

## General Population Market Research Report 2014

The General Population Poll in Uzbekistan was conducted for the World Justice Project Rule of Law Index with sampling, fieldwork and data processing by MRP-EURASIA based in Moldova.

### I. General Description:

1. What were the exact dates of fieldwork?
10 October – 10 November 2014
2. What was the mode of interviewing? (e.g. face-to-face interviews, by telephone, online)
Face-to-Face interviews
3. What was the achieved sample size?
1000 interviews
4. In what languages were the interviews conducted? If more than one language was used, how many interviews were conducted in each language?
Russian - 35%, Uzbek – 65%
5. What was the average length of each interview? What was the length of the longest interview? What was the length of the shortest interview?
43 minutes

### II. Customization of Questionnaire:

6. Please list all final adaptations to the terminology of the questionnaire (e.g. <b>q9a</b> : Changed “President” to “Prime Minister” or <b>q3</b> : Changed “Environmental Protection Authority” to “Department of Conservation”).			
“Parliament” to “Маджлиси Оли” “Police” to “Милиция”			
7. Please list the ethnic groups, religious preferences, and income brackets applied in the customization of the questionnaire’s demographic section.			
1. <b>relig.</b> religious preference			
<table border="1"> <tr><td>Islamic</td></tr> <tr><td>The Orthodox Church</td></tr> <tr><td>The Catholic Church</td></tr> </table>	Islamic	The Orthodox Church	The Catholic Church
Islamic			
The Orthodox Church			
The Catholic Church			
2. <b>etni.</b> racial-ethnic background			
<table border="1"> <tr><td>Uzbek</td></tr> <tr><td>Tajik</td></tr> <tr><td>Kazakhstan</td></tr> </table>	Uzbek	Tajik	Kazakhstan
Uzbek			
Tajik			
Kazakhstan			

Russian	
Korean	
Other	
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J	Low household income < 100 USD
R	below the average household income 101-150 UDS
C	Average household income 151-200 USD
M	above the average household income 201-300 USD
F	Highest household income 500 + USD

8. Please list any other changes to the demographic section of the questionnaire.
NO changes

**III. Survey Design:**

9. What was the target population/sample universe for the survey?
National representative sample <ul style="list-style-type: none"> <li>The sample was stratified by income level or socioeconomic status, divided proportionally based on each level's share of the country's population.</li> </ul> A gender quota of 50:50 (Male: Female) was applied.

10. After city, what was the primary sampling unit for the survey?
Zone (urban sector).

11. What sub-populations or stratum were used?
- Target age population for the Poll: 18 – 65+ y.o Socio-demographic categories are specified also by urban regions (three largest cities by population) gender (50% -m, 50% - economic status (5 intervals), education level, ethnicity, and religion

12. Please describe, in detail, the stratifications or quotas that were applied during fieldwork. What variables were involved? (e.g. city, gender, age, socio-economic status, etc.) What questions/criteria were used to classify a respondent for each relevant stratum? What information source was used to set quotas or targets? (e.g. census data, population statistics, etc.) Please provide a link or attachment if possible.
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N	The level of household income per annum (in each	Age (years old intervals)						SUMM
		18 - 25	26 - 35	36 - 45	46 - 55	56 - 65	65 +	
1.	Highest household income 600 + USD							
	1-st city: Tashkent	5	7	7	9	5	2	35
	2-nd city: Samarkand	1	2	2	2	1	0	8
	3-rd city: Fergana	0	1	2	1	0	0	4
	<b>Sub-total</b>	<b>6</b>	<b>10</b>	<b>11</b>	<b>12</b>	<b>6</b>	<b>2</b>	<b>47</b>
2.	above the average household income 351 – 600 USD							
	1-st city: Tashkent	8	15	18	14	9	6	70
	2-nd city: Samarkand	2	3	4	3	2	1	15
	3-rd city: Fergana	1	2	3	2	1	0	9
	<b>Sub-total</b>	<b>11</b>	<b>20</b>	<b>25</b>	<b>19</b>	<b>12</b>	<b>7</b>	<b>94</b>
3.	Average household income 251 - 350 USD							
	1-st city: Tashkent	30	35	42	53	50	35	245
	2-nd city: Samarkand	6	7	8	12	12	7	52
	3-rd city: Fergana	4	5	6	8	7	6	36
	<b>Sub-total</b>	<b>40</b>	<b>47</b>	<b>56</b>	<b>73</b>	<b>69</b>	<b>48</b>	<b>333</b>
4.	below the average household income 151 – 250 UDS							
	1-st city: Tashkent	25	31	34	35	29	26	180
	2-nd city: Samarkand	5	6	7	7	7	5	37
	3-rd city: Fergana	4	5	6	6	6	4	31
	<b>Sub-total</b>	<b>34</b>	<b>42</b>	<b>47</b>	<b>48</b>	<b>42</b>	<b>35</b>	<b>248</b>
5.	Low household income 0 – 150 USD							
	1-st city: Tashkent	35	34	39	37	36	24	205
	2-nd city: Samarkand	7	7	8	7	8	3	40
	3-rd city: Fergana	6	6	7	6	7	1	33
	<b>Sub-total</b>	<b>48</b>	<b>47</b>	<b>54</b>	<b>50</b>	<b>51</b>	<b>28</b>	<b>278</b>
<b>Total</b>		<b>139</b>	<b>166</b>	<b>193</b>	<b>202</b>	<b>180</b>	<b>120</b>	<b>1000</b>

AGE	18 - 25	139
	26 - 35	166
	36 - 45	193
	46 - 55	202
	56 - 65	180
	65 +	120
RELIG	Islamic	809
	The Orthodox Church	111
	The Catholic Church	20
	Other	30
	Prefer not to answer	30
ETHNI	Uzbek	659
	Tajik	150
	Kazakhstan	30
	Russian	91
	Korean	0
	Other	70
	Prefer not to answer	0



<http://www.mrp-eurasia.com>  
[email: rfp@mrp-eurasia.com](mailto:rfp@mrp-eurasia.com)  
[http://www.mrp-eurasia.com/Market\\_Research\\_Reports](http://www.mrp-eurasia.com/Market_Research_Reports)

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INCOME	J	278
	R	248
	C	333
	M	94
	F	47
EDU	None	0
	Elementary school diploma	70
	Middle school diploma	140
	High school diploma or equivalent	339
	Bachelor's degree	280
	Graduate degree (Masters, Ph.D.)	171
OCCUP	Independent professional (doctor, lawyer, architect, etc.)	160
	Business owner	61
	Salaried employee	359
	Self-employed informal	20
	Temporarily out of work	130
	Retired / pensioner	100
	Doesn't work / responsible for shopping and housework	0
	Student	100

We combined information from two sources in order to set the sample quotas. The first source taken into account The State Committee of the Republic of Uzbekistan on statistics (<http://www.stat.uz/en/index.php>), which provide us with the information about the average income in Uzbekistan at the individual level, and the number of people living in each city. Next, we used internal statistical data from our previous projects where we had nationwide representative samples. We combined the age and income distribution for three biggest cities in Uzbekistan and created the sample distribution quotas.

13. Please describe, in detail, how the sample was drawn. Were any external population statistics, census data, or other sources of information used to draw the sample? If yes, please provide a link to the source or an attachment if possible.

The sample was drawn based on the above described approach, along with other data we have collected from other surveys conducted for our clients at local level. Thus, the sample was drawn based on standard population distributions that we know to have an impact on data accuracy.

14. What were the three cities included in the fieldwork? In what region, province, and district is each of the three cities located?

Tashkent	735
Samarkand	152
Fergana	113

1<sup>st</sup> city: Tashkent) - the capital of the Republic of Uzbekistan, the city of republican subordination, the

administrative center of Tashkent region, into the which is not included. Most populous city in Uzbekistan and Central Asia, the center of Tashkent City metropolitan area, the most important political, economic, cultural and scientific center of the country, as well as air, rail and road junction.

Tashkent is among the five most populous cities in the CIS. Population of more than 2.3 million people.

Tashkent is divided administratively into 11 districts.

2<sup>nd</sup> city Samarkand - the second largest city in Uzbekistan, the administrative center of Samarkand region. The city's population - 504,423 inhabitants (2013).

Samarkand - one of the oldest cities in the world, the center of the historic area and the state Sogdiana.

More than two thousand years, the city was a key point on the Silk Road between China and Europe, as well as one of the main centers of science of the medieval East.

Samarkand is divided administratively into 5 districts.

3<sup>rd</sup> city: Fergana - the third largest city and situated at the southern edge of the Fergana Valley, the administrative center of Ferghana region is located in eastern Uzbekistan, about 420 km east of Tashkent - the capital of the country and 75 km south-west of Andijan.

The city's population - 350,700 people (2013).

Fergana is divided administratively into 3 districts.

15. Please describe, in detail, how neighborhoods/settlements were selected in each city.

Samarcand and Fergana have 5 and 4 city zones. Tashkent was divided into 11 zones based on the city structure and the number of people living in each zone. The number of population in each zone is almost the same for each above mentioned city. Respondents were randomly selected from all zones, according to the age and household income criteria.

16. Please list the neighborhoods/settlements selected for the survey.

**ZONA.**

**Tashkent – 1**

Bektemir	01
MirzoUlufbek	02
Mirobod	03
Olmazor	04
Sergeli	05
Uchtepe	06
Hamza	07
Chilonzor	08
Shayhontohur	09
Yunusobod	10
Yakkasaroy	11

**Samarcand – 2**

Central District	21
Microdistrict "Marokand"	22
Sector "Airport"	23
Sector "Railway Station"	24
Microdistrict "Market"	25

**Fergana - 3**

Kirguli	31
Ahunbabayev array	32
Sector "Old Fortress"	33
Sector "Park"	34

17. Were any neighborhoods/settlements substituted due to interviewer safety, inaccessibility, or other logistical reasons? If yes, please list these neighborhoods/settlements and the reason, in detail, for the

substitution.

Were did not observe such kind of problems

18. Describe, in detail, how households were selected in each neighborhood/settlement.

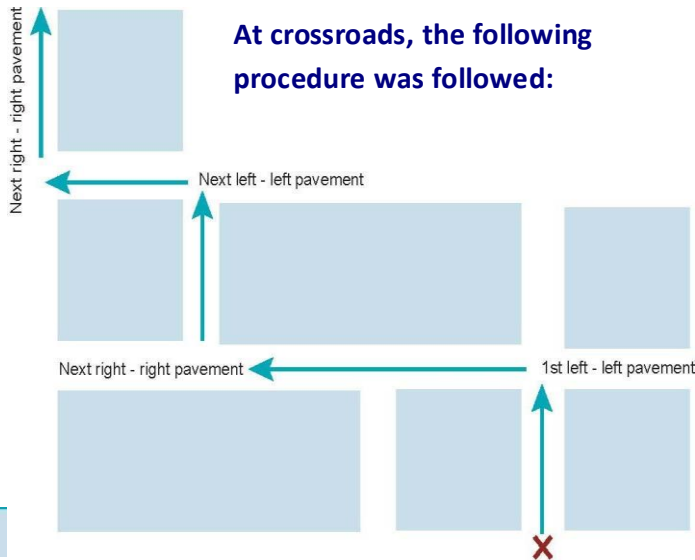
**Random Walk (route) Procedure for this study**

Interviewers had to follow strict instructions for identifying potential respondent-households: Office buildings, uninhabited/abandoned housing units, schools, hospitals, public buildings, factories, workshops, supermarkets and shops were excluded from the count. He/She rang the doorbell of every fifth housing unit (i.e. houses or apartments).

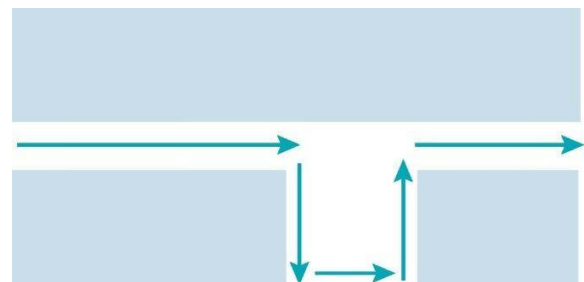
1.	2.	3.	4.	5.	6.	7.	8.	9.	10.	11.	12.	13.	14.	15.	16.
Start															
1 <sup>st</sup> contact					2 <sup>nd</sup> contact					3 <sup>rd</sup> contact					4 <sup>th</sup> contact

Facing the street, the interviewer went to the left. When turned at the end of the street, the interviewer did not stop counting housing units. If there was no other street (e.g. a park) at the end of the street, then the interviewer returned to the corner of the street where he/she changed direction and turns left if he/she previously turned right or vice versa.

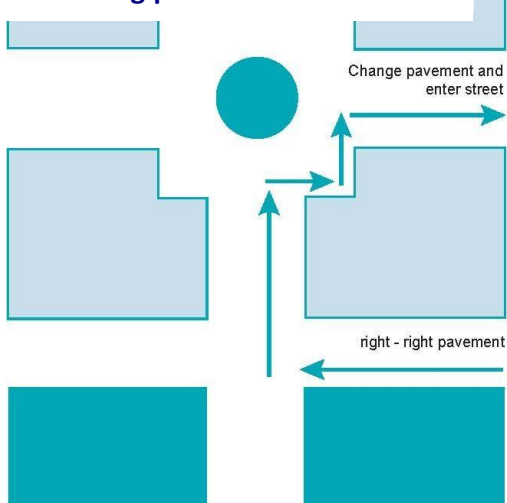
**At crossroads, the following procedure was followed:**



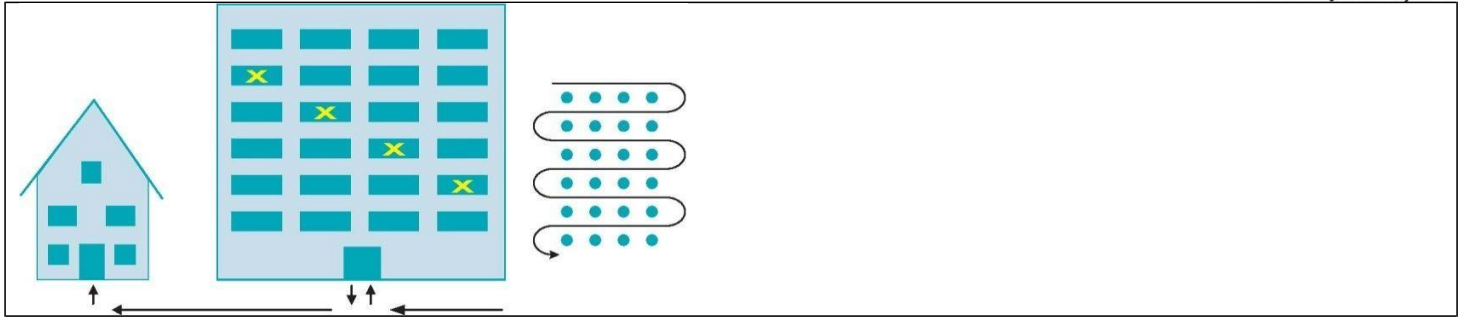
**At a dead-end street, the following procedure was followed:**



**At a square or roundabout, the following procedure was followed:**



In the case of multiple housing units (e.g. apartments), the following procedure had to follow: the interviewer considered every apartment as a separate housing unit and started at the top of the building, working his/her way down. If there was no easy access to the building, the interviewer counted the doorbells starting at the top left end and ending at the bottom right. When leaving the apartment building, the interviewer continued with the first housing unit encountered next to the building.



#### IV. Respondent Selection

19. How were individual respondents selected within each household?

##### Random respondent selection

Respondents were selected based on the 'last birthday' method. With the help of the contact person, the interviewer selected the household member whose birthday comes next. According to the methodology only one interview per household had to be hold.

20. Describe the procedure for respondent substitution. How many substitutions took place during the survey?

The substitution of the selected respondent was allowed only after three failed attempts (calls) to reach him/her. Our interviewers made 185 substitutions.

21. Describe the procedure for callbacks. How many attempts were made to reach a selected respondent?

In aggregate, what were the contact rates for each attempt?

Total attempts to reach respondent - 1185 . Unsuccessful / interrupted interviews – 185. Successfully implemented interviews - 1000

Nr	City	No appropriate respondent in a household	Refusal to be interviewed	Interrupted interview	Successfully completed interview	Total	IR %
1	Tashkent	72	34	4	735	845	86,98%
2	Samarkand	21	25	2	152	200	76,00%
3	Fergana	12	14	1	113	140	80,71%
	<b>TOTAL</b>	<b>105</b>	<b>73</b>	<b>7</b>	<b>1000</b>	<b>1185</b>	<b>84,39%</b>

22. Were any groups of individuals deliberately excluded from the survey?

(e.g. Government employees, police officers, market research professionals, etc.)

NO individuals were excluded

23. Please explain how respondents were randomly divided between the Treatment and Control questionnaires.

Since, according to the conditions experiment the sample was randomly divided into two groups, we used a simple principle "one-by-one" - each interviewers conducted its own count with alternating respondents from "Control" and "Treatment"

#### V. Supervision and Quality Control

24. How many interviewers worked on the project? Divided into how many teams? How many male and how many female interviewers?

The MRP-EURASIA interviewers are 25-35 years old, who graduated from university. 85% of them are specialists in sociology, economics, marketing and management and 60% of them are women.



Nr	City	Supervisors	Interviewers	Women	Men	Total	% Women	% Men
1	Tashkent	1	11	6	5	12	54,55%	45,45%
2	Samarkand	1	5	4	1	6	80,00%	20,00%
3	Fergana	1	3	2	1	4	66,67%	33,33%
	<b>TOTAL</b>	<b>3</b>	<b>19</b>	<b>12</b>	<b>7</b>	<b>22</b>	<b>63,16%</b>	<b>36,84%</b>

25. Please describe how interviewers were trained for the project.

Supervisors and interviewers were trained on the questionnaire, the execution of field procedures, and the interviewing script and vocabulary. Interviewers were able to properly convey the meaning of each question. MRP EURASIA always is oriented to offer qualitative products and services. One of the component, which ensures this is professional development of the field staff. We did applied 2 various methods, including (1) distance learning elements (webinars with local field coordinators), because our branches are located in many countries and second stage – training in local offices for interviewers and supervisors, organized by local field coordinator. These trainings were focused on F2F PAPI polling methodology, quality control, effective communication techniques and the structure and content of the questionnaire, as well as the meaning of each question. Other training components were ensuring qualitative data entry, quota distribution and sampling. The central office prepares all necessary materials regarding methodology, manual and the schedule of the training sessions, taking into consideration the project specifics and requirements.

26. What was the process for back-checking interviews? How many interviews were conducted under direct supervision? How many interviews were checked through in-person or telephone back-checks by the supervisory team? How many back-checks were performed by the central office?

The main purpose of control was to identify non-genuine (deceptive), and low quality completed questionnaires, failure interviewers requirements on selection appropriate respondent.

Supervision work of interviewers was conducted in accordance with international standards of marketing and sociological research ICC / ESOMAR Code and the AMA ("Notes on how to apply the ICC / ESOMAR International Code of Marketing and Social Research Practice" (June, 2001).

Control of interviewers included the following components:

- Logical / visual
- Telephone
- Address

Verification work was implemented immediately upon receipt of the first completed questionnaires (concurrently with baseline survey). The questionnaires for checking were selected randomly. The head and local offices involved respectively five and three employees for the local field team controlling. Below we are presenting controlling components:

- Visual control questionnaires for completeness and logic filling - 100%
- Visual control of route sheets to comply with the route, steps and logic filling - 100%
- Control field by supervisors (personal presence at interview) - 16%
- Control conducted interviews by back telephone calls respondents - 14%
- Control conducted interviews by a return visit to the household - 8%
- Control data entry by local office (database) - 100%
- Control data entry by Head office (database) - 30%

27. Were any questionnaires rejected for quality-control reasons? If so, how many?

18 questionnaires were rejected due to: incomplete answers (10), error in logic of filling inter-connected questions (1), spoiled due bad weather conditions (6). All rejected questionnaires were replaced by other questionnaires (for this purpose have been conducted 18 substituted additional interviews).

28. Please describe the data entry process. How was the process supervised? How many questionnaires were selected for double-entry?

Data entry has been implemented immediately upon receipt the first completed questionnaires (during the baseline survey).

3 people were engaged in the data entry process.

2 people (including one IT specialist) visually checked the correctness of data entering (after entering each 5 questionnaires)

→ Control data entry by local office (database) - 100%

→ Control data entry by Head office (database) - 30%

29. What was the contact rate for the survey? What was the cooperation rate? What was the net response rate?

Nr	City	No appropriate respondent in a household	Refusal to be interviewed	Interrupted interview	Successfully completed interview	Total	IR %
1	Tashkent	72	34	4	735	845	86,98%
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3	Fergana	12	14	1	113	140	80,71%
	<b>TOTAL</b>	<b>105</b>	<b>73</b>	<b>7</b>	<b>1000</b>	<b>1185</b>	<b>84,39%</b>

30. What was the number of unsuccessful interviews? What was the reason for each unsuccessful interview? (e.g. There was no answer at the selected household, the respondent refused, the respondent could not speak the necessary language, etc.)

City	Refusal to be interviewed	Interrupted interview	Total number of unsuccessful interviews
Tashkent	34	4	38
Samarkand	25	2	27
Fergana	14	1	15
<b>TOTAL</b>	<b>73</b>	<b>7</b>	<b>80</b>

## VI. Other

31. Please include any other comments you have on the design, implementation, and data processing for the survey.

No other comments