows the distribution of the interviewed companies, by the number of employees. The data show that 9 out of 10 businesses have from 1 to 4 employees, 2.5% have between 5 and 10 employees, while 2.9% have 11 or more workers.

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

En porcentajes

91.2	5.9	2.9
de 1 a 4 empleados	De 5 a 10 empleados	De 11 a más empleados

Número de empleados
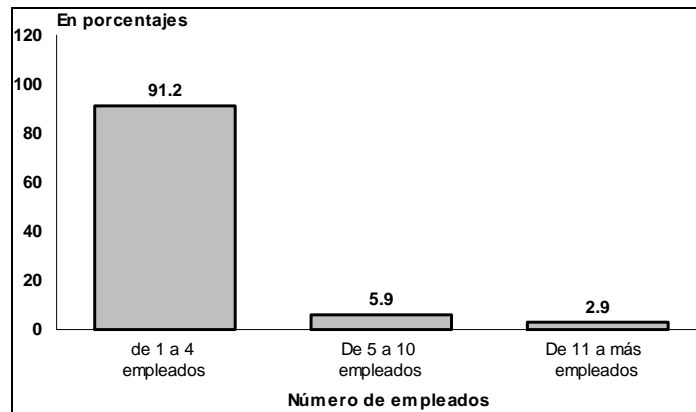
On the other hand, out of the total number of businesses surveyed, 69.4% belong to the trade sector; 27.1% to the service sector, and only 3.5% is dedicated to industry (Annex 5, Chart 3), which confirms the preponderance that the branch of trade takes in this sector of the economy.

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

Servicios 27.1%

Comercio 69.4%

Industria 3.5%

Sector económico de la empresa
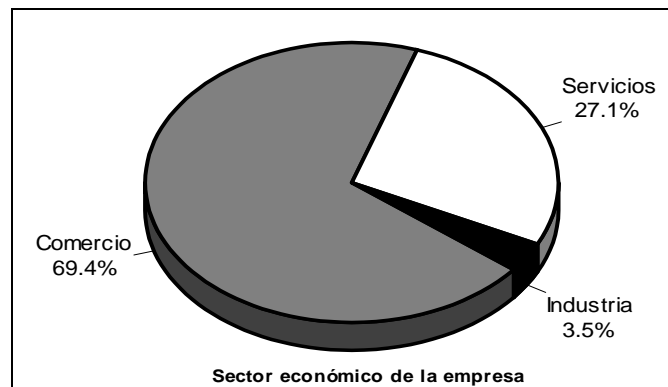
Regarding the time of operation of MSEs, 61.5% have between operating for 1 to 10 years, 18.6% have between 11 and 20 years of work and 13.1% have operated for 21 years or more. Only 6.8% has less than one year of operation (Annex 5, Table 2). On average, the companies interviewed have 9.9 years of existence, which means that most are well established business with experience in their respective fields of operation.

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

En porcentajes

Menos de 1 año	6.8
De 1 a 10 años	61.5
De 11 a 20 años	18.6
De 21 a más	13.1

Tiempo de operar
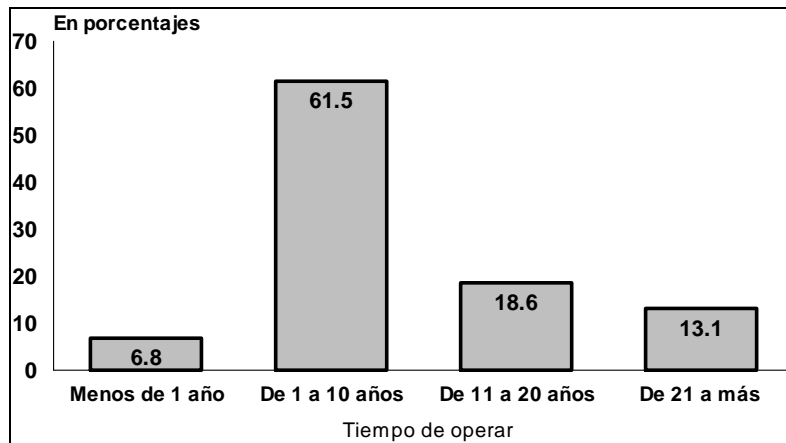
As for the respondents' gender 57.2% were women and 42.8% men. Then, 65.2% of the people interviewed said they were the business proprietor, whereas 31.8% said they were the administrator and 2.9% said they were the manager (Annex 5, Chart B.).

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

Category	Men		Women		Total	
Proprietor	(133)	60.7%	(201)	68.6%	(334)	65.2%
Administrator	(80)	36.5%	(83)	28.3%	(163)	31.8%
Manager	(6)	2.7%	(9)	3.1%	(15)	2.9%
Total	219	42.8%	293	57.2%	512	100%

The results reveal that 57.2% of MSBs interviewed in this study are owned or being managed by women, confirming the important role of women in this sector of the economy, which contrasts with the situation of medium-sized and large companies and large, whose owners are usually men (CONAMYPE, 2005).[3]

Regarding ages of the respondents, 11.5% are between 18 and 25 years old 33.2% are in the range between 26 and 40 years old, 28.9% are between 41 and 55 years old, while 26.4% are people 56 years old or older (Annex 5, Chart A).

---

[3] According to the survey published by CONAMYPE sectoral monitoring (2005), 64% of Salvadoran MSBs are owned by a woman and generate 80% of the job positions held by women.

Graph 10.
Respondents' Age
(Percentages)

En porcentajes

Rango de edad	Porcentaje
18 a 25 años	11.5
26 a 40 años	33.2
41 a 55 años	28.9
De 56 a más	26.4

Rangos de edad de los entrevistados
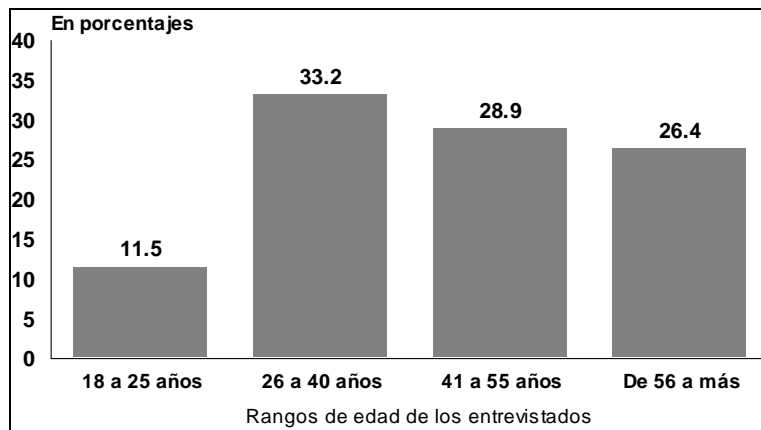
With respect to the geographic region of operation, 43.4% of companies are operating in the Metropolitan Area of San Salvador, 21.5% in the West region, 16.2% are located in the Eastern area, 8.2% in the Central region of the country and 10.7% in the Paracentral area. These results confirm that a significant number of MSBs focus their economic activity in the Metropolitan Area of San Salvador.

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

Región del país	Porcentaje
Occidental	21.5
Central	8.2
AMSS	43.4
Paracentral	10.7
Oriental	16.2

Región del país
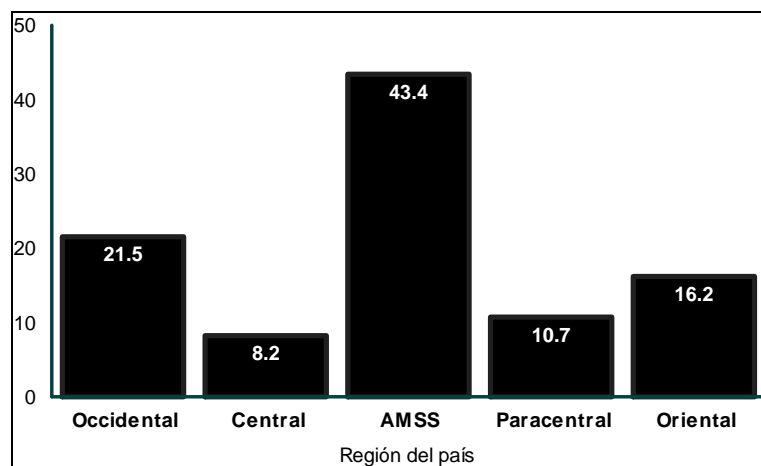
2.3 The MSB Questionnaire

The instrument that was used for the MSB survey (Annex 2) is organized in seven sections and it is the same questionnaire used for the baseline conducted in 2012. The first part collects 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.

The second section includes comments on the criminal situation and its impact on enterprise development. 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 way reports 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 through mass media.

3. Information Gathering, Processing and Analysis

Information gathering during the 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 analysis to produce the report of the

results using this software.

Next, all the data was analyzed using bi-variable statistical tests in order to support some of the associations between the variables. In most of the cases, data has been crossed with socio-demographic 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 weight have generally been included as support for the statements in the report.

3.1 Goal Index Construction of the PFG

To facilitate statistical analysis of the data and to calculate indicators of the Goals, some of the questionnaire items that were designed as scales were converted to a range of 0 to 100, which allowed calculating averages. The averages closer to 0 represent the lowest levels of the scale, whereas the averages near to 100 represent the highest. Subsequently, the arithmetic sum of the items listed in the scale were used to construct indexes for indicators of Goals 1, 4, 6 and 7 of of PFG Plan.

In the case of the indicator for Goal 1, *Satisfaction with the Performance of Institutions in Charge of Justice and Security, this was constructed using the sum of questions* 7 to 10 in the household questionnaire measuring public satisfaction with the work of the PNC, the Ministry of Justice & Security, the Judiciary and the Court System[4] and with questions 20 and 21 measuring levels of confidence in the efficacy in enforcing justice (see Annex 1)[5]. 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 20 and 21, which inquired into confidence that the police will apprehend 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, 8, 17, 18 and 19).

In the case of the Index for Goal 3, Perception Microentrepreneurs 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

---

[4] Question 7 reads as follows: How satisfied are you with the performance of the PNC?; question 8: How satisfied are you with the performance of the Ministry of Justice and Security?; question 9: : How satisfied are you with the performance of the Penitentiary System (The prisons)?; question 10: : How satisfied are you with the performance of the judges (Courts)?

[5] Question 20 reads as follows: 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? And the question 21: 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?

system in terms of capturing and processing those responsible for committing criminal acts[6], and questions 28 to 31 public satisfaction with the work of the PNC, the Ministry of Justice and Security, the Judiciary and the Courts[7]. 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).

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. In this variable, the 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 Goal 4, Public Perception of Safety in Public Transportation only comprised question 50 on the household questionnaire[8]. This question was only asked to the segment of the sample that responded they used the public transport system with some regularity (68.2% of the respondents). Values closer to 0 indicate that citizens do not feel safe at all when using public transportation, whereas averages closer to 100 reflect they feel very safe. (Annex 4, Chart 60).

The main indicator for Goal 6 Public Confidence in Government Institutions was constructed with the sum of questionnaire household survey items, 11 to 19, which explored 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[9] (Annex 4, Charts 9, 10, 11, 12, 13, 14, 15, 16 and 17).

The Index that corresponds to Goal 7, Public Perception of the National Consensus on Public Security was built on the sum of questions 5 and 6 of the household questionnaire. The first one

---

[6] 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?

[7] 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)?

[8] The question reads as follows: Would you to tell me how safe or unsafe you feel while riding the bus or minibus?

[9] The items included in this goal were Question 11: How satisfied are you with the performance of the Prosecutor for the Defense of Human rights? Question 12: How satisfied are you with the performance of the Armed Forces? Question 13: How satisfied are you with the performance of the Prosecutor General's Office? Question 14: How satisfied are you with the performance of Legal Medicine Institute? Question 15: How satisfied are you with the performance of the Court of Accounts? Question 16: How satisfied are you with the performance of the Supreme Court? Question 17: How satisfied are you with the performance of the Legislative Assembly (Deputies)? Question 18: How satisfied are you with the performance of the central government? Question 19: How satisfied are you with the performance of City Hall where you live?

looked into citizen awareness of the national consensus[10]. 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 6 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[11]. 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 3 and 4). The construction of all of the scales only took into account the group of respondents who answered the items included.

---

[10] Question 5 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?

[11] Question 6 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

Previously it was mentioned that the Partnership for Growth Goal 1 is in reference 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,*" whereas 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). Seeing progress in Goals 1 and 6 in terms of the 2012 Baseline involved evaluating public satisfaction with the work done by the principal agencies responsible for security and justice in the country, as well as other relevant public institutions such as the Court of Accounts, Supreme Court of Justice and the Central Government, to name a few.

This section initially presents a description of the results of the set of questions contemplated in Goals 1 and 6, and then presents the Index calculated to evaluate confidence in the institutions in charge of justice and security, and the Index of citizen satisfaction with the performance of the governmental institutions.

1.1 User Feedback on the Justice System and City Hall Offices

The survey directly asked those who said they had used the services of any of the institutions of security and justice over the course of the previous year about the quality of the service at the moment of processing complaints or requests for support.[12] This involved creating a series of questions to look into the level of satisfaction with service at the courts, the Prosecutor General's Office, the Human Rights Ombudsman's (PDDH), the police, the Attorney General's and the City Hall offices.

---

[12] Of those interviewed, 1,992 said they had requested service from one or more institutions consulted over the course of the previous year. However, given the sample was of the general population and not of regular users of these services, this data is a general parameter, and does not serve as an indicator for the degree of actual user satisfaction regarding services these institutions offer.

Table 8.
User Feedback on the Service at Institutions
of the Justice System and City Hall offices
(Percentages)

Institution	Did not go	Did go	What was the service like?			Problem Solved?	
			Good	**Average**	**Bad**	**Yes**	**No**
Court	92.5%	7.5% (182)	**56.6%**	23.6%	19.8%	**67%**	33%
Prosecutor General	95.5%	4.5% (108)	48.1%	31.5%	20.4%	51.9%	48.1%
Human Rights Ombudsman's Office	94.5%	5.5% (134)	55.2%	21.6%	23.1%	53.7%	46.3%
National Civil Police	84.6%	**15.4%** (373)	48.5%	30%	21.4%	53.9%	46.1%
Attorney General	96.5%	3.5% (86)	**54.7%**	23.3%	22.1%	**55.8%**	44.2%
City Hall	54.3%	**45.7%** (1,109)	**72.1%**	20.7%	7.1%	**86.4%**	13.6%

Results show that out of the group of agencies in the survey, the greatest demand for service over the course of the previous year were City Halls (45.7%) and the police (15.4%). By contrast, the Prosecutor General (4.5%) and the Attorney General (3.5%) are the institutions respondents had referred to the least (Annex 4, Chart 20, 23, 26, 29, 32 and 35). Similar behavior was found in a 2012 survey.

As for assessing the service at City Hall, 72.1% who requested some service at a municipal office assessed the service as good, and 86.4% of the users said their issue had been solved. Among the users at the police offices, 48.5% rated the service as good, while 53.9% who went to a police office said their problem had been solved. As for the courts, 56.6% of those who requested service rated the treatment as good, and 67% said their problem was solved. At the Office of the Human Rights Ombudsman, 55.2% rated the service as good and 53.7% said their problem was solved. In the group that said they had requested service at the Prosecutor General's, 48.1% said the treatment was good, while 51.9% said their problem had been solved. Additionally, 54.7% of users at the Attorney´s General rated the treatment as good, and 55.8% had their problem solved (Annex 4, Chart 21, 22, 24, 25, 27, 28, 30, 31, 33, 34, 36 and 37).

Overall, citizens who required service at these institutions expressed favorable appraisal of the service received, close to one half of the cases at the Attorney General, the Human Rights Ombudsman, the police and the Prosecutor General did not have their problem solved, which is telling of the degree of effectiveness some of these institutions operate at. However, given the small number of cases that had declared they had sought assistance at the majority of these institutions, it is not possible to generalize regarding the quality of service provided to the population at large. Like the survey a year ago, the municipal offices and courts are the best evaluated by users, and the ones that appear to have greatest capacity for successfully managing the services required. Therefore, the evaluation of the treatment received seems to be associated with the effectiveness in solving the citizens' problems and requests.

It is important to note that in the case of municipal offices, they are the closest governmental reference and one of the public institutions with greatest demand for services. This contributes

greatly to their image. Different studies throughout the years note that municipalities are the governmental agency with the highest levels of confidence and credibility in the public, although this seems to have decreased over the past decade.[13]

1.2 Level of Confidence in the Police and Justice System

Furthermore, two questions were asked to learn about confidence in the effectiveness of the police and the courts in prosecuting and punishing crime.

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

Items
20. 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? **21.** 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?

The results show that 73.5% of the population believe it is little or not at all probable that the Police is able to capture the perpetrator of a crime, while 67.3% believe it is little or not at all probable that the justice system would process and punish the one responsible for a crime (Annex 4, Chart 17 and 18).

Graph 12.
Level of Confidence that the PNC and Justice System are Effective
(Percentages)
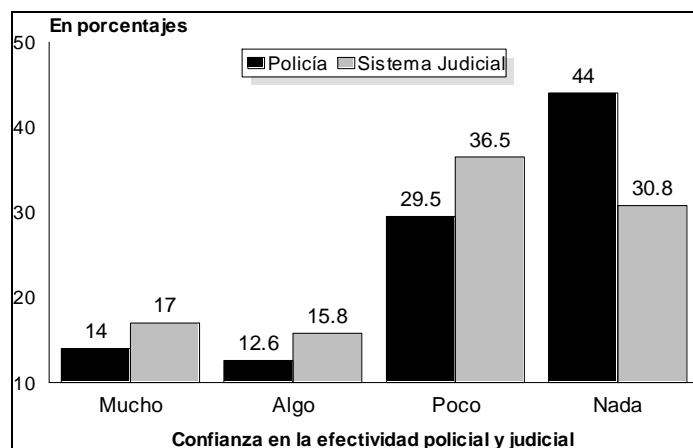
Comparing with results from similar questions in victimization surveys that IUDOP has performed over the last decade, there is a progressive erosion of confidence in the effectiveness of the police and the legal system. Between 2001 and 2013, those who declared they did not have confidence in the police went from 4% to 44%, whereas those who expressed a lot of confidence in the effectiveness of the police shrank from 30.3% to 14%. Opinions regarding efficacy of the justice system reflect a similar trend. In 2001, those expressing no confidence in

---

[13] See IUDOP, diverse years, and LAPOP 2004, 2006, 2008, 2010 and 2012.

the justice system were 9.6%. This tripled in 2013 (30.8%), while those who said they had a lot of confidence in the effectiveness of the courts went from 21.8% to 17%.

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%	21.8%	26.7%	39.8%	9.6%
2004	18.4%	29.5%	39%	13.1%	15.5%	26.6%	41.5%	16.3%
2009	11.2%	38.8%	28.3%	21.7%	20.8%	39.4%	25.5%	14.3%
2012	14.7%	14.7%	30.2%	40.4%	17.8%	17.1%	36.2%	29.%
2013	14%	12.6%	29.5%	44%	17%	15.8%	36.5%	30.8%

Source: Ministry of Public Security and Justice et. al. (2002); Ministry of Governance et. al. (2005), IUDOP (2009) and USAID (2012 and 2013).

Converting the 2013 results to a 0-100 scale, where scores close to 0 represent lower levels of confidence that the institutions are effective and the scores closer to 100 greater confidence, the Police gets an average level of confidence of **32**, whereas the justice system recorded an average of **39.5**. In both cases there was a decrease in the averages as compared with what we reported in the Baseline conducted a year ago (34.3 and 41 respectively). These findings reveal a growing level of public distrust of institutions that are key in prosecuting and punishing crime. This is added to other institutional deficiencies to perpetuate the perverse cycle of impunity and violence.

1.3 Citizen satisfaction with public institutions performance

In addition to exploring the assessment of the overall work done by 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. The following chart presents the questions that were asked, and their results (Annex 4, Charts 5, 6, 7 8, 9,10, 11, 12, 13, 14, 15, 16 and 17). This block of questions was used to construct the indicators for Goals 1 and 6.

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
7. How satisfied are you with the performance of the PNC?	14.8	31.1	36	18.1	---
8. How satisfied are you with the performance of the Ministry of Justice and Security?	9.1	29.9	39.1	20	1.9
9. How satisfied are you with the performance of the penitentiary system (the prisons)?	7.3	18.4	33.9	36.4	4.2
10. How satisfied are you with the performance of the judges (Courts)?	7.1	19.5	38.4	33	2.1
11. How satisfied are you with the performance of the Prosecutor for the Defense of Human Rights Office?	15.3	27.8	33.2	21.6	2.2
12. How satisfied are you with the performance of the Armed Forces?	36.9	30.4	24.8	7.9	---
13. How satisfied are you with the performance of the Prosecutor General's Office?	13.5	30.2	37.8	14.9	3.6
14. How satisfied are you with the performance of the Medical Forensics Agency (Coroner's Office)?	24	30.1	29.9	11.8	4.2
15. How satisfied are you with the performance of the Court of Accounts?	7.6	23.3	35.5	24	9.5
16. How satisfied are you with the performance of the Supreme Court of Justice?	8.7	25.3	40.9	20.3	4.8
17. How satisfied are you with the performance of the Legislative Assembly (Deputies)?	5.4	18	32.3	44.4	---
18. How satisfied are you with the performance of the central government?	21.5	29.5	31.3	17.8	---
19. How satisfied are you with the performance of the City Hall where you live?	32.7	22.1	22.6	22.6	---

These results were converted to a 0-100 scale, in order to obtain the public's average levels of satisfaction. 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 averages for satisfaction of the public with the performance of the different institutions.

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

Institution	Value
Fuerza Armada	65.1
Medicina Legal	56.1
Alcaldías	54.8
Gobierno Central	51.2
Fiscalía General	47.4
Policía Nacional Civi	47.2
PDDH	45.6
Ministerio Justicia y Seguridad	42.1
Corte Suprema	40.8
Corte de Cuentas	38.4
Tribunales de Justicia	33.3
Sistema Penitenciario	31.9
Asamblea Legislativa	27.9

¿Qué tan satisfecho está con el desempeño de las instituciones
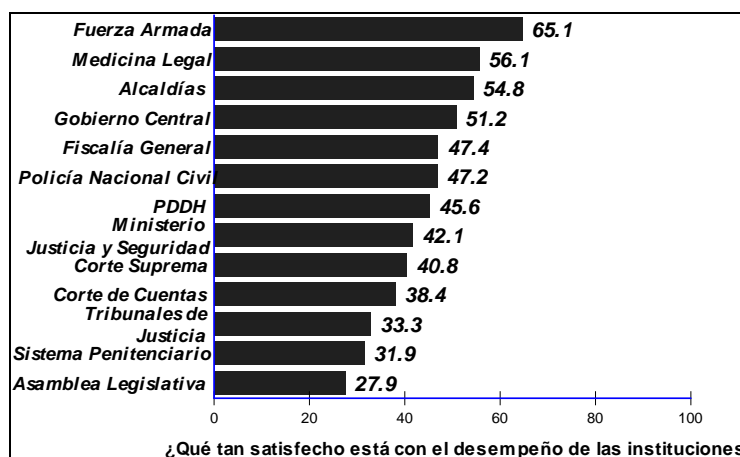
* Value 0 indicates not at all satisfied and 100 very satisfied.

Data shows that public institutions that register the highest levels of citizen satisfaction are the Armed Forces (65.1), Medical Forensics agency (56.1), municipal offices (54.8), and central government (51.2). In the second group, mid-range scores in public satisfaction went to the Prosecutor General with a 47.4 average, the police (47.2), the Human Rights Ombudsman (45.6), the Ministry of Justice & Security (42.1) and the Supreme Court (40.8). In the group with the lowest averages in public satisfaction we find the Court of Accounts with 38.4 average, the Courts (33.3), penitentiary system (31.9) and the Legislative Assembly, again at the lowest level of citizen approval rating (27.9). It is particularly troubling to find one of the principal branches of the State, the Legislative Assembly, created to represent the interest of citizens, with the greatest levels of citizen disapproval.

It is important to note that all of the institutions, except for Medical Forensics and the General Prosecutor, reported a reduction in the averages of satisfaction with performance compared with the previous year.

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

With the sum of items 6 through 9 measuring the level of satisfaction with performance of the police, Ministry of Justice and Security, the justice system and the courts, and questions 20 and 21 measuring confidence in the effectiveness of the police and the justice system, we proceeded to create the variable "*Satisfaction with the Performance of the Institutions in Charge of Justice and Security*", which is an indicator for PFG Goal 1. Using the same procedure, the results of the sum of these items were then averaged, and the figures were converted to a 0-100 scale. Values close to 0 indicate an absence of satisfaction with the work of the institutions in charge of justice and security, and averages close to 100 point to complete satisfaction with their performance. The following graph presents the distribution of the respondents on the Index of satisfaction with institutions of justice and security.

Graph 14.
Goal 1. Index of Satisfaction with Institutions in Charge of Justice and Security
(Frequencies)
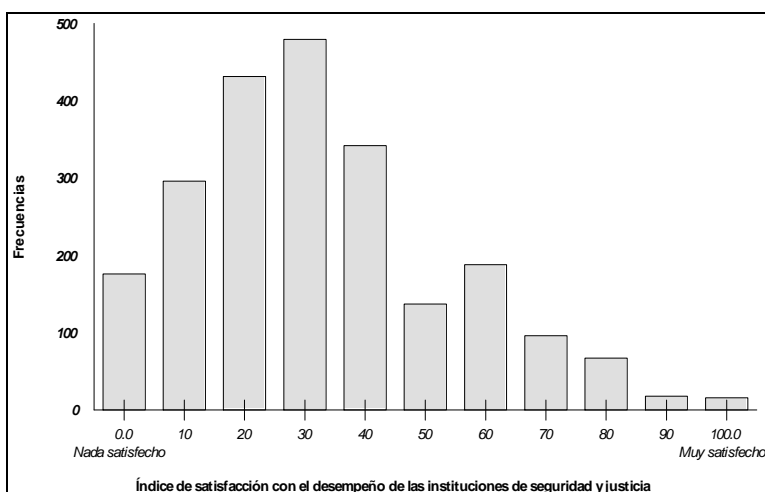
The Index average for satisfaction with performance of the institutions in charge of security and justice was **37.4**, with a standard deviation of 21.7. This is a mid to low overall public satisfaction with the performance of the institutions of justice and security. Comparing this data with the 2012 Baseline (**40.4**), there is a decrease in the level of satisfaction with these agencies over the last year. These differences are statistically significant.

As for distribution of opinions, three quarters of those interviewed (76.8%) assessed the performance of these institutions as lower or equal to 50 (on a scale from 0 to 100), while the remaining 23.2% registered averages above 50. The comparison of these data with those registered on the Baseline a year ago reveals that public opinion regarding the performance of agencies in charge of security and justice in El Salvador not only remains negative, it has deteriorated over the course of the last year.

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

This short section presents variations in this Index according to demographic variables, exposure to the media, and direct victimization. The level of public satisfaction with the institutions of justice and security exhibits variations according to place of residence, age group, level of education and level of income of the respondent. Gender does not appear to make differences with statistical weight in the opinions. Likewise, direct victimization and greater exposure to the news on the media appear to be associated with a lower degree of satisfaction with the work of the institutions in charge of security and justice. According to the results, residents in rural areas have the most positive assessment of the work of institutions in charge of security (42.7), compared to respondents living in cities who seem to be less satisfied with the performance of institutions in the sphere of security and justice (34.7). Additionally, residents of the San Salvador Metropolitan Area express the lowest averages of satisfaction (30.6) in comparison to those living in other regions of the country.

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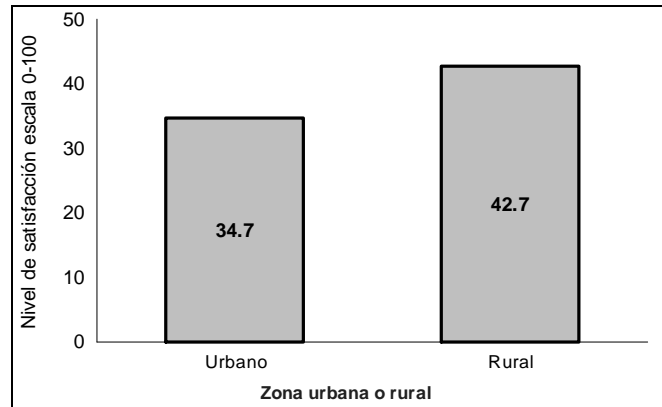
* Value 0 indicates not at all satisfied and 100 very satisfied.

The results likewise suggest that, as the respondent's level of education rises, the average of satisfaction with the performance of the institutions in charge of security and justice falls. People with no schooling, or with primary education, seem to have a more positive assessment and are more satisfied with the work of these institutions than those with greater levels of formal instruction, as seen in the following graph.

Graph 16.
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)*
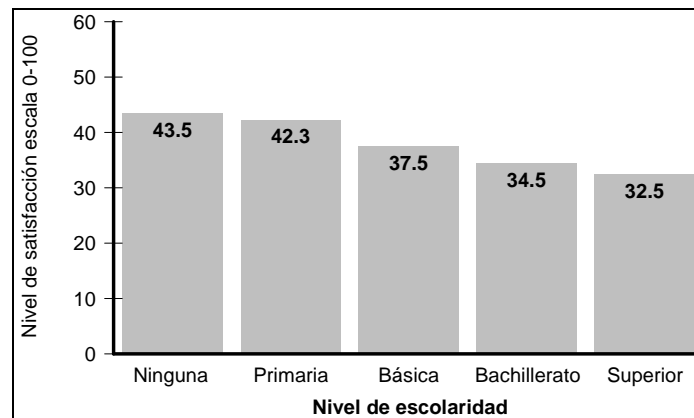
* Value 0 indicates not at all satisfied and 100 very satisfied

The Index behavior was also compared to people's income levels. The graph below shows how, as the respondent's family income increases there is a decrease in the average satisfaction with the performance of the agencies that are responsible for administering justice and security. Respondents with income below 140 dollars registered an average of 44.4; they are followed by

the group with income between 140 and 180 dollars (38.1); this score drops to 33.4 among those in the range from 281 to 500 dollars and it decreases even more among those who reported incomes above 500 dollars (31.6).

Graph 17.
Index of Satisfaction with the Institutions in Charge of Justice
and Security by Respondent's Income
(Averages on a 0 to 100 Scale)*
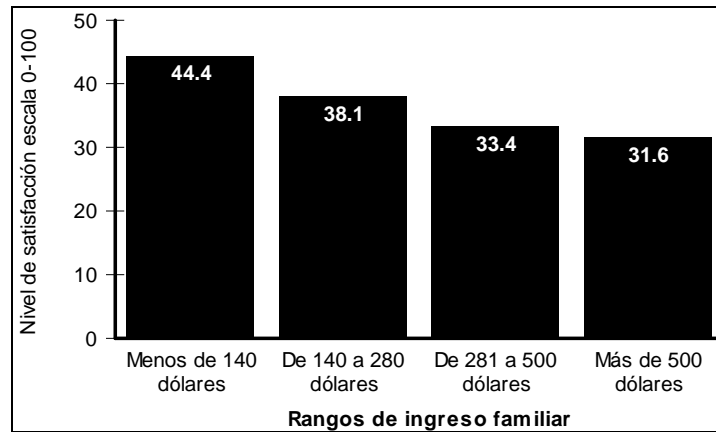
* Value 0 indicates not at all satisfied and 100 very satisfied

It is clear that people's purchasing power, as well as their level of education, conditions their access to information, influencing the configuration of their opinions and political assessments. In addition to some demographic variables, the experience of direct victimization seems to influence people's opinions of the performance of institutions in the sphere of security and justice. The following graph shows that the average level of satisfaction with these institutions is greater among people who have no experience of crime (39.1), than it is with victims of a criminal act (30.4). A similar result was found among victims of a criminal act on public transportation, who express a lower level of satisfaction with these institutions (30.8) in comparison to those who have no experience of an incident of this nature (37.7).

Graph 18.
Index of Satisfaction with Institutions in Charge of Security & Justice
by Victimization in General & on Public Transport
(Averages on a 0 to 100)*
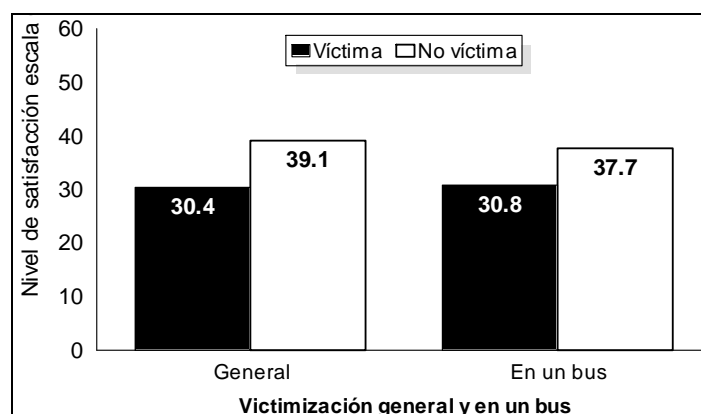
* Value 0 indicates not at all satisfied and 100 very satisfied.

Overall, the results show a reduction in the degree of citizen satisfaction with the performance of the institutions responsible for preventing, prosecuting and punishing crime compared with a year ago. This seems to be part of a trend that has deepened over the last decade. Again, those who are the most discontented with the work of security and justice are residents of urban and metropolitan areas, those with greater income and higher levels of education. This profile corresponds to the segment of the population that is most affected by common crime.

The low levels of confidence and satisfaction with the entities that are responsible for enforcing justice are both the cause and consequence of the impunity that prevails in the country, and a relevant factor generating violence and crime. In situations of high rates of crime, low citizen confidence comes to lessen the willingness to file complaints or collaborate in different ways with the authorities, and to foster attitudes contrary to the rule of law, such as vigilantism or the emergence of practices by which some take justice into their own hands.

1.5 Index for Goal 6– Confidence in Government Institutions

The Index on "*Confidence in Government Institutions*" constitutes the indicator for Goal 6. It was constructed with the sum of questionnaire items 11 through 19, measuring public confidence and satisfaction with the Office of the Human Rights Ombudsman, the Armed Forces, the Prosecutor General, the Forensic Medicine Agency, the Court of Accounts, the Supreme Court of Justice, the Legislative Assembly, the Central Government and City Hall offices. (Annex 4, Chart 8, 9, 10, 11, 12, 13, 14, 15, 16 and 17). Following the same procedure, the questions were converted to a scale from 0 to 100, where 0 represents the total absence of confidence in government institutions, and 100 expresses complete confidence in these agencies' work. The graph below expresses the distribution of respondents on the 0 to 100 scale.

Graph 19.
Goal 6. Index of Confidence in Government Institutions
(Frequencies)

Confianza en las instituciones públicas
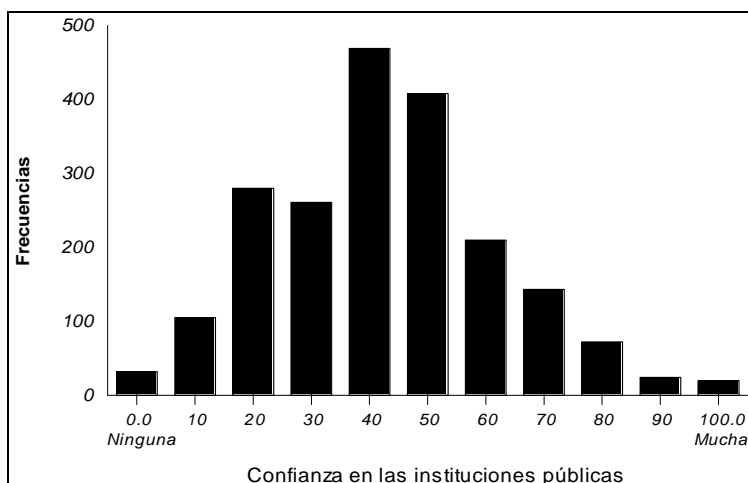
The average for the Index of confidence in governmental institutions during this exercise was **47.3**, with a standard deviation of 19.3. A little over half of respondents were below 50 points (56.7%), while the remaining 43.3% registered scores above 50 (on a scale from 0 to 100). A comparison of this Index with the one registered in the 2012 survey (**50.1**) shows that there has been a slight drop in the level of satisfaction with the work of public institutions. These differences have statistical weight. Although the general average of public satisfaction with these institutions' work is from less than a year ago, it is still greater than the satisfaction for the institutions in charge of security and justice, which is included in Goal 1.

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

A bi-variable analysis showed that the Index of confidence in governmental institutions appears to vary by sex, area of residence, age group, level of education, and average family income of the respondent. Once more, confidence in public institutions is lower among those who have experienced a violent act and those who say they feel more insecure. The following graph shows the level of confidence in these institutions tends to be greater among men (48.4) in contrast with the level registered for women (46.4). This data is part of a trend recorded in other studies (Santacruz & Arana, 2005 and in Arana & Aguilar, 2008), where women tend to show up as more suspicious and apathetic toward institutions and the public sphere, this trend also shows women's vulnerability in contexts where there has been extended violence.

Graph 20.
Index of Confidence in Government Institutions
by Respondent's Sex
(Averages on a 0 to 100 Scale)*
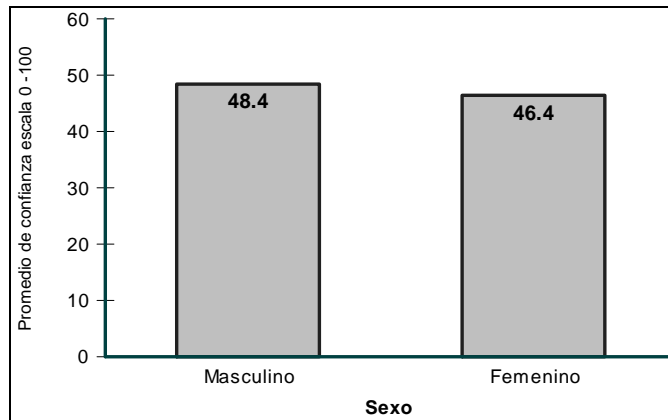
* Value 0 indicates no confidence and 100 a lot of confidence.

Likewise, confidence in public agencies exhibits differences according to the respondent's area of residence. As can be seen, inhabitants in the eastern region report the highest levels of confidence in public institutions (52.4), by contrast, those living in the San Salvador Metropolitan Area report a lower average (43.3). In the west and Paracentral areas, averages were 48.4 and 48.2 respectively, while in the central region, confidence average was 46.9. Similar behavior was found in the measurement done a year ago.

Graph 21.
Index of Confidence in Government Institutions
by Respondent's Area of Residence
(Averages on a 0 to 100 Scale)*
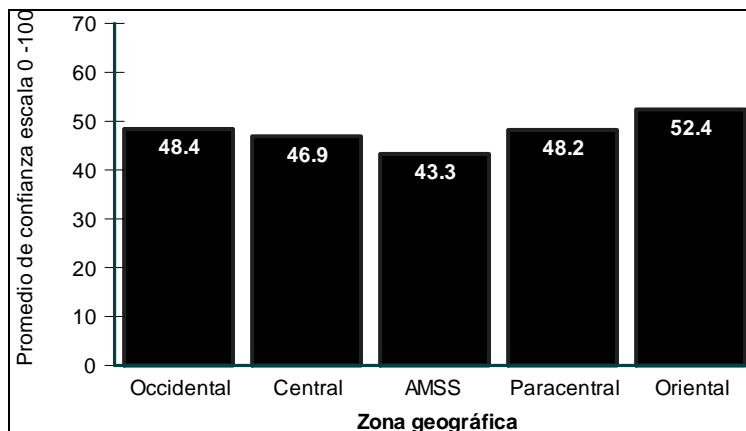
* Value 0 indicates no confidence and 100 a lot of confidence.

Confidence in public agencies was also related to the level of formal schooling of respondents. It is interesting to find that citizens with a university education and those who have no schooling at all are some of the ones that exhibit the lowest levels of confidence in public institutions.

Meanwhile, those with primary education expressed higher confidence in public agencies. Contrary to the study from last year and to the trends found in similar studies where there is an inversely proportionate trend among confidence in institutions and the degree of instruction, on this occasion those with no education are some of the most critical of the work by governmental institutions.

Graph 22.
Index of Confidence in Government Institutions
by Respondent's Level of Education
(Averages on a 0 to 100 Scale)*
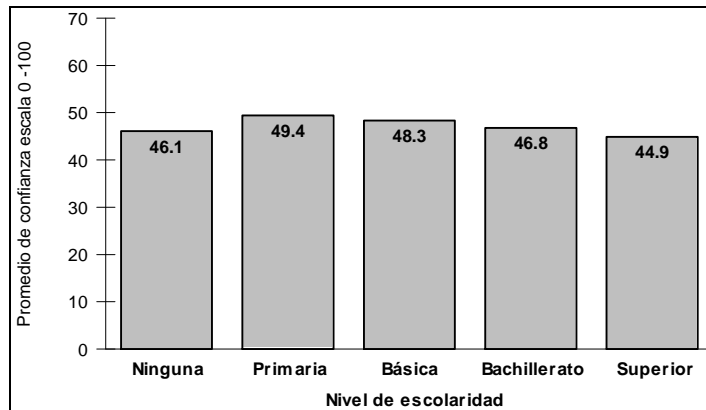
* Value 0 indicates no confidence and 100 a lot of confidence.

Similarly, victims of common crime have less confidence in public institutions (43.6), than those who have no experience of a criminal act in the course of the year, who reported an average of 48.2 (on a scale from 0 to 100). In other words, the experience of victimization not only affects the evaluation of the performance of agencies in the sphere of justice and security, but also the overall credibility of State institutions.

Graph 23.
Index of Confidence in Government Institutions by Victimization
(Averages on a 0 to 100 Scale)*
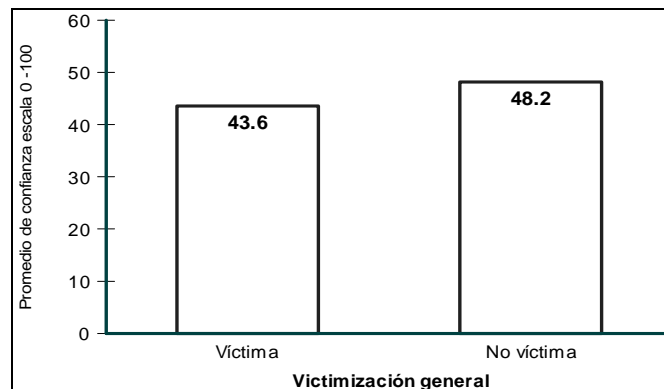
* Value 0 indicates no confidence and 100 a lot of confidence.

In sum, this chapter shows that the assessment of the performance of institutions in the area of security and justice, and confidence for some of the main public institutions not only remains relatively low, but it has also dropped over the course of the last year. These results are in part a

progressive trend in the reduction of citizen confidence in State institutions throughout the post-war period, as a result of a series of factors that have combined to weaken key institutions in ensuring respect for the rule of law.

2. Victimization in El Salvador in 2013

This chapter is dedicated to analyzing the incidence and prevalence of personal victimization in the respondent population, and the factors associated with the probability of being affected by common crime. It also addresses the disposition to file a complaint on the part of those affected, and the attention that institutions responsible for investigating crime gave to cases that were reported.

2.1. Overall Victimization

When the population was asked whether they had experienced a criminal act over the course of the 12 months prior to applying this survey, 19.2% (466 cases) responded affirmatively while the remaining 80.8% said they had not been the victim of a criminal act (Annex 4, Chart 50). This suggests that one fifth of the Salvadoran population over the age of 18 has personally been affected by at least one act of common crime over the course of the last year. This proportion is similar to the one reported a year ago (19.1%), and the one recorded in public opinion surveys during the same period (See IUDOP, 2013). When the question is made extensive to the family group in order to learn about victimization in the home, 18.4% admitted that a relative or person residing in their household had experienced a criminal act during the period surveyed (Annex 4, Chart 58). The following graph presents the prevalence of individual victimization.

Graph 24.
Percentage of Direct Victims of a Criminal
Act in the last 12 Months

Sí

19.2%

80.8%

No

¿Ha sido víctima de un hecho delincuencial?

Correspondingly, to understand the crime rate, the group of individuals affected by crime was asked about the frequency they experienced this over the last 12 months (Annex 4, Chart 51). The survey revealed that a fifth of the affected population experienced a total 1,517 acts of crime, representing an average 3.2 criminal acts per person over the last year. This data suggests that the high prevalence of common crime compounds the pattern of multiple victimizations evident in the high vulnerability of victims.

The following graph illustrates the trends in victimization reported in IUDOP surveys since 1993 to the present. It shows that after a sustained downward trend since the late nineties, the levels of direct victimization have reported a steady climb that has become increasingly evident in the last five years.

Graph 25.
Victimization by Crime in Opinion Polls since 1993
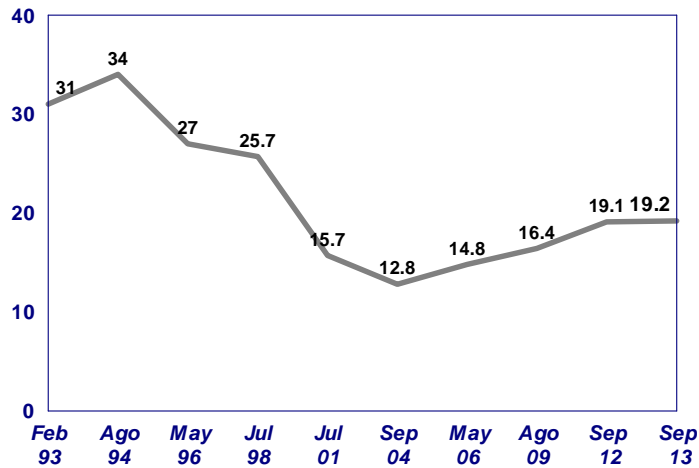
Disaggregating direct victimization according to the department of residence of the victim shows that San Salvador, Santa Ana, La Paz and Cabañas record victimization percentages greater than 20%. The departments of Ahuachapan, Sonsonate, La Libertad, Cuscatlan, San Vicente, Usulutan, San Miguel, Morazan and La Union show victimization percentages between 10 and 20%, while Chalatenango is the department with the lowest percentage rate in the country (between 5 and 10%).

Figure 1.
Victimization by Victim's Department of Residence (2013)

Más del 20%:
Santa Ana, San Salvador, La Paz, Cabañas

Entre 10 y 20%:
Ahuachapán, Sonsonate, La Libertad, Cuscatlán, San Vicente, Usulután, San Miguel, Morazán y La Unión

Entre 5 y 10%:
Chalatenango
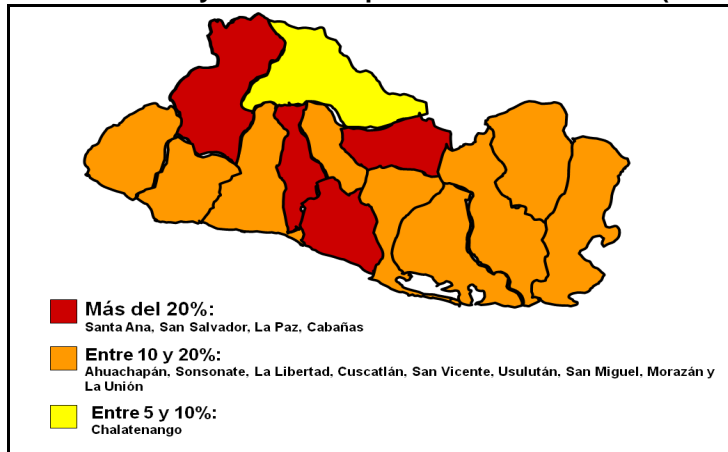
Source: 2013 PFG Survey.

A comparison of current data with what was gathered a year ago shows that, although concentrations of victimization remain the same in the majority of departments, the crime phenomenon seems to undergo constant displacements and territorial variations. An interesting piece of information is that, although the group of departments with proportions of victimization above 20% has been reduced, in recent years the number has increased for those registering between a 10 and 20% level of victimization.

Figure 2.
Victimization by Victim's Department of Residence (2012)
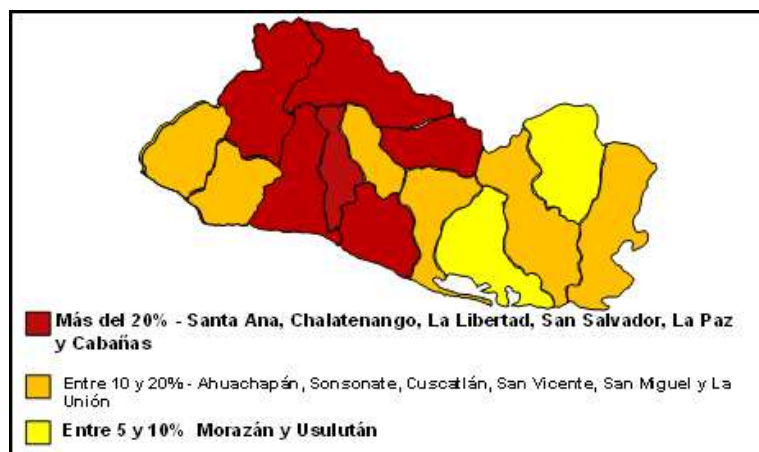
Source: 2012 PFG Survey.

Aside from the fact that the study offers no elements to interpret the variations in territorial concentration of common crime, clearly the phenomenon of common crime experiences constant mobility throughout the country.

2.2. Victimization and Demographic Variables

According to the data, the variables that are most significantly associated to personal victimization are sex, place of residence, region of the country, age group, level of education, and average monthly family income. Men, residents of urban and metropolitan areas, youth, and people with higher levels of education and higher income are the most vulnerable to becoming the victims of common crime.

As for the place of residence, data show that victimization in urban areas is 22.2%, while in rural areas it drops to 13.5%. This confirms that the crime rate is principally located in the urban areas, even though some rural areas around the country have become very unsafe in recent years due to the actions of criminal groups.

54

Graph 26.
Victimization by Urban or Rural Area (n=466)
(Percentages)
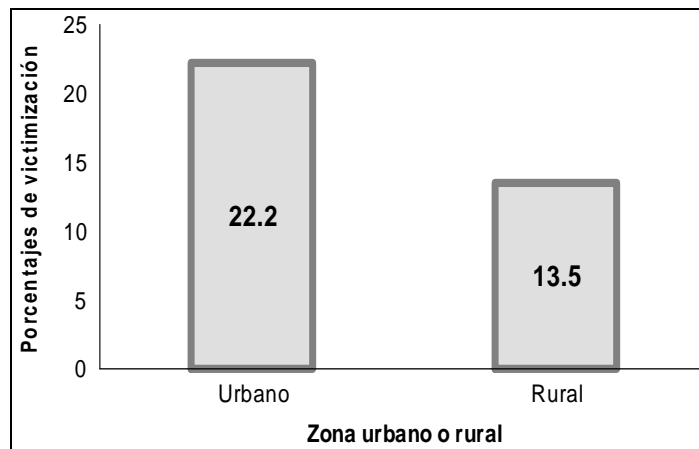
The following graph shows the distribution of victimization according the geographic region of the country. As in previous studies, data indicates that the San Salvador Metropolitan Area (26.5%) is where the highest percentages of victims of common crime are concentrated, with a percentage rate that is higher than the national average. By contrast, the region that is the least affected by victimization, with levels below 13% is the east of the country. It is important to note that, despite the phenomenon of displacement of crime, in recent years this region has registered a downward trend in criminal behavior. Therefore, it would be worthwhile to look more deeply into the factors that might be influencing the reduction of incidences of common crime.

Graph 27.
Victimization by Geographical Region (n=466)
(Percentages)
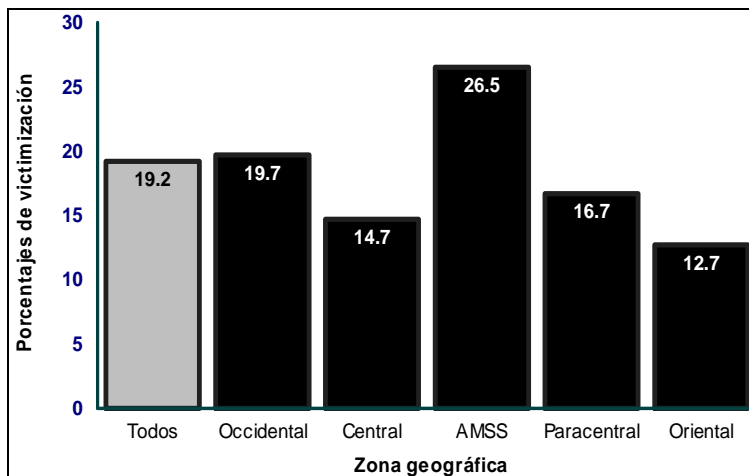
Another variable that seems to be significantly associated with victimization by common crime is age. The following graph shows the rate of victimization shrinks as people's age increases.

The percentage of victimization is 24.3% for the 18 to 25 year-olds; this drops to 21.8% among those in the 26 to 40 age group. In the group of 41 to 55 year-olds it falls to 16.1%, while victimization hits bottom at 12% among people age 56 or older.

Graph 28.
Victimization by Respondent's Age (n=466)
(Percentages)
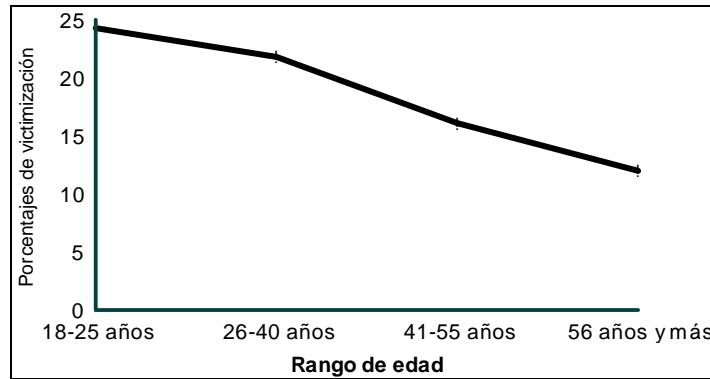
Additionally, the data shows that victimization increases with the level of education of the respondent. Victimization among those with university level studies is 32.5%, followed by high school (23.6%) and those with grade school (15.2%). Among the group with primary or no study at all, there are the lowest percentages of victimization (12.5%, and 7.0% respectively). In other words, people with higher levels of education are still more likely to be affected by common crime, to a great extent because education is linked to greater economic resources and having a job.

Graph 29.
Victimization by Respondent's Level of Education (n=466)
(Percentages)
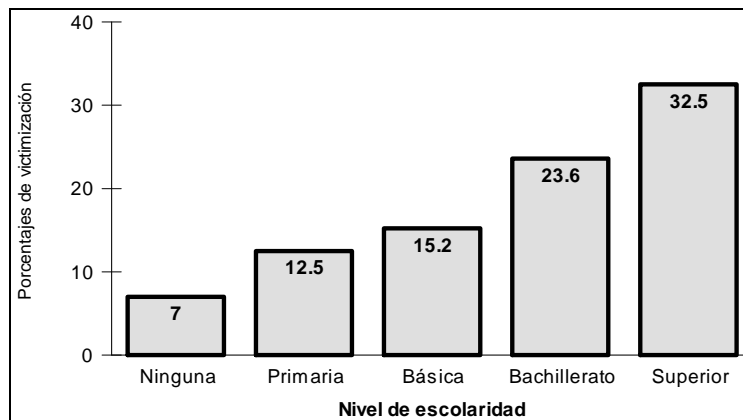
Along the same lines, data suggest that family income tends to be associated positively to the incidences of victimization. People with higher family incomes reported a significantly higher rate of victimization than those with less income. The percentage of victimization among those reporting family income below 140 dollars a month is 10% while this increases threefold among the group that declared a family income of over 500 dollars (31.2%).

Graph 30.
Victimization by average monthly family income (n=466)
(Percentages)
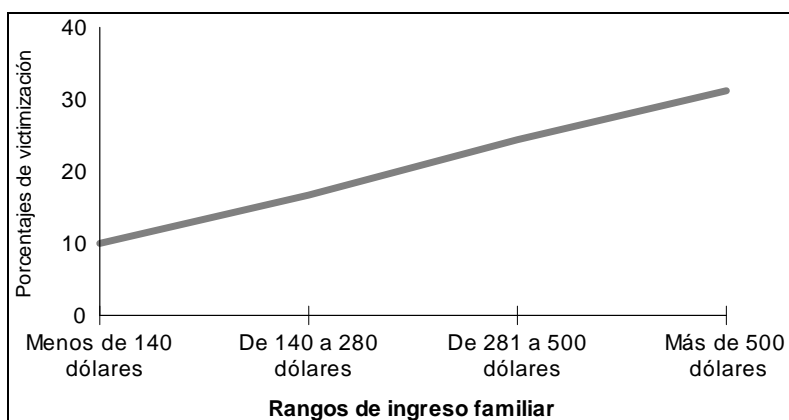
A related factor that appears to be an influence in terms of the prevalence of victimization is the person's employment status. The unemployed exhibited rates of victimization of 15.4%, while the group that was employed at the time of the interview registered a rate of victimization of 23.4%. However, the segment that was most highly affected by crime was enrolled students, with a victimization rate of 31.5%. This data not only confirms trends reported in other studies, it is also evidence that the highest propensity to being a victim of crime is not only associated to greater availability of goods and resources, but to mobility of certain segments of the population, who due to their occupations habitually need to travel from home to the place of study or work, which exposes them to greater probability to become a victim.

2.3 Crimes that Affect the Population the Most

The survey reveals that the most common crimes reported were armed robbery (30.1%) and theft which affected 25.8% of victims; 17.5% declared having experienced extortion, while 12.6% were victims of threats. Then, 10% reported unarmed robbery with aggression, and 4.1% were subject to other crimes (Annex 4, Chart 52).

Graph 31.
Victimization by Type of Violence (n=466)
(Percentages)
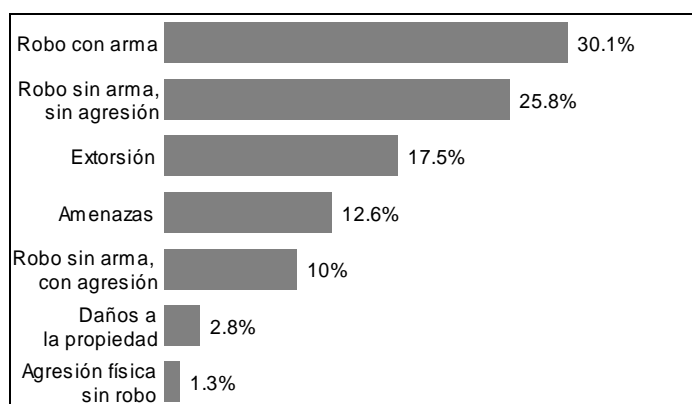
Combining the different categories of robbery in this survey, they represent two thirds of the crimes reported (65.9%), which indicates that it is mostly economic violence. The following consolidated figure shows the behavioral trend for crime registered in regular surveys by IUDOP and the PFG surveys.

Table 11.
Victimization by Crime in Comparative Perspective 2007-2013
(Percentages)

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

Source: IUDOP 2007, 2009, 2010, 2011 and PFG Survey, 2012 and 2013.
* For purposes making the data comparable, this category includes robbery that is both armed and unarmed, but with added assault.

The first aspect to note is the important increase registered in the 2013 survey in terms of robbery without assault, contrasting with the prevalence this crime registered in 2012; despite the reduction in the number of cases reported in 2012 compared to previous years, the data for 2013 seems to confirm what other victimization surveys point out, that robbery is one of the crimes that most commonly affects the Salvadoran population. Additionally, this analysis must not lose sight of the relevance of robbery with aggression, including armed robbery and unarmed robbery, but with aggression. Data also shows that extortion and threats seem to have reduced by comparison with a year ago. These results correspond to the tendencies in crime rates reported by police sources, where even though there is a noticeable reduction in the reports of extortion, there is an increase in robbery, particularly robbery with violence, which has a strong impact on the population, given that besides the damage to property, it includes threats to the physical wellbeing of the victims.

2.4 Reporting crime

This sub-section brings together findings related to reporting crime, the reasons for not filing reports, and the response of the authorities to reports filed. The following are the questionnaire items used to evaluate these issues:

Box 2.
Items measuring disposition toward filing a report and case management

Items
43. Did you report this criminal act to the authorities?
44. Why did you not report this incident? [Do not read options]
45. What institution did you report the robbery or criminal act to? [Do not read options]
46. What was the outcome of filing the report? [Do not read options]
47. How satisfied were you with the way that the institutions managed your case?

Out of the total number of people surveyed who admitted they had experienced a criminal act (19.2%), only 35.4% of them reported the offense, while 64.6% of them decided not to report the crime to the authorities (Annex 4, Chart 53). It is important to note that the proportion of people who decided to report has increased in comparison to a year ago, when only 29.3% opted for reporting the aggression to competent authorities. Nevertheless, the proportion of victims who fail to go to the authorities to report crimes is still sizeable.

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

Reported the crime	Yes	No
2001	25.8%	74.2%
2004	37%	63%
2009	35.4%	64.6%
2012	29.3%	70.7%
2013	35.4%	64.6%

Source: Ministry of Public Security & Justice, et. al. (2002);
Ministry of Governance, et.al. (2005), IUDOP (2009)   and
USAID (2012 y 2013).

In the group that reported the criminal act to the authorities, during this second year measurement, almost all cases (97%) noted that they had filed a complaint at a police station, whereas only a minimum percentage reported the case to other agencies. This confirms that the majority of the crimes are reported to the police (Annex 4, Chart 55). As for the result of reporting the event, 72.1% noted that the authorities had done nothing, 10.9% said that it was under investigation, 6.7% said the suspect had been detained, 6.1% has no knowledge of the result of the process, 2.4% noted that the suspect had been caught, but had been later released by a judge, while 1.8% noted other results (Annex 4, Chart 56).

Graph 32.
Results of Reporting a Crime (n=165)
(Percentages)

59
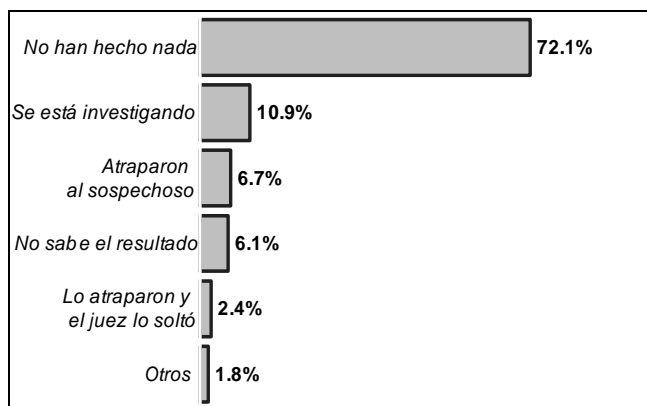
Once more, the data show there is limited capacity for response on the part of the authorities in processing the reports and providing the victims timely and complete justice. In close to 80% of the reported cases, the victims obtained no satisfactory result. Even worse, in seven out of ten cases the victims noted that the authorities did nothing about the report. Actually, in the entire group of people that had reported cases there is a predominantly high degree of dissatisfaction regarding handling of their report. 73.9% said they were little or not at all satisfied, while only a fourth of them (26%) said they were somewhat or very satisfied with the handling of their case (Annex 4, Chart 57).

Graph 33.
Satisfaction with the Way their Case was Managed (n=165)
(Percentages)

Muy satisfecho 12.7%
Algo satisfecho 13.3%
Poco satisfecho 20.0%
Nada satisfecho 54.0%

Satisfacción con la manera en que las instituciones atendieron su caso
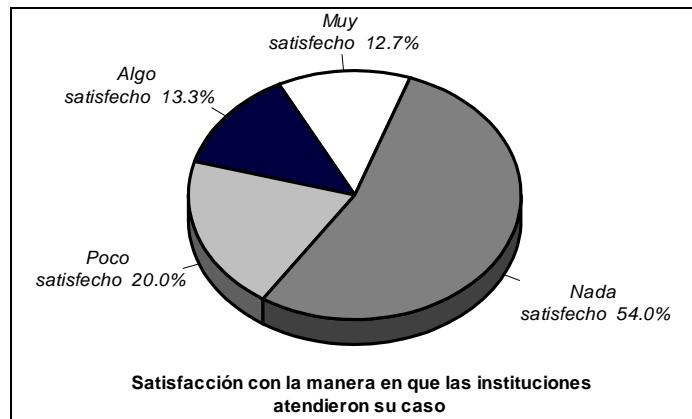
These results may not be new, but they confirm the ineffectiveness of the authorities in charge of persecuting and punishing crime in the country, and contribute to explaining the low levels of credibility of the justice sector in the public eye. Likewise, the group of victims that didn´t report the crime (64.6%) was asked about the reasons they decided not to do so. Almost half (47.5%) said that it was no use, because the authorities solve nothing; 26.9% noted they feared reprisals; 8.6% said they had no proof, 8.3% considered the offense had not been serious, while smaller percentages gave other reasons (Annex 4, Chart 54).

Graph 34.
Reasons for not Reporting (n=301)
(Percentages)

No sirve de nada	47.5%
Es peligroso	26.9%
No tenía pruebas	8.6%
No fue grave	8.3%
Es mejor arreglar uno mismo	1.3%
No sabía donde denunciar	1.3%
Otras razones	6%
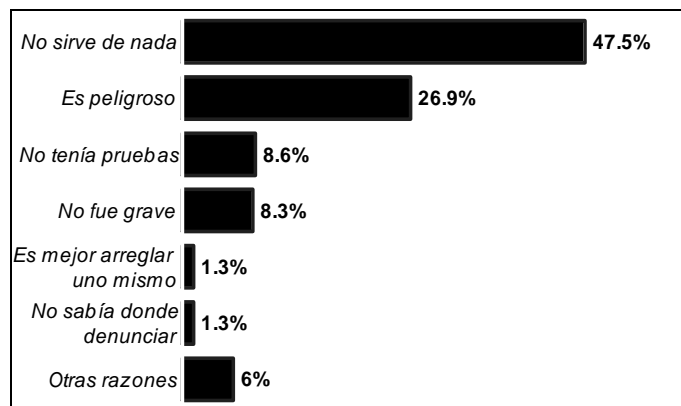
Aside from circumstantial reasons that lead victims to choose not to report a crime, it is clear that the reasons noted by the majority (74.4%) continue to be regarding poor credibility and ineffectiveness in the justice system.

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

Goal 4 of Partnership for Growth Joint Country Action Plan (PFG JCAP) "*Public Perception of Security on Public Transportation*", aims to "*Facilitate economic growth 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.*" (Partnership for Growth Joint Country Action Plan, page 10, English version).

The prime indicator for Goal 4 was constructed based on the results of question 50, which was intended to understand the population's perception of security when using the country's public transportation. For ease of statistical analysis, and following up on progress of Goal 4, the results on this scale were converted to a 0 to 100 scale, where values closer to 0 indicated a perception of lack of security on the buses, and values close to 100 the perception of greater security.

This section covers the main results on the Goal 4 indicator for the second year indicator measurement, and other relevant information associated with insecurity on public transportation. The questions in this section were applied only on those who said they were regular users of public transportation (1,654 people), which is 68.2% of the surveyed population (Annex 4, Chart 59). In order to explore the perception of security on public transportation, the population was asked about how safe or unsafe they felt while riding on a public transportation vehicle. 36.2% said they did not feel at all safe, 37.8% little safe, 19.8% somewhat safe, and only 6.2% said they felt very safe (Annex 4, Chart 60).

Graph 35.
Goal 4. Public Perception of Safety on Public Transportation (n=1,654)
(Percentages)
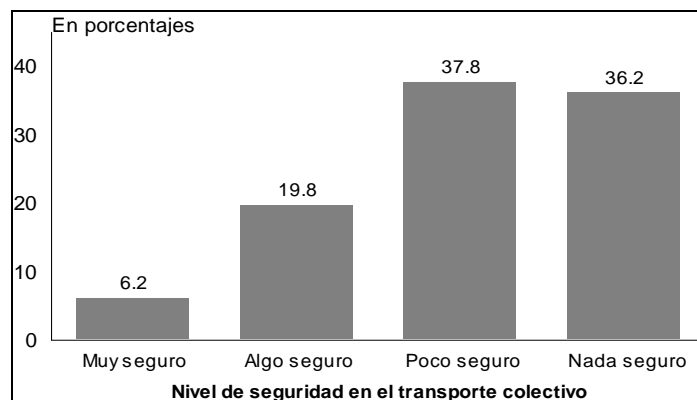
When this data is converted into a new variable with a 0-100 format, where 0 represents the perception of no security on the transport and 100 the perception of a lot of security, the average registered on this survey is **31.8** reflecting a perception of low level of security when making use

of this service. A year ago, the average was 36.1 (on a scale from 0 to 100), which means the perception of insecurity seems to have increased during the course of the year, among the users of this service. These differences are statistically significant. The following graph illustrates the distribution of the respondents on a scale of perception of security on public transport (Goal 4).

Graph 36.
Indicator for Goal 4
Distribution on the Scale for Public Perception of
Security on Public Transportation (n=1,654)
(Frequencies)
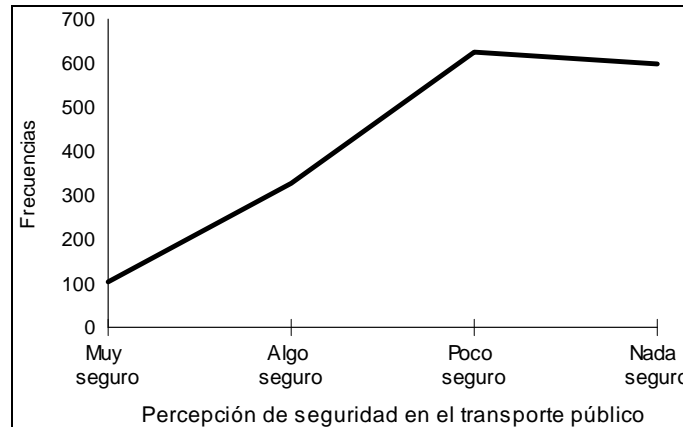
Performing a bivariate analysis to know what variables are associated to the perception of security on public transportation, data show that residents in urban areas and the metropolitan area, people ages 41 to 55, those with higher levels of education, with higher incomes, and those who get information from the media on a daily basis are the group with the highest level of insecurity on public transportation as compared to the rest of the population. In addition, direct experience of a crime or being exposed to criminal activity while on a public transportation vehicle have an influence on the perception of security among users of this service.

The following graph shows that the index of perception of security on public transportation drops significantly among those who have been direct victims of a crime and among those who have witnessed a robbery or criminal act on public transportation during the last year. Those directly affected by an act of violence register an average of 23 for security on public transport, which increases to 34 among those who did not experience a criminal act (on a scale from 0 to 100). Likewise, those who witnessed a criminal act while travelling on a public bus reported a perception of low security (20.6). This average grows by a little over 15 points among the group that has not seen a robbery or aggression in public transport over the last year (35.9).

Graph 37.
Indicator for Goal 4
Index of perception of safety on public transport as overall
victimization and exposure to violence on a bus (n=1,654)
(Averages on a 0 to 100 Scale)
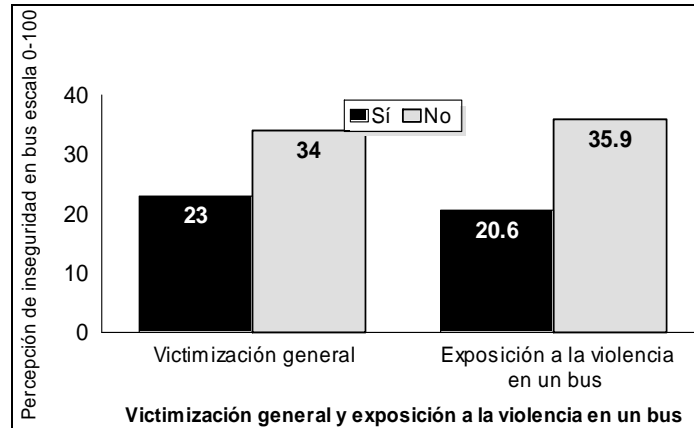
*Value 0 indicates greater insecurity and 100 greater security.

3.1 Types of crime occurring on public transportation and exposure to violence.

Exploring the subject of victimization on public transport involved asking regular users whether they had personally experienced an act of violence inside the bus, over the course of the previous 12 months. In this regard, 8.9% of the users admitted having experienced violence or robbery inside the bus (Annex 4, Chart 63). The proportion of those affected by violence while riding public transport appears to have contracted compared to what it was a year ago, when the proportion of victimization reported was 11.5%. Nevertheless, a third of users interviewed (27%) said that they had actually witnessed a crime inside a public transport such as robbery, aggression or murder (Annex 4, Chart 61). In 2012, this percentage was the 29.2% of passengers interviewed.

Graph 38.
Exposure to Criminal Acts and
Direct Victimization on Public Transportation (n=1,654)
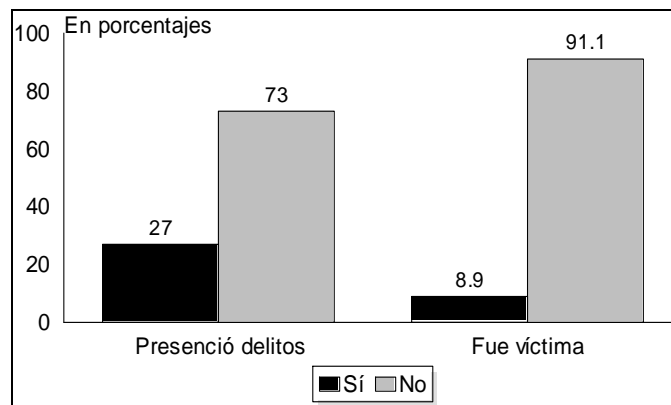
Half of those affected by a criminal incident inside the bus suffered armed robbery (52.1%), a third suffered a theft (30.1%) and 13%, unarmed robbery with aggression. Offenses like threats or extortions were reported in small proportions. (See Annex 4, Chart 65).

Graph 39.
Types of Crime that Take Place on Public Transportation (n=147)
(Percentages)

Robo con arma	52.1%
Robo sin arma, sin agresión	30.1%
Robo sin arma, con agresión	13%
Amenazas	3.4%
Extorsión	1.4%
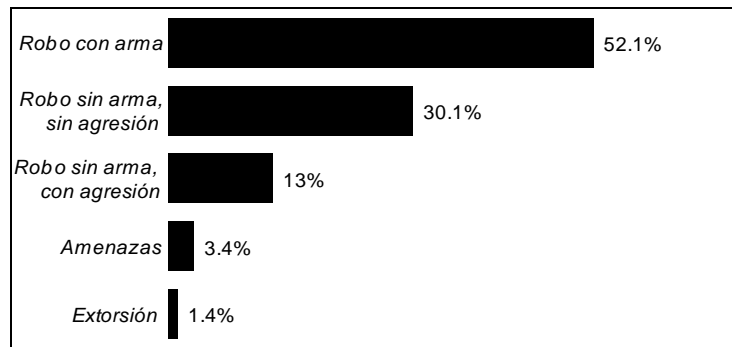
These results confirm that robbery with violence and theft are the violent incidents that most affect public transport users. Similar to a year ago, the data also reveal that a significant number of robberies or violent episodes that occur on buses involve the use of weapons, increasing the risk of criminal incidents becoming lethal. It is hoped that the reforms in the transportation system that are presently taking place in El Salvador will not only modernize the system of transportation, but also guarantee better conditions of security for users of this public service.

4. The Perception of Insecurity

This chapter includes the main findings in the section regarding perception of insecurity, which refers to the subjective dimension of violence. It also points to some of the main variables associated with insecurity as well as the environments where people appear to feel most insecure.

An initial piece of data to note is that crime and violence have become the most important sources of concern for citizens. The results of this second year measurement reveal that 74.3% of those consulted believe that crime and violence are the country's main problems, as opposed to 22.4% who point to the economy, unemployment and high cost of living. Some 3.3% mentioned other issues (Annex 4, Chart 1). Although this is not new data, comparing these opinions with those collected a year ago, a greater number of citizens point to crime as the most important problem in the country (in 2012 this proportion was 66.5%). The following graph illustrates opinion trends regarding the country's main problem, based on the regular surveys conducted by IUDOP since 1989.

Graph 40.
The Country's Main Problem in Perspective
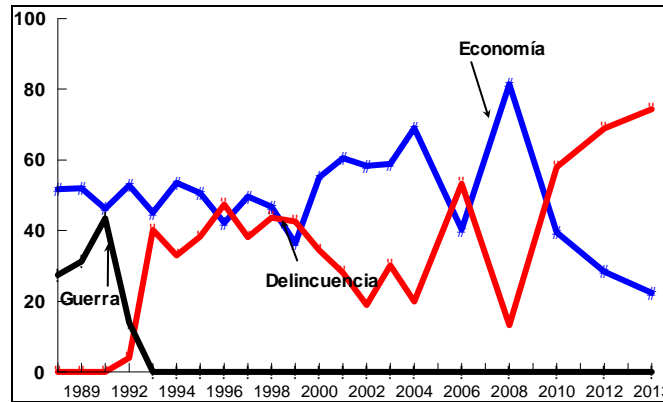
The perception of insecurity was measured both overall and in detail in different settings people habitually pass through. The question, "Talking about the place or neighborhood you live in, and thinking about the possibility of being a victim of a criminal act, do you feel very safe, somewhat safe, somewhat unsafe or very unsafe?" 21.9% said they felt very unsafe, 27.6% somewhat unsafe, while 29.3% declared they felt somewhat safe, and 21.2% very safe (Annex 4, Chart 38). Data show that the population's opinions are split in half between those who say they feel safe from the risk of becoming the victims of common crime (50.5%) and those who express their insecurity (49.5%).

Graph 41.
Overall perception of insecurity
(Percentages)
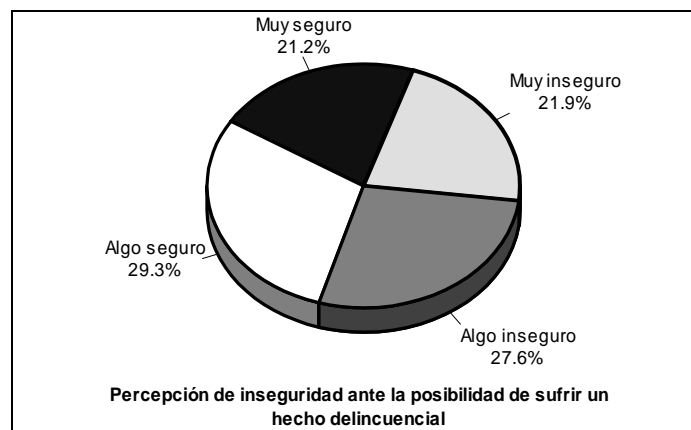
Contrasting these results with those from the 2012 survey, it´s clear that fewer respondents said they felt safe. They have gone from being 57.9% in 2012, to 50.5% in 2013. This data is consistent with the predominant concern among the population regarding the situation of security. Like previous measurements, the population was asked about the perception of security in different settings. The following box contains the 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 feel safe or unsafe in the following places: [Read alternatives for each question]
29. Leaving place of work *[If they do not work out of the house, check 8]*
30. Leaving place of study *[If they do not study, check 8]*
31. While taking, collecting or sending their sons or daughters to their place of study. *[If there are no family members who study, check 8]*
32. While driving your car *[If they don´t have a car, check 8]*
33. Center of town where you live
34. On the highways
35. At the open-air market
36. On the street or in the park in your barrio or neighborhood
37. In parks, public squares or parking lots
38. In Shopping centers
39. At your own home

Questions 29, 30, 31 and 32 included a filter to ensure they were only answered by those to whom they applied (those who were employed or studying, had family members studying and had an automobile). The results again show that it is at home where people feel safest (75.8%), followed by downtown in their city of residence (58.1%), shopping centers (55.6%) and leaving their place of study (51.4%). By contrast, the locations where people say they feel greatest levels of insecurity are parks, public squares or parking lots (35.8%), open air markets (33.0%), and roads (27.5%). (See Annex 4, Charts 39, 40, 41, 42, 43, 44, 45, 46, 47, 48 and 49).

Graph 42.
Perception of Insecurity in Different Settings
(Percentages)
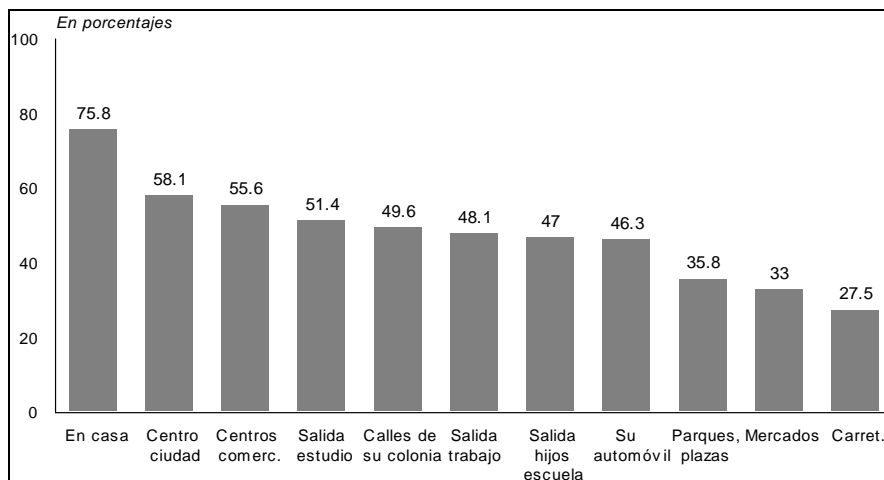
Again, data show that the places where people feel the most vulnerable to the possibility of experiencing a criminal event are public spaces such as parks, squares, open-air markets and roads. This is particularly troubling because those places are important sites for social interaction and meeting and, in some cases, the only public community spaces, which makes them of key importance for generating social capital.

Putting some data into perspective makes it clear that from 2009 to 2012, there was a rise in the number of people who said they felt safe in different settings they were asked about, particularly in shopping centers, downtown, and at open air markets. Nevertheless, comparing the data from the 2012 and 2013 studies, with the exception of open-air markets there is a contraction in the number of people who say they feel safe even in private settings like their own homes and automobile. The data suggest that over the course of the last year the population's perception of insecurity seems to have increased. This is expressed in a feeling of vulnerability in the settings where people's lives unfold.

Table 13.
Perception of safety of people in different setting. Comparison 2009-2013
(Percentages)

You feel safe in…	2009	2012	2013
At home	66.7	78.2	75.8
Center of town where you live	32.9	64.9	58.1
Leaving place of work	39.1	49.6*	48.1
At automobile	43.9	56.5	46.3
In Shopping centers	40.8	62	55.6
In parks, public squares or parking lots	19.9	39.4	35.8
On the street in your barrio or neighborhood	42.8	54.8	49.6
At the open-air market	19.5	32.9	33
On the highways	---	30.8	27.5

* In 2012, the question included the output instead of work and study.
Source: IUDOP Survey 2009 and PFG Survey 2012-2013.

Creating an overall indicator for security-insecurity involved generating an index, by adding up the values of the set of questions that collected the perception of security in the settings mentioned above. This new variable was converted to a scale from 0 to 100, where values close to 0 represent a perception of greater insecurity and the scores closer to 100 greater security. This new variable did not include the perception of insecurity on the way back from the place of work or study, dropping off or picking up children at their place of study, and driving in one's automobile, given the lower number of cases in which these questions were applied. The overall average for the Index of perception of security-insecurity was **49**, representing mid-range levels of security. When comparing this to the indicator a year ago (51.7) there is an evident reduction in the perception of security over the course of this year.

4.1. Variables associated with the Perception of Insecurity

A bi-variable analysis of the Index of insecurity and demographic variables shows that sex and age of respondent appear to influence the perception of insecurity. In the case of sex, women manifest less security (46.6) compared with men (51.91). Age of respondents also turned out to be a variable that shows differences that are statistically significant in terms of citizen perception of insecurity. A noteworthy piece of data was that the group of people between the ages of 18 and 25 registered the highest levels of security in comparison to the rest of the population, despite the fact that they are the segment of the population that is affected the most by common crime, abuse by the authorities, and violent death.

Graph 43.
Index of Perception of Insecurity by Age
(Averages on a 0 to 100 scale)*

Index of Perception of Insecurity by Age bar chart: 18 a 25 años 53.8, 26 a 40 años 47, 41 a 55 años 46, 56 años a más 49.4. Y-axis: Promedios escala inseguridad 0-100. X-axis: Rangos de edad.
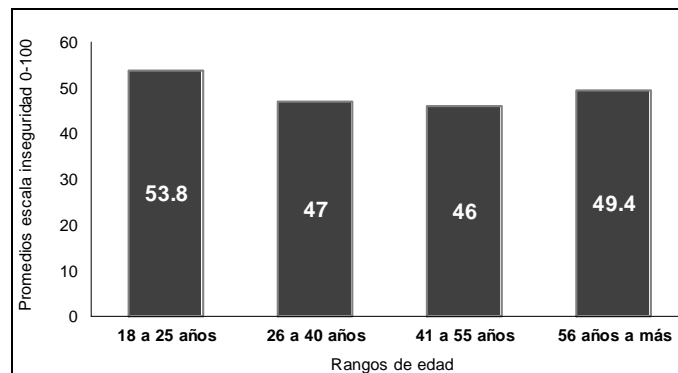
* Value 0 indicates not at all safe and 100 very safe.

Another variable that appears to be clearly associated with the feeling of insecurity is the respondent's area of residence. Residents of the San Salvador Metropolitan Area exhibited the lowest averages of security in comparison with the rest (45.2). By contrast, security averages reported by those living in the western and central areas of the country (51.5 in both cases) were greater than those registered in other areas. The departments with the greatest perception of security were Chalatenango, Morazán and San Miguel; by contrast, those with the greatest levels of insecurity were San Salvador, La Paz y Cuscatlán.

Furthermore, data showed that the respondent's level of education was also related to the feeling of insecurity. The group that reported feeling most insecure was that with no formal education, with a 44.7 average. By contrast, the people with a higher level of education (technical or university) showed a greater perception of security (51.7 average). These differences have statistical weight.

Graph 44.
Index of Perception of Insecurity by Level of Education
(Averages on a 0 to 100 scale)*

Index of Perception of Insecurity by Level of Education bar chart: Ninguno 44.7, Primaria 49.1, Básica 47.9, Bachillerato 48.8, Superior 51.7. Y-axis: Promedios escala inseguridad 0-100. X-axis: Nivel de escolaridad.
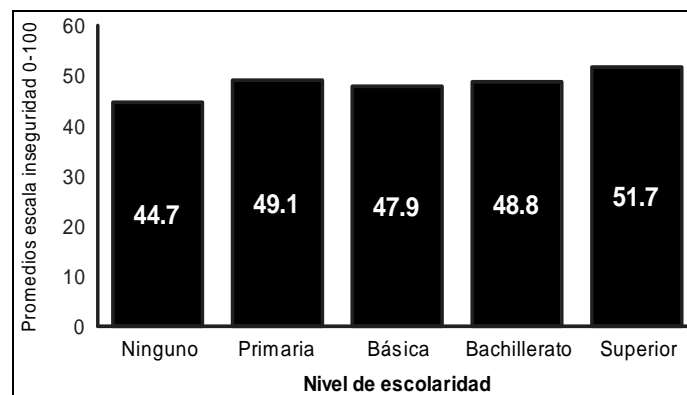
* Value 0 indicates not at all safe and 100 very safe.

4.2 Other Institutional Variables associated with the Perception of Insecurity

Once again, empirical evidence shows that victims of a criminal act feel significantly more insecure than those who were not affected by a similar episode. Those affected by a crime registered a 44.2 average of insecurity. This score climbs to 50.2 among those who were not the direct victims of common crime in the last year. The differences between the groups have statistical weight. Additionally, those who admitted having experienced a violent act while traveling on public transport reported a security average of 45.1. This figure increased to 48.4 in those who were not the victims of common crime. However, there are no statistically significant differences in this latter case.

Graph 45.
Index of Perception of Insecurity by Condition
of victim and non-victim
(Averages on a 0 to 100 scale)*
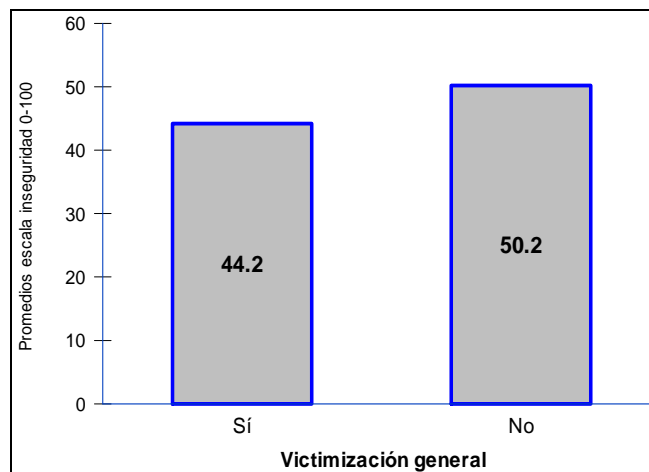
* Value 0 indicates not at all safe and 100 very safe.

Moreover, confidence in the work of the institutions in charge of security and justice turned out to be an aspect that is influencing the perception of insecurity in the population. Data in this second year measurement show the same trend as they did in the baseline from 2012, and confirm that as citizens are more certain the police will capture the culprit after a crime occurs, there is upsurge in the feeling of security; whereas, it decreases as confidence in the work of the police deflates. There is also co-variation between the perception of security and citizen confidence in the justice system. As confidence in the justice system swells, there is an upward trend in the perception of security.

Graph 46.
Index of Perception of Insecurity by Confidence
in the effectiveness of the police force and justice system
(Averages on a 0 to 100 scale)*
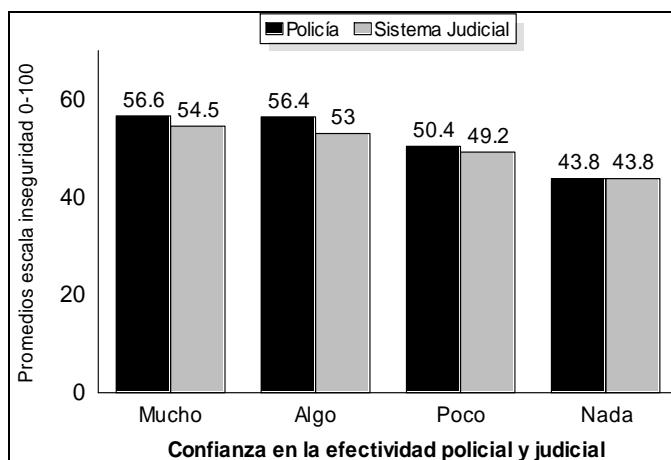
* Value 0 indicates not at all safe and 100 very safe.

Different studies on this issue have demonstrated the negative impact that the perception of insecurity and violence has on social fabric and community life. Insecurity produces a sensation of fear and defenselessness. This translates into behaviors such as suspicion, distrust, and apprehension (De Roux, 1994). The fear of crime that is derived from the dominant insecurity forces citizens to modify their behavior, to adopt new patterns of social interaction, and to resort to protection and self-defense mechanisms that tend to be counterproductive for social life and the political legitimacy of the authorities.

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

Goal 7, *Public perception of the National Consensus on Public Safety* in the Joint Country Action Plan refers to promoting social dialogue at the national level to improve citizen security in El Salvador, actively involving all of the sectors in the national life, including the private sector, the media, nongovernmental organizations, churches, and so on, in an effort to solve the problem of insecurity (Joint Country Action Plan El Salvador-United States 2011-2015).

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

Some 64.2% of those interviewed said they had heard about the national dialogue for security, while 35.8% said they had no information in this regard (Annex 4, Chart 3). These results are very similar to those found in the 2012 survey.

Graph 47.
Awareness of the National Dialogue for Security
(Percentages)

Sí 64.2%

35.8% *No*

¿Ha escuchado sobre el diálogo sobre la seguridad?
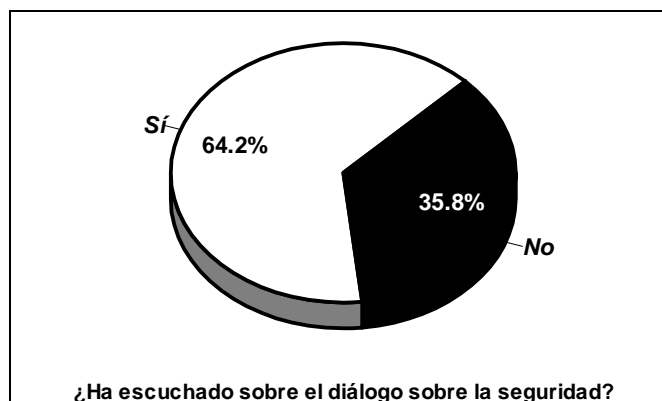
Those who knew more about the dialogue on security were those who resided in urban areas, people between the ages of 41 and 55, with college education, with incomes over 281 dollars, and who get their news on the media with greater frequency. This time, the variables for sex and geographic area of residence seem to have no influence on knowledge about this process.

Table 14.
Awareness of the National Dialogue on Security by Variables
(Percentages)

Variables		People Aware of the Dialogue on Security
ALL		**65.6%**
Area	Urban	**65.8%**
	Rural	61.1%
Age	18-25 years old	54%
	26-40 years old	66.1%
	41-55 years old	**70.6%**
	56 years old and over	67.1%
Education	None	58.7%
	Primary school	63.1%
	Middle-school	61.9%
	High School	63.8%
	Technical or College	**71.5%**
Average Family Income	Under 140 dollars	58.2%
	140 to 280 dollars	63.8%
	281 to 500 dollars	**70.1%**
	Over 500 dollars	69.2%
Exposure to the News	Never	36.7%
	Rarely	50.4%
	Once or twice per week	54.3%
	Always	**72%**

Furthermore, over half of the population rated the government's work with other sectors to reduce crime in the country as good or very good.[14] Some 12.5% considered it average, 25.7% says what the government was doing in this regard was bad, while 6.3% said it was very bad. Then, 1.2% said there was no coordinated work by the government and other sectors to combat crime (Annex 4, Chart 4).

Graph 48.
Assessment of government efforts with
other sectors to reduce crime
(Percentages)
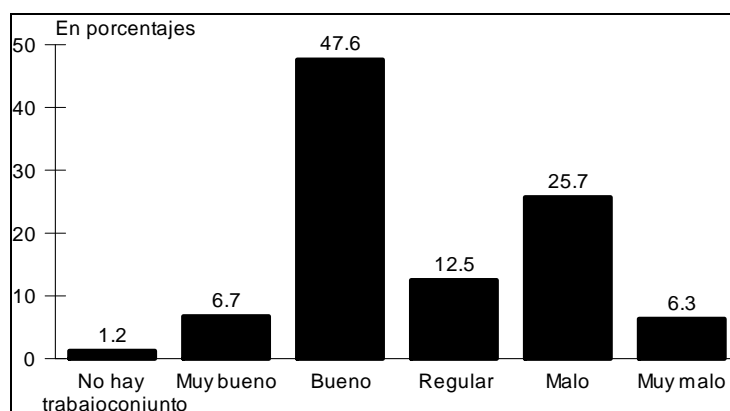
5.2 Index for Goal 7-Public Perception of the National Consensus on Public Security

As in the 2012 study, an indicator was created with the sum of questions 5 and 6, to enable us to monitor the progress of Goal 7 *Public Perception of the National Consensus on Public Security*. Following the same procedure as in previous indexes, this new variable was changed to a scale from 0 to 100, where 0 represented a highly unfavorable perception as regards the national consensus on security, while values closer to 100 represented a very favorable perception. The average in this index was **60.1**, representing a somewhat favorable appraisal of the national consensus on public security. In 2012, the average registered for this goal was 62.1, suggesting that citizen evaluation of this issue has dipped slightly. However, the differences have no statistical weight.

The distribution of respondents on the Index of Public Perception of the National Consensus on Public Security is presented below.

---

[14] Question 6 was formulated as follows: "*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?*"

Graph 49.
Goal 7. Index on Public Perception on the National
Consensus on Public Security
(Frequencies)
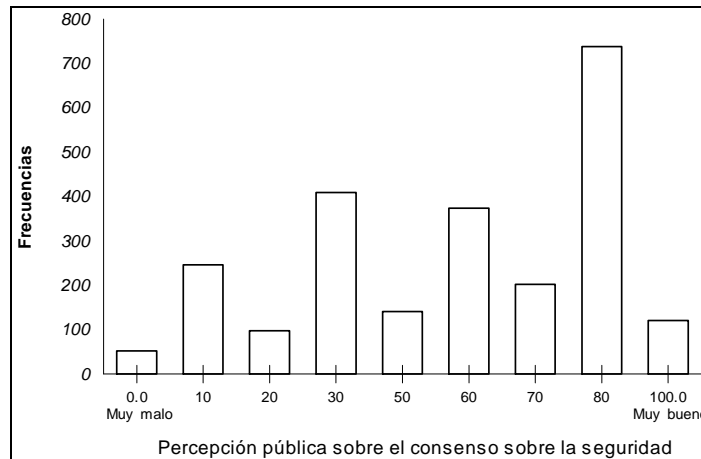
An analysis of the variables associated with the perception of consensus regarding security shows that, there seem to be no marked differences between the groups in terms of sex, urban or rural origin of respondents, level of education or income. However, these opinions appear to vary according to the geographical place of residence, respondent's age, and the degree of exposure to the news.

The following graph shows the averages that were registered by respondents on this index according to the geographical area of residence. The data shows that people living in the East of the country have the most positive evaluation on this issue, by contrast those in the Metropolitan and Paracentral areas exhibit lower averages. These differences have statistical weight.

Graph 50.
Index on Public Perception on the National
Consensus on Public Security by Geographic Area
(Averages on a 0 to 100 scale)*
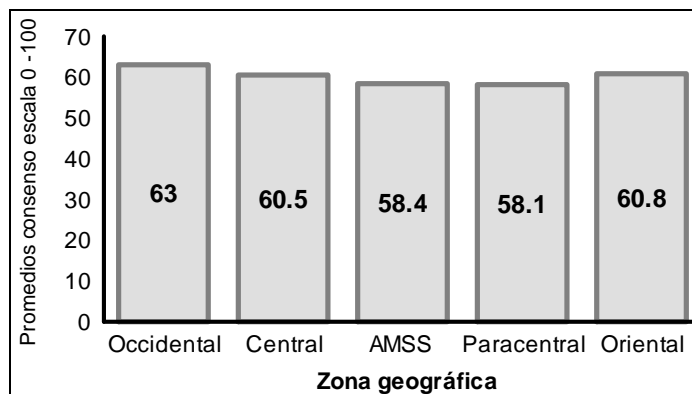
* Value 0 indicates perception that it is very bad and 100 that it is very good.

73

Furthermore, people who are older have a more favorable opinion about initiatives the government is undertaking with other sectors in terms of security, compared to youth. The following graph shows that the average perception of the consensus among 18 to 25 year-olds is 57.2, whereas among the 26 to 40 year-olds it is 60.5. The group between the ages of 41 and 55 had an average of 61.3 (on a scale from 0 to 100), and this rises to 61.8 among those who are 56 and over.

Graph 51.
Index on Public Perception on the National
Consensus on Public Security by Respondent´s Age
(Averages on a 0 to 100 scale)*
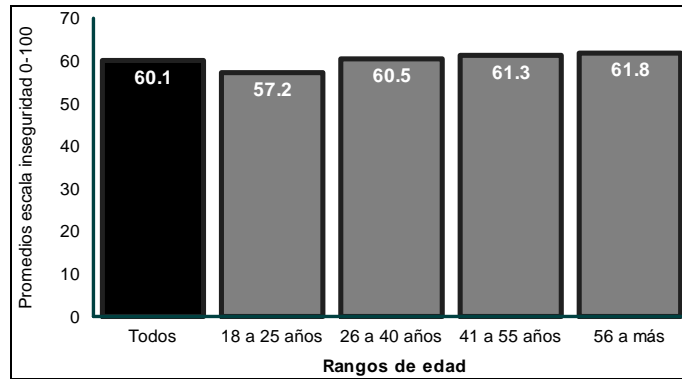
* Value 0 indicates perception that it is very bad and 100 that it is very good.

Once again, the frequency with which people get the news from different media seems to be associated with their appraisal of the consensus on security. Data show a relation that is directly proportional between their appraisal of the consensus on security and the frequency they are exposed to the news. People who regularly follow the news on the media have a more positive assessment of this aspect, while the averages for this indicator decrease among those who declare they are less exposed to the news.

Graph 52.
Index on Public Perception on the National
Consensus on Public Security by Exposure to the news
(Averages on a 0 to 100 scale)*
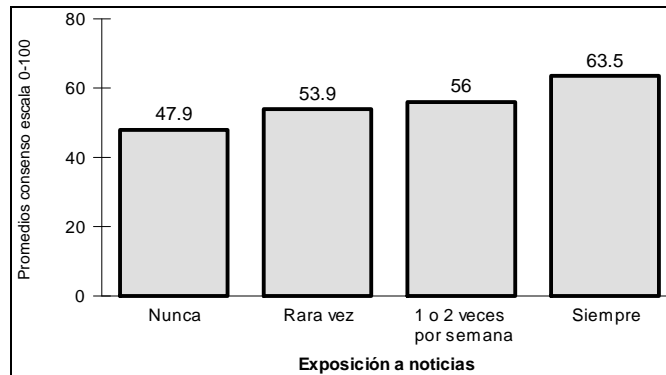
* Value 0 indicates perception that it is very bad and 100 that it is very good.

In all, the population has a favorable assessment of the idea of a national consensus on security. This might be associated to a great degree with the sense of urgency experienced by the population surrounding the need for effective responses to address crime, more than to the existence of any concrete efforts by the government to coordinate with other sectors. Presently, despite recrudescence of crime, the country has not moved toward generating any national agreement surrounding security that might give it the possibility of a comprehensive and multisectorial strategy in this matter.

III. Results from the Survey of Micro and Small Owners

This section presents the main findings from the survey conducted with a sample of Micro and Small Business owners at the national level. The first part is dedicated to presenting information regarding victimization by common crime affecting this productive sector. The second section has the results on perception of insecurity that prevail among entrepreneurs, and the measures they have adopted to protect themselves from crime. The last part of this chapter presents entrepreneurs' opinions about the work of prosecuting and punishing crime, and the confidence in- and satisfaction with the work performance of the institutions of security and justice. This chapter concludes by presenting the results of the principal indicator for Goal 3: Perception of Small and Microenterprises of the Effect of crime fighting policies and actions on their Businesses.

1. Victimization in MSBs

1.1 Victimization Overall and Victimization associated with Productive Activity

This section addresses the results regarding victimization by common crime experienced by micro and small entrepreneurs, the most common crimes they have been subject to over the course of the last year, and variables associated with victimization affecting this productive sector of the country. Additionally, there is data regarding the willingness to report a crime on the part of the entrepreneurs and their level of satisfaction with the way the authorities responsible for investigating reports handled their case. The following are the questionnaire items used for this topic.

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?

When entrepreneurs were asked whether they had been the victims of a criminal act over the course of last year, 29.5% (151) declared they had been the victims of some criminal act in the past twelve months. This proportion is smaller than the one reported a year ago (36.5%).

Graph 53.
Proprietors or administrators who were victims of
a crime in the last twelve months
(Percentages)

Sí
29.5%

No
70.5%

¿Ha sido usted víctima de algún hecho delincuencial?

In order to establish whether the criminal act the entrepreneurs had been subject to was in any way connected to their business activity, they were asked whether the offense had any relation to their business. The data shows that 69.3% of those who admitted having been victims of crime over the last year said the crime was directly related to their commercial activity (104 entrepreneurs). This is a greater percentage than the one reported a year ago (63.7%). The remaining 30.7% of the cases involved a circumstantial event that did not seem to be related to their business. The same as last year, it confirms that micro and small business owners constitute one of the sectors of the economy that is most exposed to being affected by common crime.

Graph 54.
Criminal Acts Related to Business Activity
(Percentages)

No
30.7%

Sí
69.3%

¿El delito estuvo relacionado con el negocio?
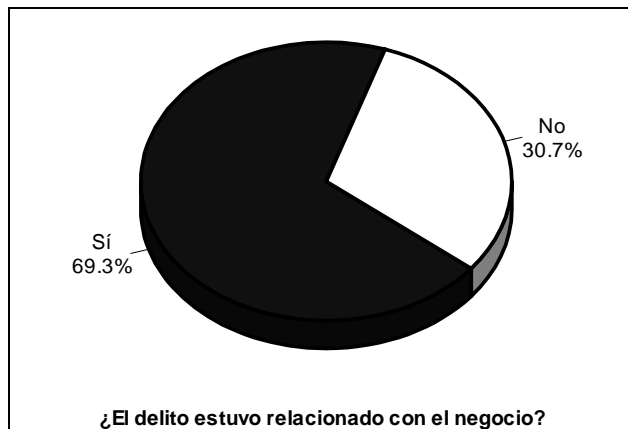
The following graph shows overall victimization experienced by those responsible for the businesses surveyed, corresponding to 29.5% and the proportion of those affected who directly experienced a criminal act linked to the productive activity of their businesses. When cases of the victimized agencies are related to the total number of businesses interviewed, it is estimated

that 20.3% is the total of micro and small businesses consulted that have experienced criminal events associated to their business activities. In 2012, this figure was 23.2%.

Graph 55.
General victimization and victimization associated with the business
(Percentages)
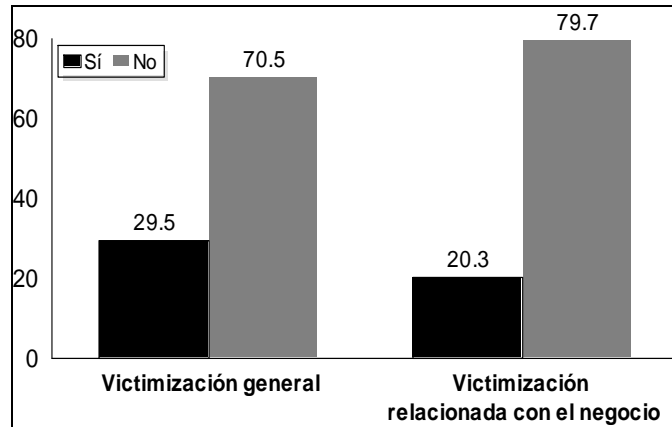
Respondents were also asked whether one of their employees had been the victim of crime in the last twelve months. In this regard, 22.2% acknowledged they were aware of cases of collaborators who had been affected by crime, of which 34.8% had been associated with their business dynamics (Annex 5, Chart 47 & 48). Contrasting these data with results from 2012, the trend continues, although it dropped a few percentage points. In 2012, 27.2% of entrepreneurs admitted their employees had experienced some criminal event, and out of these, 37.1% had something to do with their commercial activity.

In order to determine the scope of the occurrence of crime affecting this sector, they were asked about the number of times they were subject to criminal actions over the course of the previous year. The survey reveals that 59.6% of entrepreneurs affected had been victimized multiple times, that is, they had experienced two or more criminal episodes during the period that was consulted in the survey while the remaining 40.4% were affected by only one criminal act. In the group that had been affected on repeated occasions, 39.7% experienced a criminal act 2 to 4 times, while 19.9% declared five or more criminal events. An estimate of the number of times respondent entrepreneurs were affected by crime shows that over the course of the last year they experienced 598 events, which represents an average of four criminal events per business per year. The following graph shows the frequency with which entrepreneurs have been victims of a crime according to their economic sector. As can be seen, commerce and services sectors seem to be the sectors most affected by greater recurrence of common crime, more than industry.

Graph 56.
Number of times they were victims of a criminal act, according
to the economic sector which they pertain
(Percentages)
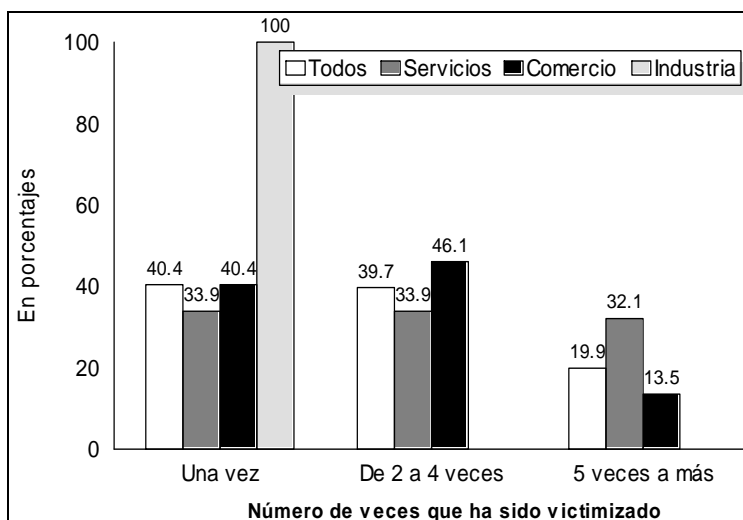
As for crime reported by entrepreneurs, 44.4% mentioned extortion, followed by armed robbery (15.2%) and unarmed robbery without physical aggression or threats (13.9%). Then, 10.6% said they had been the victim of unarmed robbery with physical aggression or threat, and a similar percentage (10.6%) referred to threats. To a lesser extent, there was mention of damages to property (4.0%) and physical aggression without robbery (1.3%). Comparing this data with crimes reported a year ago, the trend continues pointing to extortion as the crime with the greatest impact on this sector, followed by robbery. Nevertheless, it is important to note that armed robbery seems to have gone down in comparison to last year, while unarmed robbery with aggression has increased.

Graph 57.
Victimization by type of violence and survey year
(Percentages)
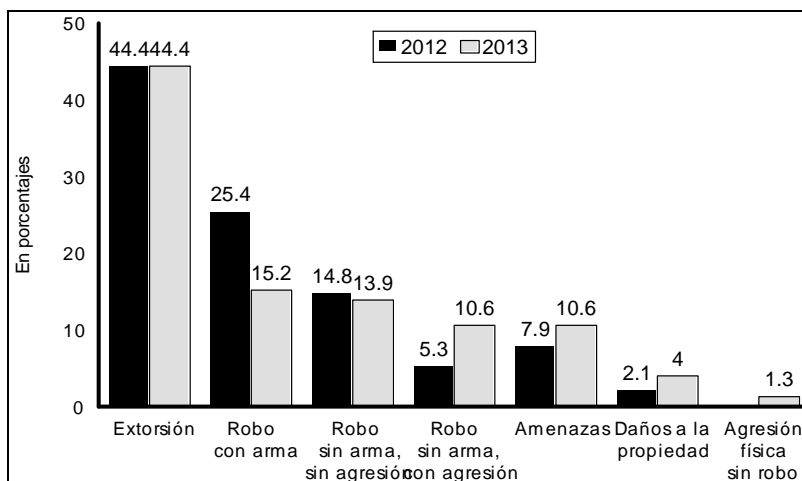
When analyzing the variables associated with entrepreneur victimization, it was found that men, business managers and the businesses in the service sector are the groups that report the greatest frequency of having been the victims of a criminal act. Victimization does not appear to vary significantly in terms of variables such as region of the country the business is located in, or the time it has been in business. It is also interesting to note that this does not seem to vary from city to rural area, which is a relevant change in contrast to the predominant pattern. This might have to do with greater displacement of criminal groups to some rural areas, which is changing the dynamics of crime in some regions. The following graph illustrates the percentage of victimization according to the business sector the business belongs to.

Graph 58.
Overall victimization by economic sector company
(Percentages)
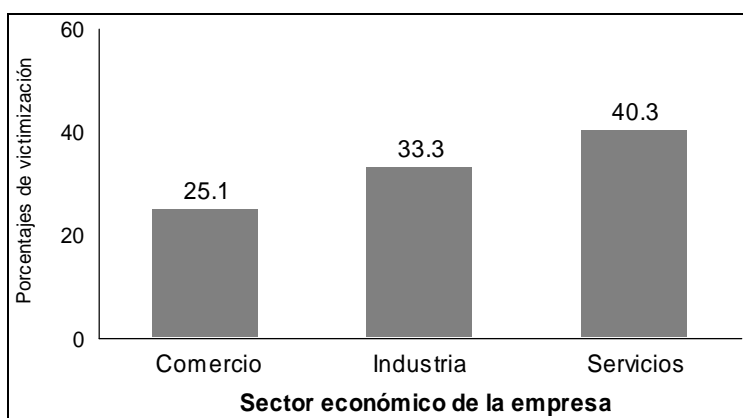
1.2 Reporting crime among Entrepreneurs

This section includes information regarding reporting criminal acts, the result of the reports, and the degree of satisfaction of entrepreneurs with the way the institutions handled the reports they presented.

Box 5.
Items Measuring Willingness to Report and Case Management

Items
43. Did you report the criminal act to the authorities?
44. Why did you not to report the incident? [Do not read options]
45. What institution did you report the robbery or criminal act to? [Do not read options]
46. What was the outcome of filing the report? [Do not read options]
47. How satisfied were you with the way that the authorities managed your case?

Out of 151 businesses that admitted having been the object of a criminal act, only 47 (that is 31.1%) reported it to the authorities, while the remaining 68.9% decided not to do so. A comparison of this data with the proportion of entrepreneurs who reported a crime in the 2012 survey shows similar results (32.1%) (Annex 5, Chart 42).

Graph 59.
Reporting Crime among Entrepreneurs
(Percentages)
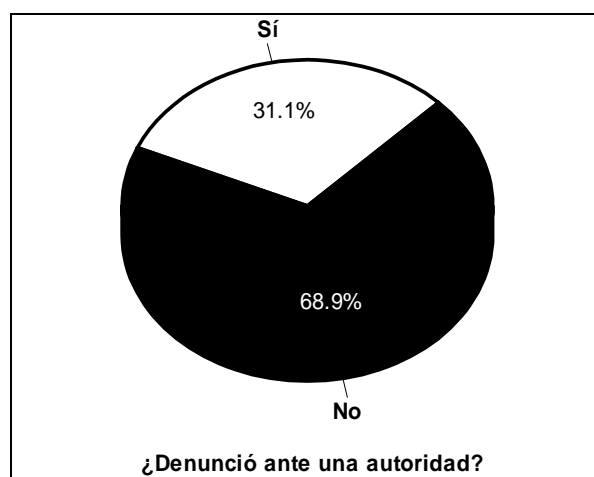
Out of all the entrepreneurs who reported a crime, 95.7% did so to the National Civil Police, 2.1% to the Prosecutor General's Office, and the same percentage (2.1%) to the courts (Annex 5, Chart 44).

With regards to the result of the report, 68.1% of entrepreneurs affected by crime noted that the authorities had done nothing to investigate the crime; 8.5% said that it was under investigation; 8.5% said the suspect had been caught, while 6.4% said that after being detained, the judge in charge of the case decided to set the suspect free. Some 6.4% had other responses, and 2.1% said they had no knowledge of the result of the process (Annex 5, Chart 45).

Graph 60.
Result of Filing a Report
(Percentages)
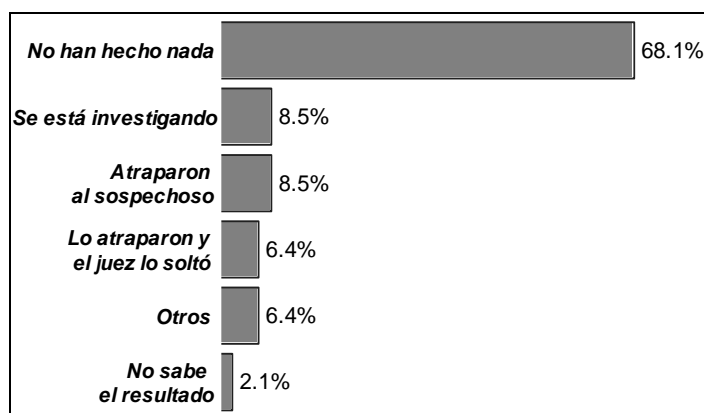
Once more, this data confirms the lack of effectiveness in the justice system when dealing with reports of crimes. This feeds into the cycle of impunity, not only due to the lack of clarity in the cases that are brought to the authorities, but because it is a reiterative conduct for the entities of justice, it discourages the public's willingness to file complaints.

Given the lack of effectiveness demonstrated by the entities in charge of investigating and punishing criminal acts, 68.1% of those who filed a complaint are little or not at all satisfied with the way their case was handled, while 31.9% said they were somewhat or very satisfied (Annex 5, Chart 46). These results are similar to those found a year ago in the group of business people who decided to report.

Graph 61.
Satisfaction with Authorities Management of the Case
(Percentages)

Mucho
19.1%

Algo
12.8%

Nada
53.2%

Poco
14.9%

¿Qué tan satisfecho quedó con la atención que le dieron las instituciones a su caso?
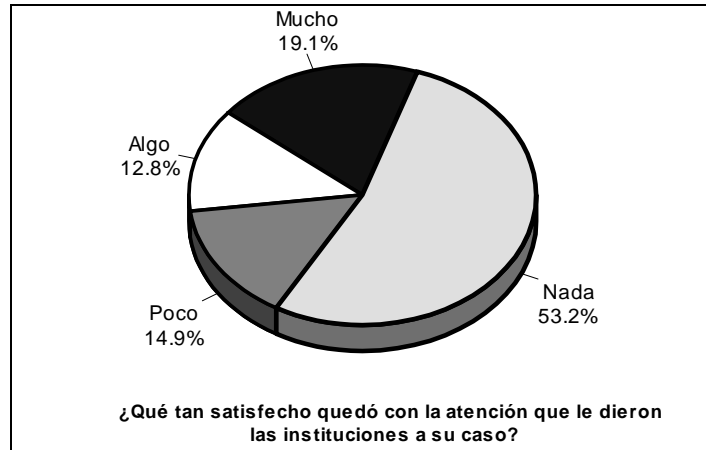
When investigating in the segment of entrepreneurs who decided not to file complaints, about the reasons for taking that decision, a little over half said, "it is no use, because the authorities don't solve it" (51%), a third noted it was "dangerous" (33.7%), a smaller percentage said they "had no evidence" (5.8%), 2.9% said it was "not serious", while 6.7% alluded to other reasons (Annex 5, Chart 43).

Graph 62.
Reasons Entrepreneurs Failed to Report Crime
(Percentages)

No sirve de nada 51%

Es peligroso 33.7%

No tenía pruebas 5.8%

No fue grave 2.9%

Otra razón 6.7%

Razones por las que no denunció
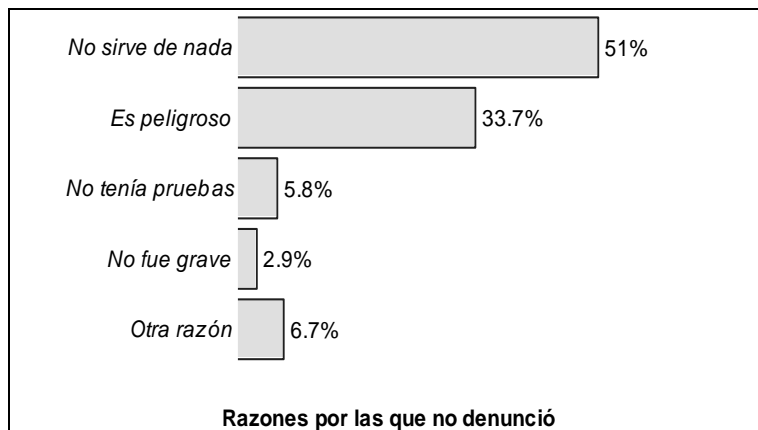
The willingness to report apparently did not vary statistically in light of variables such as gender, the sector of the economy the respondent entrepreneurs were involved in, the area and region of the country the business was located, the position of the person interviewed, or the time the business had been functioning. Nevertheless, the data consistently show that low citizen confidence in the institutions responsible for persecuting crime has become one of the greatest impediments for there to be timely and full justice in the country.

In summary, the results confirm the high level of impact of common crime on this sector of the economy, which seems to be much more exposed to crime than medium and large businesses, probably due to the lower financial capacity to protect themselves from criminal acts. This situation is aggravated by the weak administration of justice in clarifying crimes that are reported, consequently eroding the confidence and credibility in institutions of this branch.

2. The Perception of Insecurity among Entrepreneurs

Perception of insecurity among entrepreneurs was measured by asking about their overall perception of the increase or decrease of criminal activity in the country over the past year, and their fear of being affected by this due to their business. This section also presents measures entrepreneurs have adopted to avoid being victims of crime, and their perception of the threat crime represents for the future of the country and the development of their businesses.

As regards the perception of the situation of crime in the country in the last 12 months, half of the entrepreneurs (50.6%) consider that it has increased, 38% believe it remains the same, while only 11.4% consider that crime has decreased over the last year[15] (Annex 5, Chart 5). Comparing these results with those from 2012, the percentage of entrepreneurs who believe crime increased has risen almost 20 points, while the percentage those who believe crime decreased was cut in half.

Graph 63.
Overall perception of crime in the country
(Percentages)

---
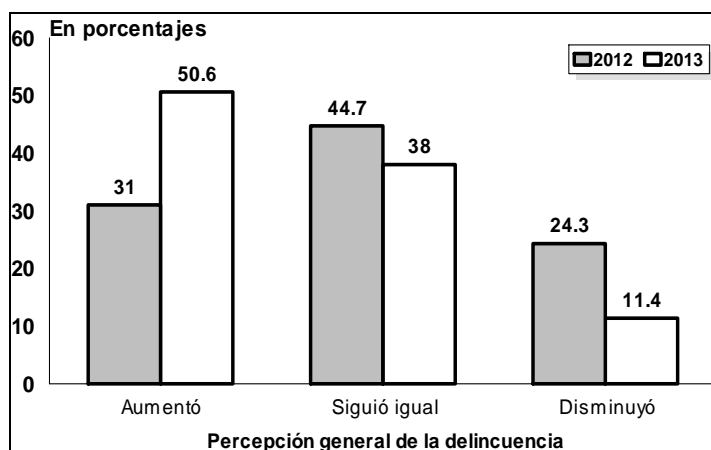
[15] The question was phrased as follows: In your opinion in the last 12 months, has crime in the country increased, is it the same or has it decreased?

Furthermore, when asked, "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?" 66.4% of entrepreneurs said they felt somewhat or very unsafe, while 33.7% said they felt somewhat, or very safe (Annex 5, Chart 8). There were similar opinions recorded in 2012. This suggests that there has been no improvement in the micro and small business owners perceptions of insecurity affecting their businesses.

Graph 64.
Perception of Insecurity Regarding the Business
(Percentages)

Percepción de inseguridad respecto a su negocio
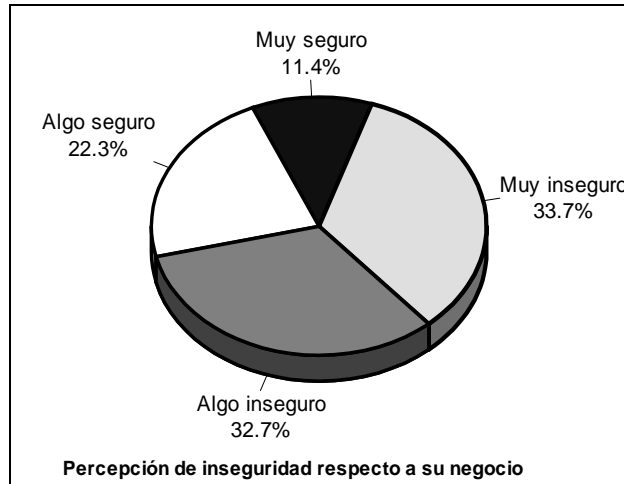
When this item is converted to a scale from 0 to 100, where 0 means total insecurity and 100 maximum perception of security, the overall average was **36.9**, which represents medium-low levels of security faced with the risk of becoming victims of crime in their businesses. A contrast of this data with the average recorded a year ago (34.6) shows that overall the prevalent feeling in the micro entrepreneurial section is that of high insecurity faced with the risk of becoming the target of common crime.

Cross-referencing the scale for insecurity regarding their businesses with variables such as sex, position in the company, area of operations or sector of the economy, there are no statistically weighted variations among the groups. However, insecurity among entrepreneurs seems to vary according to exposure to the news from media sources. Data show that the greatest levels of insecurity are among those who said they always watch the news (33.8) and those who say they never get information from the media (37.7).

Graph 65.
Perception of Insecurity by Exposure to the News
(Averages on a 0 to 100 Scale)*
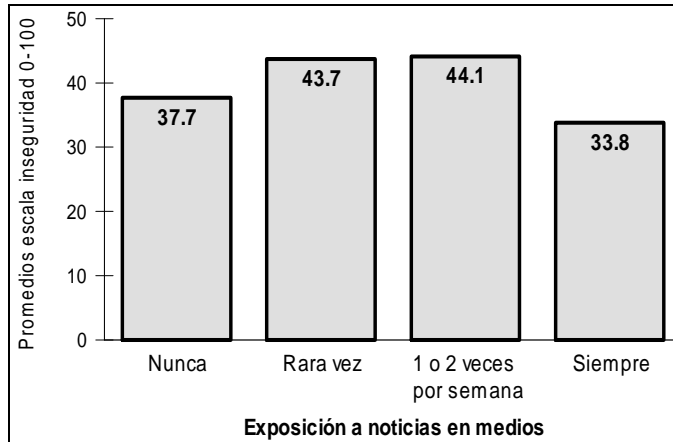
Value 0 indicates greater insecurity and 100 greater security.

Although there is relative consensus that exposure to the news influences feelings of insecurity in the population in contexts of generalized insecurity, news coverage is not the only means, nor the most important means for constructing fear of crime, because those who do not watch, read or listen to news can also experience high levels of insecurity. In scenarios of violence and crime, lack of information or limited access to information can give rise to citizens giving credence to rumors that overestimate certain facts, contributing to a rise in the perception of insecurity. Therefore, it is important to underscore that diverse variables converge in the configuration of fear and insecurity. Another factor that seems to influence insecurity is direct experience with victimization. Entrepreneurs who have been the target of a criminal act feel much more insecure (28.5 on a scale from 0 to 100) than those who experienced no robbery or any other criminal event (40.4) during the period that was consulted in the survey.

Graph 66.
Perception of Insecurity by Experience of Victimization
(Averages on a 0 to 100 Scale)*

Value 0 indicates greater insecurity and 100 greater security.

85
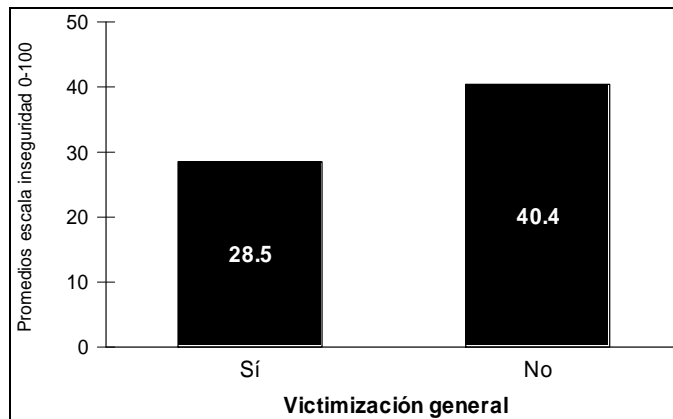
Another variable that is significantly linked to the perception of insecurity is the degree of confidence in the work of the PNC. Data reveal that as trust in the effectiveness of the police decreases, there is an increase in the perception of insecurity among entrepreneurs. That is, the lack of confidence in the police is a factor contributing to raising the levels of insecurity. In this case, the degree of confidence in the capacity of the judicial system to process and punish crime did not influence in any significant way the perception of insecurity prevalent among entrepreneurs.

Graph 67.
Perception of Insecurity by Confidence in the
Effectiveness of the Police
(Averages on a 0 to 100 Scale)*
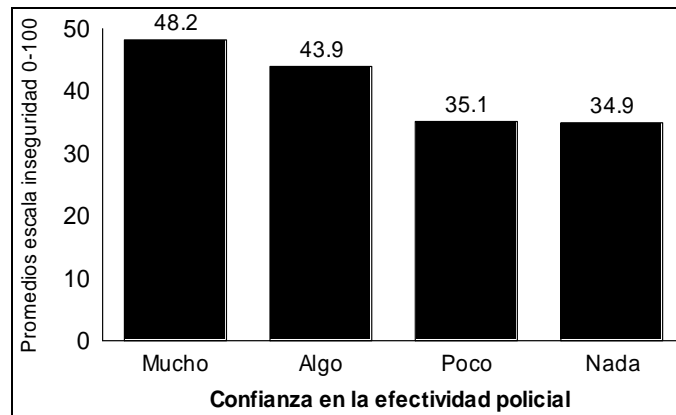
*Value 0 indicates greater insecurity and 100 greater security.

This data confirm the perception of insecurity and fear of crime is configured by mediation of several variables. Among them, confidence in the effectiveness of the institutions responsible for citizen security is one of the variables with significant weight. It is clear that low levels of confidence in the work of the institutions in charge of pursuing and punishing crime, increase citizen feeling of vulnerability and the sense of lacking protection against crime.

2.1 Measures adopted by Small and Microentrepreneurs to protect themselves from the crime

The survey also aimed to learn about behavior and measures adopted by entrepreneurs to protect their business from criminal activity, which was inquired with the following series of questions.

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 from the survey confirm that entrepreneurs have made use of a number of diverse strategies, be they situational or through avoidance, in order to protect themselves from crime over the past year. As for situational measures, 55.3% of entrepreneurs installed or reinforced grills on the business doors, windows and walls. A similar percentage (52.9%) changed their business hours. 45.8% changed their phone numbers, both landline and cell phones. A fifth of entrepreneurs installed alarm systems. 9.2% hired or reinforced private security services. 8.8% of entrepreneurs admitted they had purchased a firearm to defend themselves from crime (Annex 5, Charts 12, 13, 15, 16, 17 and 18).

One statistic that reveals the seriousness of criminal harassment of this sector of the economy is the proportion of entrepreneurs who have been forced to change the location of their business or who are considering closing it. In this regard, 36.5% said they are evaluating the possibility of closing the business for fear of crime. 25.8% said they had considered living abroad, while 15.3% said they had thought of changing the place their business operates. 10.4% of entrepreneurs had already changed the location of their business when the interview took place (Annex 5, Charts 9, 10, 11 and 14).

The following table shows the comparison of results from 2012 and 2013 regarding security measures. It can be seen that 2013 reported similar trends regarding strategies and mechanisms noted by entrepreneurs to protect themselves from crime in 2012. Although the majority of defensive behaviors reported a slight reduction as compared with 2012, the proportion of entrepreneurs who made reference to more radical measures such as abandoning the country or moving the location of their business is greater than a year ago. For instance, entrepreneurs who talked of considering leaving the country went from 23.5% to 25.8% in 2013. Likewise, those who have thought of changing the location of their business increased from 13.9 to 15.3% in the course of a year. In addition, those who had already changed the location of their business grew from 8.7% to 10.4%.

Table 15.
Measures taken to protect themselves from crime
by employers by year of study 2012-2013
(Percentages)

For fear of crime, have you…	2012	2013
Reinforced grills on doors and windows, or the walls of your business	58.2	55.3
Reduced the business hours	52.6	52.9
Changed your phone number (personal or business)	50	45.8
Considered the possibility of closing your business	39.2	36.5
Have you considered leaving the country	23.5	25.8
Installed alarms in your business	17.5	19.3
Thought about moving your business to another area	13.9	15.3
Have you had to change the location of your business?	8.7	10.4
Hired or increased the services of a private security company?	9.6	9.2
Acquired a firearm for your protection?	8.1	8.8

All these results illustrate the importance of different costs involved for entrepreneurs to avoid the possibility of becoming the victim of a criminal event, by adopting different preventive measures that are palliative and defensive, to which is added the direct economic losses from the extraction of goods and possible damage to infrastructure at their establishments during the robbery. Another area of concern is that one fourth of micro and small entrepreneurs express a desire to leave the country for fear of crime, considering this sector's important contribution to the national economy.

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

Another topic addressed in the survey was entrepreneur's perception of the threat crime poses for the future wellbeing of the country, and for the development of their businesses. The following are the questions in this regard.

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?

Data reveal that 9 in 10 respondents believe that crime threatens the country´s future wellbeing "a lot" (Annex 5, Chart 6), whereas 7 in 10 consider that the criminal scourge threatens the growth of their business "a lot" (Annex 5, Chart 7). The results for the same questions were similar a year ago.

Table 16.
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	Little	Somewhat	Not at all
90.6%	5.3%	3.3%	0.8%	68.7%	12.5%	13.1%	5.7%

In order to calculate the average for perception of threat of crime in these two spheres, using the same procedure, both questions we converted to a 0-100 scale, where values close to 0 indicated that crime is no threat and values close to 100 indicated that it threatens the future wellbeing of the country and the development of their businesses a lot. The perception of crime as a threat to the future wellbeing of the country had an average **95.2** (on a scale from 0 to 100), while the assessment of crime as a threat to the development of their business registered an average **81.3**, indicating that there is a great deal of consensus in the micro entrepreneurial sector in considering crime as an important adverse factor for the future of the country and the development of their businesses. Comparing these averages with those from last year on a similar scale, the overall trend continues, although perception of crime as a threat to business development rose 1.7 points.[16]

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

This section presents information that is pertinent to Partnership for Growth Joint Country Action Plan Goal 3, which will be compared to indicators reported on the 2012 Baseline. Goal 3, *The Perception of Micro and Small Businesses of the Effects of Crime Fighting Policies and Actions on their Businesses* in the Joint Country Action Plan is dedicated to reducing the impact of organized crime on small and medium-size business, who have an important contribution to the economic wellbeing of El Salvador. In order to make the indicators comparable, and measure progress toward the Goal, the same procedure as a year ago was used, in which the main index was created with the arithmetic sum of items 23, 24, 28 and 31 on the questionnaire. Values on the scale were converted to a 0-100 scale to be averaged. Once again, values close to 0 represent a highly negative evaluation for the work of these institutions, whereas scores closer to 100 reflect a highly positive appreciation of the same. The following box presents the items used in this indicator.

---

[16] In 2012, averages were 95.1 for crime threatens to the future wellbeing, and 79.6 for crime as a threat to business development.

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)?

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

This sub section presents the results regarding entrepreneurs' confidence in the PNC and the justice system (Items 23 and 24). The overall results show that there is continuity in terms of low levels of confidence for the work of the police and the justice system. About 8 in 10 entrepreneurs trust little or not-at-all that the police capture the perpetrator of a crime they have been the victims of (Annex 5, Chart 20), while 7 in 10 show little or no confidence in the perpetrator being legally processed (Annex 5, Chart 21).

Graph 68.
Entrepreneur Confidence in Effectiveness
of the Police and Justice System
(Percentages)
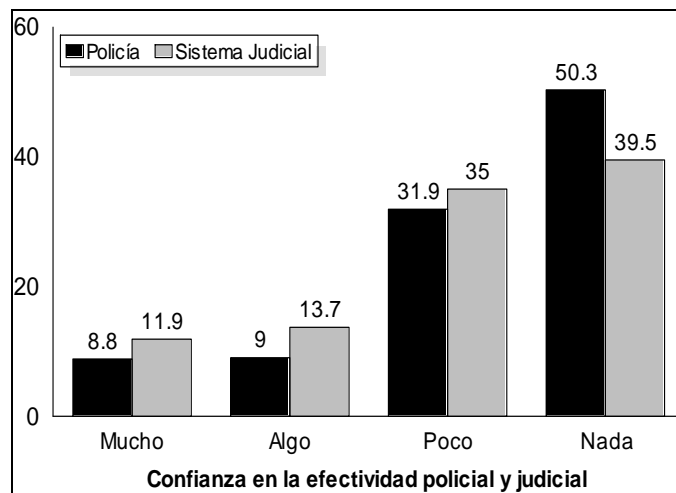
When these values are transferred to a 0 to 100 scale, where 0 means "no confidence" and 100 "a lot of confidence" the average confidence in the effectiveness of the police is **25.3**, while the average confidence for the justice system is **32.5**, which represents mid to low levels of confidence in these entities. By comparing these two values with the averages from 2012, there is a similar trend in the case of the police, while confidence in the justice system rose a couple of points in comparison to the last year.

Graph 69.
Entrepreneur Confidence in Effectiveness
of the Police and Justice System by year of study
(Averages 0 to 100 scale)*
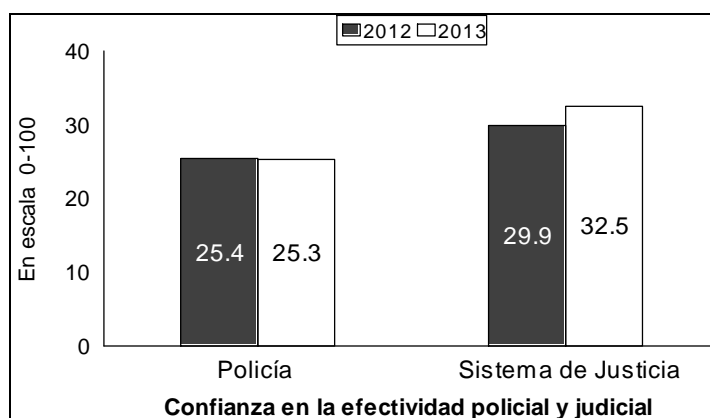
* Value 0 indicates no confidence and 100 a lot of confidence.

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

An issue that is related to the effectiveness of institutions that are in charge of the justice system, is entrepreneur's satisfaction with the work performed by the institutions operating the justice system. In order to measure satisfaction with the work of different institutions linked to the justice system, a set of items was used asking about the performance of the police, Ministry of Justice and Security, the Penitentiary system and judges. The following table presents the results of these questions (Annex 5, Charts 25, 26, 27 and 28).

Table 17.
Satisfaction with Performance of the Institutions in Charge of Security and Justice
(Percentages)

Satisfaction with Performance of the Institutions in Charge of Security and Justice	Very satisfied	Somewhat satisfied	Little satisfied	Not at all satisfied	DKN
Satisfaction with the performance of the PNC	8.2 %	27 %	43.8 %	21.1 %	---
Satisfaction with the performance of the Ministry of Justice and Security	3.9 %	19.7 %	41.4 %	32.6 %	2.3 %
Satisfaction with the performance of the penitentiary system	4.9 %	12.9 %	32.6 %	**45.3 %**	4.3 %
Satisfaction with the performance of the Judges	2.3 %	17 %	36.1 %	**41.6 %**	2.9 %

Creating the index and comparing the indicators for the 2012 survey involved converting the response options to a scale from 0 to 100, where scores close to 0 represent no satisfaction, and scores closer to 100 mean a great deal of satisfaction with the work of these governmental institutions.

The institution that showed up with the highest levels of public satisfaction is the PNC (40.4), followed by the Ministry of Justice (31.3). Once more, those with the worst scores were the

judges (26.3) and the Penitentiary System (25.2), with low levels of satisfaction. Comparing averages from 2012, there is a decline in the averages for satisfaction in these institutions, which is greatest in the case of the Ministry of Justice and Security, that went from 37.8 to 31.3 points. The following graph shows a comparison of the averages for entrepreneurs' satisfaction with the work of these institutions recorded in 2012 and in 2013.

Graph 70.
Entrepreneur Satisfaction with Performance of
Institutions in Charge of Security and Justice
(Averages 0 to 100 scale)

Satisfacción con el desempeño de las instituciones
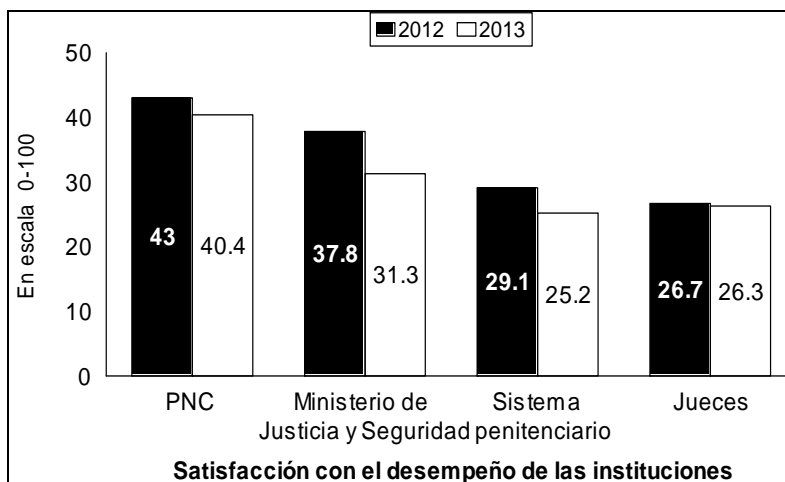
*Value 0 indicates not at all satisfied and 100 very satisfied.

These results confirm the trend of erosion of confidence in the work of the justice system, explaining these agencies' low level of credibility among the population. This situation is particularly serious when living in a climate that is permeated with violence and insecurity, because this creates the risk of arising attitudes that run counter to the Rule of Law, such as vigilantism or taking the law into one´s own hands.

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

In order to have an overall indicator for the perception micro and small businesses have regarding the work of the actions and policies in terms of security and justice in the country, a new variable was constructed, with the arithmetic sum of the group of items noted previously. This new variable was averaged and it expresses the overall evaluation entrepreneurs have of the work done by institutions of justice and security in persecuting crime on a range from 0 to 100. With this logic, values close to 0 indicate a very poor evaluation of crime-fighting actions and policies, while scores closer to 100 reflect a very good evaluation of the work of persecuting crime. The following graph expresses the distribution of the scores in the index that measures the effect of crime fighting policies and actions on their businesses.

Graph 71.
Goal 3. Index of the Small Business Owner and Microentrepreneurs'
Assessment of the Effects of Crime Fighting Policies and Actions
on their Businesses
(Frequencies)
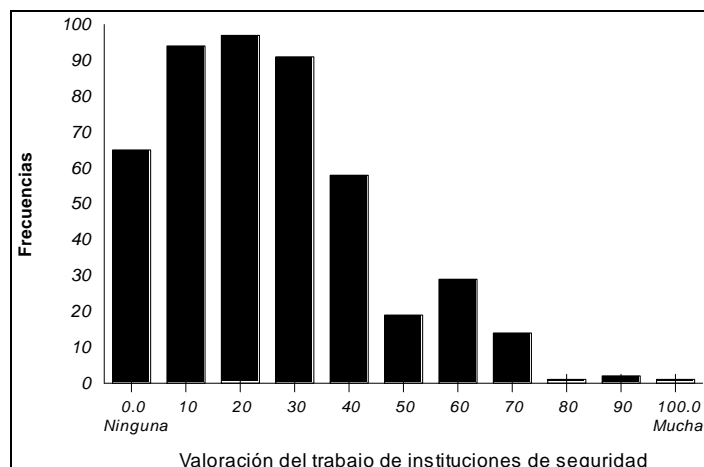
The average for this index on a 0-100 scale is **30**, with a standard deviation of 20.14, indicating entrepreneurs give crime fighting policies and actions mid-to-low assessment. 86% of those interviewed assigned scores that were lower or equal to 50, while only the remaining 14% gave them scores above 50. Comparing this with what is reported in Goal 3, there is a slight decrease in comparison with 2012 (31.5). However, these differences have no statistical weight, so in overall terms the trend is similar to that from a year ago. However, the dominant trend expressed the micro enterprise sector's low level of satisfaction with the work and actions taken to persecute and punish crime, derived from ineffectiveness and inoperability of the institutions in charge of security and justice.

The business sector is unanimous in its criticism of the work done by institutions of security, such that there are no statistical differences by gender or position of respondent, neither regarding some characteristics' of the business such as economic sector, size of business, or years of operation. However, opinions seem to report some variations by age of respondent and region of the country where the business operates. Also, the recent experience of victimization and perceptions of the situation of crime in the country are variables that are apparently influencing the way the microenterprise sector evaluates the work of security institutions.

Regarding the area where the business is located, the entrepreneurs in the metropolitan area have a more negative appraisal of crime fighting policies and actions than the rest (26.1), by contrast with the entrepreneurs in the east of the country, who have a better assessment of the policies for security and justice (36.9).

Graph 72.
Goal 3. Index of Small Business Owner and Microentrepreneurs'
Assessment of the Effects of Crime Fighting Policies and Actions
by Region the country where the company operates
(Averages 0 to 100 scale)*
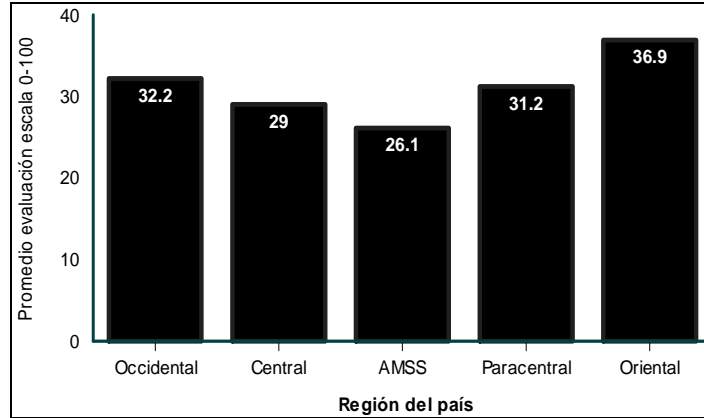
*Value 0 indicates the maximum negative assessment and
100 the maximum positive assessment.

Once more, the experience of victimization seems to influence entrepreneur evaluation of actions and policies that aim to combat and persecute crime. Those who were not the victims of a crime reported an average of 31.7 (on a 0 to 100 score) which drops to 26.1 among those affected by one or more criminal events over the course of the last year.

Graph 73.
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)*
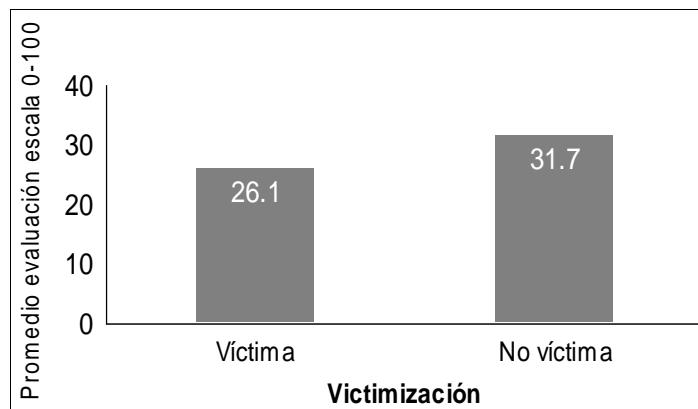
*Value 0 indicates the maximum negative assessment and
100 the maximum positive assessment.

Furthermore, the evaluation of the work done by the institutions seems to have been influenced by the overall perceptions that businessmen have about the condition of crime in the country. The following graph shows that those who consider crime decreased this year registered an average of 39.1, which drops to 31 for those who believe that crime remained the same. The lowest score for policies of security was reported by the group that believes crime increased during this last year (27.2).

Graph 74.
Index of Small Business Owner and Microentrepreneurs' Assessment
of the Effects of Crime Fighting Policies and Actions
by Perception of the criminal situation
(Averages on a 0 to 100 scale)*
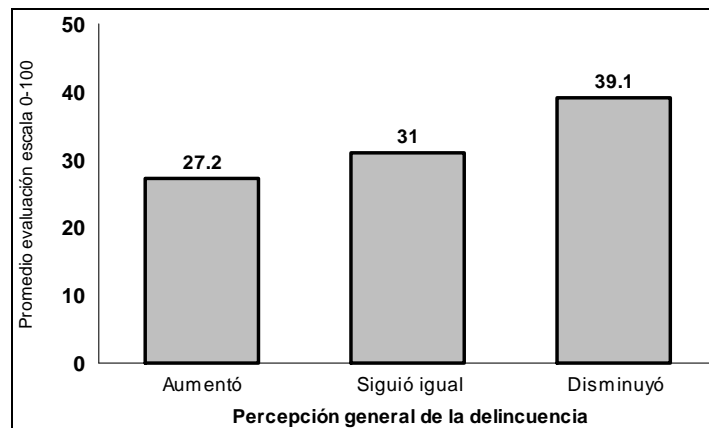
*Value 0 indicates the maximum negative assessment and
100 the maximum positive assessment.

In summary, data illustrate that micro and small entrepreneurs continue to have a critical appraisal of the crime fighting policies and actions in the country, and high levels of dissatisfaction with the work performed by institutions in charge of prosecuting and punishing crime. Although the general valuation index for Goal 3 is similar to the one from a year ago, the levels of satisfaction with police work, that of the Ministry of Justice and Security, the penitentiary system and judges has reduced compared with the year before, particularly in the case of the Ministry of Justice and Security, which is the governing body for the issue of security and public order.

IV. Final Considerations

This second study has allowed systematic follow-up on the behavior of the indicators regarding crime, insecurity and confidence in the institutions registered in the Partnership for Growth Baseline applied in 2012, with regards to Goals 1, 3, 4, 6 and 7, making it possible to monitor the progress, stagnation or regress of some of the indicators in these areas.

A figure worth noting is that the prevalence of victimization remains similar to the levels recorded a year ago. In 2013, 19.2% of respondents admitted having been personally affected by a criminal act over the course of the last year (in 2012, this proportion was 19.1%). The percentage of overall victimization rose to 29.5% among businesspeople surveyed, but drops to 20.3% when asked about the relation between this event and the dynamics of their business. In 2012, the proportion of entrepreneurs who were victims of a crime linked to business activities was 23.2%, which means victimization associated to business seems to have decreased a few percentage points compared with a year ago. Again, similar to last year, victims of common crime were the object of several acts of violence during the period studied, which makes it appear that multiple victimization seems to be increasingly common. This shows that the population is exposed to a high level of violence. An aspect worth noting is that the phenomenon of common crime seems to have experienced certain variations in terms of occurrence territory as compared with last year. Presently, the highest rates of victimization surface in fewer departments, particularly in the Metropolitan and Paracentral areas of the country, while departments such as La Libertad and Chalatenango, which a year ago exhibited victimization rates above 20%, show signs of a reduction in common crime.

Armed robbery, theft and extortion are still the crimes that have the greatest effect on the surveyed population. This shows it is fundamentally economic violence that affects them, although, both extortion and violent robbery include threats or attacks on the victim's physical integrity. In the case of micro business owners, the crime that affects them the most is still extortion, followed by robbery and theft. This shows that the group that is hurt the most by extortion is the micro-business sector. For that sector, this crime generates not only economic loss due to the amount paid, but, in many cases, it causes them to change location, or even close their business, generating a negative impact on productivity. Actually, 10.4% of entrepreneurs surveyed had changed the location of their business at the time of the survey, 36.5% said they are thinking of closing their business due to the situation of criminality. This scenario is of great concern in light of the important economic contributions made by small and medium sized businesses to the national economy, and their role in generating jobs.

The household survey also shows that the perception of insecurity in the population has risen compared with last year. It has risen in settings such as highways, markets, squares and parks. Public spaces not only continued to be the scenarios where the population says they feel the most vulnerable in terms of being affected by crime, additionally, there is a rise in the perception of insecurity in these environments with regards to a year ago, particularly in parks, public squares and highways. This leads us to the different impacts that crime and insecurity have on coexistence and social fabric.

In addition to the environments already mentioned, other places where citizen insecurity has grown are public transportation vehicles. Three quarters of the habitual users of this service feel

insecure while using it. In fact, using the Goal 4 indicator as a foundation, it is clear that insecurity among users of this public service has grown by comparison with 2012. However, the incidence of crime seems to have fallen slightly, both among users who are direct victims as well as witnesses of a crime inside a public transportation vehicle. This partly explains the reason there is a high level of insecurity among users of this service with regards to not only the occurrence of crime, but also the violence that takes place. The vast majority of the crimes reported by those affected are robbery with violence where the presence of weapons is reported, generating greater alarm in the population. In this context, it could be expected that the implementation of a new system of public transportation and the reforms developed in this regard will reduce the risk factors associated with insecurity on this public service, which is used by close to 70% of the adult population in the country.

As for the public's confidence in the effectiveness of the police and the justice system, there are still important overall levels of distrust of the work of the PNC and the legal system, and this has even risen a few points as compared to levels recorded in 2012. However, exploring the levels of citizen satisfaction with the performance of different institutions directly tied to security and justice, criticism is not unanimous. The PNC again obtained greater levels of citizen satisfaction with their performance as compared with the rest (Ministry of Justice, penitentiary system, the courts). However, all of the institutions registered lower levels of citizen satisfaction compared with what was found in 2012. Actually, the Index for Goal 1 comprising opinions regarding citizen satisfaction with performance of the PNC, Ministry of Justice and Security, Penitentiary System and the courts fell compared with that reported a year ago. This evinces progressive erosion experienced by institutions that are key for the country's democratic existence. Similar behavior was registered for Goal 3 evaluating the perception of Small and Microenterprises of the effects of crime fighting policies and actions on their businesses, with a predominantly critical appraisal. Among both entrepreneurs and citizens that were interviewed, the unfavorable appraisal regarding these institutions' work is strongly associated with the perception of inefficiency and ineffectiveness of the operators in the security and justice system.

Among its most important consequences, this low credibility that the public confers to the agencies in charge of pursuing and prosecuting crime has resulted in the growth of impunity. Only slightly more than one third of those affected by crime reported the fact to the authorities. Although reporting crimes has grown a few points as compared with 2012, the proportion of people who say they reported it remains low. It is serious to see that 65% of those affected opt for not reporting the crime to the competent authorities, and three fourths have not done so for lack of confidence in the competency of the authorities, or fear of reprisals from the perpetrators. What is more serious is that, in the group that did opt for reporting, in 72.1% of the cases the authorities did nothing. This shows that the low level of credibility these institutions have before the public is not merely a matter of perception. An important segment of the population has experienced a crime and has opted to report it at a police station or a prosecutor, but they have had no response to their request. This explains the scarce credibility the public affords the institutions in charge of ensuring security and justice, and consequently negative effects on the rule of law and the democratic life of the country.

On the other hand, with regards to citizen confidence in the set of public institutions that were on the survey, the vast majority, except the Armed Forces, Forensic Medicine Agency, City

Halls and the Central Government, do not reach levels of satisfaction any higher than 50. At the same time, most of these institutions saw the levels of citizen satisfaction drop from where they were a year ago. This is particularly serious in institutions that are fundamental pillars in guaranteeing the fundamental rights and legal security of the State, such as the Legislative Assembly, Supreme Court of Justice or the Court of Accounts, which continue to show the lowest levels of citizen confidence. These results cannot be extracted from the sensitive conflict between the agencies that has set the powers of the State against each other in the last two years, as well as the troublesome way the Legislative Assembly evaded complying with different sentences from the Constitutional Chamber with regards to appointments of second degree public officials and other relevant issues.

Finally, the study confirms that the population has a favorable appraisal of inter-sectoral coordination, and the generation of national agreements to deal with the situation of violence and crime. In this regard, data for Goal 7 that aims to learn about perceptions of the national consensus for security, registered a positive appraisal of the coordinated efforts on addressing crime. But this was probably not actually due to the fact that the country has advanced in seeking national consensus to address the issue, but rather the importance the population gives to the joint and coordinated efforts made to deal with the scourge of violence and crime.

Bibliography

Agencia de los Estados Unidos para el Desarrollo Internacional (USAID) y otros (2010). Cultura Política de la Democracia en El Salvador, 2010. Consolidación democrática de las Américas. Proyecto de Opinión Pública para América Latina, LAPOP, Universidad de Valderbilt, San Salvador, noviembre de 2010.

Agencia de los Estados Unidos para el Desarrollo Internacional (USAID) y otros (2012). Cultura Política de la Democracia en El Salvador, 2012. Hacia la igualdad de oportunidades. Proyecto de Opinión Pública para América Latina, LAPOP, Universidad de Valderbilt. San Salvador, marzo 2013.

Agencia de los Estados Unidos para el Desarrollo Internacional (2011). Asocio para el Crecimiento. El Salvador-Estados Unidos. Plan de Acción Conjunto 2011-2015. Noviembre de 2011. Mimeo.

Arana, Rubí y Santacruz, María L. (2005). Opinión pública sobre el sistema político del país y la participación de la mujer en la política. Fundación Guillermo Manuél Ungo (FUNDAUNGO). San Salvador, primera edición, mayo de 2005.

Arana, Rubí y Aguilar, Jeannette (2008). La situación del país, el sistema político y la participación de la mujer en la política, desde una perspectiva de género. Fundación Guillermo Manuél Ungo (FUNDAUNGO). San Salvador, primera edición, febrero de 2008.

Banco Mundial y Ministerio de Justicia y Seguridad Pública (2012). El Salvador: Estudio institucional y de gasto público en seguridad y justicia. Central America Country Management Unit Poverty Reduction and Economic Management Latin America and the Caribbean Region, junio 2012.

CONAMYPE (2011). Un modelo de desarrollo de la empresarialidad femenina para El Salvador. Presentación.

Corte Suprema de Justicia. Instituto de Medicina Legal "Dr. Roberto Masferrer" de El Salvador. Registros estadísticos sobre homicidios 2012.

Corte Suprema de Justicia. Instituto de Medicina Legal "Dr. Roberto Masferrer". Anuarios estadísticos de defunciones por homicidios en El Salvador 2003 a 2011.

Cruz, José Miguel y Santacruz, María (2005). La victimización y la percepción de seguridad en El Salvador en 2004. Preparada por el IUDOP para el Ministerio de Gobernación y el Programa de las Naciones Unidas para el Desarrollo, Talleres Gráficos de la UCA, abril de 2005.

Gutiérrez, Edward y otros (2011). La extorsión es el principal obstáculo para el crecimiento, en http://www.laprensagrafica.com/el-salvador/politica/217401-la-extorsion-es-el-principal-obstaculo-para-el-crecimiento. La Prensa gráfica, 11 de septiembre de 2011.

Instituto Universitario de Opinión Pública (IUDOP) Encuestas de evaluación de año, 1989-2013. Serie de informes. Universidad Centroamericana José Simeón Cañas, UCA.

Instituto Universitario de Opinión Pública (IUDOP) Encuestas de evaluación de gobierno, 1994-2013. Serie de informes. Universidad Centroamericana José Simeón Cañas, UCA.

Instituto Universitario de Opinión Pública (IUDOP). Encuesta de victimización y percepción de inseguridad en El Salvador en 2009. Series de Informes No. 123. Universidad Centroamericana José Simeón Cañas, San Salvador, del 21 de julio al 6 de agosto de 2009.

Ministerio de Economía. Dirección General de Estadísticas y Censos (2012). Directorio de unidades económicas 2011-2012, septiembre 2012.

Ministerio de Seguridad y Justicia y otros (2002). Encuesta sobre percepción de la seguridad ciudadana a nivel nacional, municipal y zona. Preparada por el Instituto Universitario de Opinión Pública y FUNDAUNGO para el Consejo Nacional de Seguridad Pública y el Ministerio de Seguridad y Justicia, Imprenta Nacional, San Salvador, enero de 2002.

Policía Nacional Civil de El Salvador. (s/f). Estadísticas oficiales sobre denuncias recibidas en delitos de eficacia años 2003 a 2013.

Programa de las Naciones Unidas para el Desarrollo-PNUD (2005) ¿Cuánto le cuesta la violencia a El Salvador? , Cuadernos de desarrollo humano No. 4, San Salvador, 2005.

Annexes

Annex 1
"Survey on the Perception of Security and Confidence in Public Institutions".

CENTROAMERICANA JOSÉ SIMEÓN CAÑAS UNIVERSITY
UNIVERSITY PUBLIC OPINION INSTITUTE

Interviewer _____   **Department** _____
Supervisor _____   **Municipality** _____
Date _____   **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, what 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. In your opinion, over the past 12 months *[October 2012 to August 2013]*, has crime increased in the country, remained the same, or decreased?

(1) Increased   (2) Same   (3) Decreased

5. 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

6. 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

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*
7. How satisfied are you with the performance of the PNC?	(3)	(2)	(1)	(0)	*(9)*
8. How satisfied are you with the performance of the Ministry of Justice and Security?	(3)	(2)	(1)	(0)	*(9)*
9. How satisfied are you with the performance of the penitentiary system (the prisons)?	(3)	(2)	(1)	(0)	*(9)*
10. How satisfied are you with the performance of the judges (Courts)?	(3)	(2)	(1)	(0)	*(9)*
11. How satisfied are you with the performance of the Human Rights Ombudsman's Office?	(3)	(2)	(1)	(0)	*(9)*
12. How satisfied are you with the performance of the Armed Forces?	(3)	(2)	(1)	(0)	*(9)*
13. How satisfied are you with the performance of the Prosecutor General's Office?	(3)	(2)	(1)	(0)	*(9)*
14. How satisfied are you with the performance of the Medical Forensics Agency (Coroner's Office)?	(3)	(2)	(1)	(0)	*(9)*
15. How satisfied are you with the performance of the Court of Accounts?	(3)	(2)	(1)	(0)	*(9)*
16. How satisfied are you with the performance of the Supreme Court of Justice?	(3)	(2)	(1)	(0)	*(9)*
17. How satisfied are you with the performance of the Legislative Assembly (deputies)?	(3)	(2)	(1)	(0)	*(9)*
18. How satisfied are you with the performance of the central government?	(3)	(2)	(1)	(0)	*(9)*
19. How satisfied are you with the performance of the City Hall where you live?	(3)	(2)	(1)	(0)	*(9)*

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?

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

21. 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 [October 2012 to August 2013]. 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
22. Court	(0) *[go to 23]*	(1)	(3)	(2)	(1)	(1)	(0)
23. Prosecutor General's Office	(0) *[go to 24]*	(1)	(3)	(2)	(1)	(1)	(0)
24. Human Rights Ombudsman's Office	(0) *[go to 25]*	(1)	(3)	(2)	(1)	(1)	(0)
25. National Civil Police	(0) *[go to 26]*	(1)	(3)	(2)	(1)	(1)	(0)
26. Attorney General of the Republic?	(0) *[go to 27]*	(1)	(3)	(2)	(1)	(1)	(0)
27. City Hall where you live?	(0) *[go to 28]*	(1)	(3)	(2)	(1)	(1)	(0)

IV. VICTIMIZATION

28. 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*
29. Leaving place of work *[Ask first if he/she works outside home. If they do not work out of the house, check 8]*	(3)	(2)	(1)	(0)	*(8)*
30. Leaving place of study *[Ask first if he/she studies. If you do not study, check 8]*	(3)	(2)	(1)	(0)	*(8)*
31. While taking, collecting or sending their sons or daughters to their place of study. *[Ask ahead if there are students in primary, secondary or high school between household members. If there are no family members who study, check 8]*	(3)	(2)	(1)	(0)	*(8)*
32. While driving your car *[Ask first whether or driving car. If they don´t have a car, check 8]*	(3)	(2)	(1)	(0)	*(8)*
33. Center of town where you live	(3)	(2)	(1)	(0)	
34. On the highways	(3)	(2)	(1)	(0)	
35. At the open-air market	(3)	(2)	(1)	(0)	
36. On the street or in the park in your barrio or neighborhood	(3)	(2)	(1)	(0)	
37. In parks, public squares or parking lots	(3)	(2)	(1)	(0)	
38. In Shopping centers	(3)	(2)	(1)	(0)	
39. At your own home	(3)	(2)	(1)	(0)	

40. 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 *[October 2012 to August 2013]*?

    (1) Yes *[continue]*   (0) No *[go to 48]*

41. How many times have you been the victim of a criminal act in the last 12 months *[October 2012 to August 2013]*?
    [Write the number] _____

42. Thinking of the last criminal act you experienced, from the list I am going to give, 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   *(77)Other*   (99) *Does not know, does not respond*

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

44. Why did you not report the incident? *[In any case go to 48] [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

45. 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) _____

46. 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

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

48. Has anyone in your household been the victim of any crime such as robbery, extortion, threats or any other of criminal act in the last 12 months *[October 2012 to August 2013]*?
(1) Yes   (2) No

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

49. 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 56]*   (0) Never *[go to 56]*

50. *[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

51. In this past year *[October 2012 to August 2013]*, have you witnessed a robbery, assault or murder while riding the bus or minibus?
(1) Yes *[continue]*   (0) No *[go to 53]*

52. 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

53. In the past year *[October 2012 to August 2013]*, have you been the direct victim of robbery or any other criminal act inside the bus?
(1) Yes *[continue]*   (0) No *[go to 56]*

54. Is it the same criminal act that we mentioned earlier in this survey? (1) Yes, is the same   (0) Is not

55. 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*

56. 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

VI. GENERAL DATA

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

58. 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]*

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

60. 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

61. 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

62. 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

THANK YOU VERY MUCH FOR YOUR COOPERATION

OBSERVATIONS

_____
_____
_____
_____
_____
_____
_____

Annex 2
"Survey on the Perception of Security and Confidence in Public Institutions in MEBS".

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

8. In your opinion, over the past 12 months **[October 2012 to August 2013]**, 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 **[October 2012 to August 2013]** *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

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 **[October 2012 to August 2013]?**   (1) Yes *[continue]*   (0) No *[go to 50]*

42. Thinking about the last criminal act that you experienced, from the list I will give you, could you identify the kind of criminal act you experienced?
(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 **[October 2012 to August 2013]**?
[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

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 **[October 2012 to August 2013]**? (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? *[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? *[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 of the Perception of Security and Confidence in Public Institutions.

3.1. Summary of Goals and Indicators 0-100 Scale

Goal and Indicator	Result (Scale 0 to 100)	Tables & Charts	Question number
Goal 1 – Public satisfaction with the performance of justice and security institutions.	**37.38**	**Chart 5, 6, 7, 8, 18, 19**	**q7, q8, q9, q10, q20, q21**
Goal 3 - Perception of small and medium-sized business community of the effect of police and prosecutorial actions on crime against their businesses.	**29.98**	**Chart 20, 21, 25, 26, 27, 28**	**q23, q24, q28, q29, q30, q31**
Goal 4 - Public perception of safety on public transport routes.	**31.76**	**Chart 60**	**q50**
Goal 6 - Public confidence in government institutions.	**47.31**	**Chart 9, 10, 11, 12, 13, 14, 15, 16, 17**	**q11, q12, q13, q14, q15, q16, q17, q18, q19**
Goal 7 - Public perception of national consensus on public security	**60.11**	**Chart 3, 4**	**q5, q6**

3.2. Summary Tables of Goals and Indicators

Goal and Indicator	Institution	Results				
Goal 1 – Public satisfaction with the performance of justice and security institutions. (1)	PNC	Much trust to capture criminal	Some trust to capture criminal	Little trust to capture criminal	No trust to capture criminal	
		14.0%	29.5%	12.6%	44.0%	
	Judicial System	Much trust to prosecute criminal	Some trust to prosecute criminal	Little trust to prosecute criminal	No trust to prosecute criminal	
		17.0%	36.5%	15.8%	30.8%	
	PNC	Very satisfied	Somewhat satisfied	Somewhat unsatisfied	Completely unsatisfied	
		14.8%	31.1%	36.0%	18.1%	
	Ministry of Justice and Security	Very satisfied	Somewhat satisfied	Somewhat unsatisfied	Completely unsatisfied	Do not know
		9.1%	29.9%	39.1%	20.0%	1.9%
	Penitentiary System	Very satisfied	Somewhat satisfied	Somewhat unsatisfied	Completely unsatisfied	Do not know
		7.3%	18.4%	33.9%	36.4%	4.2%
	Judges (tribunales)	Very satisfied	Somewhat satisfied	Somewhat unsatisfied	Completely unsatisfied	Do not know
		7.1%	19.5%	38.4%	33.0%	2.1%
Goal 3 - Perception of small and medium-sized business community of the effect of police and prosecutorial actions on crime against their businesses. (2)	PNC	Much trust to capture criminal	Some trust to capture criminal	Little trust to capture criminal	No trust to capture criminal	
		8.8%	31.9%	9.0%	50.3%	
	Judicial System	Much trust to prosecute criminal	Some trust to prosecute criminal	Little trust to prosecute criminal	No trust to prosecute criminal	
		11.9%	35.0%	13.7%	39.5%	
	PNC	Very satisfied	Somewhat satisfied	Somewhat unsatisfied	Completely unsatisfied	
		8.2%	27.0%	43.8%	21.1%	
	Ministry of Justice and Security	Very satisfied	Somewhat satisfied	Somewhat unsatisfied	Completely unsatisfied	Do not know
		3.9%	19.7%	41.4%	32.6%	2.3%
	Penitentiary System	Very satisfied	Somewhat satisfied	Somewhat unsatisfied	Completely unsatisfied	Do not know
		4.9%	12.9%	32.6%	45.3%	4.3%
	Judges (tribunales)	Very satisfied	Somewhat satisfied	Somewhat unsatisfied	Completely unsatisfied	Do not know
		2.3%	17.0%	36.1%	41.6%	2.9%

Goal 4 - Public perception of safety on public transport routes. (3)		Feel very safe	Feel somewhat safe	Feel somewhat unsafe	Feel completely unsafe	
		6.2%	19.8%	37.8%	36.2%	
Goal 6 - Public confidence in government institutions. (4)	Procuraduria para la Defensa de los Derechos Humanos	Very satisfied	Somewhat satisfied	Somewhat unsatisfied	Completely unsatisfied	Do not know
		15.3%	27.8%	33.2%	21.6%	2.2%
	Military	Very satisfied	Somewhat satisfied	Somewhat unsatisfied	Completely unsatisfied	
		36.9%	30.4%	24.8%	7.9%	
	Fiscalia General	Very satisfied	Somewhat satisfied	Somewhat unsatisfied	Completely unsatisfied	Do not know
		13.5%	30.2%	37.8%	14.9%	3.6%
	Medicina Legal	Very satisfied	Somewhat satisfied	Somewhat unsatisfied	Completely unsatisfied	Do not know
		24.0%	30.1%	29.9%	11.8%	4.2%
	Corte de Cuentas	Very satisfied	Somewhat satisfied	Somewhat unsatisfied	Completely unsatisfied	Do not know
		7.6%	23.3%	35.5%	24.0%	9.5%
	Supreme Court	Very satisfied	Somewhat satisfied	Somewhat unsatisfied	Completely unsatisfied	Do not know
		8.7%	25.3%	40.9%	20.3%	4.8%
	Legislative Assembly	Very satisfied	Somewhat satisfied	Somewhat unsatisfied	Completely unsatisfied	
		5.4%	18.0%	32.3%	44.4%	
	Central Government	Very satisfied	Somewhat satisfied	Somewhat unsatisfied	Completely unsatisfied	
		21.5%	29.5%	31.3%	17.8%	
	Alcaldia	Very satisfied	Somewhat satisfied	Somewhat unsatisfied	Completely unsatisfied	
		32.7%	22.1%	22.6%	22.6%	
Goal 7 - Public perception of national consensus on public security		Know about national dialogue on public security	Do not know about national dialogue on public security			
		64.2%	35.8%			
	Work between Gov't and other sectors	Very good	Good	Average	Bad	Very bad
		6.8%	48.2%	12.6%	26.0%	6.4%

NOTES

(1) The questions in the survey asked about both satisfaction in performance and trust in the institution. All related answers are listed here.

(2) Small and medium business owners were asked the same questions as the residential survey in terms of satisfaction in performance and trust 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 ask about satisfaction with the institution even though the indicator in the M&E Addendum uses trust.

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".

Table of Contents for General Charts of Results

1. Sociodemographic Results

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

AGE		SEX			
		Male	Female	TOTAL	
				N	%
%		44.8	55.2		100.0
N		1086	1339	2425	
Age	18 to 25	27.1	24.2	618	25.5
	26 to 40	30.8	33.5	783	32.3
	41 to 55	20.6	23.6	540	22.3
	56 or over	21.5	18.7	484	20.0

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

LEVEL OF EDUCATION		SEX			
		Male	Female	TOTAL	
				N	%
%		44.8	55.2		100.0
N		1086	1339	2425	
Level of Education	None	5.7	8.2	172	7.1
	Primary	25.0	30.7	682	28.1
	Middle-school	19.0	19.1	462	19.1
	High-school	30.3	26.7	687	28.3
	Tecnical or university	20.1	15.2	422	17.4

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

EMPLOYMENT STATUS		SEX			
		Male	Female	TOTAL	
				N	%
%		44.8	55.2		100.0
N		1085	1338	2423	
Employment Status	Presently working	68.6	32.4	1177	48.6
	Presently not working, but employed	4.1	1.4	64	2.6
	Actively seeking employment	7.9	4.3	143	5.9
	Student	8.5	6.4	178	7.3
	Dedicated to housework	1.1	52.2	710	29.3
	Retired, on a pension, or permanently unable to work	7.3	2.5	112	4.6
	Not working, and not seeking work	2.5	.9	39	1.6

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

PARTY OF CHOICE		SEX			
		Male	Female	TOTAL	
				N	%
%		44.8	55.2		100.0
N		1086	1339	2425	
Party of Choice	None	48.4	53.9	1248	51.5
	ARENA	16.3	19.0	432	17.8
	FMLN	27.8	19.8	567	23.4
	GANA	1.7	1.3	37	1.5
	Others	2.9	1.3	50	2.1
	DNK/NR	2.8	4.6	91	3.8

2. General Results

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

VARIABLES		Crime	Unemployent	Poverty	Economy	Violence	Gangs	Bad government policy, the government	Other responses
%		**51.5**	**7.0**	**6.4**	**9.0**	**10.4**	**12.4**	**1.5**	**1.8**
N		**1242**	**168**	**155**	**216**	**250**	**300**	**37**	**43**
Area of the Country	West	51.0	7.2	8.8	9.9	8.4	11.1	1.4	2.3
	Central	48.3	8.5	9.1	10.9	10.0	8.5	1.8	3.0
	Metropolitan	50.5	7.9	3.0	8.7	12.8	13.4	1.8	1.9
	Paracentral	55.7	6.0	5.5	7.8	9.5	13.8	1.1	.6
	East	52.7	5.0	8.1	7.9	9.7	14.3	1.4	1.0
Strata	Upper	50.0	.0	.0	13.6	22.7	9.1	.0	4.5
	Upper middle	63.0	5.6	7.4	1.9	14.8	1.9	1.9	3.7
	Lower middle	59.5	7.0	3.0	6.4	10.7	9.4	1.0	3.0
	Worker	49.4	8.7	5.8	9.7	10.2	12.8	1.6	1.7
	Poor	52.8	.0	1.9	13.2	17.0	13.2	1.9	.0
	Rural	50.8	5.2	9.0	8.9	9.5	13.7	1.6	1.3
Sex	Male	49.5	7.6	5.5	9.7	8.4	14.5	2.4	2.3
	Female	53.1	6.4	7.2	8.3	11.9	10.8	.8	1.3
Age	18 to 25	47.6	6.7	4.2	7.3	15.5	15.6	1.0	2.1
	26 to 40	53.8	8.3	5.5	8.7	8.2	12.8	.9	1.7
	41 to 55	56.1	5.8	6.1	9.1	8.4	10.2	2.4	1.9
	56 and over	47.7	6.5	11.0	11.3	9.6	10.2	2.3	1.5
Level of Education	None	46.4	4.2	16.7	11.9	6.5	13.1	1.2	.0
	Primary	47.2	6.7	10.8	10.2	10.4	11.4	2.1	1.2
	Middle-school	55.1	5.0	4.6	8.7	10.0	13.4	1.7	1.5
	High-school	53.7	8.2	3.8	7.7	10.5	13.7	.9	1.6
	Technical or University	53.0	8.8	1.7	8.1	12.1	10.7	1.7	4.0
Party of Choice	None	52.1	6.9	6.0	9.0	10.7	11.8	1.5	1.9
	ARENA	53.7	6.3	6.3	7.9	9.3	13.0	1.6	1.9
	FMLN	50.2	6.7	5.7	10.1	10.6	14.0	1.4	1.4
	GANA	35.1	21.6	18.9	8.1	2.7	10.8	2.7	.0
	Others	45.8	4.2	10.4	8.3	18.8	8.3	2.1	2.1
	DNK/NR	50.6	7.9	10.1	6.7	7.9	12.4	1.1	3.4

P3.

Chart 2
In your opinion, during the last 12 months, crime in the country has increased, stayed the same or decreased?
By variables
(Percentages)

VARIABLES		RESPONSE		
		Has increased	Stayed the same	Has decreased
%		**49.7**	**38.8**	**11.5**
N		**1204**	**941**	**279**
Area of the country	West	49.8	36.9	13.3
	Central	41.9	44.6	13.6
	Metropolitan	53.4	38.3	8.3
	Paracentral	57.5	33.0	9.5
	East	43.7	41.8	14.5
Strata	Upper	47.8	47.8	4.3
	Upper Middle	55.6	35.2	9.3
	Lower Middle	46.7	42.7	10.7
	Worker	50.0	39.1	11.0
	Poor	60.4	30.2	9.4
	Rural	49.3	37.6	13.1
Sex	Male	46.1	39.4	14.5
	Female	52.5	38.3	9.1
Age	18 to 25	49.0	38.0	12.9
	26 to 40	49.2	40.1	10.7
	41 to 55	52.7	36.4	10.9
	56 and over	47.9	40.5	11.6
Level of Education	None	50.0	36.6	13.4
	Primary	49.1	38.9	12.0
	Middle-school	47.7	38.0	14.3
	High-school	52.1	38.4	9.5
	Technical or University	48.6	41.2	10.2
Party of Chioce	None	52.6	39.3	8.1
	ARENA	58.1	33.1	8.8
	FMLN	36.0	42.2	21.9
	GANA	54.1	35.1	10.8
	Others	60.0	38.0	2.0
	DNK/NR	47.3	40.7	12.1

P4.

Chart 3
Have you heard of the nacional dialogue on security, where the government has convened the private sector, churches and other sectors of society? By variable
(Percentages)

VARIABLES		Response	
		No	Yes
%		35.8	64.2
N		867	1556
Area of the Country	West	34.0	66.0
	Central	33.6	66.4
	Metropolitan	34.3	65.7
	Paracentral	38.8	61.2
	East	39.2	60.8
Strata	Upper	26.1	73.9
	Upper middle	37.0	63.0
	Lower middle	31.0	69.0
	Worker	34.2	65.8
	Poor	50.9	49.1
	Rural	38.9	61.1
Sex	Male	35.5	64.5
	Female	36.1	63.9
Age	18 to 25	46.0	54.0
	26 to 40	33.9	66.1
	41 to 55	29.4	70.6
	56 and over	32.9	67.1
Level of Education	None	41.3	58.7
	Primary	36.9	63.1
	Middle-school	38.1	61.9
	High-school	36.2	63.8
	Technical or university	28.5	71.5
Party of Choice	None	38.3	61.7
	ARENA	38.2	61.8
	FMLN	30.2	69.8
	GANA	29.7	70.3
	Others	36.0	64.0
	DNK/NR	27.8	72.2

P5.

Chart 4
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					
		There isn´t collaborative work	Very good	Good	Average	Bad	Very Bad
%		1.2	6.7	47.6	12.5	25.7	6.3
N		29	162	1147	301	620	152
Area of the Country	West	1.2	8.3	52.3	12.2	22.1	3.9
	Central	.3	6.1	45.8	13.9	27.6	6.4
	Metropolitan	1.8	5.5	41.1	10.8	31.3	9.6
	Paracentral	.9	6.3	45.0	15.3	25.9	6.6
	East	1.2	7.6	55.3	12.3	19.8	3.7
Strata	Upper	.0	4.3	39.1	8.7	34.8	13.0
	Upper Middle	1.9	3.7	31.5	11.1	35.2	16.7
	Lower Middle	1.0	5.4	47.8	11.0	27.8	7.0
	Worker	1.5	6.9	46.0	12.0	26.5	7.2
	Poor	.0	11.3	45.3	7.5	30.2	5.7
	Rural	1.0	6.9	51.2	14.2	22.7	4.0
Sex	Male	1.2	6.5	45.5	12.7	27.7	6.5
	Female	1.2	6.9	49.2	12.3	24.1	6.2
Age	18 to 25	.3	7.5	56.7	8.3	23.1	4.1
	26 to 40	.8	5.8	47.2	12.3	27.0	6.9
	41 to 55	.9	6.5	41.9	13.0	29.5	8.2
	56 or over	3.3	7.5	42.8	17.5	22.8	6.1
Level of Education	None	3.6	3.6	51.5	13.0	23.1	5.3
	Primary	1.3	7.3	45.3	17.7	24.3	4.2
	Middle-school	1.1	6.3	49.4	13.9	23.4	6.1
	High-school	.7	6.4	50.6	8.6	26.6	7.0
	Technical or university	.9	8.1	42.9	8.8	30.1	9.2
Party of Choice	None	1.5	4.6	44.1	14.5	29.3	6.0
	ARENA	.9	2.8	39.7	10.7	36.2	9.7
	FMLN	.5	15.8	61.8	8.7	10.4	2.8
	GANA	.0	.0	58.3	13.9	19.4	8.3
	Others	2.0	4.0	34.0	12.0	32.0	16.0
	DNK/NR	2.3	2.3	47.7	17.0	21.6	9.1

P6.

Chart 5
Now I'm going to ask you some questions about the institutions of the country. I´m going to ask you to indicate how satisfied or unsatisfied you are with the performance of these institutions in the area of security, respond according to the following scale: very satisfied, somewhat, little, or not satisfied. How satisfied are you with the performance of the PNC? By variables
(Percentqages)

VARIABLES		RESPONSE			
		Not at all satisfied	A little satisfied	Somewhat satisfied	Very Satisfied
%		18.1	36.0	31.1	14.8
N		439	873	754	358
Area of the country	West	12.7	37.6	32.4	17.2
	Central	23.4	31.8	31.5	13.2
	Metropolitan	20.8	40.0	28.4	10.7
	Paracentral	19.8	37.1	31.9	11.2
	East	14.9	30.4	32.9	21.8
Strata	Upper	4.3	39.1	43.5	13.0
	Upper Middle	13.0	51.9	22.2	13.0
	Lower Middle	15.7	36.3	35.7	12.3
	Worker	19.7	37.0	30.3	13.0
	Poor	24.5	41.5	24.5	9.4
	Rural	17.0	33.1	31.3	18.6
Sex	Male	19.6	36.6	30.0	13.7
	Female	16.9	35.5	32.0	15.6
Age	18 to 25	16.5	37.5	34.5	11.5
	26 to 40	19.4	38.9	29.4	12.3
	41 to 55	19.4	35.4	30.4	14.8
	56 or over	16.5	30.2	30.4	22.9
Level of Education	None	23.3	21.5	26.2	29.1
	Primary	18.9	30.8	29.8	20.5
	Middle-school	18.4	40.0	29.2	12.3
	High-school	17.3	39.2	32.9	10.5
	Technical or university	15.6	40.8	34.4	9.2
Party of Choice	None	18.8	38.2	30.5	12.5
	ARENA	19.2	35.6	30.6	14.6
	FMLN	15.9	32.3	31.7	20.1
	GANA	13.5	35.1	37.8	13.5
	Others	26.0	36.0	24.0	14.0
	DNK/NR	14.3	31.9	39.6	14.3

P7.

Chart 6
Now I'm going to ask you some questions about the institutions of the country. I´m going to ask you to indicate how satisfied or unsatisfied you are with the performance of these institutions in the area of security, respond according to the following scale: very satisfied, somewhat, little, or not satisfied. 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 safisfied	Somewhat satisfied	Very Satisfied	DNK/NR
%		20.0	39.1	29.9	9.1	1.9
N		485	949	726	220	45
Area of the country	West	16.2	39.4	31.5	10.4	2.5
	Central	20.1	35.7	32.4	9.6	2.1
	Metropolitan	26.1	40.2	27.9	4.8	1.1
	Paracentral	17.5	46.0	25.9	9.5	1.1
	East	16.5	34.7	32.7	13.5	2.7
Strata	Upper	17.4	47.8	34.8	.0	.0
	Upper Middle	31.5	44.4	20.4	3.7	.0
	Lower Middle	21.0	41.7	31.7	5.0	.7
	Worker	22.4	39.7	27.8	8.1	2.0
	Poor	26.4	41.5	26.4	5.7	.0
	Rural	15.2	36.7	33.0	12.7	2.4
Sex	Male	21.8	38.8	29.7	8.2	1.5
	Female	18.5	39.4	30.1	9.8	2.2
Age	18 to 25	14.1	36.7	39.6	9.1	.5
	26 to 40	19.0	44.6	27.8	7.8	.8
	41 to 55	24.1	41.1	24.1	8.7	2.0
	56 or over	24.6	31.2	27.5	11.6	5.2
Level of Education	None	24.4	32.0	25.0	14.5	4.1
	Primary	17.4	35.9	27.7	15.1	3.8
	Middle-school	18.8	40.3	30.7	8.7	1.5
	High-school	20.1	41.9	33.6	3.8	.6
	Technical or university	23.5	41.5	28.7	6.2	.2
Party of Choice	None	21.0	41.6	28.5	6.7	2.2
	ARENA	22.7	36.8	29.9	8.3	2.3
	FMLN	14.8	37.4	33.2	13.6	1.1
	GANA	13.5	45.9	29.7	10.8	.0
	Others	30.0	28.0	24.0	18.0	.0
	DNK/NR	23.1	30.8	33.0	11.0	2.2

P8.

Chart 7
Now I'm going to ask you some questions about the institutions of the country. I´m going to ask you to indicate how satisfied or unsatisfied you are with the performance of these institutions in the area of security, respond according to the following scale: very satisfied, somewhat, little, or not satisfied. How satisfied are you with the performance of the prison system? By variable
(Percentages)

VARIABLES		RESPONSE				
		Not at all satisfied	A little satisfied	Somewhat satisfied	Very satisfied	DNK/NR
%		36.4	33.9	18.4	7.3	4.2
N		882	821	445	176	101
Area of the country	West	31.3	33.6	21.4	9.5	4.2
	Central	37.8	30.3	20.4	7.8	3.6
	Metropolitan	46.1	33.7	13.0	3.7	3.5
	Paracentral	32.2	42.2	16.7	6.3	2.6
	East	29.2	30.8	22.9	10.6	6.5
Strata	Upper	52.2	39.1	8.7	.0	.0
	Upper middle	48.1	25.9	18.5	3.7	3.7
	Lower middle	38.7	35.0	18.7	4.0	3.7
	Worker	40.3	33.2	16.4	6.3	3.9
	Poor	47.2	37.7	9.4	3.8	1.9
	Rural	28.1	34.5	21.9	10.5	5.0
Sex	Male	36.4	34.3	18.8	7.7	2.9
	Female	36.4	33.5	18.0	6.9	5.2
Age	18 to 25	31.2	34.1	24.6	8.7	1.3
	26 to 40	34.5	36.9	16.9	7.3	4.5
	41 to 55	41.3	31.9	16.5	5.6	4.8
	56 or over	40.5	30.8	14.9	7.2	6.6
Level of Education	None	35.5	29.1	14.0	12.2	9.3
	Primary	32.8	32.4	18.9	10.4	5.4
	Middle-school	34.4	33.5	19.9	7.6	4.5
	High-school	37.7	36.8	17.6	5.5	2.3
	Technical or university	42.4	33.6	18.7	2.6	2.6
Party of Choice	None	38.5	32.9	17.6	5.9	5.0
	ARENA	37.7	36.8	16.9	6.5	2.1
	FMLN	31.0	35.8	19.4	10.1	3.7
	GANA	32.4	35.1	18.9	10.8	2.7
	Others	38.0	20.0	26.0	16.0	.0
	DNK/NR	35.2	27.5	24.2	5.5	7.7

P9.

Chart 8
Now I'm going to ask you some questions about the institutions of the country. I´m going to ask you to indicate how satisfied or unsatisfied you are with the performance of these institutions in the area of security, respond according to the following scale: very satisfied, somewhat, little, or not satisfied. How satisfied are you with the performance of the judges (Tribunals of Justice)? By variables
(Percentages)

VARIABLES		RESPONSE				
		Not at all satisfied	A little satisfied	Somewhat satisfied	Very satisfied	DNK/NR
%		33.0	38.4	19.5	7.1	2.1
N		800	930	472	173	50
Area of the country	West	28.4	41.5	20.3	6.9	2.9
	Central	31.8	38.7	19.8	6.9	2.7
	Metropolitan	39.4	39.8	15.2	4.1	1.5
	Paracentral	30.7	43.4	18.7	6.0	1.1
	East	30.6	29.0	25.3	12.9	2.2
Strata	Upper	39.1	52.2	8.7	.0	.0
	Upper middle	35.2	37.0	22.2	3.7	1.9
	Lower middle	35.0	38.3	21.0	5.0	.7
	Worker	33.9	39.7	18.1	6.5	1.8
	Poor	39.6	37.7	13.2	7.5	1.9
	Rural	30.2	36.2	21.4	9.2	3.0
Sex	Male	35.3	37.7	19.4	6.6	1.0
	Female	31.1	38.9	19.5	7.5	2.9
Age	18 to 25	22.0	39.2	26.2	11.0	1.6
	26 to 40	32.8	40.7	19.0	5.7	1.7
	41 to 55	39.8	36.9	15.4	5.4	2.6
	56 or over	39.7	35.1	16.1	6.4	2.7
Level of Education	None	40.1	29.7	14.5	12.2	3.5
	Primary	32.6	35.8	19.2	9.2	3.2
	Middle-school	34.2	36.1	19.7	7.6	2.4
	High-school	29.8	39.9	23.0	5.8	1.5
	Technical or university	34.6	46.0	15.9	3.3	.2
Party of choice	None	34.6	37.4	20.0	5.6	2.4
	ARENA	30.3	41.7	19.0	6.9	2.1
	FMLN	31.4	38.8	18.7	10.1	1.1
	GANA	27.0	43.2	13.5	10.8	5.4
	Others	36.0	34.0	14.0	14.0	2.0
	DNK/NR	34.1	33.0	25.3	5.5	2.2
P10.						

Chart 9
Now I'm going to ask you some questions about the institutions of the country. I´m going to ask you to indicate how satisfied or unsatisfied you are with the performance of these institutions in the area of security, respond according to the following scale: very satisfied, somewhat, little, or not satisfied. How satisfied are you with the performance of the Law office for the Defense of Human Rights? by variables
(Percentages)

VARIABLES		RESPONSE				
		Not at all satisfied	A little satisfied	Somewhat satisfied	Very satisfied	DNK/NR
%		**21.6**	**33.2**	**27.8**	**15.3**	**2.2**
N		**523**	**805**	**673**	**371**	**53**
Area of the country	West	20.7	36.7	24.5	16.6	1.5
	Central	21.0	29.7	26.7	18.9	3.6
	Metropolitan	25.8	35.1	28.4	9.2	1.5
	Paracentral	20.4	32.5	29.9	15.8	1.4
	East	17.3	29.6	29.4	20.2	3.5
Strata	Upper	39.1	34.8	26.1	.0	.0
	Upper middle	29.6	33.3	25.9	11.1	.0
	Lower middle	24.0	32.3	27.0	15.0	1.7
	Worker	22.1	34.4	29.0	12.5	1.9
	Poor	30.2	32.1	22.6	13.2	1.9
	Rural	18.4	31.8	26.7	20.2	3.0
Sex	Male	24.1	30.5	28.1	15.4	1.9
	Female	19.5	35.4	27.5	15.2	2.4
Age	18 to 25	14.4	28.2	35.8	21.2	.5
	26 to 40	21.8	35.9	28.1	12.6	1.5
	41 to 55	26.5	34.4	23.1	13.1	2.8
	56 or over	24.8	33.9	22.1	14.5	4.8
Level of Education	None	25.0	30.2	24.4	16.3	4.1
	Primary	19.6	34.6	23.2	18.5	4.1
	Middle-school	21.4	32.3	28.1	16.5	1.7
	High-school	20.4	33.2	31.7	13.8	.9
	Technical or university	25.4	33.2	29.6	10.9	.9
Party of choice	None	22.6	35.1	27.3	12.7	2.3
	ARENA	23.1	29.4	28.2	18.1	1.2
	FMLN	17.8	33.2	28.4	18.0	2.6
	GANA	21.6	29.7	24.3	18.9	5.4
	Others	22.0	28.0	30.0	18.0	2.0
	DNK/NR	23.1	29.7	27.5	18.7	1.1

P11.

Chart 10
Now I'm going to ask you some questions about the institutions of the country. I´m going to ask you to indicate how satisfied or unsatisfied you are with the performance of these institutions in the area of security, respond according to the following scale: very satisfied, somewhat, little, or not satisfied. 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
%		7.9	24.8	30.4	36.9
N		191	597	733	889
Area of the country	West	5.2	25.3	30.3	39.2
	Central	9.4	23.0	31.8	35.8
	Metropolitan	10.5	28.5	32.7	28.3
	Paracentral	7.5	26.6	27.2	38.7
	East	6.2	18.6	28.5	46.8
Strata	Upper	8.7	47.8	17.4	26.1
	Upper middle	7.7	30.8	34.6	26.9
	Lower middle	8.7	28.3	32.3	30.7
	Worker	8.8	24.5	30.6	36.2
	Poor	7.7	32.7	32.7	26.9
	Rural	6.4	22.4	29.4	41.7
Sex	Male	7.4	21.2	28.6	42.8
	Female	8.4	27.7	31.9	32.1
Age	18 to 25	7.7	22.8	35.9	33.6
	26 to 40	8.2	29.0	27.9	34.9
	41 to 55	8.4	24.3	29.9	37.4
	56 or over	7.3	20.8	28.1	43.8
Level of Education	None	8.2	18.7	29.2	43.9
	Primary	6.9	22.4	26.8	43.8
	Middle-school	7.6	23.5	28.1	40.7
	High-school	7.6	28.2	32.7	31.4
	Technical or university	10.2	26.8	35.4	27.6
Party of choice	None	8.1	27.3	31.3	33.3
	ARENA	8.2	22.8	30.1	38.9
	FMLN	7.8	21.4	29.4	41.4
	GANA	2.7	27.0	35.1	35.1
	Others	2.0	26.0	20.0	52.0
	DNK/NR	11.1	18.9	30.0	40.0

P12.

Chart 11
Now I'm going to ask you some questions about the institutions of the country. I´m going to ask you to indicate how satisfied or unsatisfied you are with the performance of these institutions in the area of security, respond according to the following scale: very satisfied, somewhat, little, or not satisfied. How satisfied are you with the performance of the Attorney General of the Republic? by variables
(Percentages)

VARIABLES		RESPONSE				
		Not at all satisfied	A little satisfied	Somewhat satisfied	Very satisfied	DNK/NR
%		**14.9**	**37.8**	**30.2**	**13.5**	**3.6**
N		361	917	732	328	87
Area of the country	West	12.4	40.3	31.3	12.9	3.1
	Central	15.3	36.9	29.1	15.3	3.3
	Metropolitan	17.1	39.7	28.7	11.5	3.0
	Paracentral	12.9	42.2	30.2	11.5	3.2
	East	15.3	29.8	32.0	17.3	5.5
Strata	Upper	21.7	21.7	34.8	17.4	4.3
	Upper middle	31.5	24.1	31.5	13.0	.0
	Lower middle	15.7	35.7	34.0	11.3	3.3
	Worker	15.4	40.6	28.7	12.0	3.3
	Poor	20.8	35.8	30.2	13.2	.0
	Rural	12.2	36.1	30.7	16.4	4.6
Sex	Male	14.8	34.9	32.2	15.9	2.1
	Female	14.9	40.2	28.5	11.6	4.8
Age	18 to 25	9.1	35.9	40.1	13.3	1.6
	26 to 40	14.8	40.6	29.5	12.3	2.8
	41 to 55	17.0	40.0	23.7	14.4	4.8
	56 or over	20.0	33.3	25.8	14.9	6.0
Level of Education	None	22.1	33.7	23.3	14.0	7.0
	Primary	15.7	35.6	26.1	15.5	7.0
	Middle-school	14.5	38.5	29.9	15.4	1.7
	High-school	11.1	39.7	36.0	11.2	2.0
	Technical or university	17.3	39.1	30.6	11.8	1.2
Party of choice	None	16.3	38.1	31.8	9.9	3.9
	ARENA	13.7	35.2	31.2	16.4	3.5
	FMLN	13.1	40.4	26.3	18.0	2.3
	GANA	10.8	37.8	35.1	13.5	2.7
	Others	16.0	34.0	26.0	20.0	4.0
	DNK/NR	14.3	33.0	27.5	17.6	7.7

P13.

Chart 12
Now I'm going to ask you some questions about the institutions of the country. I´m going to ask you to indicate how satisfied or unsatisfied you are with the performance of these institutions in the area of security, respond according to the following scale: very satisfied, somewhat, little, or not satisfied. How satisfied are you with the performance of the Institute of Legal Medicine (morgue)? by variables
(Percentages)

VARIABLES		RESPONSE				
		Not at all satisfied	A little satisfied	Somewhat satisfied	Very satisfied	DNK/NR
%		**11.8**	**29.9**	**30.1**	**24.0**	**4.2**
N		285	726	730	583	101
Area of the country	West	9.7	28.8	34.2	22.2	5.2
	Central	14.7	28.2	29.4	23.1	4.5
	Metropolitan	12.6	33.2	28.1	23.5	2.6
	Paracentral	11.2	27.3	33.0	24.7	3.7
	East	11.0	29.4	27.1	26.9	5.5
Strata	Upper	26.1	30.4	34.8	8.7	.0
	Upper middle	11.1	29.6	29.6	27.8	1.9
	Lower middle	8.3	29.3	34.3	22.7	5.3
	Worker	12.5	30.2	29.2	24.7	3.4
	Poor	11.3	45.3	17.0	24.5	1.9
	Rural	11.6	28.9	30.6	23.8	5.2
Sex	Male	10.1	27.4	30.8	28.7	2.9
	Female	13.1	32.0	29.6	20.2	5.2
Age	18 to 25	6.8	27.3	35.1	28.8	1.9
	26 to 40	12.5	32.7	28.4	22.6	3.8
	41 to 55	12.2	29.8	27.0	25.0	5.9
	56 or over	16.3	28.9	30.0	19.2	5.6
Level of Education	None	14.5	32.6	23.3	22.7	7.0
	Primary	14.2	29.8	27.0	23.9	5.1
	Middle-school	13.0	27.1	27.5	28.6	3.9
	High-school	8.3	33.5	32.5	22.1	3.6
	Technical or university	10.9	26.5	37.0	23.0	2.6
Party of choice	None	13.9	31.4	28.8	21.6	4.2
	ARENA	8.3	27.8	30.3	29.9	3.7
	FMLN	9.3	28.4	33.0	25.2	4.1
	GANA	8.1	37.8	32.4	18.9	2.7
	Others	16.0	28.0	26.0	26.0	4.0
	DNK/NR	12.1	27.5	29.7	23.1	7.7

P14.

Chart 13
Now I'm going to ask you some questions about the institutions of the country. I´m going to ask you to indicate how satisfied or unsatisfied you are with the performance of these institutions in the area of security, respond according to the following scale: very satisfied, somewhat, little, or not satisfied. How satisfied are you with the performance of the Court of Accounts of the Republic? by variables
(Percentages)

VARIABLES		RESPONSE				
		Not at all satisfied	A little satisfied	Somewhat satisfied	Very satisfied	DNK/NR
%		24.0	35.5	23.3	7.6	9.5
N		583	862	564	185	231
Area of the country	West	20.1	38.6	22.8	7.1	11.4
	Central	26.1	35.7	20.7	9.0	8.4
	Metropolitan	29.2	35.1	24.6	4.6	6.5
	Paracentral	22.4	40.5	21.3	8.0	7.8
	East	20.2	29.4	24.9	11.4	14.1
Strata	Upper	56.5	8.7	30.4	4.3	.0
	Upper middle	33.3	33.3	22.2	5.6	5.6
	Lower middle	26.7	39.3	22.3	6.3	5.3
	Worker	24.4	36.6	23.8	7.1	8.1
	Poor	32.1	34.0	22.6	3.8	7.5
	Rural	20.5	33.7	22.7	9.3	13.8
Sex	Male	27.3	34.3	23.5	7.9	7.0
	Female	21.4	36.5	23.1	7.4	11.6
Age	18 to 25	17.3	35.9	32.8	10.4	3.6
	26 to 40	23.1	38.2	22.6	6.8	9.3
	41 to 55	30.0	36.1	16.5	6.9	10.6
	56 or over	27.5	30.2	19.6	6.4	16.3
Level of Education	None	24.4	30.2	18.0	9.3	18.0
	Primary	20.4	32.8	18.8	10.3	17.7
	Middle-school	24.7	33.1	26.2	6.9	9.1
	High-school	22.9	38.9	27.8	6.3	4.2
	Technical or university	31.0	39.3	22.0	5.7	1.9
Party of choice	None	26.0	33.5	24.0	5.1	11.4
	ARENA	22.2	38.2	22.7	9.3	7.6
	FMLN	20.5	39.0	22.2	11.3	7.1
	GANA	29.7	18.9	32.4	13.5	5.4
	Others	26.0	38.0	22.0	12.0	2.0
	DNK/NR	24.2	35.2	19.8	6.6	14.3

P15.

Chart 14
Now I'm going to ask you some questions about the institutions of the country. I´m going to ask you to indicate how satisfied or unsatisfied you are with the performance of these institutions in the area of security, respond according to the following scale: very satisfied, somewhat, little, or not satisfied. 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
%		20.3	40.9	25.3	8.7	4.8
N		492	993	613	210	117
Area of the country	West	16.4	44.8	23.6	10.6	4.6
	Central	22.5	37.5	25.5	7.8	6.6
	Metropolitan	24.6	41.4	23.6	6.2	4.1
	Paracentral	16.1	44.8	29.6	6.9	2.6
	East	19.4	35.7	26.3	12.0	6.5
Strata	Upper	43.5	26.1	26.1	4.3	.0
	Upper middle	24.1	46.3	20.4	7.4	1.9
	Lower middle	17.3	44.0	29.7	6.7	2.3
	Worker	22.1	39.8	25.6	8.2	4.3
	Poor	22.6	43.4	18.9	3.8	11.3
	Rural	17.8	41.4	23.9	10.5	6.4
Sex	Male	22.7	39.0	25.4	9.9	2.9
	Female	18.3	42.5	25.2	7.7	6.3
Age	18 to 25	11.8	41.1	33.3	12.3	1.5
	26 to 40	21.2	43.2	23.9	7.3	4.5
	41 to 55	23.1	41.1	22.0	7.0	6.7
	56 or over	26.4	37.0	20.9	8.1	7.6
Level of Education	None	23.8	33.7	19.8	11.6	11.0
	Primary	19.1	40.5	20.2	10.9	9.4
	Middle-school	19.0	38.7	27.9	10.4	3.9
	High-school	19.5	42.6	29.4	6.4	2.0
	Technical or university	23.5	44.3	26.1	5.7	.5
Party of choice	None	21.6	40.0	26.7	6.0	5.7
	ARENA	16.7	45.1	23.1	10.9	4.2
	FMLN	20.8	41.4	23.6	10.9	3.2
	GANA	16.2	32.4	35.1	10.8	5.4
	Others	26.0	30.0	24.0	18.0	2.0
	DNK/NR	14.3	40.7	23.1	14.3	7.7

P16.

Chart 15
Now I'm going to ask you some questions about the institutions of the country. I´m going to ask you to indicate how satisfied or unsatisfied you are with the performance of these institutions in the area of security, respond according to the following scale: very satisfied, somewhat, little, or not satisfied. How satisfied are you with the performance of the Legislative Assembly (the senators)? by variables
(Percentages)

VARIABLES		RESPONSE			
		Not at all satisfied	A little satisfied	Somewhat satisfied	Very satisfied
%		44.4	32.3	18.0	5.4
N		1068	777	433	130
Area of the country	West	38.6	36.3	20.6	4.5
	Central	45.5	31.9	16.3	6.3
	Metropolitan	55.5	28.4	13.6	2.4
	Paracentral	39.9	36.8	17.0	6.3
	East	35.8	30.8	23.8	9.6
Strata	Upper	60.9	21.7	13.0	4.3
	Upper middle	57.4	25.9	14.8	1.9
	Lower middle	48.0	34.7	13.7	3.7
	Worker	47.7	31.7	15.8	4.8
	Poor	50.0	23.1	21.2	5.8
	Rural	36.6	33.5	22.8	7.1
Sex	Male	45.7	31.3	16.5	6.4
	Female	43.2	33.0	19.2	4.6
Age	18 to 25	38.1	34.6	20.8	6.5
	26 to 40	44.6	35.1	16.0	4.4
	41 to 55	49.3	30.0	15.9	4.9
	56 or over	46.5	27.3	20.0	6.3
Level of Education	None	42.4	29.1	21.8	6.7
	Primary	37.0	32.7	20.7	9.5
	Middle-school	40.5	32.5	21.4	5.7
	High-school	48.3	33.5	15.6	2.6
	Technical or university	54.5	30.6	12.3	2.6
Party of choice	None	50.1	32.1	14.3	3.4
	ARENA	41.4	35.0	18.1	5.6
	FMLN	33.2	33.0	24.5	9.4
	GANA	45.9	29.7	10.8	13.5
	Others	56.0	20.0	22.0	2.0
	DNK/NR	42.2	24.4	27.8	5.6

P17.

Chart 16
Now I'm going to ask you some questions about the institutions of the country. I´m going to ask you to indicate how satisfied or unsatisfied you are with the performance of these institutions in the area of security, respond according to the following scale: very satisfied, somewhat, little, or not satisfied. 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**
%		**17.8**	**31.3**	**29.5**	**21.5**
N		**431**	**757**	**713**	**520**
Area of the country	**West**	13.9	31.1	31.9	23.2
	Central	20.2	30.1	28.0	21.7
	Metropolitan	23.8	34.4	27.3	14.4
	Paracentral	17.0	34.2	27.0	21.8
	East	11.9	25.4	32.8	29.9
Strata	**Upper**	17.4	47.8	21.7	13.0
	Upper middle	27.8	40.7	20.4	11.1
	Lower middle	20.7	32.4	33.4	13.4
	Worker	18.8	31.3	30.2	19.7
	Poor	17.0	35.8	28.3	18.9
	Rural	14.8	29.4	27.8	28.0
Sex	**Male**	16.6	31.7	29.9	21.8
	Female	18.8	30.9	29.1	21.2
Age	**18 to 25**	13.8	34.4	34.2	17.7
	26 to 40	18.6	34.2	28.0	19.2
	41 to 55	19.6	30.6	28.1	21.7
	56 or over	19.7	23.4	27.1	29.8
Level of Education	**None**	20.5	26.9	19.3	33.3
	Primary	17.2	27.6	27.6	27.5
	Middle-school	18.4	29.7	29.9	21.9
	High-school	17.6	34.2	32.6	15.6
	Technical or university	17.3	35.8	30.8	16.1
Party of choice	**None**	19.4	34.5	31.1	15.0
	ARENA	29.2	36.4	24.6	9.7
	FMLN	3.9	20.3	30.7	45.1
	GANA	18.9	43.2	27.0	10.8
	Others	30.0	36.0	20.0	14.0
	DNK/NR	20.9	23.1	28.6	27.5

P18.

Chart 17
Now I'm going to ask you some questions about the institutions of the country. I´m going to ask you to indicate how satisfied or unsatisfied you are with the performance of these institutions in the area of security, respond according to the following scale: very satisfied, somewhat, little, or not satisfied. How satisfied are you with the performance of the Mayor´s Office where you live? by variables
(Percentages)

VARIABLES		RESPONSE			
		Not at all satisfied	A little satisfied	Somewhat satisfied	Very satisfied
%		22.6	22.6	22.1	32.7
N		547	548	536	793
Area of the country	West	23.4	24.7	20.7	31.3
	Central	26.1	18.9	20.4	34.5
	Metropolitan	21.0	24.2	26.0	28.8
	Paracentral	23.6	26.7	19.0	30.7
	East	21.0	17.6	21.2	40.2
Strata	Upper	.0	8.7	21.7	69.6
	Upper middle	22.2	13.0	24.1	40.7
	Lower middle	19.3	21.7	25.3	33.7
	Worker	22.6	22.8	23.6	31.0
	Poor	18.9	24.5	22.6	34.0
	Rural	24.6	23.6	18.7	33.1
Sex	Male	23.6	22.8	21.9	31.7
	Female	21.7	22.5	22.3	33.5
Age	18 to 25	21.5	24.9	20.6	33.0
	26 to 40	21.1	25.1	22.3	31.6
	41 to 55	24.8	20.0	22.0	33.1
	56 or over	23.8	18.6	24.0	33.7
Level of Education	None	25.0	16.9	21.5	36.6
	Primary	21.0	21.1	19.4	38.6
	Middle-school	27.9	23.6	19.5	29.0
	High-school	21.4	25.4	22.7	30.5
	Technical or university	20.1	21.8	28.7	29.4
Party of choice	None	22.3	25.3	24.0	28.5
	ARENA	17.8	19.9	21.3	41.0
	FMLN	26.8	18.9	18.3	36.0
	GANA	8.1	27.0	29.7	35.1
	Others	38.0	10.0	18.0	34.0
	DNK/NR	19.8	27.5	23.1	29.7

P19.

Chart 18
If you were the victim of a robbery of assault, how much would you trust the police to capture the perpetrator: a lot, somewhat,
a little or not at all? by variables
(Percentages)

VARIABLES		RESPONSE			
		Not at all	A little	Somewhat	A lot
%		**44.0**	**29.5**	**12.6**	**14.0**
N		**1065**	**714**	**305**	**339**
Area of the country	**West**	40.9	29.7	14.3	15.1
	Central	47.1	27.0	13.8	12.0
	Metropolitan	53.6	29.3	9.1	8.0
	Paracentral	41.4	31.6	10.3	16.7
	East	32.3	29.7	16.8	21.3
Strata	**Upper**	47.8	39.1	8.7	4.3
	Upper middle	48.1	29.6	11.1	11.1
	Lower middle	44.8	31.8	16.4	7.0
	Worker	48.4	29.7	10.1	11.8
	Poor	52.8	24.5	11.3	11.3
	Rural	36.5	28.4	15.0	20.2
Sex	**Male**	41.7	31.3	13.6	13.4
	Female	45.8	28.0	11.7	14.5
Age	**18 to 25**	45.8	30.6	11.8	11.8
	26 to 40	49.1	29.5	9.2	12.1
	41 to 55	42.2	29.1	14.6	14.1
	56 or over	35.2	28.4	16.8	19.7
Level of Education	**None**	32.0	18.6	19.2	30.2
	Primary	34.3	29.6	14.7	21.4
	Middle-school	48.3	30.1	9.1	12.6
	High-school	49.9	30.5	11.1	8.5
	Technical or university	50.0	31.3	12.8	5.9
Party of choice	**None**	47.7	29.2	11.9	11.1
	ARENA	41.7	29.9	11.1	17.4
	FMLN	37.0	31.3	14.5	17.2
	GANA	43.2	24.3	16.2	16.2
	Others	52.0	22.0	12.0	14.0
	DNK/NR	42.9	25.3	15.4	16.5

P20.

Chart 19
***And how much would you trust that the justice system would process and punish those responsable: A lot, somewhat,
a little or not at all? by variables***
(Percentages)

VARIABLES		RESPONSE			
		Not at all	A little	Somewhat	A lot
%		**30.8**	**36.5**	**15.8**	**17.0**
N		**744**	**882**	**381**	**412**
Area of the country	**West**	26.4	39.0	15.7	19.0
	Central	29.7	36.0	16.8	17.4
	Metropolitan	41.4	36.5	13.5	8.6
	Paracentral	27.3	37.9	17.0	17.8
	East	22.4	32.9	17.7	27.0
Strata	**Upper**	39.1	30.4	17.4	13.0
	Upper middle	35.2	55.6	3.7	5.6
	Lower middle	34.1	39.8	15.4	10.7
	Worker	35.0	36.3	15.4	13.4
	Poor	39.6	34.0	9.4	17.0
	Rural	22.5	34.6	17.6	25.4
Sex	**Male**	28.8	39.2	15.9	16.1
	Female	32.3	34.3	15.7	17.8
Age	**18 to 25**	27.5	40.8	16.2	15.5
	26 to 40	35.5	35.9	12.7	16.0
	41 to 55	31.6	33.8	16.2	18.4
	56 or over	26.3	34.9	19.7	19.1
Level of Education	**None**	17.1	30.6	21.8	30.6
	Primary	22.5	33.9	17.7	25.9
	Middle-school	29.0	35.7	17.3	18.0
	High-school	38.2	38.2	12.7	10.9
	Technical or university	39.3	41.0	13.5	6.2
Party of choice	**None**	35.5	35.6	14.4	14.5
	ARENA	25.7	35.4	16.9	22.0
	FMLN	24.6	40.4	17.5	17.5
	GANA	27.0	32.4	16.2	24.3
	Others	38.0	24.0	18.0	20.0
	DNK/NR	25.6	37.8	16.7	20.0

P21.

Chart 20
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
%		92.5	7.5
N		2243	182
Area of the country	West	93.4	6.6
	Central	93.4	6.6
	Metropolitan	92.3	7.7
	Paracentral	94.8	5.2
	East	89.6	10.4
Strata	Upper	78.3	21.7
	Upper middle	96.3	3.7
	Lower middle	95.0	5.0
	Worker	92.3	7.7
	Poor	90.6	9.4
	Rural	92.1	7.9
Sex	Male	92.1	7.9
	Female	92.8	7.2
Age	18 to 25	95.5	4.5
	26 to 40	89.8	10.2
	41 to 55	91.1	8.9
	56 or over	94.6	5.4
Level of Education	None	88.4	11.6
	Primary	92.5	7.5
	Middle-school	93.3	6.7
	High-school	95.1	4.9
	Technical or university	89.1	10.9
Party of choice	None	93.9	6.1
	ARENA	91.0	9.0
	FMLN	91.5	8.5
	GANA	89.2	10.8
	Others	90.0	10.0
	DNK/NR	89.0	11.0
P22.			

Chart 21
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
%		**19.8**	**23.6**	**56.6**
N		**36**	**43**	**103**
Area of the country	**West**	14.7	20.6	64.7
	Central	18.2	31.8	50.0
	Metropolitan	21.1	22.8	56.1
	Paracentral	16.7	22.2	61.1
	East	23.5	23.5	52.9
Strata	**Upper**	20.0	20.0	60.0
	Upper middle	.0	50.0	50.0
	Lower middle	33.3	20.0	46.7
	Worker	20.0	26.7	53.3
	Poor	20.0	20.0	60.0
	Rural	16.9	20.0	63.1
Sex	**Male**	22.1	25.6	52.3
	Female	17.7	21.9	60.4
Age	**18 to 25**	14.3	32.1	53.6
	26 to 40	21.2	22.5	56.3
	41 to 55	22.9	22.9	54.2
	56 or over	15.4	19.2	65.4
Level of Education	**None**	15.0	10.0	75.0
	Primary	21.6	29.4	49.0
	Middle-school	12.9	19.4	67.7
	High-school	23.5	20.6	55.9
	Technical or university	21.7	28.3	50.0
Party of choice	**None**	21.1	22.4	56.6
	ARENA	20.5	30.8	48.7
	FMLN	12.5	25.0	62.5
	GANA	25.0	25.0	50.0
	Others	40.0	.0	60.0
	DNK/NR	30.0	10.0	60.0
P22a.				

Chart 22
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
%		33.0	67.0
N		60	122
Area of the country	West	29.4	70.6
	Central	31.8	68.2
	Metropolitan	35.1	64.9
	Paracentral	27.8	72.2
	East	35.3	64.7
Strata	Upper	20.0	80.0
	Upper middle	.0	100.0
	Lower middle	40.0	60.0
	Worker	32.2	67.8
	Poor	40.0	60.0
	Rural	33.8	66.2
Sex	Male	33.7	66.3
	Female	32.3	67.7
Age	18 to 25	32.1	67.9
	26 to 40	31.3	68.7
	41 to 55	33.3	66.7
	56 or over	38.5	61.5
Level of Education	None	30.0	70.0
	Primary	31.4	68.6
	Middle-school	32.3	67.7
	High-school	32.4	67.6
	Technical or university	37.0	63.0
Party of choice	None	36.8	63.2
	ARENA	41.0	59.0
	FMLN	25.0	75.0
	GANA	.0	100.0
	Others	40.0	60.0
	DNK/NR	20.0	80.0
P22b.			

Chart 23
Please, tell me if you have had to go to the following institutions in the last 12 months: Attorney General of the Republic.
by variables
(Percentages)

VARIABLES		RESPONSE	
		No	Yes
%		95.5	4.5
N		2317	108
Area of the country	West	95.6	4.4
	Central	97.9	2.1
	Metropolitan	94.8	5.2
	Paracentral	96.8	3.2
	East	94.1	5.9
Strata	Upper	91.3	8.7
	Upper middle	98.1	1.9
	Lower middle	95.7	4.3
	Worker	95.1	4.9
	Poor	92.5	7.5
	Rural	96.3	3.7
Sex	Male	94.8	5.2
	Female	96.1	3.9
Age	18 to 25	97.9	2.1
	26 to 40	93.4	6.6
	41 to 55	94.4	5.6
	56 or over	97.3	2.7
Level of Education	None	94.2	5.8
	Primary	96.9	3.1
	Middle-school	96.1	3.9
	High-school	96.5	3.5
	Technical or university	91.7	8.3
Party of choice	None	96.1	3.9
	ARENA	94.2	5.8
	FMLN	95.4	4.6
	GANA	97.3	2.7
	Others	98.0	2.0
	DNK/NR	93.4	6.6
P23.			

Chart 24
What was the service like? by variables
[Only for those who went to the Attorney General of the Republic in the last 12 months] (Percentages)

VARIABLES		RESPONSE		
		Bad	Average	Good
%		20.4	31.5	48.1
N		22	34	52
Area of the country	West	17.4	21.7	60.9
	Central	28.6	14.3	57.1
	Metropolitan	21.1	44.7	34.2
	Paracentral	45.5	27.3	27.3
	East	10.3	27.6	62.1
Strata	Upper	.0	.0	100.0
	Upper middle	.0	.0	100.0
	Lower middle	15.4	38.5	46.2
	Worker	22.8	40.4	36.8
	Poor	25.0	50.0	25.0
	Rural	19.4	12.9	67.7
Sex	Male	21.4	35.7	42.9
	Female	19.2	26.9	53.8
Age	18 to 25	23.1	38.5	38.5
	26 to 40	23.1	26.9	50.0
	41 to 55	16.7	43.3	40.0
	56 or over	15.4	15.4	69.2
Level of Education	None	20.0	.0	80.0
	Primary	14.3	28.6	57.1
	Middle-school	27.8	38.9	33.3
	High-school	29.2	33.3	37.5
	Technical or university	14.3	37.1	48.6
Party of choice	None	16.3	38.8	44.9
	ARENA	20.0	36.0	44.0
	FMLN	26.9	23.1	50.0
	GANA	.0	.0	100.0
	Others	.0	.0	100.0
	DNK/NR	33.3	.0	66.7

P23a.

Chart 25
Was the problem you went in for solved? by variables
[Only for those who went to the Attorney General of the Republic in the last 12 months] (Percentages)

VARIABLES		RESPONSE	
		No	Yes
%		48.1	51.9
N		52	56
Area of the country	West	52.2	47.8
	Central	28.6	71.4
	Metropolitan	52.6	47.4
	Paracentral	54.5	45.5
	East	41.4	58.6
Strata	Upper	.0	100.0
	Upper middle	.0	100.0
	Lower middle	61.5	38.5
	Worker	54.4	45.6
	Poor	50.0	50.0
	Rural	35.5	64.5
Sex	Male	53.6	46.4
	Female	42.3	57.7
Age	18 to 25	53.8	46.2
	26 to 40	42.3	57.7
	41 to 55	60.0	40.0
	56 or over	38.5	61.5
Level of Education	None	20.0	80.0
	Primary	47.6	52.4
	Middle-school	44.4	55.6
	High-school	54.2	45.8
	Technical or university	54.3	45.7
Party of choice	None	49.0	51.0
	ARENA	36.0	64.0
	FMLN	57.7	42.3
	GANA	100.0	.0
	Others	.0	100.0
	DNK/NR	50.0	50.0
P23b.			

Chart 26
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	Yes
%		94.5	5.5
N		2290	134
Area of the country	West	94.4	5.6
	Central	96.1	3.9
	Metropolitan	94.8	5.2
	Paracentral	94.3	5.7
	East	93.0	7.0
Strata	Upper	91.3	8.7
	Upper middle	100.0	.0
	Lower middle	96.0	4.0
	Worker	93.6	6.4
	Poor	94.3	5.7
	Rural	94.9	5.1
Sex	Male	95.5	4.5
	Female	93.6	6.4
Age	18 to 25	95.5	4.5
	26 to 40	92.2	7.8
	41 to 55	95.6	4.4
	56 or over	95.7	4.3
Level of Education	None	94.2	5.8
	Primary	93.8	6.2
	Middle-school	94.6	5.4
	High-school	95.6	4.4
	Technical or university	93.6	6.4
Party of choice	None	95.3	4.7
	ARENA	92.1	7.9
	FMLN	94.7	5.3
	GANA	100.0	.0
	Others	94.0	6.0
	DNK/NR	91.2	8.8

P24.

Chart 27
What was the service like? by variables
[Only for those who went to the Human Rights Ombudsman's Office in the last 12 months] *(Percentages)*

VARIABLES		RESPONSE		
		Bad	**Average**	**Good**
%		**23.1**	**21.6**	**55.2**
N		**31**	**29**	**74**
Area of the country	**West**	24.1	27.6	48.3
	Central	23.1	23.1	53.8
	Metropolitan	31.6	18.4	50.0
	Paracentral	10.0	30.0	60.0
	East	20.6	14.7	64.7
Strata	**Upper**	50.0	.0	50.0
	Upper middle	.0	.0	.0
	Lower middle	33.3	25.0	41.7
	Worker	21.3	25.3	53.3
	Poor	33.3	33.3	33.3
	Rural	21.4	14.3	64.3
Sex	**Male**	18.4	22.4	59.2
	Female	25.9	21.2	52.9
Age	**18 to 25**	25.0	28.6	46.4
	26 to 40	27.9	21.3	50.8
	41 to 55	20.8	20.8	58.3
	56 or over	9.5	14.3	76.2
Level of Education	**None**	.0	.0	100.0
	Primary	16.7	16.7	66.7
	Middle-school	28.0	20.0	52.0
	High-school	30.0	23.3	46.7
	Technical or university	29.6	37.0	33.3
Party of choice	**None**	18.6	28.8	52.5
	ARENA	26.5	17.6	55.9
	FMLN	30.0	13.3	56.7
	GANA	.0	.0	.0
	Others	66.7	.0	33.3
	DNK/NR	.0	25.0	75.0

P24a.

Chart 28
Was the issue you went in for taken care of? by variables
[Only for those who went to the Human Rights Ombudsman's office in the last 12 months] (Percentages)

VARIABLES		RESPONSE	
		No	Yes
%		**46.3**	**53.7**
N		**62**	**72**
Area of the country	**West**	44.8	55.2
	Central	46.2	53.8
	Metropolitan	55.3	44.7
	Paracentral	55.0	45.0
	East	32.4	67.6
Strata	**Upper**	.0	100.0
	Upper middle	.0	.0
	Lower middle	50.0	50.0
	Worker	49.3	50.7
	Poor	100.0	.0
	Rural	38.1	61.9
Sex	**Male**	46.9	53.1
	Female	45.9	54.1
Age	**18 to 25**	46.4	53.6
	26 to 40	49.2	50.8
	41 to 55	45.8	54.2
	56 or over	38.1	61.9
Level of Education	**None**	20.0	80.0
	Primary	50.0	50.0
	Middle-school	44.0	56.0
	High-school	33.3	66.7
	Technical or university	66.7	33.3
Party of choice	**None**	47.5	52.5
	ARENA	50.0	50.0
	FMLN	40.0	60.0
	GANA	.0	.0
	Others	33.3	66.7
	DNK/NR	50.0	50.0

P24b.

Chart 29
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	Yes
%		84.6	15.4
N		2052	373
Area of the country	West	85.5	14.5
	Central	86.8	13.2
	Metropolitan	82.3	17.7
	Paracentral	85.1	14.9
	East	85.3	14.7
Strata	Upper	69.6	30.4
	Upper middle	81.5	18.5
	Lower middle	84.3	15.7
	Worker	82.6	17.4
	Poor	83.0	17.0
	Rural	88.3	11.7
Sex	Male	83.1	16.9
	Female	85.8	14.2
Age	18 to 25	82.2	17.8
	26 to 40	81.5	18.5
	41 to 55	86.5	13.5
	56 or over	90.7	9.3
Level of Education	None	95.3	4.7
	Primary	90.8	9.2
	Middle-school	85.1	14.9
	High-school	81.4	18.6
	Technical or university	75.1	24.9
Party of choice	None	85.1	14.9
	ARENA	84.0	16.0
	FMLN	82.2	17.8
	GANA	91.9	8.1
	Others	84.0	16.0
	DNK/NR	93.4	6.6

P25.

Chart 30
What was the service like? by variables
[Only those who went to the National Civil Police in the last 12 months] (Percentages)

VARIABLES		RESPONSE		
		Bad	Average	Good
%		**21.4**	**30.0**	**48.5**
N		**80**	**112**	**181**
Area of the country	**West**	29.3	26.7	44.0
	Central	18.2	25.0	56.8
	Metropolitan	19.2	35.4	45.4
	Paracentral	28.8	19.2	51.9
	East	13.9	34.7	51.4
Strata	**Upper**	14.3	57.1	28.6
	Upper middle	30.0	60.0	10.0
	Lower middle	17.0	36.2	46.8
	Worker	23.6	29.1	47.3
	Poor	11.1	33.3	55.6
	Rural	19.6	23.7	56.7
Sex	**Male**	17.5	31.1	51.4
	Female	25.3	28.9	45.8
Age	**18 to 25**	21.8	43.6	34.5
	26 to 40	24.1	29.7	46.2
	41 to 55	15.1	24.7	60.3
	56 or over	22.2	6.7	71.1
Level of Education	**None**	12.5	.0	87.5
	Primary	19.0	20.6	60.3
	Middle-school	27.5	26.1	46.4
	High-school	21.9	34.4	43.8
	Technical or university	19.0	35.2	45.7
Party of choice	**None**	22.0	34.4	43.5
	ARENA	23.2	27.5	49.3
	FMLN	17.8	25.7	56.4
	GANA	33.3	33.3	33.3
	Others	37.5	12.5	50.0
	DNK/NR	16.7	16.7	66.7

P25a.

Chart 31
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**
%		**46.1**	**53.9**
N		**172**	**201**
Area of the country	**West**	52.0	48.0
	Central	40.9	59.1
	Metropolitan	50.8	49.2
	Paracentral	46.2	53.8
	East	34.7	65.3
Strata	**Upper**	42.9	57.1
	Upper middle	60.0	40.0
	Lower middle	46.8	53.2
	Worker	48.8	51.2
	Poor	33.3	66.7
	Rural	40.2	59.8
Sex	**Male**	42.6	57.4
	Female	49.5	50.5
Age	**18 to 25**	44.5	55.5
	26 to 40	51.7	48.3
	41 to 55	45.2	54.8
	56 or over	33.3	66.7
Level of Education	**None**	12.5	87.5
	Primary	33.3	66.7
	Middle-school	53.6	46.4
	High-school	49.2	50.8
	Technical or university	47.6	52.4
Party of choice	**None**	51.6	48.4
	ARENA	44.9	55.1
	FMLN	37.6	62.4
	GANA	.0	100.0
	Others	50.0	50.0
	DNK/NR	50.0	50.0
P25b.			

Chart 32
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	Yes
%		96.5	3.5
N		2338	86
Area of the country	West	96.5	3.5
	Central	96.7	3.3
	Metropolitan	96.2	3.8
	Paracentral	96.8	3.2
	East	96.3	3.7
Strata	Upper	95.7	4.3
	Upper middle	100.0	.0
	Lower middle	97.0	3.0
	Worker	95.7	4.3
	Poor	94.3	5.7
	Rural	97.2	2.8
Sex	Male	97.1	2.9
	Female	96.0	4.0
Age	18 to 25	96.9	3.1
	26 to 40	94.6	5.4
	41 to 55	97.2	2.8
	56 or over	97.9	2.1
Level of Education	None	97.1	2.9
	Primary	96.9	3.1
	Middle-school	95.2	4.8
	High-school	97.5	2.5
	Technical or university	95.0	5.0
Party of choice	None	97.3	2.7
	ARENA	94.7	5.3
	FMLN	96.5	3.5
	GANA	97.3	2.7
	Others	92.0	8.0
	DNK/NR	95.6	4.4

P26.

Chart 33
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
%		**22.1**	**23.3**	**54.7**
N		**19**	**20**	**47**
Area of the country	West	33.3	16.7	50.0
	Central	.0	27.3	72.7
	Metropolitan	25.0	25.0	50.0
	Paracentral	27.3	27.3	45.5
	East	16.7	22.2	61.1
Strata	Upper	.0	.0	100.0
	Upper middle	.0	.0	.0
	Lower middle	55.6	11.1	33.3
	Worker	20.0	22.0	58.0
	Poor	.0	66.7	33.3
	Rural	17.4	26.1	56.5
Sex	Male	25.0	15.6	59.4
	Female	20.4	27.8	51.9
Age	18 to 25	15.8	57.9	26.3
	26 to 40	26.2	11.9	61.9
	41 to 55	33.3	13.3	53.3
	56 or over	.0	20.0	80.0
Level of Education	None	.0	.0	100.0
	Primary	14.3	19.0	66.7
	Middle-school	27.3	22.7	50.0
	High-school	23.5	23.5	52.9
	Technical or university	28.6	33.3	38.1
Party of choice	None	17.6	26.5	55.9
	ARENA	26.1	21.7	52.2
	FMLN	15.0	30.0	55.0
	GANA	.0	.0	100.0
	Others	50.0	.0	50.0
	DNK/NR	50.0	.0	50.0

P26a.

Chart 34
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
%		44.2	55.8
N		38	48
Area of the country	West	22.2	77.8
	Central	45.5	54.5
	Metropolitan	42.9	57.1
	Paracentral	72.7	27.3
	East	50.0	50.0
Strata	Upper	.0	100.0
	Upper middle	.0	.0
	Lower middle	44.4	55.6
	Worker	40.0	60.0
	Poor	66.7	33.3
	Rural	52.2	47.8
Sex	Male	43.8	56.2
	Female	44.4	55.6
Age	18 to 25	47.4	52.6
	26 to 40	47.6	52.4
	41 to 55	33.3	66.7
	56 or over	40.0	60.0
Level of Education	None	40.0	60.0
	Primary	33.3	66.7
	Middle-school	50.0	50.0
	High-school	41.2	58.8
	Technical or university	52.4	47.6
Party of choice	None	44.1	55.9
	ARENA	39.1	60.9
	FMLN	50.0	50.0
	GANA	.0	100.0
	Others	50.0	50.0
	DNK/NR	50.0	50.0

P26b.

Chart 35
Please, tell me if you have had to go to the following institutions in the last 12 months:
Mayor´s Office where you live. by variables
(Percentages)

VARIABLES		RESPONSE	
		No	Yes
%		**54.3**	**45.7**
N		**1316**	**1109**
Area of the country	West	51.4	48.6
	Central	55.3	44.7
	Metropolitan	60.1	39.9
	Paracentral	53.4	46.6
	East	48.6	51.4
Strata	Upper	47.8	52.2
	Upper middle	46.3	53.7
	Lower middle	53.0	47.0
	Worker	52.4	47.6
	Poor	66.0	34.0
	Rural	57.2	42.8
Sex	Male	54.7	45.3
	Female	53.9	46.1
Age	18 to 25	58.1	41.9
	26 to 40	52.2	47.8
	41 to 55	51.5	48.5
	56 or over	55.8	44.2
Level of Education	None	57.0	43.0
	Primary	57.2	42.8
	Middle-school	58.4	41.6
	High-school	53.3	46.7
	Technical or university	45.5	54.5
Party of choice	None	54.7	45.3
	ARENA	55.1	44.9
	FMLN	53.8	46.2
	GANA	40.5	59.5
	Others	62.0	38.0
	DNK/NR	48.4	51.6
P27.			

Chart 36
What was the service like? by variables
[Only for those who went to the Mayor´s Office in the last 12 months] (Percentages)

VARIABLES		RESPONSE		
		Bad	Average	Good
%		**7.1**	**20.7**	**72.1**
N		**79**	**230**	**800**
Area of the country	**West**	8.3	24.6	67.1
	Central	6.7	23.5	69.8
	Metropolitan	7.1	20.4	72.4
	Paracentral	9.3	22.8	67.9
	East	4.8	14.3	81.0
Strata	**Upper**	8.3	.0	91.7
	Upper middle	6.9	17.2	75.9
	Lower middle	9.2	21.3	69.5
	Worker	6.3	23.2	70.5
	Poor	.0	16.7	83.3
	Rural	7.9	17.8	74.3
Sex	**Male**	7.9	22.6	69.5
	Female	6.5	19.3	74.2
Age	**18 to 25**	7.7	26.6	65.6
	26 to 40	8.0	21.4	70.6
	41 to 55	3.8	21.0	75.2
	56 or over	8.9	12.1	79.0
Level of Education	**None**	4.1	8.1	87.8
	Primary	7.5	15.8	76.7
	Middle-school	8.3	22.4	69.3
	High-school	7.2	27.4	65.4
	Technical or university	6.5	20.4	73.0
Party of choice	**None**	6.4	22.3	71.3
	ARENA	5.2	17.5	77.3
	FMLN	10.7	18.3	71.0
	GANA	4.5	18.2	77.3
	Others	10.5	36.8	52.6
	DNK/NR	4.3	23.4	72.3
P27a.				

Chart 37
Was the issue you went in for taken care of? by variables
[Only for those who went to the Mayor´s Office in the last 12 months] *(Percentages)*

VARIABLES		RESPONSE	
		No	**Yes**
%		**13.6**	**86.4**
N		**151**	**958**
Area of the country	West	15.5	84.5
	Central	16.1	83.9
	Metropolitan	14.6	85.4
	Paracentral	15.4	84.6
	East	7.9	92.1
Strata	Upper	8.3	91.7
	Upper middle	17.2	82.8
	Lower middle	14.2	85.8
	Worker	12.8	87.2
	Poor	16.7	83.3
	Rural	14.4	85.6
Sex	Male	13.4	86.6
	Female	13.8	86.2
Age	18 to 25	13.5	86.5
	26 to 40	16.3	83.7
	41 to 55	11.1	88.9
	56 or over	12.1	87.9
Level of Education	None	13.5	86.5
	Primary	11.6	88.4
	Middle-school	13.0	87.0
	High-school	15.0	85.0
	Technical or university	14.8	85.2
Party of choice	None	12.7	87.3
	ARENA	10.8	89.2
	FMLN	17.6	82.4
	GANA	13.6	86.4
	Others	10.5	89.5
	DNK/NR	14.9	85.1
P27b.			

Chart 38
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
%		21.9	27.6	29.3	21.2
N		531	670	710	514
Area of the country	West	18.9	26.6	31.5	23.0
	Central	19.2	29.1	27.0	24.6
	Metropolitan	27.7	29.5	29.8	13.0
	Paracentral	22.7	27.0	29.3	21.0
	East	17.6	25.3	27.8	29.4
Strata	Upper	13.0	13.0	60.9	13.0
	Upper middle	16.7	37.0	27.8	18.5
	Lower middle	18.0	25.7	39.3	17.0
	Worker	24.9	27.6	28.7	18.9
	Poor	35.8	43.4	11.3	9.4
	Rural	18.8	27.2	26.8	27.2
Sex	Male	20.1	28.0	31.0	20.9
	Female	23.4	27.3	27.9	21.4
Age	18 to 25	16.3	26.9	36.1	20.7
	26 to 40	23.2	30.7	28.2	17.9
	41 to 55	26.7	26.9	23.9	22.6
	56 or over	21.5	24.6	28.3	25.6
Level of Education	None	22.7	17.4	25.6	34.3
	Primary	22.7	27.4	23.3	26.5
	Middle-school	22.9	27.3	27.9	21.9
	High-school	22.1	29.5	31.4	16.9
	Technical or university	18.7	29.4	38.4	13.5
Party of choice	None	22.4	28.0	29.6	20.0
	ARENA	25.9	28.9	23.4	21.8
	FMLN	18.7	24.9	32.8	23.6
	GANA	18.9	21.6	29.7	29.7
	Others	20.0	22.0	34.0	24.0
	DNK/NR	17.6	38.5	28.6	15.4

P28.

Chart 39
Speaking of crime, I would like you to tell me if you feel safe or unsafe: leaving your place of work. by variables
(Percentages)
n=1149

VARIABLES		RESPONSE			
		Very unsafe	Somewhat unsafe	Somewhat safe	Very safe
%		**24.5**	**27.4**	**26.3**	**21.8**
N		**282**	**315**	**302**	**250**
Area of the country	West	23.5	24.8	30.7	21.0
	Central	23.2	29.6	23.2	23.9
	Metropolitan	29.7	30.5	25.1	14.7
	Paracentral	26.0	27.3	27.3	19.5
	East	16.3	23.5	24.9	35.3
Strata	Upper	25.0	.0	56.3	18.8
	Upper middle	22.6	25.8	41.9	9.7
	Lower middle	24.3	27.8	32.6	15.3
	Worker	25.4	29.6	24.8	20.2
	Poor	40.6	15.6	28.1	15.6
	Rural	22.1	26.2	23.2	28.5
Sex	Male	21.6	27.5	27.7	23.2
	Female	30.3	27.2	23.6	18.9
Age	18 to 25	16.4	27.5	31.1	25.0
	26 to 40	27.8	29.7	26.2	16.3
	41 to 55	27.1	25.8	23.5	23.5
	56 or over	22.7	23.4	24.1	29.8
Level of Education	None	20.4	31.5	13.0	35.2
	Primary	23.4	20.6	22.2	33.7
	Middle-school	23.8	26.4	24.7	25.1
	High-school	28.9	27.8	28.7	14.6
	Technical or university	21.5	33.3	31.1	14.1
Party of choice	None	25.2	28.3	27.6	19.0
	ARENA	23.2	25.8	28.8	22.2
	FMLN	23.4	29.3	22.1	25.2
	GANA	26.7	13.3	20.0	40.0
	Others	26.7	20.0	20.0	33.3
	DNK/NR	28.1	18.8	34.4	18.8

P29.

Chart 40
Speaking of crime, I would like you to tell me if you feel safe or unsafe*: leaving the place where you study. by*
variables
(Percentages)
n=282

VARIABLES		RESPONSE			
		Very unsafe	Somewhat unsafe	Somewhat safe	Very safe
%		21.3	27.3	36.2	15.2
N		60	77	102	43
Area of the country	West	21.1	31.6	22.8	24.6
	Central	12.2	19.5	48.8	19.5
	Metropolitan	24.6	29.7	36.4	9.3
	Paracentral	25.0	27.8	36.1	11.1
	East	16.7	20.0	43.3	20.0
Strata	Upper	.0	.0	100.0	.0
	Upper middle	36.4	36.4	18.2	9.1
	Lower middle	27.3	29.1	34.5	9.1
	Worker	21.7	26.3	36.8	15.1
	Poor	42.9	28.6	28.6	.0
	Rural	9.3	27.8	37.0	25.9
Sex	Male	19.9	28.8	37.2	14.1
	Female	23.0	25.4	34.9	16.7
Age	18 to 25	17.5	28.3	37.2	17.0
	26 to 40	38.8	26.5	28.6	6.1
	41 to 55	20.0	10.0	50.0	20.0
	56 or over	.0	.0	.0	.0
Level of Education	None	.0	.0	.0	.0
	Primary	25.0	.0	50.0	25.0
	Middle-school	8.0	36.0	24.0	32.0
	High-school	16.9	25.4	38.1	19.5
	Technical or university	27.5	29.0	35.9	7.6
Party of choice	None	23.0	27.3	33.8	15.8
	ARENA	19.6	19.6	43.1	17.6
	FMLN	20.5	30.8	35.9	12.8
	GANA	.0	.0	66.7	33.3
	Others	16.7	33.3	33.3	16.7
	DNK/NR	20.0	60.0	20.0	.0

P30.

Chart 41
Speaking of crime, I would like you to tell me if you feel safe or unsafe: *while taking, getting from or sending your kids to school. by variables*
(Percentages)
n=1204

VARIABLES		RESPONSE			
		Very unsafe	Somewhat unsafe	Somewhat safe	Very safe
%		20.0	33.0	26.7	20.3
N		244	402	326	248
Area of the country	West	17.0	35.2	29.6	18.2
	Central	15.1	36.0	23.8	25.0
	Metropolitan	27.4	33.7	25.2	13.7
	Paracentral	19.8	31.0	25.9	23.4
	East	15.5	28.9	28.9	26.8
Strata	Upper	7.7	15.4	46.2	30.8
	Upper middle	22.7	31.8	31.8	13.6
	Lower middle	21.2	35.6	31.5	11.6
	Worker	22.8	33.6	26.8	16.7
	Poor	25.9	40.7	14.8	18.5
	Rural	15.8	31.3	24.9	28.1
Sex	Male	17.1	33.4	29.4	20.1
	Female	21.8	32.7	25.0	20.5
Age	18 to 25	12.7	32.5	36.0	18.8
	26 to 40	19.7	34.1	27.5	18.6
	41 to 55	27.5	30.8	21.5	20.2
	56 or over	14.0	34.0	23.3	28.7
Level of Education	None	27.1	17.1	25.7	30.0
	Primary	19.1	34.9	18.5	27.5
	Middle-school	20.0	37.3	23.1	19.6
	High-school	20.9	34.0	28.6	16.6
	Technical or university	17.6	28.1	41.4	12.9
Party of choice	None	22.1	36.3	25.8	15.7
	ARENA	21.3	28.4	23.2	27.0
	FMLN	14.1	29.3	31.3	25.3
	GANA	14.3	28.6	35.7	21.4
	Others	30.8	26.9	19.2	23.1
	DNK/NR	18.9	35.8	26.4	18.9

P31.

Chart 42
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=462

VARIABLES		RESPONSE			
		Very unsafe	Somewhat unsafe	Somewhat safe	Very safe
%		**18.4**	**35.3**	**33.3**	**13.0**
N		**85**	**163**	**154**	**60**
Area of the country	West	15.3	29.4	41.2	14.1
	Central	14.5	45.5	20.0	20.0
	Metropolitan	21.7	38.2	30.7	9.4
	Paracentral	18.4	26.3	42.1	13.2
	East	15.3	30.6	37.5	16.7
Strata	Upper	10.5	36.8	42.1	10.5
	Upper middle	17.2	48.3	24.1	10.3
	Lower middle	20.9	30.0	40.0	9.1
	Worker	18.3	37.5	29.8	14.4
	Poor	50.0	.0	50.0	.0
	Rural	17.0	33.0	34.0	16.0
Sex	Male	18.4	32.8	32.8	16.0
	Female	18.5	41.5	34.6	5.4
Age	18 to 25	13.3	35.7	36.7	14.3
	26 to 40	15.9	33.5	40.0	10.6
	41 to 55	19.8	37.2	27.3	15.7
	56 or over	28.8	35.6	23.3	12.3
Level of Education	None	37.5	50.0	12.5	.0
	Primary	16.0	32.0	26.0	26.0
	Middle-school	21.7	28.3	33.3	16.7
	High-school	20.8	32.2	37.6	9.4
	Technical or university	15.4	40.0	32.8	11.8
Party of choice	None	19.5	33.6	33.6	13.3
	ARENA	17.5	40.0	26.3	16.3
	FMLN	15.7	36.1	38.0	10.2
	GANA	16.7	16.7	66.7	.0
	Others	23.1	46.2	15.4	15.4
	DNK/NR	21.4	28.6	35.7	14.3

P32.

Chart 43
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
%		14.3	27.6	33.8	24.3
N		347	668	819	590
Area of the country	West	13.1	23.9	36.7	26.3
	Central	12.3	26.4	32.1	29.1
	Metropolitan	18.4	33.5	33.6	14.6
	Paracentral	14.7	28.2	31.3	25.9
	East	10.6	22.9	33.9	32.7
Strata	Upper	.0	26.1	47.8	26.1
	Upper middle	9.3	38.9	24.1	27.8
	Lower middle	10.0	27.0	44.7	18.3
	Worker	17.2	28.6	33.8	20.4
	Poor	18.9	39.6	20.8	20.8
	Rural	12.3	24.8	30.9	32.0
Sex	Male	12.8	24.2	36.7	26.3
	Female	15.5	30.2	31.4	22.8
Age	18 to 25	10.2	26.2	36.9	26.7
	26 to 40	15.5	30.0	33.8	20.7
	41 to 55	18.7	26.9	31.9	22.6
	56 or over	12.8	26.1	31.9	29.2
Level of Education	None	18.0	22.7	26.2	33.1
	Primary	13.7	26.6	30.4	29.4
	Middle-school	15.4	28.1	32.0	24.5
	High-school	15.0	28.2	36.5	20.2
	Technical or university	11.6	29.4	39.8	19.2
Party of choice	None	15.8	28.3	33.3	22.6
	ARENA	14.2	32.9	28.8	24.1
	FMLN	11.1	23.1	38.6	27.2
	GANA	10.8	18.9	37.8	32.4
	Others	14.0	24.0	24.0	38.0
	DNK/NR	16.5	25.3	37.4	20.9

P33.

Chart 44
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
%		30.7	41.8	20.7	6.8
N		741	1008	499	165
Area of the country	West	27.0	40.0	25.3	7.7
	Central	31.6	40.4	17.6	10.3
	Metropolitan	31.5	44.6	19.0	4.9
	Paracentral	36.3	41.5	17.0	5.2
	East	28.9	40.6	23.0	7.6
Strata	Upper	22.7	50.0	22.7	4.5
	Upper middle	22.2	51.9	22.2	3.7
	Lower middle	25.0	41.3	28.3	5.3
	Worker	31.4	40.9	21.4	6.3
	Poor	37.7	43.4	15.1	3.8
	Rural	32.2	42.1	17.1	8.6
Sex	Male	26.7	42.4	23.3	7.6
	Female	34.0	41.2	18.6	6.2
Age	18 to 25	22.2	43.3	28.4	6.2
	26 to 40	34.0	41.8	18.9	5.4
	41 to 55	35.4	40.6	16.6	7.4
	56 or over	31.1	41.2	18.3	9.5
Level of Education	None	40.8	34.3	16.0	8.9
	Primary	32.1	40.8	17.3	9.9
	Middle-school	33.8	42.4	17.7	6.1
	High-school	27.9	43.2	24.5	4.4
	Technical or university	25.7	43.3	25.0	6.0
Party of choice	None	30.8	41.7	21.1	6.4
	ARENA	33.7	40.5	20.4	5.4
	FMLN	29.2	42.6	20.7	7.6
	GANA	32.4	27.0	32.4	8.1
	Others	24.0	58.0	6.0	12.0
	DNK/NR	28.6	40.7	19.8	11.0

P34.

Chart 45
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	DNK/NR
%		**29.9**	**34.8**	**21.6**	**11.4**	**2.4**
N		**724**	**844**	**523**	**276**	**58**
Area of the country	West	29.7	31.7	21.8	14.9	1.9
	Central	29.7	30.0	24.0	13.2	3.0
	Metropolitan	32.6	35.6	20.5	8.4	2.9
	Paracentral	28.7	38.2	22.1	9.8	1.1
	East	26.7	37.8	20.8	12.0	2.7
Strata	Upper	21.7	47.8	26.1	.0	4.3
	Upper middle	27.8	40.7	14.8	11.1	5.6
	Lower middle	27.3	30.3	25.0	13.3	4.0
	Worker	30.4	33.2	22.3	12.2	2.0
	Poor	30.2	43.4	13.2	5.7	7.5
	Rural	30.3	37.4	20.2	10.3	1.8
Sex	Male	27.3	34.3	24.4	11.0	2.9
	Female	31.9	35.3	19.3	11.7	1.9
Age	18 to 25	24.1	35.3	29.0	11.2	.5
	26 to 40	32.4	36.7	20.4	8.2	2.3
	41 to 55	35.9	32.0	15.9	14.3	1.9
	56 or over	26.2	34.3	20.2	13.6	5.6
Level of Education	None	36.6	26.7	19.2	14.0	3.5
	Primary	29.0	34.6	20.4	12.9	3.1
	Middle-school	30.7	36.8	21.2	10.0	1.3
	High-school	31.1	34.8	20.4	11.5	2.2
	Technical or university	25.4	36.3	26.8	9.2	2.4
Party of choice	None	30.7	35.8	20.9	10.3	2.2
	ARENA	30.8	32.6	22.5	12.0	2.1
	FMLN	26.8	35.8	21.2	13.6	2.6
	GANA	40.5	18.9	24.3	10.8	5.4
	Others	38.0	24.0	20.0	14.0	4.0
	DNK/NR	24.2	37.4	28.6	7.7	2.2

P35.

Chart 46
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 by variables
(Percentages)

VARIABLES		RESPONSE			
		Very unsafe	Somewhat unsafe	Somewhat safe	Very safe
%		**19.9**	**30.6**	**30.4**	**19.2**
N		**479**	**738**	**733**	**462**
Area of the country	West	18.9	28.4	32.0	20.7
	Central	17.5	26.2	31.9	24.4
	Metropolitan	26.5	34.4	27.2	11.9
	Paracentral	18.2	35.8	31.8	14.2
	East	13.8	26.5	31.4	28.3
Strata	Upper	8.7	13.0	43.5	34.8
	Upper middle	22.2	29.6	27.8	20.4
	Lower middle	15.8	33.0	38.4	12.8
	Worker	23.4	31.9	28.6	16.1
	Poor	34.6	38.5	17.3	9.6
	Rural	15.6	27.9	30.7	25.8
Sex	Male	17.5	30.5	31.9	20.2
	Female	21.8	30.7	29.2	18.3
Age	18 to 25	14.9	29.9	36.6	18.6
	26 to 40	19.0	34.3	29.5	17.2
	41 to 55	26.8	29.4	24.7	19.1
	56 or over	19.9	26.8	30.2	23.1
Level of Education	None	23.7	27.8	23.1	25.4
	Primary	19.2	28.4	28.4	24.1
	Middle-school	19.3	28.0	31.5	21.1
	High-school	21.0	32.1	32.4	14.5
	Technical or university	18.1	35.6	32.1	14.3
Party of choice	None	20.5	31.3	30.1	18.0
	ARENA	21.3	31.1	29.0	18.7
	FMLN	18.0	29.3	31.1	21.6
	GANA	21.6	18.9	21.6	37.8
	Others	22.0	24.0	30.0	24.0
	DNK/NR	13.3	34.4	40.0	12.2

P36.

Chart 47
***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	DNK/NR
%		23.9	37.2	24.9	10.9	3.1
N		579	902	605	264	75
Area of the country	West	21.4	34.9	26.4	14.9	2.3
	Central	20.7	36.9	24.3	15.3	2.7
	Metropolitan	27.7	37.8	25.5	6.1	2.9
	Paracentral	23.0	40.5	24.1	10.3	2.0
	East	23.5	36.5	23.5	11.2	5.3
Strata	Upper	13.0	21.7	52.2	8.7	4.3
	Upper middle	33.3	29.6	22.2	13.0	1.9
	Lower middle	20.7	37.0	32.0	7.7	2.7
	Worker	24.4	34.8	26.6	11.9	2.2
	Poor	26.4	49.1	5.7	7.5	11.3
	Rural	23.8	40.8	20.7	10.7	4.0
Sex	Male	20.8	37.1	27.4	12.5	2.1
	Female	26.4	37.3	22.9	9.6	3.9
Age	18 to 25	17.3	39.0	32.0	11.2	.5
	26 to 40	25.4	41.3	22.5	8.9	1.9
	41 to 55	28.5	34.1	22.0	11.3	4.1
	56 or over	24.6	31.8	23.1	13.2	7.2
Level of Education	None	32.0	29.7	17.4	12.8	8.1
	Primary	23.3	35.8	22.7	13.2	5.0
	Middle-school	26.4	36.1	22.9	11.5	3.0
	High-school	21.8	41.2	26.6	9.0	1.3
	Technical or university	22.0	37.2	31.0	8.8	.9
Party of choice	None	24.4	36.5	24.4	10.7	3.8
	ARENA	23.6	39.4	25.5	10.4	1.2
	FMLN	22.8	35.6	27.2	11.3	3.2
	GANA	37.8	18.9	21.6	16.2	5.4
	Others	24.0	44.0	20.0	12.0	.0
	DNK/NR	18.7	49.5	19.8	9.9	2.2

P37.

Chart 48
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	DNK/NR
%		**12.3**	**28.2**	**35.6**	**20.0**	**3.8**
N		**299**	**685**	**864**	**485**	**92**
Area of the country	West	9.3	26.8	36.9	22.2	4.8
	Central	14.4	30.0	30.3	21.6	3.6
	Metropolitan	10.9	25.3	42.7	19.8	1.4
	Paracentral	16.7	30.2	30.5	17.8	4.9
	East	13.3	31.6	31.0	18.4	5.7
Strata	Upper	.0	34.8	43.5	21.7	.0
	Upper middle	14.8	22.2	42.6	18.5	1.9
	Lower middle	7.3	26.7	39.7	24.3	2.0
	Worker	10.8	26.6	39.0	20.7	2.9
	Poor	11.3	34.0	32.1	17.0	5.7
	Rural	16.5	31.0	29.0	17.6	5.8
Sex	Male	10.6	23.5	38.2	25.3	2.4
	Female	13.7	32.1	33.5	15.7	4.9
Age	18 to 25	9.5	25.7	42.2	22.0	.5
	26 to 40	11.7	30.7	35.8	19.2	2.7
	41 to 55	14.3	28.9	33.3	18.9	4.6
	56 or over	14.7	26.9	29.5	20.0	8.9
Level of Education	None	20.9	29.7	18.6	15.7	15.1
	Primary	15.1	30.1	29.0	18.8	7.0
	Middle-school	15.4	32.3	34.4	16.5	1.5
	High-school	9.0	27.4	41.0	21.0	1.6
	Technical or university	6.4	21.8	45.7	26.1	.0
Party of choice	None	12.7	28.4	36.1	18.0	4.8
	ARENA	13.0	29.9	33.3	22.0	1.9
	FMLN	9.9	27.2	37.4	22.6	3.0
	GANA	18.9	13.5	35.1	24.3	8.1
	Others	18.0	36.0	24.0	22.0	.0
	DNK/NR	14.3	26.4	36.3	18.7	4.4

P38.

Chart 49
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
%		6.0	18.1	28.0	47.8
N		146	440	679	1160
Area of the country	West	7.5	16.4	26.6	49.4
	Central	4.8	16.8	24.9	53.5
	Metropolitan	5.7	18.7	33.2	42.4
	Paracentral	6.9	19.3	25.6	48.3
	East	5.1	19.2	25.5	50.2
Strata	Upper	.0	.0	47.8	52.2
	Upper middle	1.9	14.8	40.7	42.6
	Lower middle	2.7	14.0	32.3	51.0
	Worker	6.9	18.6	29.0	45.4
	Poor	7.5	32.1	20.8	39.6
	Rural	6.3	18.8	24.0	50.8
Sex	Male	4.9	15.3	28.8	51.0
	Female	6.9	20.5	27.3	45.3
Age	18 to 25	3.2	12.6	27.0	57.1
	26 to 40	6.3	19.4	28.2	46.1
	41 to 55	8.5	20.0	29.3	42.2
	56 or over	6.4	21.1	27.5	45.0
Level of Education	None	10.5	20.9	22.1	46.5
	Primary	7.5	20.1	24.8	47.7
	Middle-school	6.3	18.8	26.8	48.1
	High-school	5.7	18.6	28.1	47.6
	Technical or university	2.1	12.3	36.7	48.8
Party of choice	None	5.7	18.3	30.0	45.9
	ARENA	6.9	17.8	25.0	50.2
	FMLN	6.2	16.9	26.5	50.4
	GANA	.0	13.5	21.6	64.9
	Others	8.0	18.0	24.0	50.0
	DNK/NR	6.6	26.4	28.6	38.5

P39.

Chart 50
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
%		80.8	19.2
N		1959	466
Area of the country	West	80.3	19.7
	Central	85.3	14.7
	Metropolitan	73.5	26.5
	Paracentral	83.3	16.7
	East	87.3	12.7
Strata	Upper	69.6	30.4
	Upper middle	77.8	22.2
	Lower middle	79.7	20.3
	Worker	77.7	22.3
	Poor	73.6	26.4
	Rural	86.5	13.5
Sex	Male	78.2	21.8
	Female	82.9	17.1
Age	18 to 25	75.7	24.3
	26 to 40	78.2	21.8
	41 to 55	83.9	16.1
	56 or over	88.0	12.0
Level of Education	None	93.0	7.0
	Primary	87.5	12.5
	Middle-school	84.8	15.2
	High-school	76.4	23.6
	Technical or university	67.5	32.5
Party of choice	None	80.2	19.8
	ARENA	80.3	19.7
	FMLN	81.0	19.0
	GANA	89.2	10.8
	Others	78.0	22.0
	DNK/NR	87.9	12.1
P40.			

Chart 51
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		
		Once	2 to 4 times	5 times or more
%		**51.8**	**43.0**	**5.2**
N		**241**	**200**	**24**
Area of the country	West	55.9	39.2	4.9
	Central	46.9	44.9	8.2
	Metropolitan	48.2	46.7	5.1
	Paracentral	61.4	31.6	7.0
	East	51.6	46.8	1.6
Strata	Upper	42.9	57.1	.0
	Upper middle	41.7	50.0	8.3
	Lower middle	55.7	44.3	.0
	Worker	48.8	45.4	5.8
	Poor	57.1	42.9	.0
	Rural	57.7	35.1	7.2
Sex	Male	52.5	41.5	5.9
	Female	51.1	44.5	4.4
Age	18 to 25	52.7	43.3	4.0
	26 to 40	48.8	44.1	7.1
	41 to 55	52.9	43.7	3.4
	56 or over	56.9	37.9	5.2
Level of Education	None	50.0	41.7	8.3
	Primary	56.5	38.8	4.7
	Middle-school	57.1	37.1	5.7
	High-school	50.3	45.3	4.3
	Technical or university	48.2	46.0	5.8
Party of choice	None	50.0	45.1	4.9
	ARENA	49.4	45.9	4.7
	FMLN	56.5	38.9	4.6
	GANA	100.0	.0	.0
	Others	45.5	45.5	9.1
	DNK/NR	54.5	27.3	18.2

P41.

Chart 52
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		Unarmed robbery, no assault or threat	Unarmed robbery with added assault of threat	Armed robbery	Extortion	Assault, no robbery	Phisical agresión,no robbery	Damage to property
%		**25.8**	**10.0**	**30.1**	**17.5**	**12.6**	**1.3**	**2.8**
N		**119**	**46**	**139**	**81**	**58**	**6**	**13**
Area of the country	West	24.8	8.9	27.7	21.8	10.9	3.0	3.0
	Central	30.6	4.1	38.8	14.3	12.2	.0	.0
	Metropolitan	24.9	13.5	34.7	14.5	8.3	1.0	3.1
	Paracentral	27.6	5.2	29.3	19.0	17.2	.0	1.7
	East	24.6	9.8	13.1	21.3	24.6	1.6	4.9
Strata	Upper	.0	.0	57.1	28.6	.0	.0	14.3
	Upper middle	25.0	8.3	25.0	33.3	8.3	.0	.0
	Lower middle	28.3	13.3	23.3	23.3	5.0	1.7	5.0
	Worker	24.1	11.3	31.1	17.5	12.1	1.2	2.7
	Poor	28.6	14.3	28.6	7.1	14.3	7.1	.0
	Rural	29.5	5.4	30.4	13.4	18.7	.9	1.8
Sex	Male	23.3	9.7	38.1	14.4	9.7	1.3	3.4
	Female	28.3	10.2	21.7	20.8	15.5	1.3	2.2
Age	18 to 25	25.0	10.1	40.5	10.1	10.1	.7	3.4
	26 to 40	28.2	11.2	27.1	18.8	11.8	.0	2.9
	41 to 55	20.9	11.6	22.1	26.7	11.6	3.5	3.5
	56 or over	27.6	3.4	24.1	19.0	22.4	3.4	.0
Level of Education	None	16.7	25.0	16.7	8.3	33.3	.0	.0
	Primary	23.5	3.5	20.0	17.6	29.4	3.5	2.4
	Middle-school	36.2	4.3	29.0	18.8	8.7	.0	2.9
	High-school	21.2	12.5	34.4	16.2	11.9	1.2	2.5
	Technical or university	27.9	12.5	33.1	19.1	2.9	.7	3.7
Party of choice	None	26.2	10.2	29.1	18.0	11.9	1.6	2.9
	ARENA	25.9	12.9	30.6	15.3	11.8	2.4	1.2
	FMLN	24.3	7.5	34.6	16.8	14.0	.0	2.8
	GANA	50.0	.0	.0	50.0	.0	.0	.0
	Others	27.3	9.1	36.4	.0	18.2	.0	9.1
	DNK/NR	18.2	9.1	9.1	36.4	18.2	.0	9.1

P42.

Chart 53
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
%		64.6	35.4
N		301	165
Area of the country	West	60.8	39.2
	Central	75.5	24.5
	Metropolitan	66.2	33.8
	Paracentral	60.3	39.7
	East	61.3	38.7
Strata	Upper	42.9	57.1
	Upper middle	50.0	50.0
	Lower middle	65.6	34.4
	Worker	66.9	33.1
	Poor	78.6	21.4
	Rural	59.8	40.2
Sex	Male	59.1	40.9
	Female	70.3	29.7
Age	18 to 25	68.7	31.3
	26 to 40	57.9	42.1
	41 to 55	66.7	33.3
	56 or over	70.7	29.3
Level of Education	None	91.7	8.3
	Primary	75.3	24.7
	Middle-school	67.1	32.9
	High-school	61.7	38.3
	Technical or university	57.7	42.3
Party of choice	None	67.2	32.8
	ARENA	55.3	44.7
	FMLN	64.8	35.2
	GANA	100.0	.0
	Others	45.5	54.5
	DNK/NR	81.8	18.2
P43.			

Chart 54
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 reprisals	No evidence	It is better to solve your own problems	Not serious	Other reason	Did not know where to report
%		47.5	26.9	8.6	1.3	8.3	6.0	1.3
N		143	81	26	4	25	18	4
Area of the country	West	35.5	37.1	8.1	.0	14.5	4.8	.0
	Central	51.4	21.6	10.8	2.7	10.8	2.7	.0
	Metropolitan	55.0	21.7	7.8	.0	3.9	8.5	3.1
	Paracentral	62.9	20.0	5.7	5.7	2.9	2.9	.0
	East	23.7	39.5	13.2	2.6	15.8	5.3	.0
Strata	Upper	33.3	.0	33.3	.0	.0	33.3	.0
	Upper middle	66.7	16.7	.0	16.7	.0	.0	.0
	Lower middle	42.5	12.5	10.0	2.5	12.5	17.5	2.5
	Worker	51.1	28.7	7.5	.6	5.7	4.6	1.7
	Poor	81.8	.0	9.1	.0	9.1	.0	.0
	Rural	34.3	37.3	10.4	1.5	13.4	3.0	.0
Sex	Male	47.1	24.3	11.4	.7	7.1	8.6	.7
	Female	47.8	29.2	6.2	1.9	9.3	3.7	1.9
Age	18 to 25	42.7	27.2	14.6	.0	8.7	4.9	1.9
	26 to 40	53.5	22.2	7.1	2.0	7.1	6.1	2.0
	41 to 55	46.6	29.3	3.4	.0	12.1	8.6	.0
	56 or over	46.3	34.1	4.9	4.9	4.9	4.9	.0
Level of Education	None	63.6	27.3	.0	.0	9.1	.0	.0
	Primary	31.2	42.2	4.7	3.1	12.5	6.2	.0
	Middle-school	48.9	27.7	12.8	.0	4.3	4.3	2.1
	High-school	45.0	24.0	12.0	2.0	10.0	6.0	1.0
	Technical or university	60.8	17.7	6.3	.0	5.1	7.6	2.5
Party of choice	None	52.4	23.5	7.8	1.8	7.2	6.0	1.2
	ARENA	48.9	23.4	10.6	.0	8.5	4.3	4.3
	FMLN	37.1	38.6	7.1	.0	11.4	5.7	.0
	GANA	25.0	.0	50.0	25.0	.0	.0	.0
	Others	40.0	20.0	.0	.0	.0	40.0	.0
	DNK/NR	44.4	33.3	11.1	.0	11.1	.0	.0

P44.

Chart 55
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	Attorney General	Others
%		97.0	1.8	1.2
N		160	3	2
Area of the country	West	95.0	.0	5.0
	Central	100.0	.0	.0
	Metropolitan	95.5	4.5	.0
	Paracentral	100.0	.0	.0
	East	100.0	.0	.0
Strata	Upper	100.0	.0	.0
	Upper middle	100.0	.0	.0
	Lower middle	95.2	.0	4.8
	Worker	96.5	3.5	.0
	Poor	100.0	.0	.0
	Rural	97.8	.0	2.2
Sex	Male	97.9	1.0	1.0
	Female	95.6	2.9	1.5
Age	18 to 25	100.0	.0	.0
	26 to 40	94.4	4.2	1.4
	41 to 55	96.6	.0	3.4
	56 or over	100.0	.0	.0
Level of Education	None	100.0	.0	.0
	Primary	90.5	.0	9.5
	Middle-school	100.0	.0	.0
	High-school	98.4	1.6	.0
	Technical or university	96.6	3.4	.0
Party of choice	None	97.5	2.5	.0
	ARENA	94.7	2.6	2.6
	FMLN	97.4	.0	2.6
	GANA	.0	.0	.0
	Others	100.0	.0	.0
	DNK/NR	100.0	.0	.0

P45.

Chart 56
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	Others	Unaware of outcome
%		72.1	10.9	6.7	2.4	1.8	6.1
N		119	18	11	4	3	10
Area of the country	West	82.5	7.5	5.0	.0	2.5	2.5
	Central	83.3	8.3	.0	8.3	.0	.0
	Metropolitan	68.2	15.2	6.1	3.0	.0	7.6
	Paracentral	56.5	13.0	13.0	.0	8.7	8.7
	East	75.0	4.2	8.3	4.2	.0	8.3
Strata	Upper	75.0	25.0	.0	.0	.0	.0
	Upper middle	83.3	.0	16.7	.0	.0	.0
	Lower middle	66.7	14.3	9.5	.0	4.8	4.8
	Worker	75.6	10.5	5.8	1.2	.0	7.0
	Poor	33.3	33.3	.0	33.3	.0	.0
	Rural	68.9	8.9	6.7	4.4	4.4	6.7
Sex	Male	72.2	10.3	6.2	3.1	2.1	6.2
	Female	72.1	11.8	7.4	1.5	1.5	5.9
Age	18 to 25	72.3	8.5	12.8	2.1	.0	4.3
	26 to 40	75.0	12.5	4.2	4.2	1.4	2.8
	41 to 55	62.1	10.3	6.9	.0	6.9	13.8
	56 or over	76.5	11.8	.0	.0	.0	11.8
Level of Education	None	100.0	.0	.0	.0	.0	.0
	Primary	66.7	4.8	9.5	4.8	4.8	9.5
	Middle-school	82.6	8.7	4.3	.0	.0	4.3
	High-school	64.5	8.1	9.7	4.8	3.2	9.7
	Technical or university	77.6	17.2	3.4	.0	.0	1.7
Party of choice	None	76.5	7.4	2.5	1.2	2.5	9.9
	ARENA	60.5	15.8	15.8	5.3	.0	2.6
	FMLN	73.7	10.5	7.9	2.6	2.6	2.6
	GANA	.0	.0	.0	.0	.0	.0
	Others	83.3	16.7	.0	.0	.0	.0
	DNK/NR	50.0	50.0	.0	.0	.0	.0

P46.

Chart 57
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
%		**53.9**	**20.0**	**13.3**	**12.7**
N		**89**	**33**	**22**	**21**
Area of the country	West	57.5	22.5	12.5	7.5
	Central	58.3	33.3	8.3	.0
	Metropolitan	54.5	13.6	18.2	13.6
	Paracentral	43.5	26.1	4.3	26.1
	East	54.2	20.8	12.5	12.5
Strata	Upper	75.0	.0	.0	25.0
	Upper middle	66.7	16.7	16.7	.0
	Lower middle	38.1	33.3	14.3	14.3
	Worker	53.5	19.8	15.1	11.6
	Poor	66.7	.0	.0	33.3
	Rural	57.8	17.8	11.1	13.3
Sex	Male	51.5	22.7	14.4	11.3
	Female	57.4	16.2	11.8	14.7
Age	18 to 25	51.1	19.1	14.9	14.9
	26 to 40	62.5	16.7	13.9	6.9
	41 to 55	44.8	24.1	10.3	20.7
	56 or over	41.2	29.4	11.8	17.6
Level of Education	None	100.0	.0	.0	.0
	Primary	42.9	14.3	19.0	23.8
	Middle-school	69.6	13.0	4.3	13.0
	High-school	56.5	16.1	16.1	11.3
	Technical or university	48.3	29.3	12.1	10.3
Party of choice	None	64.2	16.0	7.4	12.3
	ARENA	44.7	23.7	18.4	13.2
	FMLN	44.7	21.1	18.4	15.8
	GANA	.0	.0	.0	.0
	Others	50.0	33.3	16.7	.0
	DNK/NR	.0	50.0	50.0	.0

P47.

Chart 58
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
%		81.6	18.4
N		1978	445
Area of the country	West	83.0	17.0
	Central	85.8	14.2
	Metropolitan	74.9	25.1
	Paracentral	83.0	17.0
	East	86.5	13.5
Strata	Upper	95.7	4.3
	Upper middle	63.0	37.0
	Lower middle	78.9	21.1
	Worker	79.3	20.7
	Poor	83.0	17.0
	Rural	86.7	13.3
Sex	Male	81.3	18.7
	Female	81.9	18.1
Age	18 to 25	80.6	19.4
	26 to 40	79.5	20.5
	41 to 55	80.6	19.4
	56 or over	87.6	12.4
Level of Education	None	93.0	7.0
	Primary	87.4	12.6
	Middle-school	85.1	14.9
	High-school	80.3	19.7
	Technical or university	66.1	33.9
Party of choice	None	82.1	17.9
	ARENA	81.9	18.1
	FMLN	80.4	19.6
	GANA	89.2	10.8
	Others	74.0	26.0
	DNK/NR	82.4	17.6
P48.			

Chart 59
How often do you use public transportation buses or minibuses? by variables
(Percentages)

VARIABLES		Never	Rarely	Not more than two or three times a month	At least once per week	Every day
				RESPONSE		
%		**6.3**	**25.5**	**14.4**	**25.2**	**28.6**
N		**152**	**619**	**350**	**611**	**693**
Area of the country	West	5.2	25.1	15.6	27.4	26.6
	Central	4.2	29.1	12.9	26.1	27.6
	Metropolitan	10.1	21.3	8.8	16.6	43.2
	Paracentral	3.7	27.3	13.5	29.6	25.9
	East	4.9	28.6	23.3	32.0	11.2
Strata	Upper	34.8	34.8	.0	17.4	13.0
	Upper middle	29.6	35.2	5.6	11.1	18.5
	Lower middle	9.7	36.0	10.0	19.0	25.3
	Worker	6.0	24.0	12.6	23.0	34.4
	Poor	.0	11.3	15.1	11.3	62.3
	Rural	3.5	23.9	19.6	32.6	20.4
Sex	Male	7.9	24.7	12.7	23.8	30.8
	Female	4.9	26.2	15.8	26.3	26.7
Age	18 to 25	2.6	22.3	13.3	25.7	36.1
	26 to 40	5.7	24.0	12.5	26.1	31.7
	41 to 55	6.5	26.3	16.5	23.5	27.2
	56 or over	11.6	31.2	16.7	25.0	15.5
Level of Education	None	6.4	37.2	20.9	25.0	10.5
	Primary	6.0	27.3	20.4	29.2	17.2
	Middle-school	3.0	26.0	17.7	28.1	25.1
	High-school	4.4	22.9	10.5	23.6	38.7
	Technical or university	13.3	21.8	5.0	18.2	41.7
Party of choice	None	5.9	25.4	15.5	23.0	30.1
	ARENA	8.3	25.9	14.6	27.1	24.1
	FMLN	4.9	25.6	11.8	27.3	30.3
	GANA	.0	35.1	13.5	27.0	24.3
	Others	10.0	20.0	16.0	24.0	30.0
	DNK/NR	9.9	24.2	14.3	33.0	18.7

P49.

Chart 60
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
%		**36.2**	**37.8**	**19.8**	**6.2**
N		**598**	**625**	**327**	**103**
Area of the country	**West**	27.7	41.6	23.3	7.5
	Central	38.3	33.8	19.8	8.1
	Metropolitan	47.1	34.9	14.9	3.2
	Paracentral	37.9	35.8	19.2	7.1
	East	25.8	42.5	24.0	7.7
Strata	**Upper**	42.9	28.6	14.3	14.3
	Upper middle	31.6	36.8	26.3	5.3
	Lower middle	35.6	44.8	14.7	4.9
	Worker	39.7	37.2	18.2	4.9
	Poor	48.9	29.8	17.0	4.3
	Rural	30.7	37.5	23.3	8.5
Sex	**Male**	37.4	35.7	20.8	6.1
	Female	35.2	39.5	19.0	6.3
Age	**18 to 25**	29.1	41.8	24.1	5.0
	26 to 40	37.8	39.5	18.9	3.8
	41 to 55	44.2	31.8	16.9	7.2
	56 or over	34.3	35.7	18.1	11.9
Level of Education	**None**	35.4	34.4	17.7	12.5
	Primary	31.6	38.5	20.0	9.9
	Middle-school	39.0	36.6	19.2	5.2
	High-school	39.4	35.8	20.4	4.4
	Technical or university	34.7	43.1	19.7	2.6
Party of choice	**None**	38.7	36.9	18.7	5.7
	ARENA	37.7	39.1	18.0	5.3
	FMLN	31.3	39.7	22.4	6.6
	GANA	25.0	33.3	25.0	16.7
	Others	40.0	31.4	17.1	11.4
	DNK/NR	26.7	38.3	26.7	8.3

P50.

Chart 61
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
%		**73.0**	**27.0**
N		**1206**	**445**
Area of the country	West	78.4	21.6
	Central	75.2	24.8
	Metropolitan	55.7	44.3
	Paracentral	80.0	20.0
	East	87.4	12.6
Strata	Upper	71.4	28.6
	Upper middle	63.2	36.8
	Lower middle	74.8	25.2
	Worker	66.5	33.5
	Poor	55.3	44.7
	Rural	83.2	16.8
Sex	Male	70.9	29.1
	Female	74.8	25.2
Age	18 to 25	67.5	32.5
	26 to 40	72.5	27.5
	41 to 55	73.4	26.6
	56 or over	83.0	17.0
Level of Education	None	90.6	9.4
	Primary	86.2	13.8
	Middle-school	76.2	23.8
	High-school	65.9	34.1
	Technical or university	54.4	45.6
Party of choice	None	71.7	28.3
	ARENA	76.4	23.6
	FMLN	72.0	28.0
	GANA	79.2	20.8
	Others	71.4	28.6
	DNK/NR	81.7	18.3
P51.			

Chart 62
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		
		Rarely	At least once a month	Several times per week
%		**40.2**	**23.5**	**36.3**
N		**178**	**104**	**161**
Area of the country	West	52.6	29.5	17.9
	Central	36.4	25.5	38.2
	Metropolitan	31.1	22.1	46.8
	Paracentral	47.9	20.8	31.2
	East	62.5	20.0	17.5
Strata	Upper	100.0	.0	.0
	Upper middle	42.9	.0	57.1
	Lower middle	46.3	19.5	34.1
	Worker	34.2	27.6	38.2
	Poor	42.9	.0	57.1
	Rural	52.0	21.0	27.0
Sex	Male	38.5	28.2	33.3
	Female	41.7	19.1	39.1
Age	18 to 25	47.0	23.2	29.8
	26 to 40	33.8	25.8	40.4
	41 to 55	35.1	19.1	45.7
	56 or over	48.9	25.5	25.5
Level of Education	None	37.5	37.5	25.0
	Primary	42.9	20.6	36.5
	Middle-school	46.2	19.2	34.6
	High-school	41.4	21.3	37.3
	Technical or university	33.6	29.6	36.8
Party of choice	None	38.6	24.1	37.3
	ARENA	38.8	29.9	31.3
	FMLN	45.9	14.7	39.4
	GANA	20.0	60.0	20.0
	Others	60.0	10.0	30.0
	DNK/NR	18.2	54.5	27.3

P52.

Chart 63
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
%		91.1	8.9
N		1506	147
Area of the country	West	95.0	5.0
	Central	88.7	11.3
	Metropolitan	83.2	16.8
	Paracentral	94.2	5.8
	East	98.5	1.5
Strata	Upper	85.7	14.3
	Upper middle	89.5	10.5
	Lower middle	92.6	7.4
	Worker	88.5	11.5
	Poor	87.2	12.8
	Rural	94.7	5.3
Sex	Male	89.5	10.5
	Female	92.4	7.6
Age	18 to 25	87.1	12.9
	26 to 40	89.5	10.5
	41 to 55	94.5	5.5
	56 or over	96.8	3.2
Level of Education	None	99.0	1.0
	Primary	97.1	2.9
	Middle-school	93.3	6.7
	High-school	89.0	11.0
	Technical or university	79.6	20.4
Party of choice	None	90.2	9.8
	ARENA	91.5	8.5
	FMLN	91.9	8.1
	GANA	95.8	4.2
	Others	88.6	11.4
	DNK/NR	96.7	3.3
P53.			

Chart 64
Was this the same criminal act that we asked about earlier in the interview? by variables
[Only for those who in the last year have been a direct victim of a criminal act into a bus or minibus] (Percentages)

VARIABLES		RESPONSE	
		No, a different one	Yes, its the same
%		23.1	76.9
N		34	113
Area of the country	West	27.8	72.2
	Central	24.0	76.0
	Metropolitan	20.0	80.0
	Paracentral	14.3	85.7
	East	80.0	20.0
Strata	Upper	100.0	.0
	Upper middle	.0	100.0
	Lower middle	25.0	75.0
	Worker	22.3	77.7
	Poor	16.7	83.3
	Rural	25.0	75.0
Sex	Male	18.2	81.8
	Female	28.6	71.4
Age	18 to 25	20.0	80.0
	26 to 40	24.1	75.9
	41 to 55	30.0	70.0
	56 or over	22.2	77.8
Level of Education	None	100.0	.0
	Primary	7.7	92.3
	Middle-school	22.7	77.3
	High-school	29.1	70.9
	Technical or university	19.6	80.4
Party of choice	None	25.0	75.0
	ARENA	16.7	83.3
	FMLN	18.8	81.2
	GANA	.0	100.0
	Others	50.0	50.0
	DNK/NR	50.0	50.0

P54.

Chart 65
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
%		30.1	13.0	52.1	1.4	3.4
N		44	19	76	2	5
Area of the country	West	27.8	16.7	55.6	.0	.0
	Central	48.0	.0	52.0	.0	.0
	Metropolitan	26.2	15.5	51.2	2.4	4.8
	Paracentral	35.7	.0	64.3	.0	.0
	East	.0	60.0	20.0	.0	20.0
Strata	Upper	.0	.0	100.0	.0	.0
	Upper middle	50.0	.0	50.0	.0	.0
	Lower middle	18.2	27.3	54.5	.0	.0
	Worker	27.7	14.9	50.0	2.1	5.3
	Poor	33.3	16.7	50.0	.0	.0
	Rural	40.6	3.1	56.3	.0	.0
Sex	Male	20.8	13.0	61.0	1.3	3.9
	Female	40.6	13.0	42.0	1.4	2.9
Age	18 to 25	23.3	15.0	56.7	1.7	3.3
	26 to 40	36.8	10.5	47.4	1.8	3.5
	41 to 55	25.0	20.0	50.0	.0	5.0
	56 or over	44.4	.0	55.6	.0	.0
Level of Education	None	.0	.0	100.0	.0	.0
	Primary	30.8	7.7	53.8	7.7	.0
	Middle-school	42.9	4.8	47.6	.0	4.8
	High-school	21.8	16.4	56.4	.0	5.5
	Technical or university	33.9	14.3	48.2	1.8	1.8
Party of choice	None	30.1	14.5	50.6	1.2	3.6
	ARENA	41.7	12.5	37.5	4.2	4.2
	FMLN	18.8	6.2	71.9	.0	3.1
	GANA	100.0	.0	.0	.0	.0
	Others	25.0	50.0	25.0	.0	.0
	DNK/NR	50.0	.0	50.0	.0	.0

P55.

Chart 66
Which of the following measures seem more effective to improve security on the public
transportation system? by variables
(Percentages)

VARIABLES		RESPONSE				
		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	DNK/NR
%		**52.2**	**7.0**	**27.5**	**11.7**	**1.6**
N		**1267**	**169**	**666**	**284**	**39**
Area of the country	**West**	54.4	6.9	27.6	9.5	1.5
	Central	53.8	6.3	27.9	9.6	2.4
	Metropolitan	45.2	10.6	24.9	17.7	1.6
	Paracentral	58.6	4.6	26.7	8.9	1.1
	East	54.9	3.7	31.4	8.6	1.4
Strata	**Upper**	26.1	4.3	26.1	43.5	.0
	Upper middle	57.4	9.3	16.7	14.8	1.9
	Lower middle	47.3	10.0	25.3	15.3	2.0
	Worker	49.2	8.9	27.6	13.1	1.2
	Poor	64.2	5.7	11.3	17.0	1.9
	Rural	58.0	3.1	29.8	7.0	2.1
Sex	**Male**	51.2	8.2	24.2	14.6	1.7
	Female	53.1	6.0	30.1	9.3	1.5
Age	**18 to 25**	58.6	6.5	27.5	7.0	.5
	26 to 40	52.6	7.8	27.3	11.4	.9
	41 to 55	47.6	5.6	29.1	14.6	3.1
	56 or over	48.8	7.9	25.8	15.1	2.5
Level of Education	**None**	58.1	1.7	29.7	8.7	1.7
	Primary	53.4	3.5	30.9	9.1	3.1
	Middle-school	53.7	5.8	29.9	9.1	1.5
	High-school	56.6	7.1	23.7	11.8	.7
	Technical or university	39.3	15.6	24.4	19.9	.7
Party of choice	**None**	52.5	5.8	27.8	12.2	1.8
	ARENA	57.4	4.6	26.6	9.3	2.1
	FMLN	47.1	12.2	27.0	13.1	.7
	GANA	62.2	.0	29.7	8.1	.0
	Others	48.0	14.0	26.0	8.0	4.0
	DNK/NR	54.9	1.1	29.7	12.1	2.2

P56.

Chart 67
What was the last grade of school you completed? by variables
(Percentages)

VARIABLES		None	Primary	Middle-school	High-school	Technical or university
					RESPONSE	
%		7.1	28.1	19.1	28.3	17.4
N		172	682	462	687	422
Area of the country	West	7.3	31.1	17.4	31.1	13.1
	Central	7.5	31.8	22.5	25.2	12.9
	Metropolitan	3.1	16.4	14.7	34.0	31.8
	Paracentral	6.6	32.8	24.1	24.7	11.8
	East	12.9	36.7	21.4	21.6	7.3
Strata	Upper	.0	4.3	4.3	13.0	78.3
	Upper middle	.0	13.0	11.1	18.5	57.4
	Lower middle	2.7	12.3	11.7	34.0	39.3
	Worker	5.5	26.0	17.3	32.5	18.8
	Poor	5.7	18.9	22.6	47.2	5.7
	Rural	11.7	39.1	24.9	20.3	4.0
Sex	Male	5.7	25.0	19.0	30.3	20.1
	Female	8.2	30.7	19.1	26.7	15.2
Age	18 to 25	.3	10.7	20.6	48.4	20.1
	26 to 40	4.1	24.6	21.2	29.6	20.4
	41 to 55	9.4	31.7	20.7	21.7	16.5
	56 or over	18.0	52.1	11.8	8.1	10.1
Party of choice	None	8.3	27.6	18.0	30.0	16.1
	ARENA	6.0	28.0	21.5	28.9	15.5
	FMLN	6.0	26.1	19.9	26.3	21.7
	GANA	2.7	32.4	18.9	27.0	18.9
	Others	2.0	34.0	20.0	24.0	20.0
	DNK/NR	7.7	44.0	15.4	17.6	15.4

P57.

Chart 68
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
%		48.6	2.6	5.9	7.3	29.3	4.6	1.6
N		1177	64	143	178	710	112	39
Area of the country	West	45.9	3.3	7.7	8.1	29.2	3.9	1.9
	Central	43.5	3.3	5.1	8.7	34.5	3.3	1.5
	Metropolitan	53.6	2.0	4.6	8.7	22.3	7.8	1.0
	Paracentral	49.9	.9	7.2	6.6	30.5	2.9	2.0
	East	46.3	3.7	5.5	4.1	35.5	2.9	2.0
Strata	Upper	65.2	4.3	4.3	8.7	4.3	8.7	4.3
	Upper middle	57.4	.0	.0	9.3	20.4	11.1	1.9
	Lower middle	51.0	.3	3.0	13.0	22.3	9.0	1.3
	Worker	49.6	2.7	6.2	8.0	26.7	5.1	1.7
	Poor	64.2	.0	3.8	7.5	20.8	1.9	1.9
	Rural	44.3	3.6	7.1	4.2	37.4	1.9	1.5
Sex	Male	68.6	4.1	7.9	8.5	1.1	7.3	2.5
	Female	32.4	1.4	4.3	6.4	52.2	2.5	.9
Age	18 to 25	37.0	2.1	10.0	26.6	22.2	.0	2.1
	26 to 40	60.0	2.8	7.0	1.5	27.7	.3	.6
	41 to 55	59.8	3.1	2.2	.4	31.3	2.2	.9
	56 or over	32.4	2.5	2.9	.0	38.6	20.2	3.3
Level of Education	None	34.9	2.3	2.3	.0	51.2	6.4	2.9
	Primary	39.7	3.5	3.8	.3	44.6	5.9	2.2
	Middle-school	52.5	3.3	6.3	3.3	29.7	3.9	1.1
	High-school	50.4	2.2	9.3	12.5	22.2	2.2	1.2
	Technical or university	61.1	1.4	4.7	17.8	6.9	6.6	1.4
Party of choice	None	49.5	2.4	4.8	6.6	30.7	4.1	1.9
	ARENA	44.2	3.2	6.5	8.1	31.5	5.1	1.4
	FMLN	51.1	3.2	7.2	8.8	23.5	5.1	1.1
	GANA	43.2	.0	10.8	8.1	27.0	5.4	5.4
	Others	56.0	2.0	12.0	8.0	16.0	6.0	.0
	DNK/NR	39.6	1.1	4.4	4.4	44.0	5.5	1.1

P58.

Chart 69
What is your approximate monthly family income (include all household members and
remittances)? (In dollars) by variables
(Percentages)

VARIABLES		RESPONSE (in dollars)						
		Under 145.82	145.83 to 291.64	291.65 to 437.46	437.47 to 583.28	583.29 to 729.10	729.11 to 1020.74	1020.75 and up
%		25.3	31.7	21.1	7.9	4.9	6.2	2.9
N		498	624	415	156	96	122	58
Area of the country	West	28.7	34.3	16.1	9.4	5.7	4.1	1.6
	Central	28.4	34.1	24.5	3.8	2.3	5.7	1.1
	Metropolitan	9.2	27.1	26.6	12.2	7.3	11.2	6.4
	Paracentral	30.1	31.2	23.3	6.1	3.9	2.9	2.5
	East	39.9	34.4	14.6	4.0	2.7	3.7	.7
Strata	Upper	.0	7.7	.0	.0	30.8	46.2	15.4
	Upper middle	11.8	8.8	17.6	8.8	8.8	14.7	29.4
	Lower middle	6.2	17.3	24.8	13.3	11.1	15.9	11.5
	Worker	18.1	34.1	23.1	10.5	5.1	7.0	2.0
	Poor	18.8	43.8	27.1	2.1	6.3	2.1	.0
	Rural	43.0	33.8	17.2	3.2	1.7	1.0	.1
Sex	Male	18.7	31.2	23.1	8.6	5.4	8.5	4.6
	Female	31.0	32.1	19.4	7.4	4.4	4.2	1.5
Age	18 to 25	24.9	29.4	23.7	8.2	5.1	6.5	2.0
	26 to 40	22.2	32.0	21.9	8.7	5.0	7.4	2.8
	41 to 55	27.6	29.9	20.1	7.2	5.2	6.8	3.2
	56 or over	28.7	36.5	17.1	6.9	3.9	2.8	4.1
Level of Education	None	55.2	35.8	6.0	.7	2.2	.0	.0
	Primary	42.8	35.8	14.7	4.0	1.1	1.3	.4
	Middle-school	27.9	36.7	23.9	5.7	3.5	2.0	.2
	High-school	13.2	34.6	27.3	10.5	6.4	6.2	1.8
	Technical or university	1.5	12.2	23.8	15.5	11.3	22.0	13.7
Party of choice	None	26.3	32.6	21.5	6.6	4.2	5.8	3.0
	ARENA	24.9	29.3	22.1	7.8	6.4	6.4	3.1
	FMLN	19.8	33.0	21.5	10.2	5.6	6.9	2.9
	GANA	29.0	29.0	9.7	16.1	6.5	9.7	.0
	Others	32.6	32.6	9.3	7.0	2.3	9.3	7.0
	DNK/NR	45.6	22.1	19.1	8.8	1.5	2.9	.0

P59.

Chart 70
Could you please tell me your political party of choice? by variables
(Percentages)

VARIABLES		RESPONSE					
		None	ARENA	FMLN	GANA	Others	DNK/NR
%		**51.5**	**17.8**	**23.4**	**1.5**	**2.1**	**3.8**
N		**1248**	**432**	**567**	**37**	**50**	**91**
Area of the country	West	52.1	15.1	23.0	1.7	2.5	5.6
	Central	51.4	18.0	23.7	2.1	.6	4.2
	Metropolitan	51.6	19.0	22.8	1.1	2.6	2.9
	Paracentral	52.0	20.7	20.4	.9	1.4	4.6
	East	50.2	16.7	26.5	2.0	2.2	2.2
Strata	Upper	73.9	17.4	.0	4.3	4.3	.0
	Upper middle	59.3	22.2	13.0	1.9	.0	3.7
	Lower middle	51.0	22.0	20.7	.7	3.0	2.7
	Worker	52.5	16.8	24.1	1.5	2.1	3.0
	Poor	52.8	18.9	28.3	.0	.0	.0
	Rural	48.9	17.4	24.4	1.8	1.9	5.6
Sex	Male	48.4	16.3	27.8	1.7	2.9	2.8
	Female	53.9	19.0	19.8	1.3	1.3	4.6
Age	18 to 25	45.6	22.3	25.9	2.1	2.4	1.6
	26 to 40	55.7	15.1	22.6	1.8	1.4	3.4
	41 to 55	52.2	18.5	20.6	.9	2.2	5.6
	56 or over	51.2	15.7	24.6	1.0	2.5	5.0
Level of Education	None	59.9	15.1	19.8	.6	.6	4.1
	Primary	50.4	17.7	21.7	1.8	2.5	5.9
	Middle-school	48.7	20.1	24.5	1.5	2.2	3.0
	High-school	54.6	18.2	21.7	1.5	1.7	2.3
	Technical or university	47.6	15.9	29.1	1.7	2.4	3.3
P60.							

Chart 71
How often do you watch, read or listen to the news on the media in the country? by variables
(Percentages)

VARIABLES		RESPONSE			
		Never	Rarely	One or two times a week	Always
%		**2.5**	**19.1**	**15.8**	**62.6**
N		**60**	**464**	**383**	**1518**
Area of the country	**West**	2.3	22.6	15.4	59.7
	Central	2.4	19.2	15.9	62.5
	Metropolitan	1.4	14.8	15.1	68.7
	Paracentral	2.0	20.1	15.8	62.1
	East	4.7	21.2	17.1	56.9
Strata	**Upper**	.0	4.3	26.1	69.6
	Upper middle	1.9	13.0	22.2	63.0
	Lower middle	.7	15.7	15.0	68.7
	Worker	2.6	18.4	14.7	64.4
	Poor	3.8	13.2	15.1	67.9
	Rural	3.0	22.6	17.0	57.4
Sex	**Male**	1.7	13.8	15.7	68.9
	Female	3.1	23.5	15.9	57.5
Age	**18 to 25**	2.3	21.2	21.0	55.5
	26 to 40	1.8	20.3	14.7	63.2
	41 to 55	3.3	15.9	12.6	68.1
	56 or over	2.9	18.2	14.5	64.5
Level of Education	**None**	6.4	22.1	17.4	54.1
	Primary	3.5	22.4	16.3	57.8
	Middle-school	2.2	19.7	14.5	63.6
	High-school	1.9	19.4	15.7	63.0
	Technical or university	.5	11.6	15.9	72.0
Party of choice	**None**	3.0	21.4	15.6	60.0
	ARENA	1.6	19.7	16.9	61.8
	FMLN	1.9	14.6	15.5	67.9
	GANA	.0	16.2	35.1	48.6
	Others	2.0	18.0	8.0	72.0
	DNK/NR	4.4	15.4	11.0	69.2

P61.

Chart 72
What is your main source of information about the issue of crime in El Salvador? by variables (Percentages)

VARIABLES		News broadcast on TV	Newspapers	Radio	Family or friends relating experiences	Personal experience	Social networks, blogs & news pages on Internet
				RESPONSE			
%		80.6	7.3	3.5	4.5	1.6	2.5
N		1943	175	85	109	39	61
Area of the country	West	77.6	8.0	5.5	5.1	1.9	1.9
	Central	85.2	6.0	2.1	4.5	1.2	.9
	Metropolitan	76.9	9.9	1.2	4.9	1.5	5.6
	Paracentral	85.3	5.5	2.9	4.6	.9	.9
	East	82.7	4.5	6.4	3.3	2.3	.8
Strata	Upper	69.6	17.4	.0	8.7	.0	4.3
	Upper middle	75.5	11.3	1.9	1.9	.0	9.4
	Lower middle	75.7	12.0	1.0	3.3	.7	7.3
	Worker	81.1	7.4	2.6	4.6	1.6	2.7
	Poor	79.2	7.5	1.9	7.5	3.8	.0
	Rural	82.3	4.8	6.1	4.6	1.9	.2
Sex	Male	79.7	8.7	3.6	3.0	1.8	3.2
	Female	81.2	6.1	3.5	5.8	1.5	2.0
Age	18 to 25	80.2	8.3	2.8	2.9	1.5	4.4
	26 to 40	81.1	7.7	2.3	4.4	1.3	3.2
	41 to 55	80.3	6.0	3.6	6.0	3.0	1.1
	56 or over	80.3	6.6	6.4	5.2	.8	.6
Level of Education	None	75.6	.6	11.3	9.5	3.0	.0
	Primary	81.8	5.2	5.5	5.5	1.8	.3
	Middle-school	84.8	5.7	3.3	3.5	2.2	.7
	High-school	82.4	8.7	1.3	3.4	1.3	2.9
	Technical or university	73.0	12.6	1.2	4.0	.7	8.5
Party of choice	None	78.6	6.9	4.0	5.7	1.9	2.9
	ARENA	81.6	8.6	2.3	3.0	2.3	2.1
	FMLN	83.9	7.3	3.2	3.2	.7	1.8
	GANA	89.2	.0	.0	5.4	.0	5.4
	Others	76.0	10.0	4.0	.0	2.0	8.0
	DNK/NR	80.2	7.7	6.6	5.5	.0	.0

P62.

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".

Table of Contents for General Charts Results

1.   Sociodemographic Results

Chart A
Distribution of Respondents by Age Group and Sex (Percentages)

AGE		SEX			
		Male	Female	TOTAL	
				N	%
%		42.8	57.2		100.0
N		219	293	512	
Age	18 to 25	11.0	11.9	59	11.5
	26 to 40	32.9	33.4	170	33.2
	41 to 55	30.6	27.6	148	28.9
	56 or over	25.6	27.0	135	26.4

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

POSITION		SEX			
		Male	Female	TOTAL	
				N	%
%		42.8	57.2		100.0
N		219	293	512	
Position	Proprietor	60.7	68.6	334	65.2
	Administrator	36.5	28.3	163	31.8
	Manager	2.7	3.1	15	2.9

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

Sector		Male	Female	TOTAL N	TOTAL %
SEX					
%		**42.8**	**57.2**		**100.0**
N		**219**	**293**	**512**	
Sector	**Trade**	55.3	79.9	355	69.3
	Industry	5.5	2.0	18	3.5
	Services	39.3	18.1	139	27.1

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

Number of Employees		Male	Female	TOTAL N	TOTAL %
SEX					
%		**42.8**	**57.2**		**100.0**
N		**219**	**293**	**512**	
Number of Employees	**1 to 4 employees**	88.6	93.2	467	91.2
	5 to 10 employees	7.3	4.8	30	5.9
	11 or more employees	4.1	2.0	15	2.9

2.   General Results

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

VARIABLES		RESPONSE		
		1 to 5 employees	6 to 10 employees	11 or more employees
%		**94.5**	**2.5**	**2.9**
N		**484**	**13**	**15**
Position	Proprietor	98.5	.9	.6
	Administrator	89.0	5.5	5.5
	Manager	66.7	6.7	26.7
Business	Microenterprise	97.4	2.6	.0
	Small Business	.0	.0	100.0
Sector	Trade	97.5	1.4	1.1
	Industry	83.3	11.1	5.6
	Services	88.5	4.3	7.2
Area of the country	West	98.2	.0	1.8
	Central	95.2	2.4	2.4
	Metropolitan	90.1	5.0	5.0
	Paracentral	100.0	.0	.0
	East	97.6	1.2	1.2
Sex	Male	91.3	4.6	4.1
	Female	96.9	1.0	2.0
Age	18 to 25	96.6	3.4	.0
	26 to 40	90.6	4.1	5.3
	41 to 55	94.6	1.4	4.1
	56 or over	98.5	1.5	.0

P4.

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

VARIABLES		RESPONSE				
		Under a year	1 to 10	11 to 20	21 to 30	31 or more
%		6.8	61.5	18.6	8.2	4.9
N		35	315	95	42	25
Position	Proprietor	6.3	59.0	21.0	8.7	5.1
	Administrator	8.0	67.5	13.5	7.4	3.7
	Manager	6.7	53.3	20.0	6.7	13.3
Business	Microenterprise	7.0	62.8	17.7	7.8	4.6
	Small Business	.0	20.0	46.7	20.0	13.3
Sector	Trade	8.2	64.8	15.8	6.8	4.5
	Industry	.0	50.0	22.2	27.8	.0
	Services	4.3	54.7	25.2	9.4	6.5
Area of the country	West	5.5	68.2	14.5	5.5	6.4
	Central	7.1	69.0	16.7	4.8	2.4
	Metropolitan	6.8	54.5	23.4	11.3	4.1
	Paracentral	12.7	61.8	14.5	5.5	5.5
	East	4.8	67.5	14.5	7.2	6.0
Sex	Male	5.5	58.4	22.4	9.1	4.6
	Female	7.8	63.8	15.7	7.5	5.1
Age	18 to 25	15.3	76.3	5.1	1.7	1.7
	26 to 40	8.2	68.2	14.1	6.5	2.9
	41 to 55	2.0	63.5	25.7	5.4	3.4
	56 or over	6.7	44.4	22.2	16.3	10.4
P5.						

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

VARIABLES		RESPONSE		
		Trade	Industry	Services
%		**69.3**	**3.5**	**27.1**
N		**355**	**18**	**139**
Position	Proprietor	74.0	3.3	22.8
	Administrator	58.9	4.3	36.8
	Manager	80.0	.0	20.0
Business	Microenterprise	70.6	3.4	26.0
	Small Business	26.7	6.7	66.7
Area of the country	West	75.5	2.7	21.8
	Central	66.7	2.4	31.0
	Metropolitan	65.8	3.6	30.6
	Paracentral	69.1	.0	30.9
	East	72.3	7.2	20.5
Sex	Male	55.3	5.5	39.3
	Female	79.9	2.0	18.1
Age	18 to 25	76.3	.0	23.7
	26 to 40	64.7	2.9	32.4
	41 to 55	62.2	5.4	32.4
	56 or over	80.0	3.7	16.3

P6.

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

VARIABLES		RESPONSE							
		Crime	Unemployment	Poverty	Economy	Violence	Gangs	Bad government policy, the government	Other responses
%		57.2	6.1	3.7	16.2	6.1	7.4	2.1	1.2
N		293	31	19	83	31	38	11	6
Position	Proprietor	57.2	7.2	3.3	17.7	5.7	5.7	1.8	1.5
	Administrator	56.4	3.7	4.3	14.1	6.7	11.0	3.1	.6
	Manager	66.7	6.7	6.7	6.7	6.7	6.7	.0	.0
Business	Microenterprise	56.9	6.2	3.4	16.1	6.2	7.6	2.2	1.2
	Small Business	66.7	.0	13.3	20.0	.0	.0	.0	.0
Sector	Trade	56.6	6.2	3.9	15.5	6.5	8.7	2.0	.6
	Industry	50.0	11.1	5.6	22.2	5.6	.0	.0	5.6
	Services	59.7	5.0	2.9	17.3	5.0	5.0	2.9	2.2
Area of the country	West	55.5	7.3	3.6	21.8	2.7	6.4	1.8	.9
	Central	64.3	4.8	4.8	14.3	7.1	2.4	2.4	.0
	Metropolitan	58.6	5.0	3.6	14.0	8.1	6.3	2.3	2.3
	Paracentral	52.7	7.3	5.5	14.5	3.6	10.9	5.5	.0
	East	55.4	7.2	2.4	16.9	6.0	12.0	.0	.0
Sex	Male	61.2	5.0	1.8	14.2	5.5	6.8	3.7	1.8
	Female	54.3	6.8	5.1	17.7	6.5	7.8	1.0	.7
Age	18 to 25	52.5	3.4	.0	16.9	11.9	15.3	.0	.0
	26 to 40	58.2	5.3	3.5	16.5	7.6	6.5	1.8	.6
	41 to 55	59.5	8.8	2.7	12.8	4.1	6.8	3.4	2.0
	56 or over	55.6	5.2	6.7	19.3	3.7	5.9	2.2	1.5

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
%		**50.6**	**38.0**	**11.4**
N		**258**	**194**	**58**
Position	Proprietor	49.5	39.6	10.8
	Administrator	52.5	35.2	12.3
	Manager	53.3	33.3	13.3
Business	Microenterprise	50.3	38.2	11.5
	Small Business	60.0	33.3	6.7
Sector	Trade	49.9	38.8	11.3
	Industry	44.4	44.4	11.1
	Services	53.2	35.3	11.5
Area of the country	West	50.9	39.1	10.0
	Central	42.9	35.7	21.4
	Metropolitan	53.4	36.2	10.4
	Paracentral	54.5	38.2	7.3
	East	43.9	42.7	13.4
Sex	Male	47.2	39.0	13.8
	Female	53.1	37.3	9.6
Age	18 to 25	58.6	31.0	10.3
	26 to 40	50.0	37.1	12.9
	41 to 55	46.6	43.9	9.5
	56 or over	52.2	35.8	11.9
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**	**3.3**	**5.3**	**90.6**
N		**4**	**17**	**27**	**462**
Position	**Proprietor**	.6	4.5	6.0	88.9
	Administrator	1.2	1.2	3.7	93.9
	Manager	.0	.0	6.7	93.3
Business	**Microenterprise**	.8	3.4	5.5	90.3
	Small Business	.0	.0	.0	100.0
Sector	**Trade**	.8	3.7	5.6	89.8
	Industry	.0	5.6	11.1	83.3
	Services	.7	2.2	3.6	93.5
Area of the country	**West**	1.8	4.6	2.8	90.8
	Central	.0	.0	4.8	95.2
	Metropolitan	.5	1.8	5.9	91.9
	Paracentral	1.8	1.8	5.5	90.9
	East	.0	8.5	7.3	84.1
Sex	**Male**	.5	4.6	4.6	90.4
	Female	1.0	2.4	5.8	90.7
Age	**18 to 25**	1.7	5.1	5.1	88.1
	26 to 40	1.8	1.2	6.5	90.5
	41 to 55	.0	3.4	5.4	91.2
	56 or over	.0	5.2	3.7	91.1
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
%		**5.7**	**13.1**	**12.5**	**68.7**
N		**29**	**67**	**64**	**351**
Position	**Proprietor**	5.4	11.7	10.8	72.1
	Administrator	6.1	17.2	16.6	60.1
	Manager	6.7	.0	6.7	86.7
Business	**Microenterprise**	5.8	13.5	12.5	68.1
	Small Business	.0	.0	13.3	86.7
Sector	**Trade**	6.8	12.7	10.5	70.1
	Industry	5.6	16.7	5.6	72.2
	Services	2.9	13.7	18.7	64.7
Area of the country	**West**	10.0	11.8	9.1	69.1
	Central	4.9	19.5	12.2	63.4
	Metropolitan	3.6	14.0	13.5	68.9
	Paracentral	5.5	12.7	10.9	70.9
	East	6.0	9.6	15.7	68.7
Sex	**Male**	4.6	13.7	13.2	68.5
	Female	6.5	12.7	12.0	68.8
Age	**18 to 25**	5.1	20.3	16.9	57.6
	26 to 40	3.5	17.6	15.9	62.9
	41 to 55	5.4	7.4	12.2	75.0
	56 or over	9.0	10.4	6.7	73.9
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
%		**33.7**	**32.7**	**22.3**	**11.4**
N		172	167	114	58
Position	**Proprietor**	37.5	30.9	19.5	12.0
	Administrator	27.0	34.4	27.6	11.0
	Manager	20.0	53.3	26.7	.0
Business	**Microenterprise**	33.7	32.5	22.2	11.7
	Small Business	33.3	40.0	26.7	.0
Sector	**Trade**	33.0	33.5	20.8	12.7
	Industry	33.3	16.7	38.9	11.1
	Services	35.5	32.6	23.9	8.0
Area of the country	**West**	38.5	26.6	18.3	16.5
		31.0	42.9	14.3	11.9
	Metropolitan	33.3	36.0	23.9	6.8
	Paracentral	32.7	30.9	21.8	14.5
	East	30.1	27.7	27.7	14.5
Sex	**Male**	33.5	35.8	22.5	8.3
	Female	33.8	30.4	22.2	13.7
Age	**18 to 25**	22.0	37.3	35.6	5.1
	26 to 40	33.5	34.7	22.9	8.8
	41 to 55	38.5	31.1	18.2	12.2
	56 or over	33.6	29.9	20.1	16.4

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
%		**63.5**	**36.5**
N		**325**	**187**
Position	**Proprietor**	60.8	39.2
	Administrator	66.9	33.1
	Manager	86.7	13.3
Business	**Microenterprise**	63.0	37.0
	Small Business	80.0	20.0
Sector	**Trade**	63.9	36.1
	Industry	55.6	44.4
	Services	63.3	36.7
Area of the country	**West**	58.2	41.8
	Central	61.9	38.1
	Metropolitan	64.9	35.1
	Paracentral	78.2	21.8
	East	57.8	42.2
Sex	**Male**	66.2	33.8
	Female	61.4	38.6
Age	**18 to 25**	79.7	20.3
	26 to 40	65.9	34.1
	41 to 55	61.5	38.5
	56 or over	55.6	44.4
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
%		89.6	10.4
N		459	53
Position	Proprietor	89.8	10.2
	Administrator	89.0	11.0
	Manager	93.3	6.7
Business	Microenterprise	89.5	10.5
	Small Business	93.3	6.7
Sector	Trade	92.4	7.6
	Industry	88.9	11.1
	Services	82.7	17.3
Area of the country	West	87.3	12.7
	Central	83.3	16.7
	Metropolitan	91.0	9.0
	Paracentral	92.7	7.3
	East	90.4	9.6
Sex	Male	89.0	11.0
	Female	90.1	9.9
Age	18 to 25	91.5	8.5
	26 to 40	85.3	14.7
	41 to 55	89.9	10.1
	56 or over	94.1	5.9
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**
%		**84.7**	**15.3**
N		**389**	**70**
Position	**Proprietor**	84.7	15.3
	Administrator	84.8	15.2
	Manager	85.7	14.3
Business	**Microenterprise**	84.5	15.5
	Small Business	92.9	7.1
Sector	**Trade**	86.0	14.0
	Industry	87.5	12.5
	Services	80.9	19.1
Area of the country	**West**	84.4	15.6
	Central	94.3	5.7
	Metropolitan	82.7	17.3
	Paracentral	84.3	15.7
	East	86.7	13.3
Sex	**Male**	82.1	17.9
	Female	86.7	13.3
Age	**18 to 25**	92.6	7.4
	26 to 40	82.8	17.2
	41 to 55	82.0	18.0
	56 or over	86.6	13.4
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
%		**47.1**	**52.9**
N		**241**	**271**
Position	**Proprietor**	43.7	56.3
	Administrator	52.1	47.9
	Manager	66.7	33.3
Business	**Microenterprise**	46.3	53.7
	Small Business	73.3	26.7
Sector	**Trade**	46.5	53.5
	Industry	66.7	33.3
	Services	46.0	54.0
Area of the country	**West**	40.0	60.0
	Central	52.4	47.6
	Metropolitan	48.6	51.4
	Paracentral	49.1	50.9
	East	48.2	51.8
Sex	**Male**	53.9	46.1
	Female	42.0	58.0
Age	**18 to 25**	66.1	33.9
	26 to 40	46.5	53.5
	41 to 55	44.6	55.4
	56 or over	42.2	57.8
P15.			

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 variablessegún variables
(Percentages)

VARIABLES		RESPONSE	
		No	Yes
%		54.2	45.8
N		277	234
Position	Proprietor	53.8	46.2
	Administrator	55.8	44.2
	Manager	46.7	53.3
Business	Microenterprise	54.6	45.4
	Small Business	40.0	60.0
Sector	Trade	55.4	44.6
	Industry	72.2	27.8
	Services	48.9	51.1
Area of the country	West	55.0	45.0
	Central	47.6	52.4
	Metropolitan	57.7	42.3
	Paracentral	47.3	52.7
	East	51.8	48.2
Sex	Male	56.6	43.4
	Female	52.4	47.6
Age	18 to 25	69.5	30.5
	26 to 40	47.6	52.4
	41 to 55	55.4	44.6
	56 or over	54.5	45.5
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
%		**74.2**	**25.8**
N		**380**	**132**
Position	**Proprietor**	72.8	27.2
	Administrator	79.1	20.9
	Manager	53.3	46.7
Business	**Microenterprise**	74.0	26.0
	Small Business	80.0	20.0
Sector	**Trade**	73.0	27.0
	Industry	88.9	11.1
	Services	75.5	24.5
Area of the country	**West**	77.3	22.7
	Central	78.6	21.4
	Metropolitan	72.1	27.9
	Paracentral	78.2	21.8
	East	71.1	28.9
Sex	**Male**	73.5	26.5
	Female	74.7	25.3
Age	**18 to 25**	81.4	18.6
	26 to 40	72.9	27.1
	41 to 55	72.3	27.7
	56 or over	74.8	25.2
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
%		**91.2**	**8.8**
N		**466**	**45**
Position	**Proprietor**	92.5	7.5
	Administrator	89.6	10.4
	Manager	80.0	20.0
Business	**Microenterprise**	92.1	7.9
	Small Business	60.0	40.0
Sector	**Trade**	93.2	6.8
	Industry	77.8	22.2
	Services	87.8	12.2
Area of the country	**West**	92.7	7.3
	Central	95.2	4.8
	Metropolitan	92.3	7.7
	Paracentral	87.3	12.7
	East	86.7	13.3
Sex	**Male**	86.7	13.3
	Female	94.5	5.5
Age	**18 to 25**	88.1	11.9
	26 to 40	88.8	11.2
	41 to 55	92.6	7.4
	56 or over	94.1	5.9
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
%		80.7	19.3
N		413	99
Position	Proprietor	87.7	12.3
	Administrator	71.8	28.2
	Manager	20.0	80.0
Business	Microenterprise	82.5	17.5
	Small Business	20.0	80.0
Sector	Trade	84.2	15.8
	Industry	77.8	22.2
	Services	71.9	28.1
Area of the country	West	87.3	12.7
	Central	78.6	21.4
	Metropolitan	76.6	23.4
	Paracentral	81.8	18.2
	East	83.1	16.9
Sex	Male	74.0	26.0
	Female	85.7	14.3
Age	18 to 25	72.9	27.1
	26 to 40	72.4	27.6
	41 to 55	86.5	13.5
	56 or over	88.1	11.9
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
%		44.7	55.3
N		229	283
Position	Proprietor	47.6	52.4
	Administrator	40.5	59.5
	Manager	26.7	73.3
Business	Microenterprise	45.1	54.9
	Small Business	33.3	66.7
Sector	Trade	42.5	57.5
	Industry	38.9	61.1
	Services	51.1	48.9
Area of the country	West	54.5	45.5
	Central	45.2	54.8
	Metropolitan	41.9	58.1
	Paracentral	40.0	60.0
	East	42.2	57.8
Sex	Male	44.3	55.7
	Female	45.1	54.9
Age	18 to 25	37.3	62.7
	26 to 40	44.1	55.9
	41 to 55	45.3	54.7
	56 or over	48.1	51.9

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
%		90.8	9.2
N		465	47
Position	Proprietor	95.5	4.5
	Administrator	85.3	14.7
	Manager	46.7	53.3
Business	Microenterprise	91.8	8.2
	Small Business	60.0	40.0
Sector	Trade	92.4	7.6
	Industry	88.9	11.1
	Services	87.1	12.9
Area of the country	West	92.7	7.3
	Central	92.9	7.1
	Metropolitan	89.2	10.8
	Paracentral	94.5	5.5
	East	89.2	10.8
Sex	Male	87.2	12.8
	Female	93.5	6.5
Age	18 to 25	86.4	13.6
	26 to 40	85.3	14.7
	41 to 55	94.6	5.4
	56 or over	95.6	4.4

P21.

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		Robbery	Homicide	Extortion	Distribution of Drugs	Domestic Violence	Violence due to personal issues	Distribution of Weapons	Threats	Other
%		7.3	19.4	37.7	7.9	3.1	2.2	5.9	13.4	3.1
N		37	99	192	40	16	11	30	68	16
Position	Proprietor	8.2	16.3	37.2	9.4	2.7	3.0	5.7	13.9	3.6
	Administrator	6.1	23.9	39.9	5.5	4.3	.0	6.7	11.7	1.8
	Manager	.0	40.0	26.7	.0	.0	6.7	.0	20.0	6.7
Business	Microenterprise	7.5	19.6	36.8	8.1	3.0	2.2	6.1	13.4	3.2
	Small Business	.0	13.3	66.7	.0	6.7	.0	.0	13.3	.0
Sector	Trade	6.5	19.3	34.3	9.1	2.8	2.3	6.5	15.3	4.0
	Industry	16.7	22.2	44.4	5.6	5.6	.0	5.6	.0	.0
	Services	8.0	19.6	45.7	5.1	3.6	2.2	4.3	10.1	1.4
Area of the country	West	5.5	20.9	34.5	10.0	1.8	2.7	3.6	16.4	4.5
	Central	2.4	28.6	38.1	9.5	2.4	2.4	4.8	9.5	2.4
	Metropolitan	9.0	16.7	40.3	6.8	3.6	2.3	7.7	11.3	2.3
	Paracentral	11.1	18.5	31.5	3.7	3.7	1.9	5.6	18.5	5.6
	East	4.9	20.7	39.0	9.8	3.7	1.2	4.9	13.4	2.4
Sex	Male	7.8	16.5	45.4	5.0	4.1	1.4	6.9	10.1	2.8
	Female	6.9	21.6	32.0	10.0	2.4	2.7	5.2	15.8	3.4
Age	18 to 25	6.8	39.0	22.0	6.8	5.1	.0	11.9	6.8	1.7
	26 to 40	7.6	17.1	45.9	4.1	5.3	1.2	3.5	14.1	1.2
	41 to 55	6.1	16.3	36.7	10.2	2.0	1.4	8.2	16.3	2.7
	56 or over	8.3	17.3	35.3	10.5	.8	5.3	3.8	12.0	6.8

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
%		**50.3**	**31.9**	**9.0**	**8.8**
N		**257**	**163**	**46**	**45**
Position	**Proprietor**	51.1	31.8	8.1	9.0
	Administrator	49.1	31.3	11.0	8.6
	Manager	46.7	40.0	6.7	6.7
Business	**Microenterprise**	50.4	31.7	9.1	8.9
	Small Business	46.7	40.0	6.7	6.7
Sector	**Trade**	49.4	31.1	9.3	10.2
	Industry	50.0	27.8	.0	22.2
	Services	52.5	34.5	9.4	3.6
Area of the country	**West**	52.3	28.4	8.3	11.0
	Central	52.4	35.7	2.4	9.5
	Metropolitan	52.3	33.3	7.7	6.8
	Paracentral	58.2	25.5	12.7	3.6
	East	36.1	34.9	14.5	14.5
Sex	**Male**	47.0	34.7	10.0	8.2
	Female	52.7	29.8	8.2	9.2
Age	**18 to 25**	54.2	27.1	8.5	10.2
	26 to 40	50.0	33.5	11.8	4.7
	41 to 55	54.4	32.7	6.1	6.8
	56 or over	44.4	31.1	8.9	15.6

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
%		**39.5**	**35.0**	**13.7**	**11.9**
N		**202**	**179**	**70**	**61**
Position	**Proprietor**	41.3	34.1	12.0	12.6
	Administrator	34.4	36.8	17.2	11.7
	Manager	53.3	33.3	13.3	.0
Business	**Microenterprise**	39.6	34.6	13.7	12.1
	Small Business	33.3	46.7	13.3	6.7
Sector	**Trade**	40.6	30.4	14.9	14.1
	Industry	27.8	50.0	11.1	11.1
	Services	38.1	44.6	10.8	6.5
Area of the country	**West**	41.8	22.7	16.4	19.1
	Central	45.2	31.0	16.7	7.1
	Metropolitan	40.5	41.9	11.3	6.3
	Paracentral	40.0	30.9	10.9	18.2
	East	30.1	37.3	16.9	15.7
Sex	**Male**	37.9	39.7	11.9	10.5
	Female	40.6	31.4	15.0	13.0
Age	**18 to 25**	35.6	33.9	15.3	15.3
	26 to 40	40.6	30.6	18.8	10.0
	41 to 55	44.6	40.5	9.5	5.4
	56 or over	34.1	34.8	11.1	20.0
P24.					

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
%		38.4	38.4	18.6	4.7
N		196	196	95	24
Position	Proprietor	40.8	35.4	19.8	3.9
	Administrator	33.1	42.9	17.2	6.7
	Manager	40.0	53.3	6.7	.0
Business	Microenterprise	37.9	38.3	19.0	4.8
	Small Business	53.3	40.0	6.7	.0
Sector	Trade	38.4	36.4	20.1	5.1
	Industry	38.9	22.2	16.7	22.2
	Services	38.1	45.3	15.1	1.4
Area of the country	West	38.5	36.7	17.4	7.3
	Central	45.2	38.1	7.1	9.5
	Metropolitan	36.9	42.3	18.5	2.3
	Paracentral	45.5	36.4	16.4	1.8
	East	33.7	31.3	27.7	7.2
Sex	Male	38.4	38.8	18.3	4.6
	Female	38.4	38.0	18.8	4.8
Age	18 to 25	28.8	47.5	22.0	1.7
	26 to 40	31.8	47.1	18.2	2.9
	41 to 55	44.2	32.7	16.3	6.8
	56 or over	44.4	29.6	20.0	5.9
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	Little	Somewhat	A lot	DNK/NR
%		**38.7**	**35.4**	**16.2**	**5.3**	**4.5**
N		**198**	**181**	**83**	**27**	**23**
Position	Proprietor	43.4	30.2	15.6	5.1	5.7
	Administrator	29.4	44.2	17.8	6.1	2.5
	Manager	33.3	53.3	13.3	.0	.0
Business	Microenterprise	38.6	35.0	16.5	5.4	4.4
	Small Business	40.0	46.7	6.7	.0	6.7
Sector	Trade	38.6	32.4	16.9	6.5	5.6
	Industry	55.6	27.8	11.1	5.6	.0
	Services	36.7	43.9	15.1	2.2	2.2
Area of the country	West	35.5	32.7	13.6	11.8	6.4
	Central	40.5	31.0	9.5	4.8	14.3
	Metropolitan	40.1	40.5	13.5	2.7	3.2
	Paracentral	38.2	34.5	20.0	5.5	1.8
	East	38.6	27.7	27.7	3.6	2.4
Sex	Male	38.4	39.3	17.4	4.1	.9
	Female	38.9	32.4	15.4	6.1	7.2
Age	18 to 25	32.2	37.3	23.7	3.4	3.4
	26 to 40	36.5	38.8	14.7	5.9	4.1
	41 to 55	42.6	36.5	14.9	4.1	2.0
	56 or over	40.0	28.9	16.3	6.7	8.1

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
%		29.7	44.2	19.4	6.7
N		151	225	99	34
Position	**Proprietor**	31.4	41.7	19.0	7.9
	Administrator	24.5	50.3	20.2	4.9
	Manager	46.7	33.3	20.0	.0
Business	**Microenterprise**	29.4	43.9	19.8	6.9
	Small Business	40.0	53.3	6.7	.0
Sector	**Trade**	30.4	41.5	20.7	7.4
	Industry	27.8	44.4	16.7	11.1
	Services	28.1	51.1	16.5	4.3
Area of the country	**West**	26.6	49.5	14.7	9.2
	Central	23.8	50.0	16.7	9.5
	Metropolitan	31.7	47.5	17.2	3.6
	Paracentral	36.4	34.5	25.5	3.6
	East	26.8	31.7	29.3	12.2
Sex	**Male**	30.1	45.7	18.3	5.9
	Female	29.3	43.1	20.3	7.2
Age	**18 to 25**	25.4	49.2	22.0	3.4
	26 to 40	29.6	46.7	19.5	4.1
	41 to 55	29.1	44.6	18.9	7.4
	56 or over	32.3	38.3	18.8	10.5

P27.

Chart 25
Now I´m going to ask some questions about the institutions of the country. I´m going to ask you to indicate how satisfied or unsatisfied you find yourself with the performance of these institutions in terms of security, respond using the following scale: Very satisfied, somewhat, little or not at all satisfied. How satisfied are you with the performance of the PNC? by variables (Percentages)

VARIABLES		RESPONSE			
		Not at all satisfied	Little satisfied	Somewhat satisfied	Very satisfied
%		21.1	43.8	27.0	8.2
N		108	224	138	42
Position	Proprietor	24.0	42.5	25.7	7.8
	Administrator	15.3	45.4	29.4	9.8
	Manager	20.0	53.3	26.7	.0
Business	Microenterprise	21.3	43.5	26.8	8.5
	Small Business	13.3	53.3	33.3	.0
Sector	Trade	20.3	44.2	27.6	7.9
	Industry	33.3	16.7	27.8	22.2
	Services	21.6	46.0	25.2	7.2
Area of the country	West	20.9	41.8	27.3	10.0
	Central	21.4	42.9	28.6	7.1
	Metropolitan	20.7	49.1	25.2	5.0
	Paracentral	25.5	38.2	20.0	16.4
	East	19.3	36.1	34.9	9.6
Sex	Male	21.0	42.9	28.8	7.3
	Female	21.2	44.4	25.6	8.9
Age	18 to 25	11.9	52.5	33.9	1.7
	26 to 40	18.8	47.6	28.2	5.3
	41 to 55	25.0	48.0	18.2	8.8
	56 or over	23.7	30.4	31.9	14.1

P28.

Chart 26
***Now I´m going to ask some questions about the institutions of the country. I´m going to ask you to indicate
how satisfied or unsatisfied you find yourself with the performance of these institutions in terms of security,
respond using the following scale: Very satisfied, somewhat, little or not at all satisfied. How satisfied are
you with the performance of the Ministry of Justice and Security? by variables***
(Percentages)

VARIABLES		RESPONSE				
		Not at all satisfied	Little satisfied	Somewhat satisfied	Very satisfied	DNK/NR
%		32.6	41.4	19.7	3.9	2.3
N		167	212	101	20	12
Position	Proprietor	34.1	39.8	19.5	4.2	2.4
	Administrator	29.4	44.8	19.6	3.7	2.5
	Manager	33.3	40.0	26.7	.0	.0
Business	Microenterprise	32.6	41.4	19.5	4.0	2.4
	Small Business	33.3	40.0	26.7	.0	.0
Sector	Trade	31.0	39.7	22.5	3.9	2.8
	Industry	38.9	38.9	16.7	5.6	.0
	Services	36.0	46.0	12.9	3.6	1.4
Area of the country	West	29.1	40.9	22.7	6.4	.9
	Central	26.2	45.2	16.7	4.8	7.1
	Metropolitan	35.1	44.6	15.8	2.7	1.8
	Paracentral	41.8	29.1	21.8	7.3	.0
	East	27.7	39.8	26.5	1.2	4.8
Sex	Male	34.7	42.5	18.7	3.7	.5
	Female	31.1	40.6	20.5	4.1	3.8
Age	18 to 25	27.1	45.8	22.0	3.4	1.7
	26 to 40	29.4	42.9	22.4	2.9	2.4
	41 to 55	33.8	50.7	12.2	2.7	.7
	56 or over	37.8	27.4	23.7	6.7	4.4
P29.						

Chart 27
Now I´m going to ask some questions about the institutions of the country. I´m going to ask you to indicate how satisfied or unsatisfied you find yourself with the performance of these institutions in terms of security, respond using the following scale: Very satisfied, somewhat, little or not at all satisfied. How satisfied are you with the performance of the penitentiary system (prisons)? by variables
(Percentages)

VARIABLES		RESPONSE				
		Not at all satisfied	Little satisfied	Somewhat satisfied	Very satisfied	DNK/NR
%		**45.3**	**32.6**	**12.9**	**4.9**	**4.3**
N		**232**	**167**	**66**	**25**	**22**
Position	Proprietor	44.9	31.4	13.8	5.1	4.8
	Administrator	44.8	34.4	12.3	4.9	3.7
	Manager	60.0	40.0	.0	.0	.0
Business	Microenterprise	44.7	32.6	13.3	5.0	4.4
	Small Business	66.7	33.3	.0	.0	.0
Sector	Trade	43.4	32.4	13.0	5.6	5.6
	Industry	38.9	50.0	.0	5.6	5.6
	Services	51.1	30.9	14.4	2.9	.7
Area of the country	West	39.1	33.6	14.5	9.1	3.6
	Central	35.7	45.2	14.3	2.4	2.4
	Metropolitan	55.4	27.9	9.9	1.4	5.4
	Paracentral	45.5	30.9	10.9	9.1	3.6
	East	31.3	38.6	19.3	7.2	3.6
Sex	Male	48.9	32.9	13.2	1.8	3.2
	Female	42.7	32.4	12.6	7.2	5.1
Age	18 to 25	39.0	39.0	13.6	8.5	.0
	26 to 40	45.9	31.2	16.5	4.7	1.8
	41 to 55	45.9	35.1	10.1	4.1	4.7
	56 or over	46.7	28.9	11.1	4.4	8.9

P30.

Chart 28
Now I´m going to ask some questions about the institutions of the country. I´m going to ask you to indicate
how satisfied or unsatisfied you find yourself with the performance of these institutions in terms of security,
respond using the following scale: Very satisfied, somewhat, little or not at all satisfied. How satisfied are
you with the performance of the judges (Courts of Justice)? by variables
(Percentages)

VARIABLES		RESPONSE				
		Not at all satisfied	Little satisfied	Somewhat satisfied	Very satisfied	DNK/NR
%		**41.6**	**36.1**	**17.0**	**2.3**	**2.9**
N		**213**	**185**	**87**	**12**	**15**
Position	Proprietor	44.6	34.7	14.4	3.6	2.7
	Administrator	35.6	38.0	22.7	.0	3.7
	Manager	40.0	46.7	13.3	.0	.0
Business	Microenterprise	41.4	36.2	16.9	2.4	3.0
	Small Business	46.7	33.3	20.0	.0	.0
Sector	Trade	42.8	34.1	17.2	2.0	3.9
	Industry	44.4	38.9	11.1	5.6	.0
	Services	38.1	41.0	17.3	2.9	.7
Area of the country	West	43.6	33.6	20.9	.0	1.8
	Central	42.9	42.9	9.5	2.4	2.4
	Metropolitan	43.2	36.0	14.0	2.3	4.5
	Paracentral	40.0	25.5	25.5	5.5	3.6
	East	34.9	43.4	18.1	3.6	.0
Sex	Male	43.8	37.4	15.5	2.3	.9
	Female	39.9	35.2	18.1	2.4	4.4
Age	18 to 25	32.2	42.4	22.0	.0	3.4
	26 to 40	37.1	39.4	20.6	1.2	1.8
	41 to 55	41.9	37.8	14.2	1.4	4.7
	56 or over	51.1	27.4	13.3	5.9	2.2
P31.						

Chart 29
Now I´m going to ask some questions about the institutions of the country. I´m going to ask you to indicate how satisfied or unsatisfied you find yourself with the performance of these institutions in terms of security, respond using the following scale: Very satisfied, somewhat, little or not at all satisfied. How satisfied are you with the performance of the Human Rights Ombudsman's Office? by variables
(Percentages)

VARIABLES		RESPONSE				
		Not at all satisfied	Little satisfied	Somewhat satisfied	Very satisfied	DNK/NR
%		**32.4**	**35.0**	**22.1**	**8.4**	**2.1**
N		**166**	**179**	**113**	**43**	**11**
Position	Proprietor	33.2	34.4	20.1	9.6	2.7
	Administrator	30.1	36.2	26.4	6.1	1.2
	Manager	40.0	33.3	20.0	6.7	.0
Business	Microenterprise	32.0	35.2	22.1	8.5	2.2
	Small Business	46.7	26.7	20.0	6.7	.0
Sector	Trade	28.7	34.9	24.5	9.0	2.8
	Industry	33.3	33.3	22.2	11.1	.0
	Services	41.7	35.3	15.8	6.5	.7
Area of the country	West	29.1	32.7	26.4	8.2	3.6
	Central	23.8	40.5	14.3	11.9	9.5
	Metropolitan	34.2	37.4	20.7	6.8	.9
	Paracentral	29.1	30.9	23.6	16.4	.0
	East	38.6	31.3	22.9	6.0	1.2
Sex	Male	37.0	32.4	21.5	8.2	.9
	Female	29.0	36.9	22.5	8.5	3.1
Age	18 to 25	18.6	39.0	30.5	8.5	3.4
	26 to 40	27.6	38.8	24.1	8.2	1.2
	41 to 55	41.2	32.4	15.5	8.8	2.0
	56 or over	34.8	31.1	23.0	8.1	3.0

P32.

Chart 30
Now I´m going to ask some questions about the institutions of the country. I´m going to ask you to indicate how satisfied or unsatisfied you find yourself with the performance of these institutions in terms of security, respond using the following scale: Very satisfied, somewhat, little or not at all satisfied. How satisfied are you with the performance of the Armed Forces? by variables (Percentages)

VARIABLES		RESPONSE			
		Not at all satisfied	Little satisfied	Somewhat satisfied	Very satisfied
%		**11.2**	**29.2**	**32.7**	**26.9**
N		57	149	167	137
Position	Proprietor	11.7	30.4	31.3	26.5
	Administrator	9.2	28.2	35.6	27.0
	Manager	20.0	13.3	33.3	33.3
Business	Microenterprise	11.1	29.1	32.5	27.3
	Small Business	13.3	33.3	40.0	13.3
Sector	Trade	11.9	29.5	31.2	27.5
	Industry	16.7	5.6	44.4	33.3
	Services	8.6	31.7	35.3	24.5
Area of the country	West	10.0	28.2	27.3	34.5
	Central	11.9	31.0	28.6	28.6
	Metropolitan	10.9	35.3	32.6	21.3
	Paracentral	14.8	25.9	37.0	22.2
	East	10.8	15.7	39.8	33.7
Sex	Male	10.1	27.1	32.1	30.7
	Female	12.0	30.8	33.2	24.0
Age	18 to 25	8.5	27.1	44.1	20.3
	26 to 40	11.2	26.5	34.1	28.2
	41 to 55	11.6	32.7	33.3	22.4
	56 or over	11.9	29.9	25.4	32.8

P33.

Chart 31
Now I´m going to ask some questions about the institutions of the country. I´m going to ask you to indicate how satisfied or unsatisfied you find yourself with the performance of these institutions in terms of security, respond using the following scale: Very satisfied, somewhat, little or not at all satisfied. How satisfied are you with the performance of the Prosecutor General's Office? by variables
(Percentages)

VARIABLES		RESPONSE				
		Not at all satisfied	Little satisfied	Somewhat satisfied	Very satisfied	DNK/NR
%		**20.9**	**41.6**	**27.3**	**6.6**	**3.5**
N		**107**	**213**	**140**	**34**	**18**
Position	Proprietor	23.7	38.0	26.3	7.5	4.5
	Administrator	16.0	49.7	27.6	4.9	1.8
	Manager	13.3	33.3	46.7	6.7	.0
Business	Microenterprise	20.7	42.3	26.8	6.6	3.6
	Small Business	26.7	20.0	46.7	6.7	.0
Sector	Trade	22.0	39.7	26.5	7.9	3.9
	Industry	27.8	44.4	22.2	.0	5.6
	Services	17.3	46.0	30.2	4.3	2.2
Area of the country	West	15.5	47.3	24.5	8.2	4.5
	Central	21.4	45.2	21.4	4.8	7.1
	Metropolitan	24.3	41.4	23.9	6.3	4.1
	Paracentral	18.2	30.9	41.8	9.1	.0
	East	20.5	39.8	33.7	4.8	1.2
Sex	Male	18.7	37.9	35.6	5.9	1.8
	Female	22.5	44.4	21.2	7.2	4.8
Age	18 to 25	11.9	54.2	27.1	5.1	1.7
	26 to 40	15.9	41.2	35.9	5.9	1.2
	41 to 55	26.4	37.8	27.7	4.7	3.4
	56 or over	25.2	40.7	16.3	10.4	7.4

P34.

Chart 32
***Now I´m going to ask some questions about the institutions of the country. I´m going to ask you to indicate
how satisfied or unsatisfied you find yourself with the performance of these institutions in terms of security,
respond using the following scale: Very satisfied, somewhat, little or not at all satisfied. How satisfied are
you with the performance of the Forensic Medicine Agency (coroner)? by variables***
(Percentages)

VARIABLES		RESPONSE				
		Not at all satisfied	Little satisfied	Somewhat satisfied	Very satisfied	DNK/NR
%		**13.5**	**36.3**	**29.5**	**15.0**	**5.7**
N		**69**	**186**	**151**	**77**	**29**
Position	Proprietor	15.0	34.4	30.5	15.3	4.8
	Administrator	10.4	39.3	28.2	14.1	8.0
	Manager	13.3	46.7	20.0	20.0	.0
Business	Microenterprise	13.5	36.8	29.8	14.7	5.2
	Small Business	13.3	20.0	20.0	26.7	20.0
Sector	Trade	13.0	37.2	27.9	15.8	6.2
	Industry	5.6	55.6	22.2	11.1	5.6
	Services	15.8	31.7	34.5	13.7	4.3
Area of the country	West	10.9	33.6	28.2	20.0	7.3
	Central	11.9	40.5	16.7	16.7	14.3
	Metropolitan	14.9	39.6	29.7	11.7	4.1
	Paracentral	16.4	27.3	32.7	20.0	3.6
	East	12.0	34.9	34.9	13.3	4.8
Sex	Male	11.0	38.8	29.2	16.9	4.1
	Female	15.4	34.5	29.7	13.7	6.8
Age	18 to 25	13.6	42.4	30.5	13.6	.0
	26 to 40	9.4	38.8	32.9	15.9	2.9
	41 to 55	17.6	39.2	23.6	12.2	7.4
	56 or over	14.1	27.4	31.1	17.8	9.6

P35.

Chart 33
Now I´m going to ask some questions about the institutions of the country. I´m going to ask you to indicate how satisfied or unsatisfied you find yourself with the performance of these institutions in terms of security, respond using the following scale: Very satisfied, somewhat, little or not at all satisfied. How satisfied are you with the performance of the Court of Accounts? by variables
(Percentages)

VARIABLES		RESPONSE				
		Not at all satisfied	Little satisfied	Somewhat satisfied	Very satisfied	DNK/NR
%		34.8	33.4	19.3	4.3	8.2
N		178	171	99	22	42
Position	Proprietor	35.9	30.8	19.5	4.5	9.3
	Administrator	29.4	39.3	20.2	4.3	6.7
	Manager	66.7	26.7	6.7	.0	.0
Business	Microenterprise	34.0	33.8	19.5	4.4	8.2
	Small Business	60.0	20.0	13.3	.0	6.7
Sector	Trade	33.0	30.4	21.1	4.8	10.7
	Industry	33.3	38.9	22.2	.0	5.6
	Services	39.6	40.3	14.4	3.6	2.2
Area of the country	West	36.4	25.5	20.9	6.4	10.9
	Central	33.3	40.5	14.3	.0	11.9
	Metropolitan	36.5	37.4	15.3	3.6	7.2
	Paracentral	30.9	30.9	27.3	7.3	3.6
	East	31.3	31.3	25.3	3.6	8.4
Sex	Male	39.3	35.2	17.4	2.7	5.5
	Female	31.4	32.1	20.8	5.5	10.2
Age	18 to 25	33.9	30.5	25.4	5.1	5.1
	26 to 40	33.5	35.9	22.4	4.1	4.1
	41 to 55	35.1	35.8	18.2	4.1	6.8
	56 or over	36.3	28.9	14.1	4.4	16.3

P36.

Chart 34
Now I´m going to ask some questions about the institutions of the country. I´m going to ask you to indicate how satisfied or unsatisfied you find yourself with the performance of these institutions in terms of security, respond using the following scale: Very satisfied, somewhat, little or not at all satisfied. How satisfied are you with the performance of the Supreme Court of Justice? by variables según variables
(Percentages)

VARIABLES		RESPONSE				
		Not at all satisfied	Little satisfied	Somewhat satisfied	Very satisfied	DNK/NR
%		26.8	40.4	22.1	5.3	5.5
N		137	207	113	27	28
Position	Proprietor	29.0	36.8	21.0	6.6	6.6
	Administrator	22.7	47.9	23.9	2.5	3.1
	Manager	20.0	40.0	26.7	6.7	6.7
Business	Microenterprise	27.0	40.4	21.7	5.2	5.6
	Small Business	20.0	40.0	33.3	6.7	.0
Sector	Trade	29.3	37.2	22.3	4.5	6.8
	Industry	22.2	33.3	27.8	16.7	.0
	Services	20.9	49.6	20.9	5.8	2.9
Area of the country	West	30.0	40.0	20.9	3.6	5.5
	Central	33.3	42.9	14.3	2.4	7.1
	Metropolitan	26.1	41.9	21.2	5.0	5.9
	Paracentral	25.5	34.5	23.6	12.7	3.6
	East	21.7	39.8	28.9	4.8	4.8
Sex	Male	28.8	39.7	22.8	6.8	1.8
	Female	25.3	41.0	21.5	4.1	8.2
Age	18 to 25	22.0	49.2	23.7	1.7	3.4
	26 to 40	25.9	41.2	26.5	5.9	.6
	41 to 55	27.0	41.9	18.9	4.7	7.4
	56 or over	29.6	34.1	19.3	6.7	10.4

P37.

Chart 35
Now I´m going to ask some questions about the institutions of the country. I´m going to ask you to indicate how satisfied or unsatisfied you find yourself with the performance of these institutions in terms of security, respond using the following scale: Very satisfied, somewhat, little or not at all satisfied. How satisfied are you with the performance of the Legislative Assembly (deputies)? by variables
(Percentages)

VARIABLES		RESPONSE			
		Not at all satisfied	Little satisfied	Somewhat satisfied	Very satisfied
%		60.6	26.0	10.6	2.8
N		308	132	54	14
Position	Proprietor	61.3	25.4	9.7	3.6
	Administrator	58.6	27.8	13.0	.6
	Manager	66.7	20.0	6.7	6.7
Business	Microenterprise	60.2	26.0	11.0	2.8
	Small Business	73.3	26.7	.0	.0
Sector	Trade	60.1	25.1	12.0	2.8
	Industry	61.1	27.8	.0	11.1
	Services	61.9	28.1	8.6	1.4
Area of the country	West	60.9	22.7	14.5	1.8
	Central	50.0	33.3	14.3	2.4
	Metropolitan	69.3	22.5	6.0	2.3
	Paracentral	58.2	18.2	16.4	7.3
	East	44.6	41.0	12.0	2.4
Sex	Male	61.0	27.1	9.6	2.3
	Female	60.3	25.2	11.4	3.1
Age	18 to 25	54.2	30.5	13.6	1.7
	26 to 40	62.1	23.7	13.0	1.2
	41 to 55	60.3	29.5	7.5	2.7
	56 or over	61.9	23.1	9.7	5.2

P38.

Chart 36
Now I´m going to ask some questions about the institutions of the country. I´m going to ask you to indicate how satisfied or unsatisfied you find yourself with the performance of these institutions in terms of security, respond using the following scale: Very satisfied, somewhat, little or not at all satisfied. How satisfied are you with the performance of the Central Government? by variables
(Percentages)

VARIABLES		RESPONSE			
		Not at all satisfied	Little satisfied	Somewhat satisfied	Very satisfied
%		29.4	33.9	24.3	12.5
N		150	173	124	64
Position	Proprietor	29.4	31.5	26.4	12.6
	Administrator	29.4	36.8	21.5	12.3
	Manager	26.7	53.3	6.7	13.3
Business	Microenterprise	29.2	33.1	24.8	12.9
	Small Business	33.3	60.0	6.7	.0
Sector	Trade	30.2	33.1	23.7	13.0
	Industry	33.3	16.7	27.8	22.2
	Services	26.6	38.1	25.2	10.1
Area of the country	West	24.5	32.7	23.6	19.1
	Central	28.6	54.8	14.3	2.4
	Metropolitan	34.8	34.8	20.8	9.5
	Paracentral	29.1	27.3	30.9	12.7
	East	21.7	26.5	34.9	16.9
Sex	Male	29.8	33.9	22.5	13.8
	Female	29.0	33.8	25.6	11.6
Age	18 to 25	30.5	33.9	27.1	8.5
	26 to 40	25.3	38.2	25.9	10.6
	41 to 55	30.4	34.5	19.6	15.5
	56 or over	32.8	27.6	26.1	13.4
P39.					

Chart 37
Now I´m going to ask some questions about the institutions of the country. I´m going to ask you to indicate how satisfied or unsatisfied you find yourself with the performance of these institutions in terms of security, respond using the following scale: Very satisfied, somewhat, little or not at all satisfied. How satisfied are you with the performance of the City Hall where you live? by variables
(Percentages)

VARIABLES		RESPONSE			
		Not at all satisfied	Little satisfied	Somewhat satisfied	Very satisfied
%		**20.7**	**24.2**	**27.9**	**27.1**
N		**106**	**124**	**143**	**139**
Position	Proprietor	20.1	27.8	24.9	27.2
	Administrator	22.1	17.8	33.1	27.0
	Manager	20.0	13.3	40.0	26.7
Business	Microenterprise	21.1	23.7	28.0	27.2
	Small Business	6.7	40.0	26.7	26.7
Sector	Trade	23.1	23.1	29.0	24.8
	Industry	33.3	11.1	11.1	44.4
	Services	12.9	28.8	27.3	30.9
Area of the country	West	24.5	27.3	20.0	28.2
	Central	21.4	45.2	14.3	19.0
	Metropolitan	19.4	23.9	33.8	23.0
	Paracentral	18.2	12.7	29.1	40.0
	East	20.5	18.1	28.9	32.5
Sex	Male	22.4	22.8	27.4	27.4
	Female	19.5	25.3	28.3	27.0
Age	18 to 25	20.3	22.0	39.0	18.6
	26 to 40	21.2	22.4	28.8	27.6
	41 to 55	19.6	30.4	23.6	26.4
	56 or over	21.5	20.7	26.7	31.1
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
%		**70.5**	**29.5**
N		**361**	**151**
Position	Proprietor	74.9	25.1
	Administrator	63.2	36.8
	Manager	53.3	46.7
Business	Microenterprise	71.2	28.8
	Small Business	46.7	53.3
Sector	Trade	74.9	25.1
	Industry	66.7	33.3
	Services	59.7	40.3
Area of the country	West	77.3	22.7
	Central	69.0	31.0
	Metropolitan	68.9	31.1
	Paracentral	70.9	29.1
	East	66.3	33.7
Sex	Male	65.8	34.2
	Female	74.1	25.9
Age	18 to 25	76.3	23.7
	26 to 40	61.2	38.8
	41 to 55	70.3	29.7
	56 or over	80.0	20.0
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		Unarmed robbery, no assault, or threat	Unarmed robbery with added assault or threat	Armed robbery	Extortion	Threat	Physical Assault	Damage to Property
				RESPONSE				
%		13.9	10.6	15.2	44.4	10.6	1.3	4.0
N		21	16	23	67	16	2	6
Position	Proprietor	13.1	6.0	9.5	48.8	15.5	2.4	4.8
	Administrator	13.3	18.3	18.3	41.7	5.0	.0	3.3
	Manager	28.6	.0	57.1	14.3	.0	.0	.0
Business	Microenterprise	14.7	11.2	14.7	43.4	11.2	1.4	3.5
	Small Business	.0	.0	25.0	62.5	.0	.0	12.5
Sector	Trade	19.1	9.0	15.7	39.3	10.1	2.2	4.5
	Industry	.0	.0	16.7	50.0	33.3	.0	.0
	Services	7.1	14.3	14.3	51.8	8.9	.0	3.6
Area of the country	West	16.0	16.0	12.0	36.0	12.0	4.0	4.0
	Central	7.7	15.4	7.7	53.8	15.4	.0	.0
	Metropolitan	15.9	10.1	17.4	44.9	5.8	.0	5.8
	Paracentral	.0	.0	12.5	43.8	31.3	6.3	6.3
	East	17.9	10.7	17.9	46.4	7.1	.0	.0
Sex	Male	9.3	5.3	14.7	52.0	10.7	.0	8.0
	Female	18.4	15.8	15.8	36.8	10.5	2.6	.0
Age	18 to 25	35.7	21.4	14.3	14.3	.0	.0	14.3
	26 to 40	13.6	15.2	15.2	43.9	4.5	3.0	4.5
	41 to 55	9.1	2.3	18.2	54.5	13.6	.0	2.3
	56 or over	11.1	7.4	11.1	44.4	25.9	.0	.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 to 4 times	5 times or more
%		40.4	39.7	19.9
N		61	60	30
Position	**Proprietor**	36.9	39.3	23.8
	Administrator	43.3	40.0	16.7
	Manager	57.1	42.9	.0
Business	**Microenterprise**	41.3	39.2	19.6
	Small Business	25.0	50.0	25.0
Sector	**Trade**	40.4	46.1	13.5
	Industry	100.0	.0	.0
	Services	33.9	33.9	32.1
Area of the country	**West**	24.0	56.0	20.0
	Central	53.8	15.4	30.8
	Metropolitan	42.0	42.0	15.9
	Paracentral	50.0	18.8	31.3
	East	39.3	42.9	17.9
Sex	**Male**	40.0	38.7	21.3
	Female	40.8	40.8	18.4
Age	**18 to 25**	21.4	64.3	14.3
	26 to 40	50.0	34.8	15.2
	41 to 55	27.3	36.4	36.4
	56 or over	48.1	44.4	7.4
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
%		30.7	69.3
N		46	104
Position	Proprietor	25.3	74.7
	Administrator	36.7	63.3
	Manager	42.9	57.1
Business	Microenterprise	32.4	67.6
	Small Business	.0	100.0
Sector	Trade	31.5	68.5
	Industry	16.7	83.3
	Services	30.9	69.1
Area of the country	West	40.0	60.0
	Central	30.8	69.2
	Metropolitan	27.9	72.1
	Paracentral	37.5	62.5
	East	25.0	75.0
Sex	Male	20.0	80.0
	Female	41.3	58.7
Age	18 to 25	57.1	42.9
	26 to 40	31.8	68.2
	41 to 55	22.7	77.3
	56 or over	26.9	73.1
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
%		**68.9**	**31.1**
N		**104**	**47**
Position	**Proprietor**	76.2	23.8
	Administrator	60.0	40.0
	Manager	57.1	42.9
Business	**Microenterprise**	69.2	30.8
	Small Business	62.5	37.5
Sector	**Trade**	67.4	32.6
	Industry	50.0	50.0
	Services	73.2	26.8
Area of the country	**West**	84.0	16.0
	Central	76.9	23.1
	Metropolitan	62.3	37.7
	Paracentral	81.3	18.8
	East	60.7	39.3
Sex	**Male**	70.7	29.3
	Female	67.1	32.9
Age	**18 to 25**	50.0	50.0
	26 to 40	68.2	31.8
	41 to 55	72.7	27.3
	56 or over	74.1	25.9
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
%		51.0	33.7	5.8	2.9	6.7
N		53	35	6	3	7
Position	Proprietor	46.9	35.9	6.3	1.6	9.4
	Administrator	52.8	33.3	5.6	5.6	2.8
	Manager	100.0	.0	.0	.0	.0
Business	Microenterprise	50.5	34.3	6.1	3.0	6.1
	Small Business	60.0	20.0	.0	.0	20.0
Sector	Trade	55.0	30.0	5.0	5.0	5.0
	Industry	.0	33.3	33.3	.0	33.3
	Services	48.8	39.0	4.9	.0	7.3
Area of the country	West	42.9	38.1	4.8	9.5	4.8
	Central	30.0	60.0	10.0	.0	.0
	Metropolitan	51.2	32.6	4.7	2.3	9.3
	Paracentral	76.9	15.4	.0	.0	7.7
	East	52.9	29.4	11.8	.0	5.9
Sex	Male	58.5	35.8	.0	1.9	3.8
	Female	43.1	31.4	11.8	3.9	9.8
Age	18 to 25	57.1	28.6	14.3	.0	.0
	26 to 40	60.0	28.9	2.2	4.4	4.4
	41 to 55	40.6	40.6	9.4	.0	9.4
	56 or over	45.0	35.0	5.0	5.0	10.0

P46.

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**	**Court**
%		**95.7**	**2.1**	**2.1**
N		**45**	**1**	**1**
Position	**Proprietor**	95.0	5.0	.0
	Administrator	95.8	.0	4.2
	Manager	100.0	.0	.0
Business	**Microenterprise**	95.5	2.3	2.3
	Small Business	100.0	.0	.0
Sector	**Trade**	96.6	3.4	.0
	Industry	100.0	.0	.0
	Services	93.3	.0	6.7
Area of the country	**West**	100.0	.0	.0
	Central	66.7	.0	33.3
	Metropolitan	100.0	.0	.0
	Paracentral	100.0	.0	.0
	East	90.9	9.1	.0
Sex	**Male**	95.5	4.5	.0
	Female	96.0	.0	4.0
Age	**18 to 25**	100.0	.0	.0
	26 to 40	95.2	.0	4.8
	41 to 55	100.0	.0	.0
	56 or over	85.7	14.3	.0
P47.				

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	Other reason	Unaware of outcome
%		68.1	8.5	8.5	6.4	6.4	2.1
N		32	4	4	3	3	1
Position	Proprietor	70.0	5.0	10.0	10.0	5.0	.0
	Administrator	62.5	12.5	8.3	4.2	8.3	4.2
	Manager	100.0	.0	.0	.0	.0	.0
Business	Microenterprise	65.9	9.1	9.1	6.8	6.8	2.3
	Small Business	100.0	.0	.0	.0	.0	.0
Sector	Trade	69.0	6.9	10.3	6.9	3.4	3.4
	Industry	66.7	.0	33.3	.0	.0	.0
	Services	66.7	13.3	.0	6.7	13.3	.0
Area of the country	West	100.0	.0	.0	.0	.0	.0
	Central	33.3	.0	.0	33.3	33.3	.0
	Metropolitan	80.8	3.8	7.7	3.8	3.8	.0
	Paracentral	66.7	.0	.0	.0	33.3	.0
	East	36.4	27.3	18.2	9.1	.0	9.1
Sex	Male	68.2	4.5	9.1	4.5	9.1	4.5
	Female	68.0	12.0	8.0	8.0	4.0	.0
Age	18 to 25	100.0	.0	.0	.0	.0	.0
	26 to 40	76.2	14.3	.0	4.8	4.8	.0
	41 to 55	66.7	.0	8.3	8.3	16.7	.0
	56 or over	14.3	14.3	42.9	14.3	.0	14.3

P48.

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	A lot
%		53.2	14.9	12.8	19.1
N		25	7	6	9
Position	Proprietor	65.0	.0	10.0	25.0
	Administrator	45.8	20.8	16.7	16.7
	Manager	33.3	66.7	.0	.0
Business	Microenterprise	56.8	9.1	13.6	20.5
	Small Business	.0	100.0	.0	.0
Sector	Trade	55.2	6.9	13.8	24.1
	Industry	33.3	33.3	33.3	.0
	Services	53.3	26.7	6.7	13.3
Area of the country	West	50.0	50.0	.0	.0
	Central	66.7	.0	.0	33.3
	Metropolitan	65.4	7.7	15.4	11.5
	Paracentral	66.7	33.3	.0	.0
	East	18.2	18.2	18.2	45.5
Sex	Male	40.9	22.7	22.7	13.6
	Female	64.0	8.0	4.0	24.0
Age	18 to 25	85.7	14.3	.0	.0
	26 to 40	57.1	19.0	19.0	4.8
	41 to 55	58.3	8.3	.0	33.3
	56 or over	.0	14.3	28.6	57.1
P49.					

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)

VARIABLES		RESPONSE	
		No	Yes
%		77.8	22.2
N		312	89
Position	Proprietor	83.3	16.7
	Administrator	71.7	28.3
	Manager	53.3	46.7
Business	Microenterprise	79.0	21.0
	Small Business	46.7	53.3
Sector	Trade	82.8	17.2
	Industry	76.5	23.5
	Services	66.4	33.6
Area of the country	West	90.5	9.5
	Central	83.3	16.7
	Metropolitan	70.6	29.4
	Paracentral	85.4	14.6
	East	76.3	23.7
Sex	Male	73.9	26.1
	Female	81.0	19.0
Age	18 to 25	76.9	23.1
	26 to 40	68.2	31.8
	41 to 55	79.6	20.4
	56 or over	88.5	11.5
P50.			

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
%		**65.2**	**34.8**
N		**58**	**31**
Position	**Proprietor**	69.2	30.8
	Administrator	60.5	39.5
	Manager	71.4	28.6
Business	**Microenterprise**	65.4	34.6
	Small Business	62.5	37.5
Sector	**Trade**	58.7	41.3
	Industry	75.0	25.0
	Services	71.8	28.2
Area of the country	**West**	28.6	71.4
	Central	60.0	40.0
	Metropolitan	71.7	28.3
	Paracentral	83.3	16.7
	East	55.6	44.4
Sex	**Male**	57.4	42.6
	Female	73.8	26.2
Age	**18 to 25**	58.3	41.7
	26 to 40	64.3	35.7
	41 to 55	73.9	26.1
	56 or over	58.3	41.7
P51.			

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
%		**23.6**	**38.9**	**30.5**	**7.0**
N		**121**	**199**	**156**	**36**
Position	**Proprietor**	25.7	36.8	29.0	8.4
	Administrator	20.2	41.7	33.1	4.9
	Manager	13.3	53.3	33.3	.0
Business	**Microenterprise**	23.9	39.2	29.6	7.2
	Small Business	13.3	26.7	60.0	.0
Sector	**Trade**	24.5	39.2	29.3	7.0
	Industry	22.2	33.3	33.3	11.1
	Services	21.6	38.8	33.1	6.5
Area of the country	**West**	27.3	35.5	30.9	6.4
	Central	26.2	47.6	19.0	7.1
	Metropolitan	21.2	39.6	32.0	7.2
	Paracentral	21.8	36.4	34.5	7.3
	East	25.3	38.6	28.9	7.2
Sex	**Male**	22.4	43.4	29.2	5.0
	Female	24.6	35.5	31.4	8.5
Age	**18 to 25**	11.9	50.8	35.6	1.7
	26 to 40	24.1	40.0	31.8	4.1
	41 to 55	25.0	34.5	29.7	10.8
	56 or over	26.7	37.0	27.4	8.9

P52.

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
%		**46.9**	**12.8**	**20.9**	**16.9**	**2.6**
N		**238**	**65**	**106**	**86**	**13**
Position	**Proprietor**	46.1	13.6	19.1	17.9	3.3
	Administrator	48.5	11.7	24.5	14.7	.6
	Manager	46.7	6.7	20.0	20.0	6.7
Business	**Microenterprise**	47.1	13.0	20.1	17.2	2.6
	Small Business	40.0	6.7	46.7	6.7	.0
Sector	**Trade**	46.2	15.1	19.4	17.4	2.0
	Industry	33.3	5.6	38.9	11.1	11.1
	Services	50.4	7.9	22.3	16.5	2.9
Area of the country	**West**	42.2	14.7	22.0	18.3	2.8
	Central	41.5	14.6	19.5	24.4	.0
	Metropolitan	50.0	10.5	22.3	14.5	2.7
	Paracentral	40.0	12.7	23.6	23.6	.0
	East	51.8	15.7	14.5	13.3	4.8
Sex	**Male**	47.9	7.3	26.5	17.4	.9
	Female	46.0	17.0	16.6	16.6	3.8
Age	**18 to 25**	48.3	17.2	13.8	20.7	.0
	26 to 40	47.6	14.3	22.6	14.9	.6
	41 to 55	46.9	9.5	26.5	13.6	3.4
	56 or over	45.2	12.6	15.6	21.5	5.2
P53.						

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 a week	Always
%		**1.4**	**15.2**	**14.1**	**69.3**
N		**7**	**78**	**72**	**355**
Position	**Proprietor**	1.8	15.6	12.0	70.7
	Administrator	.6	15.3	18.4	65.6
	Manager	.0	6.7	13.3	80.0
Business	**Microenterprise**	1.4	15.5	14.3	68.8
	Small Business	.0	6.7	6.7	86.7
Sector	**Trade**	1.4	17.2	13.5	67.9
	Industry	.0	11.1	22.2	66.7
	Services	1.4	10.8	14.4	73.4
Area of the country	**West**	1.8	15.5	10.9	71.8
	Central	.0	23.8	14.3	61.9
	Metropolitan	1.4	12.2	12.2	74.3
	Paracentral	1.8	14.5	16.4	67.3
	East	1.2	19.3	21.7	57.8
Sex	**Male**	1.4	10.5	12.8	75.3
	Female	1.4	18.8	15.0	64.8
Age	**18 to 25**	1.7	8.5	23.7	66.1
	26 to 40	.0	14.7	16.5	68.8
	41 to 55	1.4	18.2	8.8	71.6
	56 or over	3.0	15.6	12.6	68.9

P54.