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WP4 SURVEY
INSTITUTIONAL PERFORMANCE AND SOCIAL VALUES
HUNGARY

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Contents

INTRODUCTION

2. METHODOLOGY, SAMPLING AND FIELD

3. LOCAL INSTITUTIONS

- 3.1 Institutions important for promoting well-being
- 3.2 Public officers
- 3.3 Trust in institutions
- 3.4 Experience with institutions

4. LOCAL ISSUES

- 4.1 Problems in the community
- 4.2 Ability to obtain services from institutions relying exclusively on own means
- 4.3 Preferred problem resolution techniques
- 4.4 Institutions important for improving well-being
- 4.5 Practices against good-society
- 4.6 Statement: "Public sector officials who provide services to my community do not act the way they should"
- 4.7 Means to express dissatisfaction

5. SOCIAL NORMS

- 5.1 Importance of social customs
- 5.2 Statement: "Gift-giving is related to better treatment/service"
- 5.3 Statement: "Personal relations affect quality of service"
- 5.4 Agreement/Disagreement with different scenarios

6. VALUES

- 6.1 Self-identification with character, from "not similar" to very similar"
- 6.2 Choose from the following list the statement that is the most appropriate to you
- 6.3 Choose from the following list the statement that is the most important to you

CONCLUSIONS

Introduction

The following report is based on data collected during ethnographic fieldwork, as a part of the ANTICORRP project, Work Package 4 - The Ethnography of Corruption. In particular, it deals with the results of a survey conducted in Hungary on a small sample of 103 inhabitants of the city of Budapest.

The aim of the survey is to collect information on how different areas of the public and private life are perceived by the respondents, and in particular: public institutions, local development, local customs, and values. The main focus of the questions is to investigate how people deal with the problem of corruption (if perceived at all), its effects, practices, social and cultural norms, as well as with the anti-corruption discourse, both at a local and national level. It is important to stress that the word "corruption" itself is not directly used in the survey, with one exception in section D, where it is used to address one of a series of hypothetical scenarios. Avoiding direct references to corruption as a phenomenon was a choice based on the awareness that corruption itself is hard to define and to frame, since it consists of multiple practices not always perceived as fraudulent or illegal, which are not necessarily fitting the social understanding of *object* corruption. Using a word that has such strong moral and social implications in the public discourse would have possibly influenced the results of the survey, and make the respondent feel at unease or bias their responses when dealing with such matters.

The survey target has been the ordinary residents in the above mentioned cities, in an attempt to give a bottom-up perspective of the relationship between the citizen and the institutions at multiple levels (from local to nations and supranational), as well as to underline how the citizens relate to such institutions in matter of social trust and ability to interact with them.

The survey is aimed at providing comparable data among the countries it has been conducted in, in the scope of the WP4 research. Therefore it serves the purpose of providing information which could be used in a wider, comparative framework.

2. Methodology, sampling and field

As mentioned in the previous paragraph, the results of this survey were obtained with a sample of 103 respondents, living in the city of Budapest.

The questionnaire was translated into Hungarian from the original in English, with only minor changes to adapt it to the Hungarian political and institutional reality. The preliminary indications on how to select the respondents was to provide only one survey per household and that the surveyed should be male/female in working age, between 18-65 years old.

The research has been conducted in March 2014. The methodologies which have been majorly used were the hand-to-hand distribution, inviting respondents to get in contact with relatives and friends who might have applied to our research sample, so to create a network of self perpetrating survey circulation; and the collection via email and social networks, given the fact that the survey in this case has never been published on any platform, but was rather compiled by respondents who were subsequently involved through a *snowballing* method. As a consequence of such an approach, a face-to-face relation between respondents and researchers hasn't always been possible.

Having chosen Budapest as sample city was due to multiple factors.

First, the accessibility of the area by the researchers who have conducted the surveys. Second, a pre-existent network of acquaintances, which in both cases facilitated the starting up of the distribution and collection process.

Budapest - (Pest District)

- Population: ~1.700.000 inhabitants (Pest District ~ 2.1 Mio)
- Capital of Hungary and of the homonymous autonomous Province
- Economy: most prosperous and productive district in the country, and under socialism, received a number of EU structural funds projects on infrastructures, current recession.
- Political stability granted through common right-wing orientation of municipalities, but ongoing restructuring
- Frequent media campaigns against corruption, ambivalent position of local governments
- Some sectors are more sensitive to corruption, depending also on the degree of infrastructural investment

As summarized by Table 1, the sample is constituted as follows:

Number of people surveyed: 103

- Gender: 51 males, 52 females
- Age: the most represented age group is that of people between 25 and 35 years (31%), followed by 35-45 and 55-65 (both 22,3%), 45-55 (14,5%), 15-25 (6,8%) and finally and over 65 years old (3,1%).
- Education level: the majority of the respondents claimed to have a university degree, either BA, MA or PhD (34%). The rest of the surveyed sample has a high school degree (26.2%), middle school (29.1%), technical degree (7.8%). None of the respondent have obtained a primary school degree only, while 3.8% didn't indicate their level of schooling.
- Occupation: the answers to this question were various and somewhat hard to categorize. We have divided the provided information into the following subgroups: public sector employee; private sector employee; occupation that requires expertise - both as employed or freelance - including doctors, lawyers, accountants and university professors, when it was not possible to determine whether in the public or private sectors; self-employed or freelance (i.e. journalists, photographers, consultants, workers in the fields of advertisement and communication); employed (mostly commerce and retail); business - large scale entrepreneurs; housewives; students; retired and unemployed.

Gender	
Male	51
Female	52
Age	
15-25	7
25-35	32
35-45	23
45-55	15
55-65	23
65 +	3
Education level	
Primary	0
Middle school	30
High school	27
College/University	24

Technical	8
n/a	4
Occupation	
Public sector employee	12
Private sector employee	5
Workers in the private sector (commerce, retail, etc)	17
Housewife	2
Occupations that require expertise (doctors, engineers, lawyers and so on)	26
Retired	11
Self-employed or free-lance (consultants, journalists, advertisement...)	5
Student	5
Unemployed	5
Business -- large scale entrepreneur	10
n/a	5

Table 1 Sample

Access to sample.

3. Local institutions

The first part of the survey was supposed to investigate how people relate to different kinds of institutions, both at a local and national level, and how do they evaluate their importance for the society they live in.

3.1 Institutions important for promoting well-being

The first question was

> *"Do these institutions play an important role in promoting the general well being of your community?"*

Respondents were given a list of institutions and were asked to rate them either as not important – fairly important – very important.

The proposed institutions were:

- Local Government
- Region
- Ruling Parties
- Opposition Parties
- Health Centres
- Religious Institutions
- Police
- Local Associations
- NGO's
- International Funding Associations
- EU
- Other

Results are indicated in the following figure

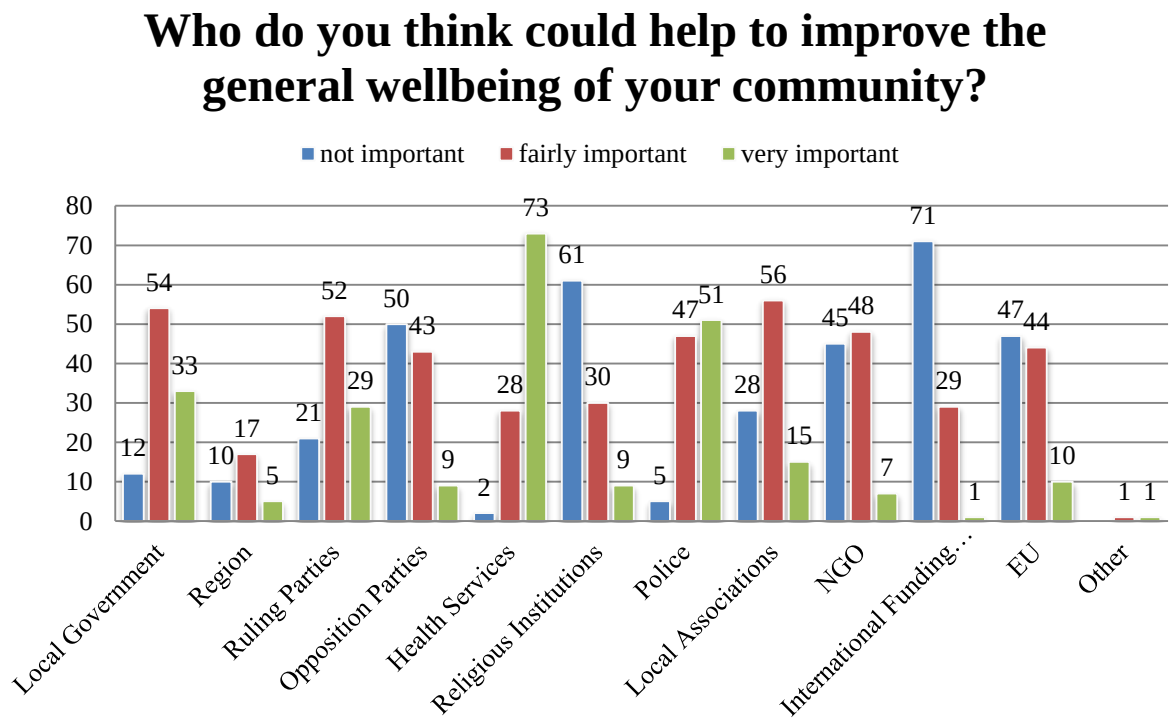

Figure 1 Who do you think could help to improve the general wellbeing of your community?

It is important to note that not all the respondents indicated values for every provided choice, some of them just evaluated those institutions that were relevant for them, though these were very few cases.

The institutions which were recognized as being not important for the improvement of the well-being of a community were international funding associations (71), religious institutions (61) and opposition parties (50).

Fairly important were considered to be local associations (56), the local government (54) and the ruling parties (52). The local government was also among the three institutions that were indicated as the most important ones, with 33 votes, together with health services (which obtained a striking 73 votes) and police (51).

Two respondents also designated other institutions as being potentially either fairly or very important for the well-being, the neighbourhood watch and the civil guard.

I could be maintained that the inhabitants of Budapest consider those institutions which are closer to them, and with which they possibly interact more often, to be those having the highest potential in improving the status of the community they live in, while they seem to think that those which are farther or deal with more "abstract" problems, like religion, are less keen on dealing positively with everyday life problems.

3.2 Public officials

The second question of this section was aimed at understanding what kind of institutional figures do people perceive as being public officials.

> *"Please select among the following working categories, those that according to your understanding apply to* ***public official****".*

This prompt is particularly important if we take into account the commonly accepted definition of corruption as the "abuse of a public office for personal gain". Individuating a

working category as public officer, or not, kind of preselects the perception of possible fraudulent actions and corruption attempts.

The given options were:

- Municipality employee
- Policemen
- State school teacher
- State university professor
- Private doctor
- Journalist
- NGO Activist
- Priest
- Lawyer
- Manager

As it can be seen from the figure below, Municipality Employees (95), Policemen (77) and State school teachers (53) all scored above the average, which means that more than half of the surveyed people considers them to be public officials. Compared to the other remaining figures, also State University Professors ranked pretty high, with 39 votes.

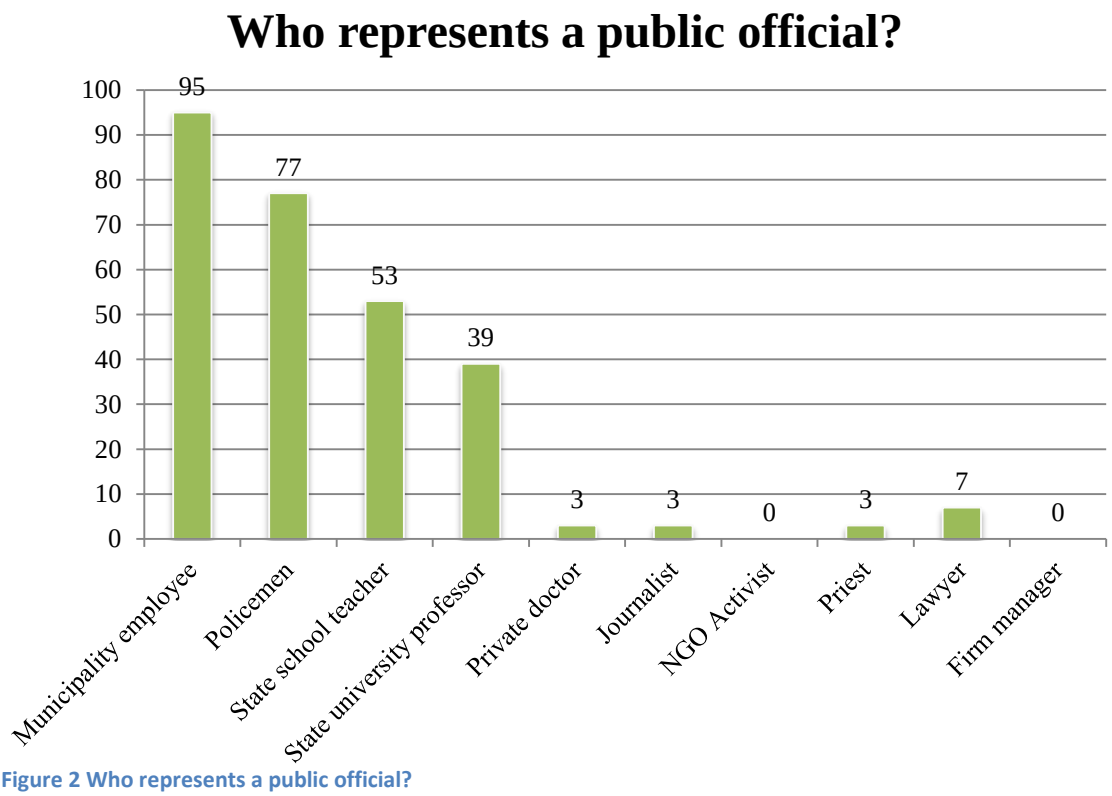

Figure 2 Who represents a public official?

3.3 Trust in Institutions

Trust is a very important component of the relationship between citizens and the institutions. It is implied that those institutions that are more trusted in, tend indeed to provide better services, based on some kind of "positive social pressure". On the other hand, countries that have a low levels social trust, tend to develop negative values such as envy, cynicism and pessimism, which in the end lead to the increase of the so called "personalized trust" (Uslaner 2002), which implies that people only trust close friends and family members and distrust the people outside those circles.

Attempting the evaluation of such a complex phenomenon, which includes a series of historical, social, cultural and economic variables, with one survey question can be considered risky and not representative of the reality. Nevertheless we have tried to at least obtain an impression of how people relate to different areas of the institutions they (almost) daily find themselves confronted with.

The prompt was

*"How much do you **trust** the following institutions"*

were the surveyed people were asked to rate each option with a number from 1 (lowest) to 5 (highest).

In the Hungarian survey, the provided options were:

- City council
- Government
- Local Government
- Religious Institutions
- Magistrature
- Police
- State Doctors
- Private Doctors
- Eu Info Centers
- State Schools
- Tax Office
- Local Associations
- International Funding Associations
- Media
- EU

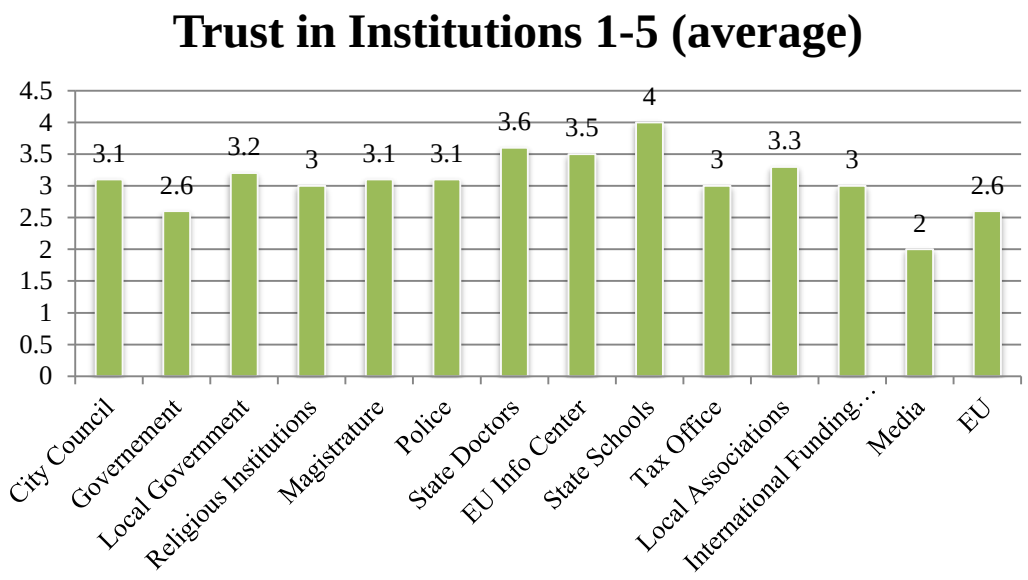

Figure 3 Trust in Institutions 1-5 (average)

Results are revealed in two different figures. The first one shows the average rates gained by each institution, the second one the absolute scores. As in the question about well-being providers, not all respondents rated each given option.

If we look at the average scores obtained by each option, we can notice that State Schools are the institution to be mostly trusted in, with an average of 4 out of 5. State Doctors and EU Info Centers also obtained high scores, having totalized respectively 3,6 and 3,5. Media, EU and the Government all got scores lower than 3, though only Media obtained less than the average of 2,5, that is 2.

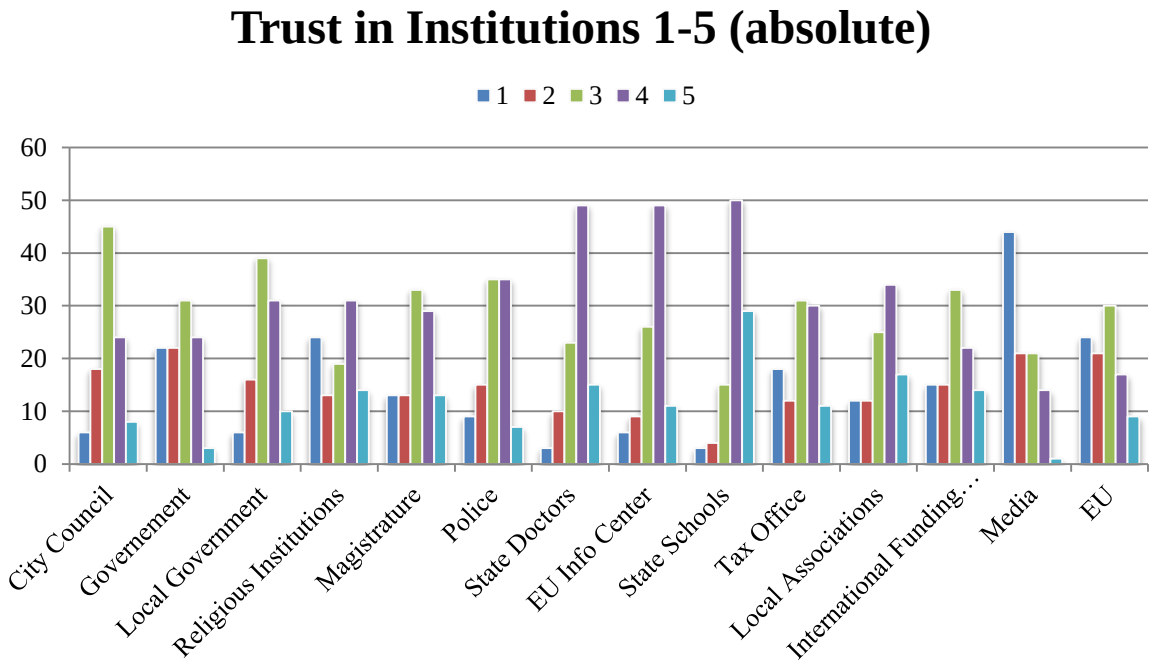

Figure 4 Trust in institutions 1-5 (absolute)

If we look at the absolute results, we can see the internal differences among the single institutions. Maximum scores are generally pretty low, with a single peak of 29 choices in the case of State Schools. Scores between 3 and 4 have been mostly given to all proposed options, apart from Media.

3.4 Experience with institutions

As mentioned in the previous paragraph, trust in institutions might be influenced by the interactions occurred between the service providers and the citizens. It can be implied that having received a good service could increase levels of trust, as well as the opposite.

Respondents were asked to rate their experience with different institution with which they had to deal recently. The question was:

> *"With which of the following institutions have you or members of your family recently encountered cases of **good service** or of **bad service**"*

The possible choices were very similar to those of the previous question: in the Italian survey, the provided options were:

- City Council
- Region
- Church
- Magistrature
- Police
- EU Services
- State Schools
- Tax office
- Local Associations
- International Funding Associations

People were asked to state whether they had received a good service or a bad service and eventually motivate their choice. Assuming that not all the respondents had to deal with each institution in the latest period, the figure is related to those who have provided answers.

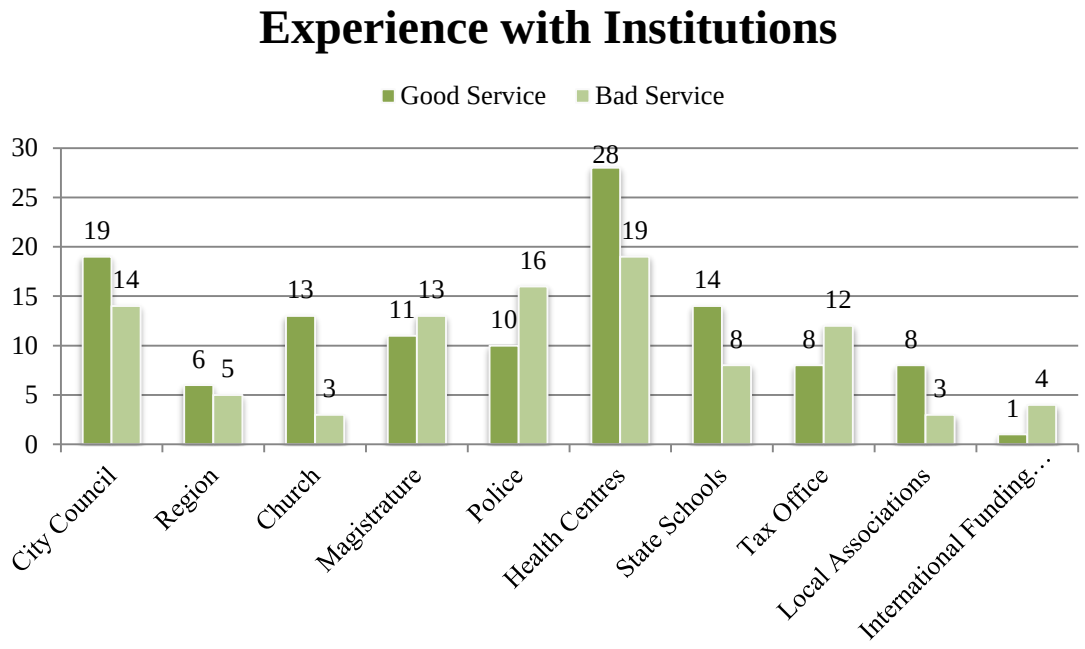

Figure 5 Experience with Institutions

According to the given answers, Health Centres provided the highest amount of good services (28), as well as the highest amount of bad services (19). Reasons for good services were mainly effective treatments, successful surgeries, personnel being understanding and kind, services being slow but mindful. Bad services included too long waiting lists; doctors not being able to give a diagnosis; outdated tools; lack of preparation of the doctors/nurses; marketing of unnecessary products. Many of the respondents who indicated having had a good experience, though, also noted down that bad experiences have occurred as well.

The City Council also proved to have provided a high number of good services, as well as of bad services. In the first case, reasons were: the local government supports the poor and the retired people; accurate, polite, fast, positive responses; the administrators are slow, but helpful and kind; open minded and pro-active; supporting those in need. Bad services were motivated as following: procedures are kind, but redundant; impossible to get an appointment in office hours for a whole year; land expropriation; withdrawal of subsidy; privatization; slow services.

Answer related to other institutions mainly dealt with personal experiences and, when relevant, with the service being too slow or fast enough. It is worth to be noted that in two cases, as a matter for dissatisfaction, "corruption" has been indicated as the reason, once for what concerns Police and once for Tax Offices.

4. Local Issues

The second section of the survey was aimed at investigating how the respondents relate to the role that institutions might - or might not - have in the improvement of local issues, but also to look at the strategies which might be put into act in order to obtain a certain service.

4.1 Problems in the community

The first question of the section required the respondents to list three main problems encountered in the city of residence, in an open format:

> *"What in your view are the most serious* ***problems*** *in your community? List at least three starting from the most important."*

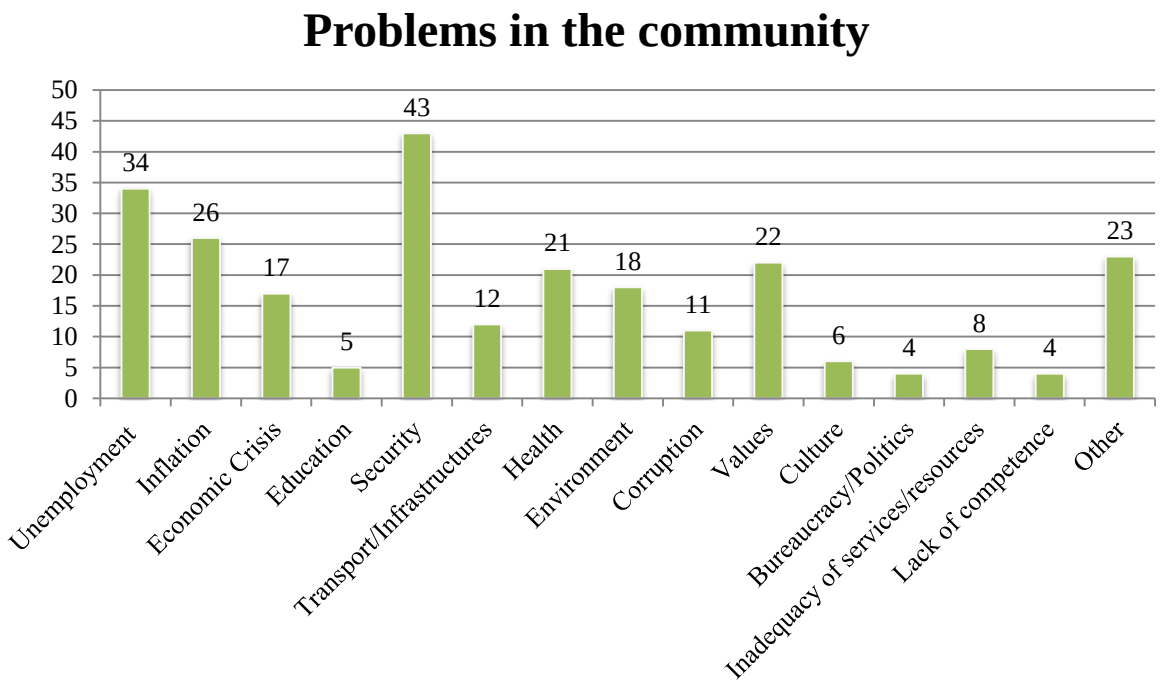

Figure 6 Problems in the community

The provided answers were various and required further categorization for easier data analysis. Proposed categories are: Unemployment, including no jobs opportunities and expatriating young people; Inflation, including high taxes and low wages; Economic Crisis; Education; Security; Transport/Infrastructures; Health; Environment; Corruption/Clientelism; Values, as well as apathy, distrust, etc.; Culture; Bureaucracy; Inadequacy of services and resources; Lack of competence; Other, and in particular: homelessness, legal uncertainty, low birthrates, insecurity, lack of equal treatment, stress, politics and bad working conditions.

The most relevant problem in Budapest seems to be Security, which was mentioned 43 times. Among the answers, it shall be specified that many people referred to the "Romani problem" and in general to "Gypsies". Unemployment (34) and Inflation (26) were the second and third most mentioned problems, which together with Economic Crisis (17) actually make 77 total references to problems related to economy and perceived (low) life standards.

4.2 Ability to obtain services from Institutions relying exclusively on own means

Question number 10 was aimed at investigating the relationship with institutions in the scope of the ability of the respondents in obtaining services with their own means. The accessibility to information and the knowledge of the different procedures supposedly play an important role in the way people relate to institutions, some of which may require additional expertise in the understanding of how they work.

Prompt:

> *"With which of the aforementioned institutions do you feel that you are not able to settle a matter/obtain a service with **your own resources**?"*

Options were:

- Municipality
- Province
- Region
- Church
- Magistrature
- Health Centres (public)
- Public Schools
- Tax office
- Local Cultural Associations

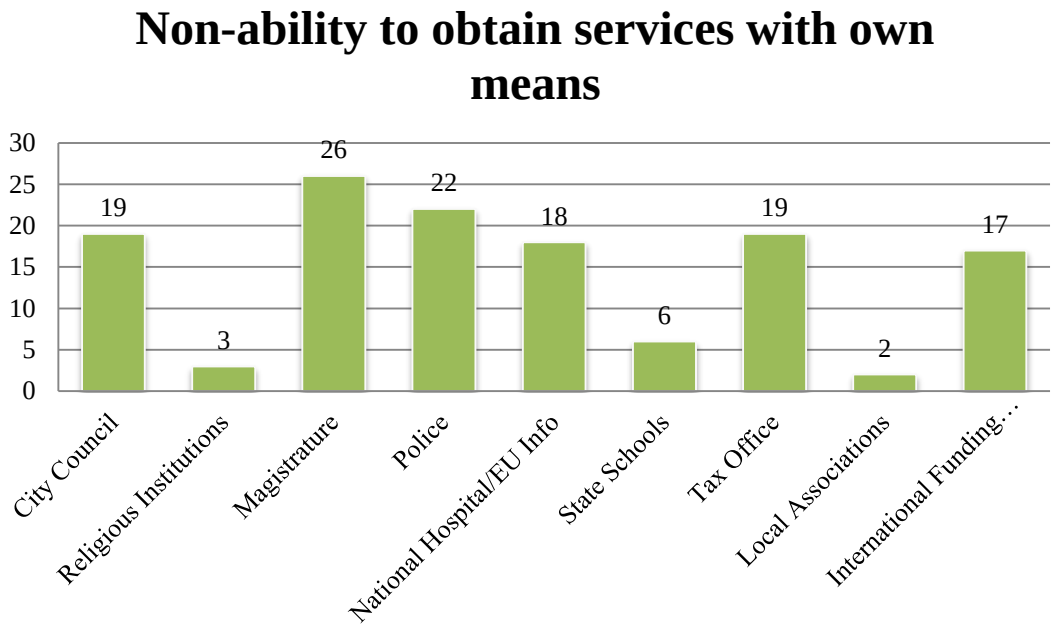

Figure 7 Non ability to obtain services with own means

Respondents indicated Magistrature as the institutions that they consider the most problematic to deal with, followed by Police Forces. Moreover, inhabitants of Budapest consider also the City Council, Tax Office, National Hospital/EU Info and International Funding Associations to be relatively difficult to deal with, with one's own means.

The Institutions which seem to pose little to no problems are State Schools, Religious Institutions and Local Associations, which are most likely those where no specific knowledge or preparation are required, as well as those that citizens likely deal most often with.

4.3 Preferred problem resolution techniques

The following question was conceived as a consequence of the previous one. Once the respondents had individuated those institutions they find it hard to deal with, it was asked to them what would they advise to a third person as a possible solution to obtain the desired service.

> *"How would you advice a person who can't successfully deal with institutions to **resolve** his problem?" (More than one answer possible):*
>
> *I would advise him to:*
>
> - *Ask for intervention from a friend*
> - *Ask for intervention from a relative*
> - *Ask for intervention from an important person*
> - *Pay a fee*
> - *Give a small gift*
> - *Denounce the disservice to the competent authorities*
> - *Try several times until I get a good result*
> - *Avoid in general dealing with that institution*
> - *Don't know*

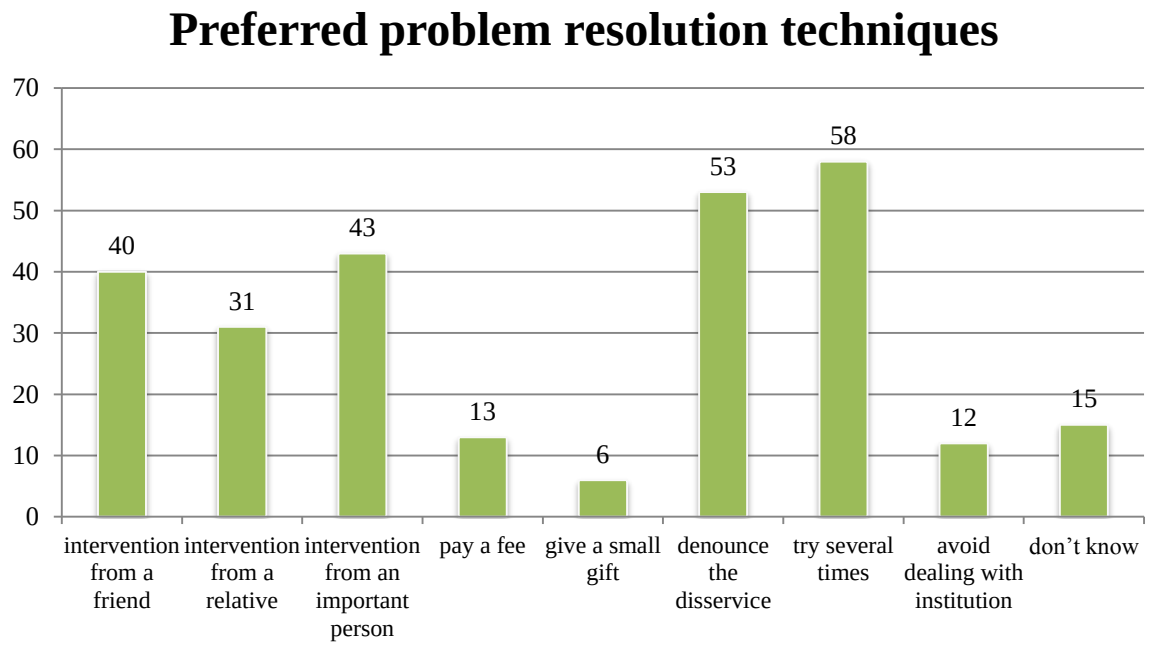

Figure 8 Preferred problem resolution techniques

The most preferred options were "try several times until I get a good result" (58) and "denounce the disservice to the competent authorities" (53), which stress a relative trust in institutions and the belief that even in case of encountered problems, a solution might be available.

The second set of options which gained the most votes was that which individuated personal relations - either formal and informal - as a way to obtain a service, in particular:

- Ask for intervention from an important person: 43 votes
- Ask for intervention from a friend: 40 votes
- Ask for intervention from a relative: 31 votes

Following are "pay a fee" (13) and "avoid dealing with the institution" (12), chosen by a relatively small amount of people. Moreover, "give a small gift" received only 6 preferences, which might imply that people usually don't see "petty corruption" as the most preferable way to obtain a service which should be granted anyway. It could also be maintained that the single person is rarely the first one to start the process which leads to corruptive practices, since other options are usually preferred (as reported by the figure). Giving a gift is probably chosen when no other attempt at dealing with the institution (or with the single person representing it in that specific case) has been successful, or even when more or less directly requested.

4.4 Institutions important for improving well-being

The next question, which aimed at gathering the views of the interviewees about the institutions that could help improve the general well-being of their society, was worded as follows:

> *"Who do you think could help to improve the general well-being of your community?"*

Given options:

- UE
- Ruling Government Coalition
- Opposition Parties
- Region
- Municipality
- Police and Army
- Magistrature
- Media
- Local Organizations
- International organizations
- Other (please specify)

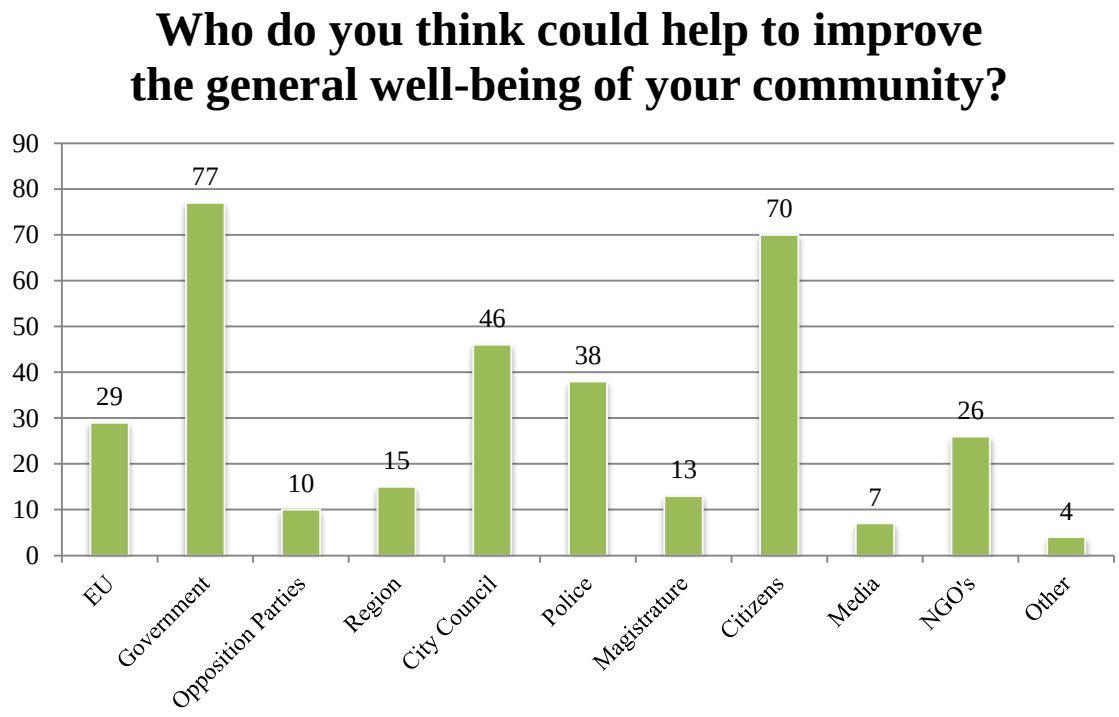

Figure 9 Who do you think could help to improve the general wellbeing of your community?

Results show that the Government (77) and the Citizens (70) are considered to be the those to have more means when it comes to improving the life of a community. Remarkably two other institutions obtained relatively high scores, that is the City Council and Police.

Among the respondents who chose "Other" as an option, the provided alternatives (when given) where:

- "The church should be given more moral educational role. The school's education is just not sufficient because society/the real life often overrides the school's society/regulations. Laws and institutes are just empty frames that are meaningless unless filled with appropriate material." (survey #44)
- civil guard and neighbourhood (surveys #20 and #41)
- "each of them, if they did their work competently and reasonably" (survey #14)

It seems clear that respondents wish that the single citizen serves as first change factor in improving the well-being of their community, though an increase of self awareness, respect and responsibility towards the public affairs, most likely following the directives provided by the Government.

4.5 Practices against good society

Question number 15 was aimed at obtaining the views of survey participants about the some practices that are incompatible with the development of the society:

> *"In general which of the following practices are, in your opinion, spoiling the good development of a society?" (Multiple choices possible).*

- *Buying votes during elections*
- *Giving jobs to friends or relatives instead of people who deserve them*
- *Bringing gifts to obtain access to health services*
- *Bringing gifts to be accepted at a good school*
- *Exchanging confidential information to get tenders and public construction bids*
- *Paying fees to have documents sorted out quickly*
- *Convincing journalists not to publish sensitive articles*
- *Using scandals to get rid of political opponents*
- *Using development funds for private purposes*

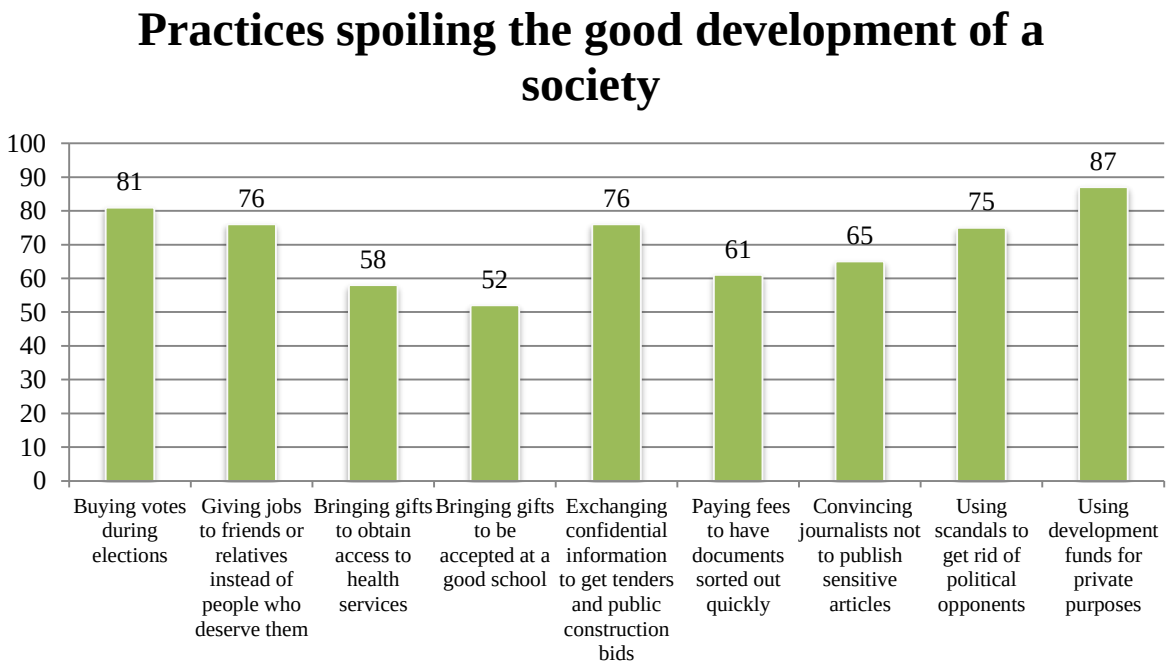

Figure 10 Practices spoiling the good development of a society

This question posed the problem of what could be considered as an potentially damaging issue for the development of a community. All the hypothetical practices proposed are potentially harmful for the good development of a society, and results show that basically all of them are perceived as such.

The top four practices to be considered mostly detrimental were:

- Using development funds for private purposes (87)
- Buying votes during elections (81)
- Giving jobs to friends or relatives instead of people who deserve them (76)
- Exchange confidential information to get tenders and public construction bids (76)

The two practices which obtained less votes where

- Bringing gifts to obtain access to health services (58)
- Bringing gifts to be accepted at a good school (52)

Results show some general similarities with the data provided by question number 11 (see paragraph 4.3 "Preferred solution techniques"), where most people maintained they would not give gifts to obtain better services. In this case, though, it could be implied that although giving a gift is not a preferred way to obtain services, this practice is not considered to be very detrimental, probably due to customary reasons.

4.6 Statement: “public sector officials who provide services to my community do not act the way they should”

As related to the previous questions, respondents have been asked to state whether the public officials' actions conform to the expectations. The question was worded as follows:

> *In your experience how true is the following statement: “public sector officials who provide services to my community do not act the way they should”*
>
> *a) Not true b) Rarely true c) Occasionally true*
>
> *d) Often true e) Always true*

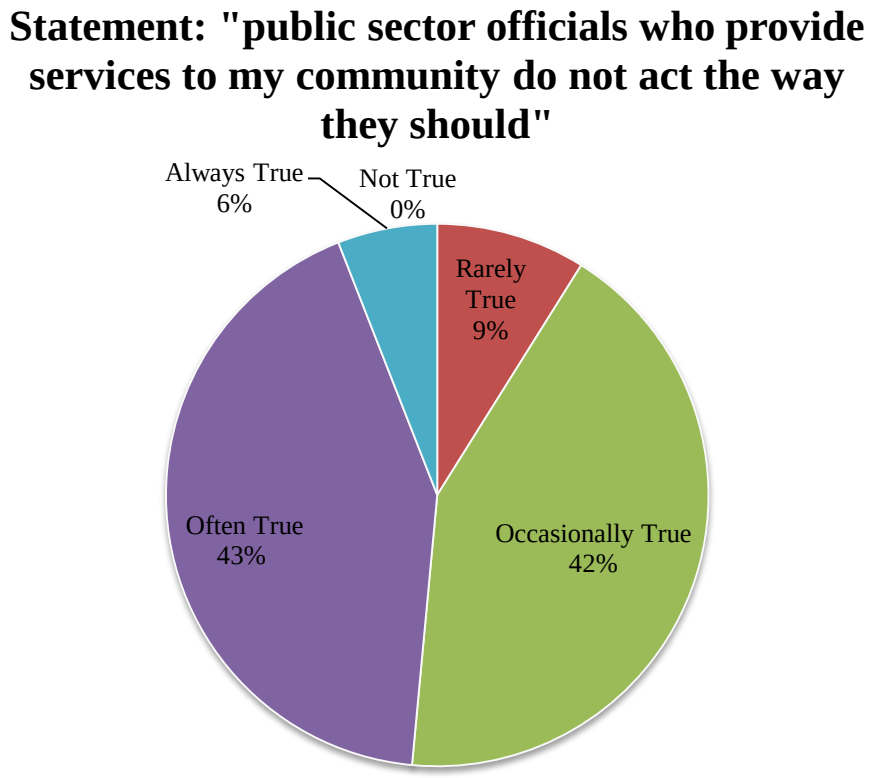

Figure 11 Statement: " public sector officials who provide services to my community do not act the way they should"

Altogether 85% of the respondents considered the statement to be either "occasionally true" or "often true", demonstrating that they highly distrust the actions of public officials. None of the surveyed people claimed that the statement was not true, while 9% thought it is rarely true and 6% considered it to be always true.

4.7 Means to express dissatisfaction

The last question of this section asked the respondent to state whether they thought they had the means to eventually express their dissatisfaction about the services provided:

> *"Do you feel you have the means to express dissatisfaction when the services provided by your local practitioner/service provider are not appropriate? If yes, what are they?"*

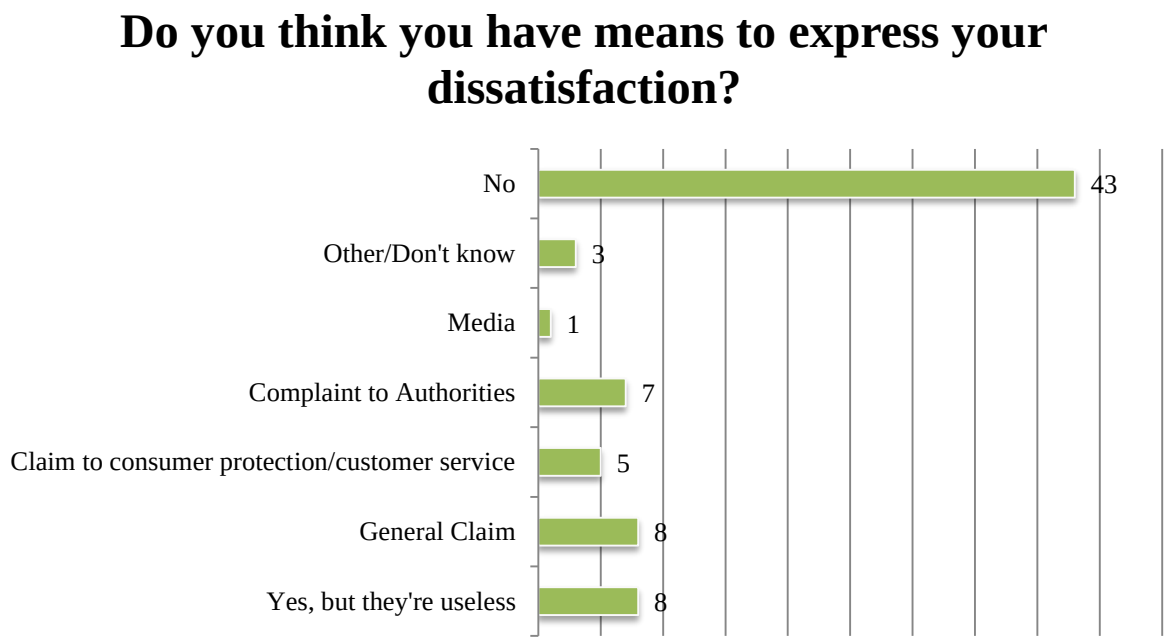

Figure 12 Do you think you have means to express your dissatisfaction?

Most of the surveyed people who provided an answer to this question stated that they didn't think they have means to express their dissatisfaction when a service doesn't meet their expectations. 8 people stated that some means exist, but they're useless. Among them, in particular, one respondent wrote " yes, but without connections, it's futile" (survey #61).

Other inhabitants of Budapest would apply to authorities (6,7%), to consumer protection/customer services, or would set a general claim (both 7,7%).

In general, these results show a high level of distrust in the ability of the authority to protect the citizens' interests.

5. Social Norms

The following section of the survey was aimed at having a deeper look into what the respondents consider to be positive social norms and how to they rely to them.

5.1 Importance of social customs

Participants of the survey have been asked to evaluate the importance of customs below on the scale of "Not important", "Fairly important" and "Very important".

"In your community, how important is to:

- *Provide hospitality to guests*
- *Enjoy meals with other people*
- *Give presents during festive celebrations*
- *Reciprocate received gifts*
- *Reciprocate received gifts in time*
- *Reciprocate received gifts in same value*
- *Satisfy a personal request of favor*
- *Know who is the best person to ask a favor to*
- *Protect a person if I am in the position to do it*
- *Be in good terms with important persons*
- *Avoid bureaucracy because it is inefficient*
- *Keep a secret not to harm another person even if this is not legal*
- *Be cautious when talking of politics in public*
- *Spend time with friends outside the home"*

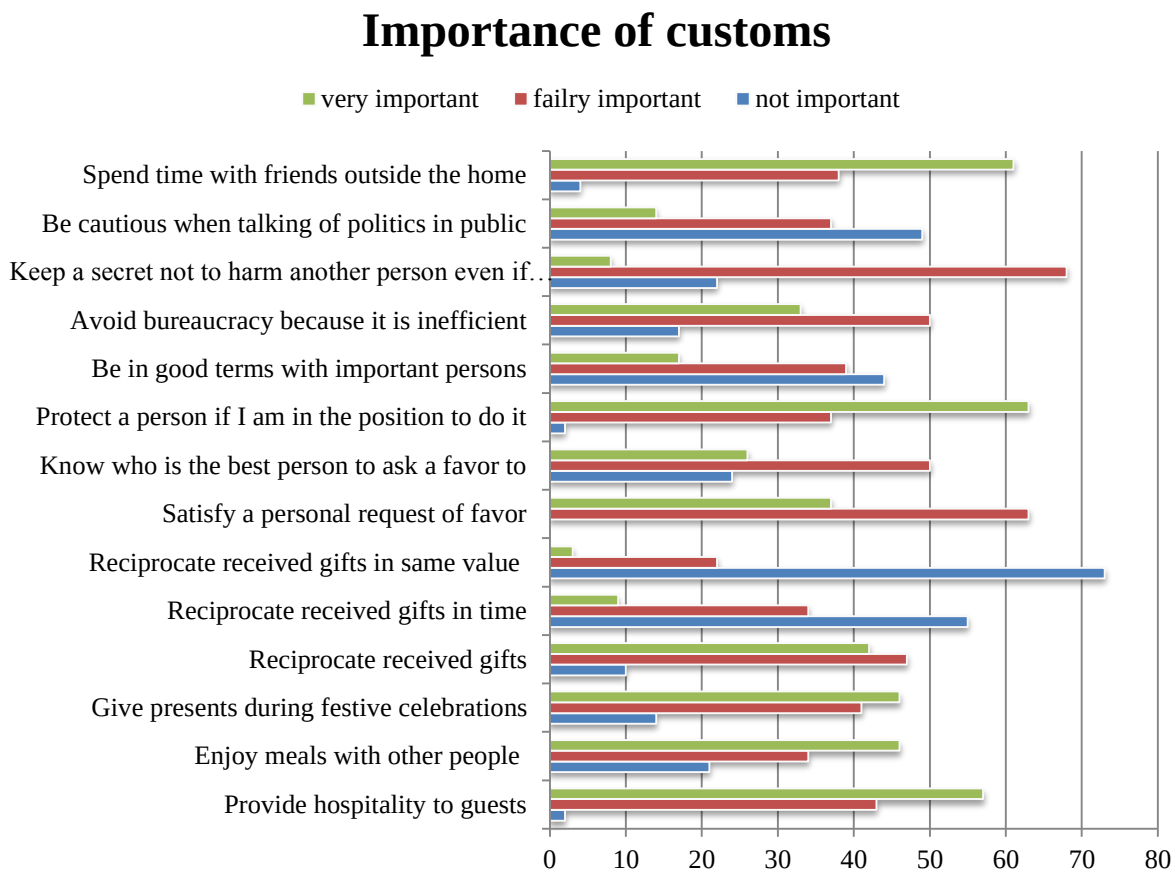

Figure 13 Importance of customs

In general, answers appeared to be mostly concentrated on average values, that is for all the provided customs, people mainly chose the "fairly important" option, although with major differences among customs.

"Not important" customs were:

- Reciprocate received gifts in same value (73)
- Reciprocate received gifts in time (55)
- Be cautious when talking of politics in public (49)

"Fairly important" customs were:

- Keep a secret not to harm another person even if this is not legal (68)
- Know who is the best person to ask a favor to (50)
- Avoid bureaucracy because it is inefficient (50)

"Very important" customs were:

- Protect a person if I am in the position to do it (63)
- Spend time with friends outside the home (61)
- Provide hospitality to guests (57)

5.2 Statement: "Gift giving is related to better treatment/service"

The following two questions were asked in order to get a better understanding of how people perceive different modes of personal relations to public officials. The first question was about gift giving and was phrased as follows:

> *Do you agree with the following statement: "gift giving creates a bond where people know they will receive better treatment/service next time they visit the clinic/office?"*

Respondents were given 5 options:

1) Strongly disagree
2) Quite disagree
3) Neutral
4) Fairly agree
5) Totally agree

Results are shown by the following figure:

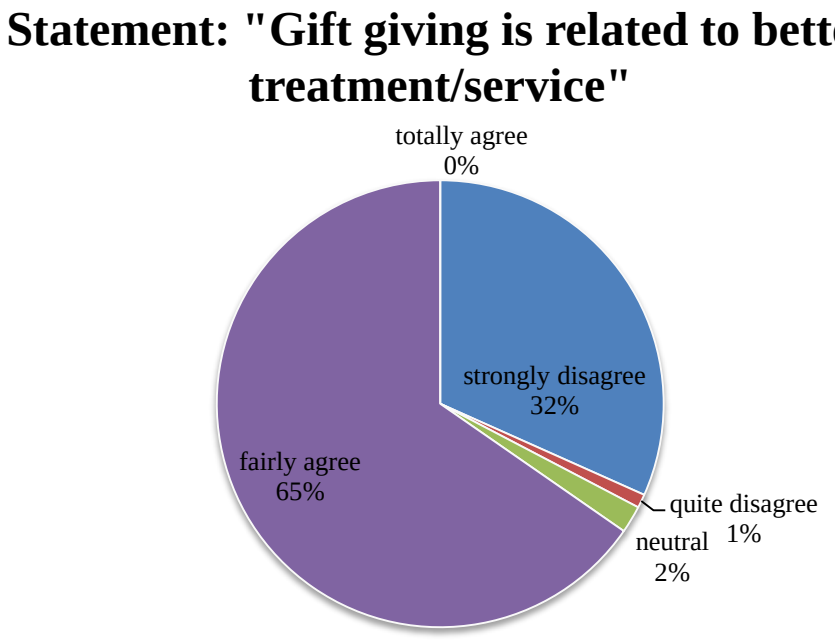

Figure 14 Statement: "Gift giving is related to better treatment/service"

The great majority of the respondents (65%) claimed to fairly agree with the statement, while none of them totally agreed. A very small amount of the surveyed people (3%) all together) claimed to either be neutral or quite disagree. On the other hand, 32% of the inhabitants of Budapest strongly disagreed with the statement, in accordance with the answer given at paragraph 4.3 about gift giving, where it had been considered as the least favorite way to get access to benefits.

5.3 Statement: "Personal relations affect quality of service"

The other case question is not about gifts, but about the link between personal relations with the institutions and the quality of the provided services. Question has been stated in the survey as follows:

> *Do you agree with the following statement: "the quality of the services obtained is associated to the patient's/citizen's personal relationship with the service provider?"*

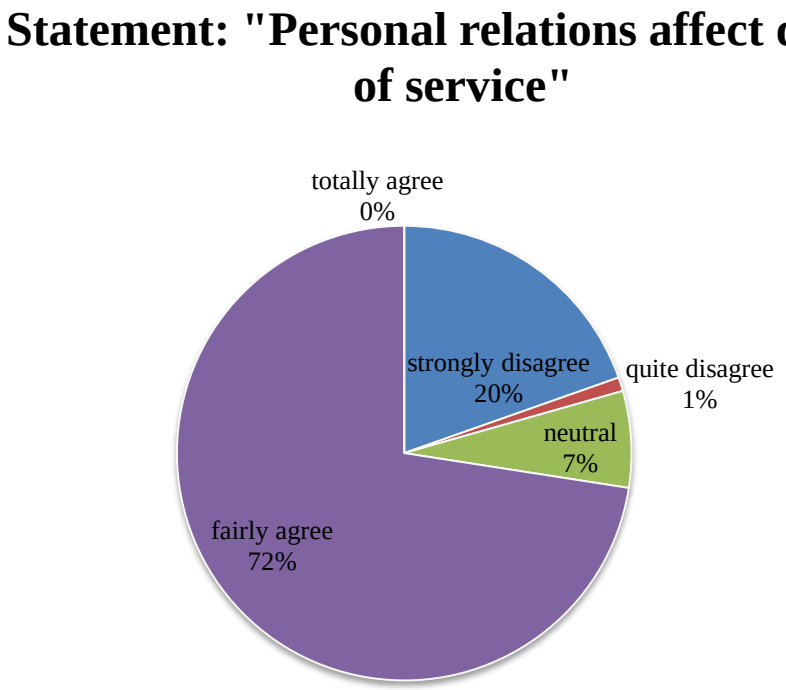

Figure 15 Statement: "personal relations affect quality of service"

As for the previous question, we can see that the great majority of the respondents fairly agreed with the statement (72%), although in this case we have a higher percentage of people feeling neutral to it (7%). 20% of the surveyed people, instead, claimed to strongly disagree with the statement.

5.4 Agreement/disagreement with different scenarios

Participants to the survey have been given some hypothetic scenarios in order to understand behavioral patterns and social values. There have been five scenarios in the survey.

The given prompt was:

> *"The following stories have happened in other countries in the world. Please indicate if you would in principle agree with the behavior of the characters"*

The participants have been asked rate the scenarios, according to how they felt about them, on the scale of "Strongly disagree", "Quite disagree", "Disagree", "Quite agree", "Agree", "Strongly agree".

Story A.

In the district council a new person has been appointed recently. This person is very hard-working and loves to do things transparently. He would never accept any fee or gift from citizens to sort out problems. For doing this he avoids people and lives a lonely life all by himself, not to be put under pressure for demands of favors. For this, local people avoid him.

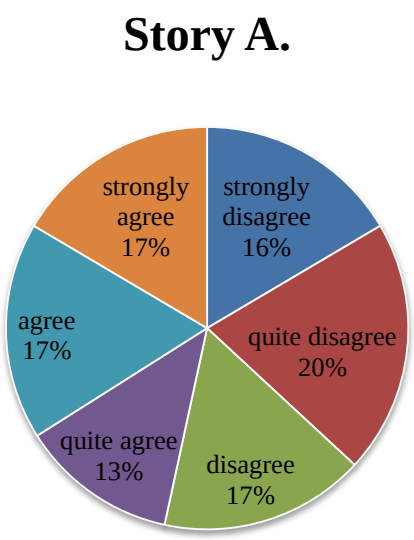

Figure 16 Story A.

The rates given by the respondents are somehow difficult to interpret, since the percentages are quite homogeneous. What could be implied is that the hypothetic scenario is itself controversial and respondents have found it hard to either agree or disagree with it.

Story B.

He is a very resourceful person, he does what he can to help his friends and relatives and he knows a lot of people. When he needs a favor he always finds someone to turn to because he has always helped out. Unfortunately, last week he has been jailed for fraud and corruption. Most of the people who know him, however, still esteem and care for him for what he has done to them.

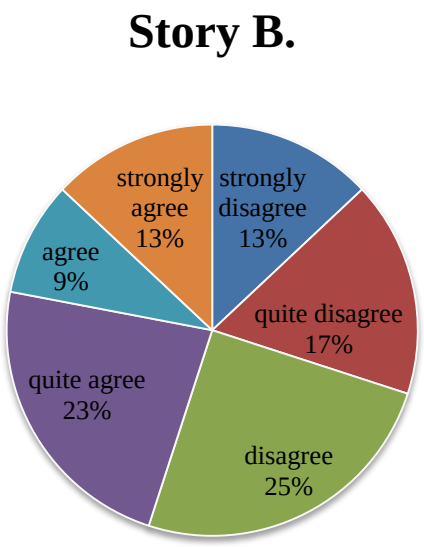

Figure 17 Story B.

Also in this case results are controversial and difficult to analyze. As it can be noted, rates are quite homogeneous, although there was a slight majority of people claiming to somewhat disagree with the scenario (a total of 55% vs 45% of people generally agreeing).

Story C.

A family has plans to build a new house in a village. They have asked what the official procedure is and are ready to follow it carefully. After some months everything turns difficult and they realize they would not get ahead of it without paying some fee to the right person. They decide to leave the village and look for another, where things are going according to the rules.

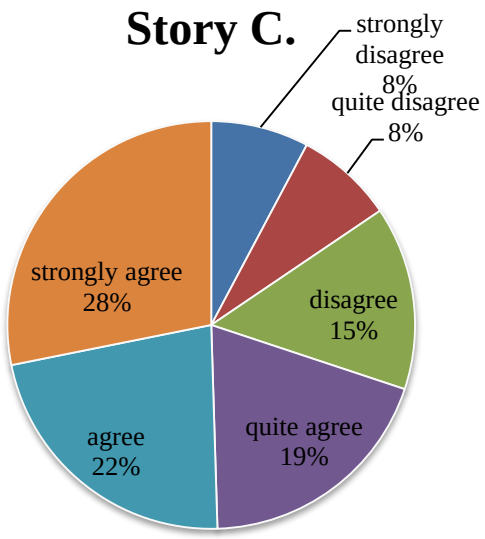

Figure 18 Story C.

When asked to rate this scenario, 28% of the respondents claimed to "strongly agree" with it, 22% of them "agree" and 19% "quite agree", for a total of 69% of people being in accordance with the decision made by the hypothetic family to leave the "corrupt village" for another, where things run the way they should. These results are once again in line with those for question at par. 4.3, where "paying a fee" was one the solution options to have scored the least. That proves that, in general, people tend to avoid paying bribes when a second option is available.

Story D.

He has a small business in preparing sandwiches which he sells to local schools. Last year he was successful to win a tender and gained a contract in one local primary school. Unfortunately the school head has changed this year and his contract has expired. Before applying for the next tender he looks for an influential person who will introduce him the new school head.

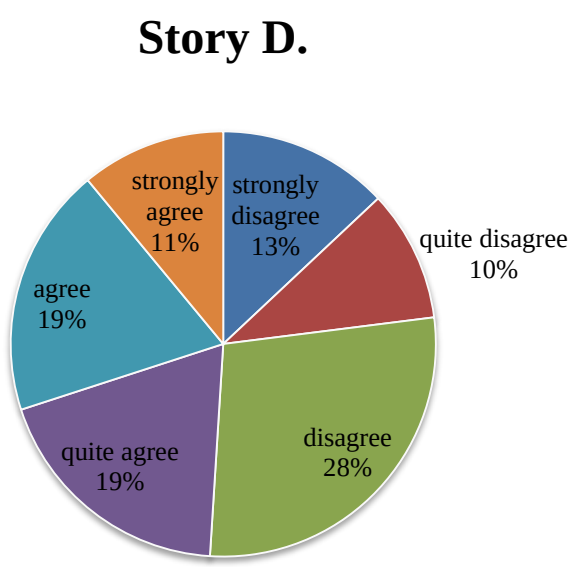

Figure 19 Story D.

This scenario also proved to provide controversial results, though in accordance with what stated in paragraph 4.3, where looking for intervention from a relative/friend/important person appeared to be commonly accepted practices. A slight majority of the respondents (51%) claimed anyway to somewhat disagree with the scenario.

Story E.

She runs a local Ngo for human rights protection. She is very active and well established in the region, but she also has a lot of competitors. There was a large bid by an international donor last year so she applied, being one of the most successful in that field. In the end she failed because she was not aware that some politicians wanted a share of the money to approve the projects. Next time she will secure the proper agreement with them first.

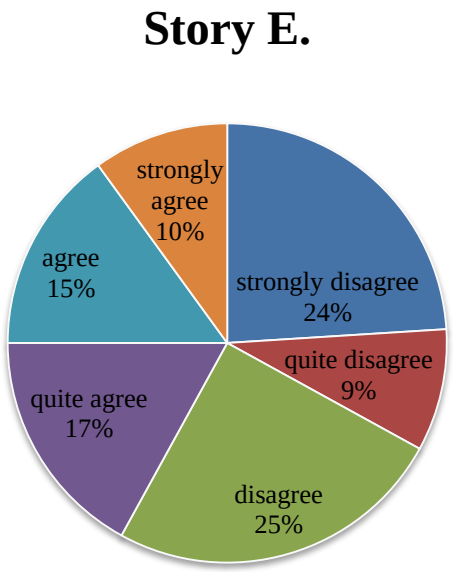

Figure 20 Story E.

Also in this case we have a slight majority of respondents claiming not to be in accordance with the scenario (68% all together) and therefore thinking that giving a share to a politician in order to get access to funds would not be a morally acceptable option. Nevertheless 17% of the surveyed people stated they "fairly agree", 15% "agree" and 10% "strongly agree", for a total of 42% of the sample.

6. Values

6.1 Self-identification with character from “Not similar” to “Very similar”

In the survey, we have tried to understand how the participants relate themselves some values through gauging their association with a list of statements.

A Five-scale tool involving the following options was used in evaluating portrayals of each hypothetical character: “Not similar”, “Quite dissimilar”, “A little dissimilar”, “A little similar”, “Quite similar” and "Very similar".

Portrayals of characters stated in this group begin with an explanatory sentence:

> *"How similar to yourself is the person described by the following statements"*

Statement A.

He lives his life as a fully autonomous individual, trying to rely on other people’s help as less as possible.

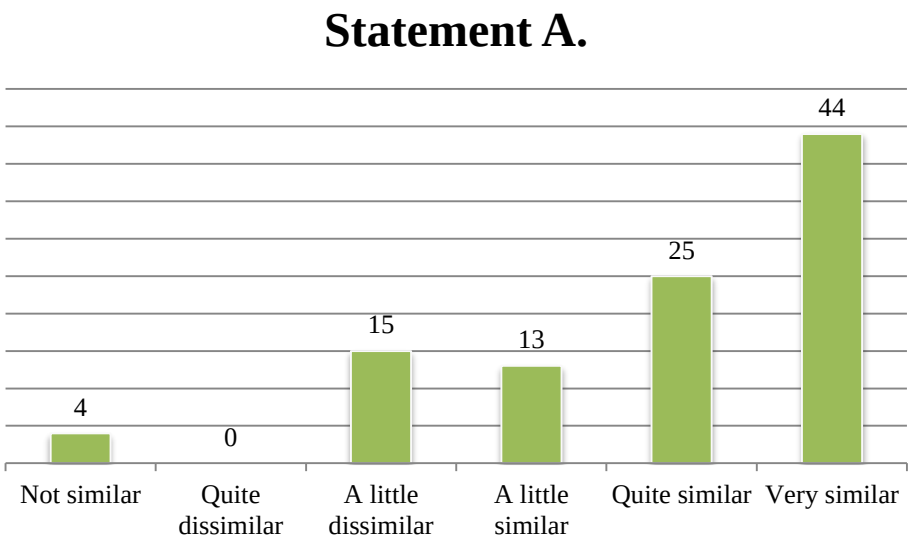

Figure 21 Statement A.

As it can be noted, the great majority of the respondents declared to feel either "quite similar" (44) or "very similar" (25) to the statement, hence they try to live their lives as autonomous individuals. Four respondents claimed not to feel similar to the statement.

Statement B.

He would not break the rules, because rules are what make order in a society.

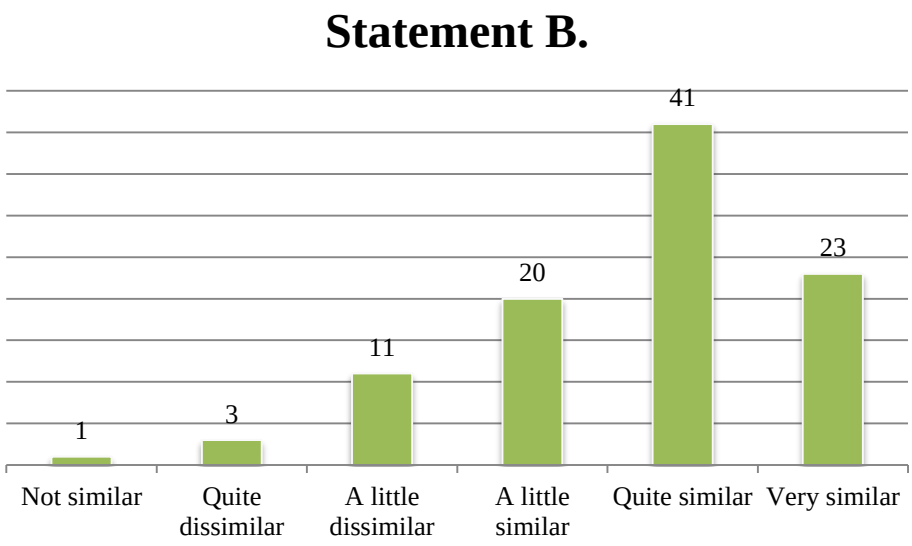

Figure 22 Statement B.

Also in this case we have a majority of surveyed people feeling in accordance with the statement. 23 of them claimed to feel "very similar, 41 "quite similar" and 20 "a little similar". Overall we can observe a tendency to consider rules as pillars of a society.

Statement C.

He thinks that traditions must be respected because they make up one person's culture.

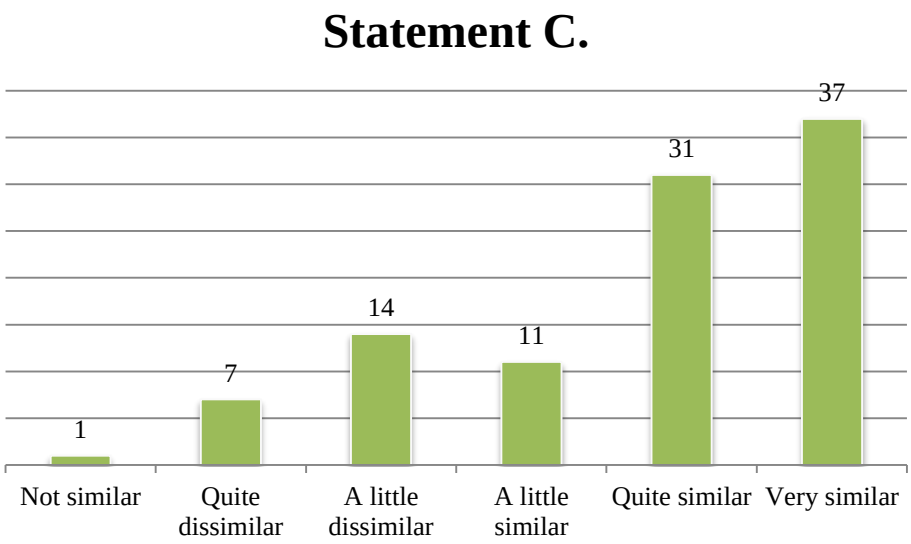

Figure 23 Statement C.

The surveyed inhabitants of Budapest considered traditions to be important and worth to be respected: one third of the respondents claimed to feel "very similar" to the proposed statement, and 31 of them felt to be "quite similar" to it.

Statement D.

He believes that young generations should learn more from listening to the advices from elderly people.

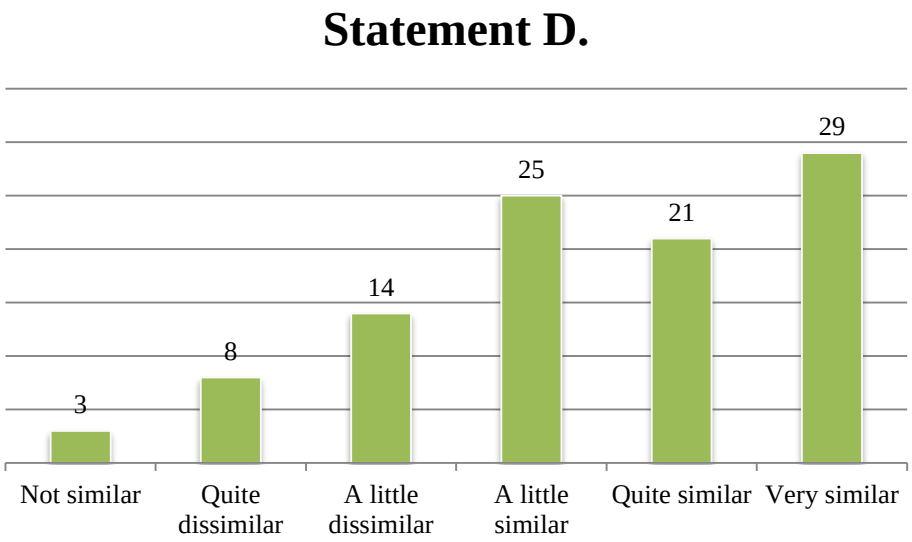

Figure 24 Statement D.

Notably, the great majority of the respondents (75 altogether, which makes 72,8% of the total), affirmed to feel somewhat similar to the statement.

Statement E.

He is very religious because religion helps people to be part of a community and get together regularly.

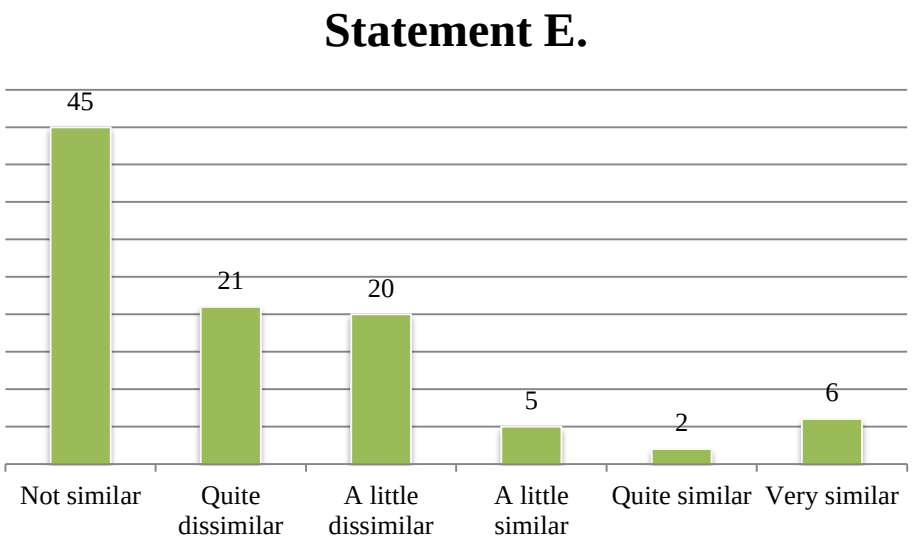

Figure 25 Statement E.

As already reported in paragraph 3.1, the surveyed inhabitants of Budapest don't seem to take Religious Institutions into great account, when it comes to their role in improving the well-being of a society. 45 of the respondents, in accordance to what stated in the above mentioned paragraph, affirmed not to feel similar to the statement, 21 of them felt to be "quite dissimilar" and 20 of them "a little dissimilar", making a total of 86 people, 83,5% of the sample.

Statement F.

He thinks that strangers should not be accepted in the community if most of the people don't want so.

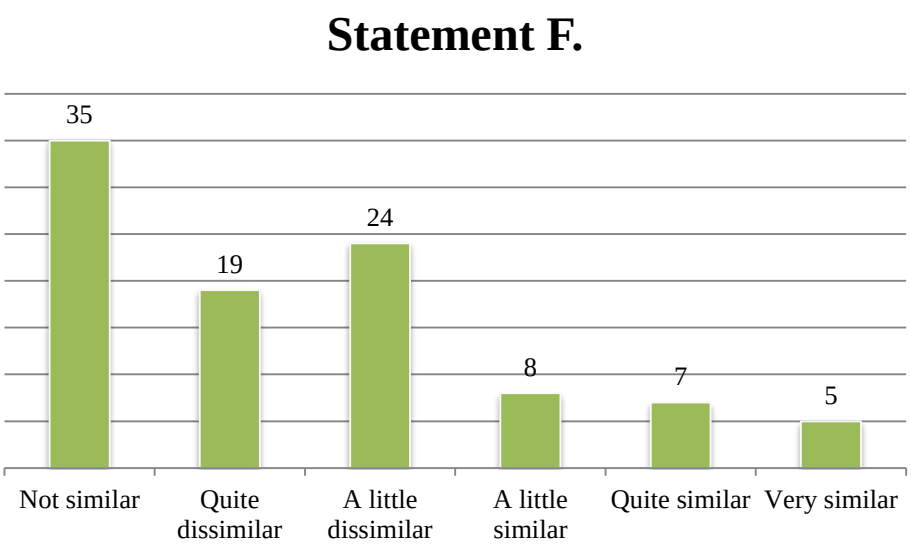

Figure 26 Statement F.

The great majority of the respondents claimed not to agree with the statement, which demonstrates that the respondents are generally well-disposed towards foreigners.

Statement G.

His house is often visited by guests and he has an intense social life.

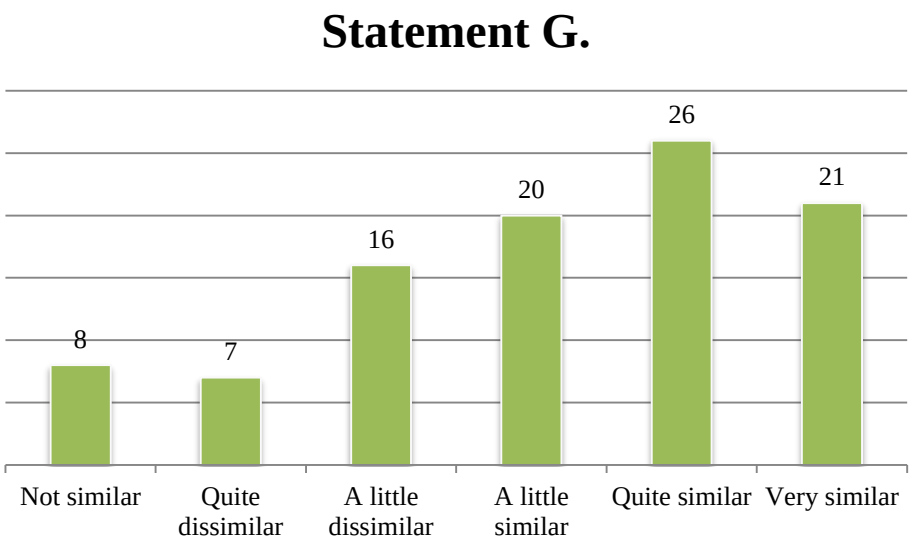

Figure 27 Statement G.

This statement has some relations to previous questions related to social life and hospitality (see i.e. par. 5.1). As earlier claimed, the majority of the respondents (67 people, 65%) seem to give importance to spending time with friends and have an active social life.

Statement H.

He thinks that being loyal to one's superior or boss is a very important virtue.

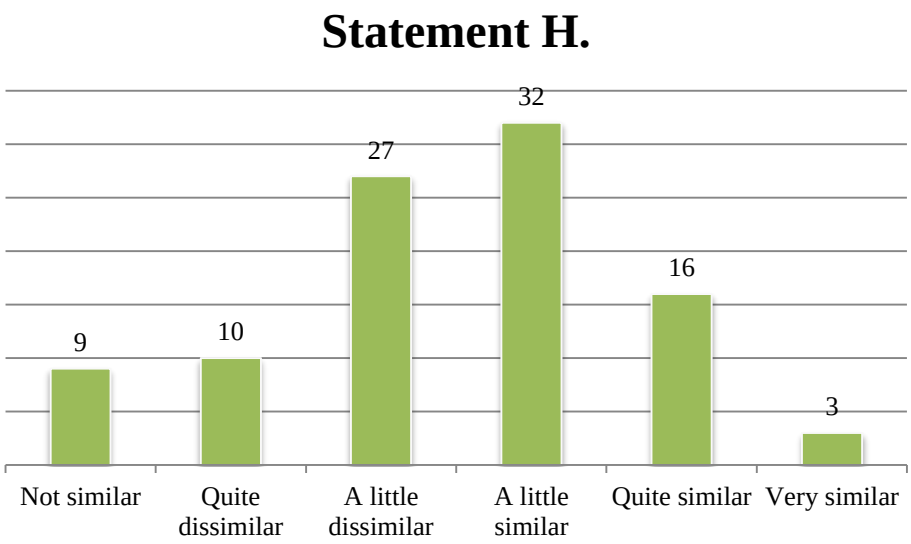

Figure 28 Statement H.

As it can be seen from the figure above, rates to this statement have been mostly divided between "a little dissimilar" (27) and "a little similar" (32). Loyalty to one's superior or boss doesn't seem to be a relevant theme for the surveyed people.

Statement I.

He will try not to show his true feelings in public in order not to appear selfish or egocentric.

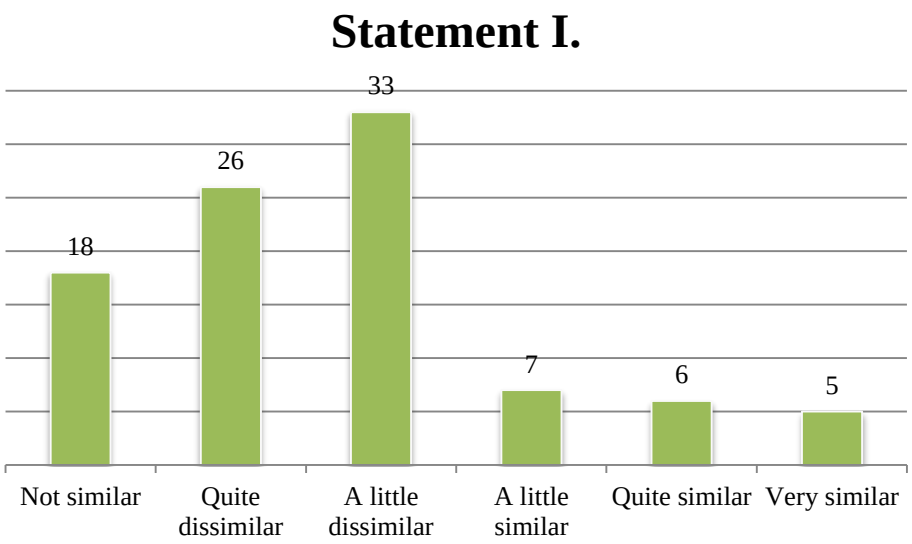

Figure 29 Statement I.

In this case we had a majority of people feeling somewhat dissimilar to the statement, in particular: 33 "a little dissimilar", 26 "quite dissimilar" and 18 "not similar", for a total of 77 (74,5%).

Statement J.

He prefers not to show to others his economic standards of living to avoid jealousy.

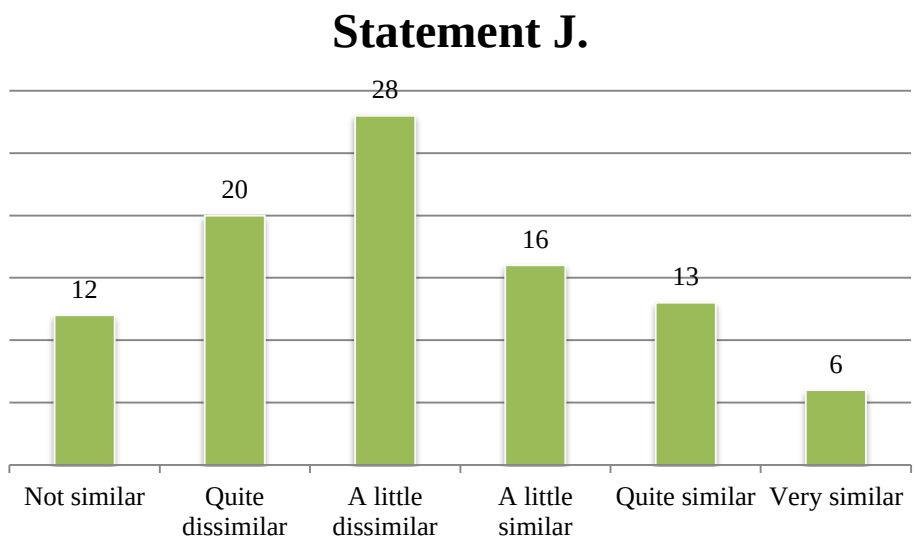

Figure 30 Statement J.

As it can be noticed, the majority of the surveyed inhabitants of Budapest (58,2%) claimed not to feel similar to the statement, and therefore think that one's economic standard would not influence other people's perceptions.

6.2 Choose from the following list the statement that is the most appropriate to you:

One of the last items in the survey has made the participants choose from the following statements, the one that mostly apply to them:

> *Choose from the following list the statement that is the most appropriate to you*
>
> - *to believe living conditions can be changed mainly through my actions*
> - *to believe only those in power can improve our living conditions*
> - *to believe only our community as a strong group can improve living conditions*
> - *to believe no matter what my actions are our conditions will not improve easily*

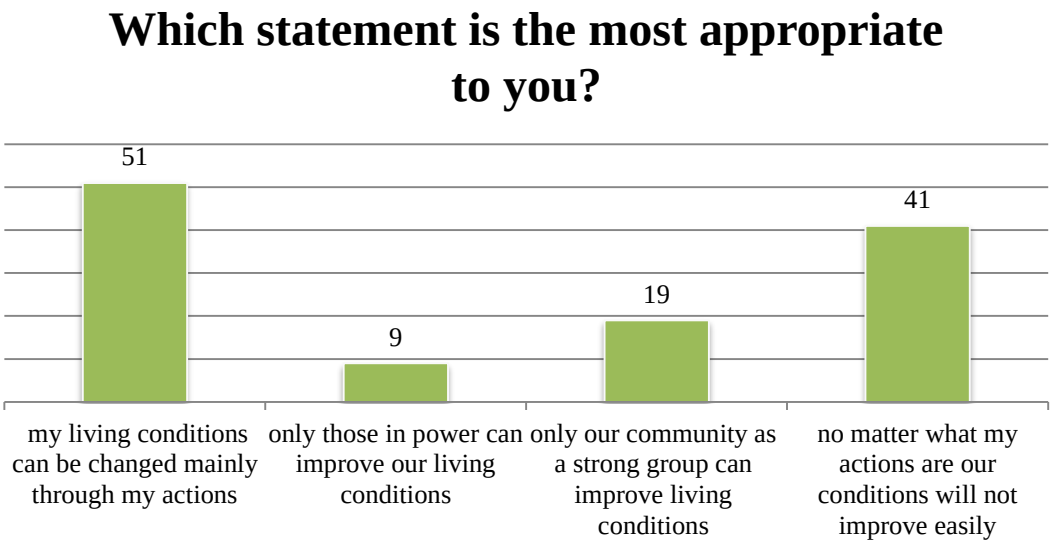

Figure 31 Which statement is the most appropriate to you?

Two of the proposed statements scored the highest: "to believe living conditions can be changed mainly through my actions" (49,5%) and "to believe no matter what my actions are, our conditions will not improve easily" (39,8%), which are quite in contrast with each

other. While the first one has a definite positive connotation, the second denotes somehow a fatalist attitude.

6.3 Choose from the following list the statement that is most important to you:

Participants have been asked to choose "the most important" statement for themselves. Question is as follows:

> *Choose from the following list the statement that is mostly true to yourself:*
>
> - *to do all my best to help the community in which I live*
> - *to do all my best to improve only the life of my family, others will do by themselves*
> - *to do what I can to improve things according to the indications of those who administer the country*
> - *to do what I can to improve my living standards, this will help to change things as everyone will do his best too*

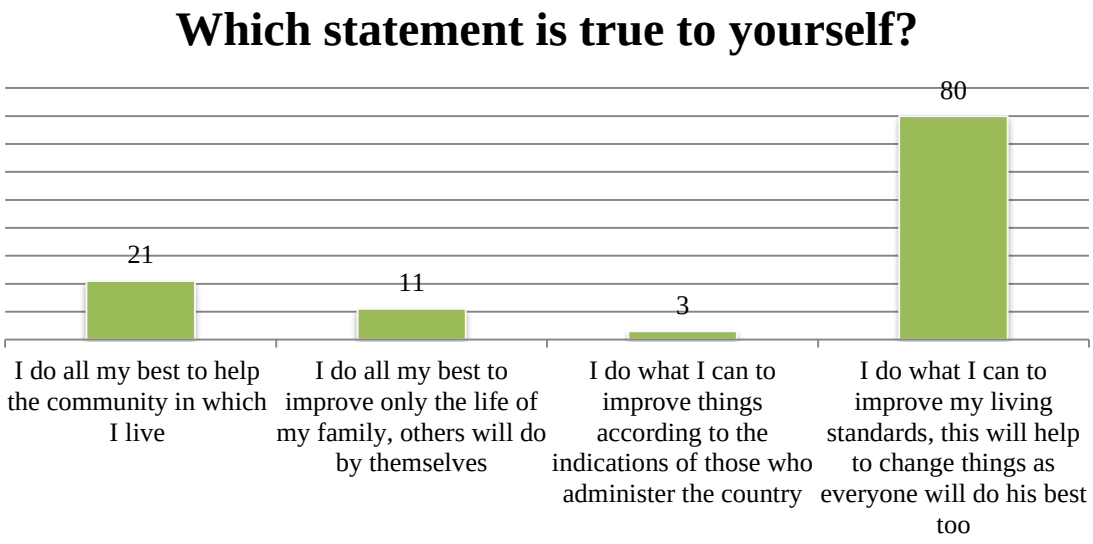

Figure 32 Which statement is true to yourself?

77,6% of the respondents, the great majority, chose "to do what I can to improve my living standards, this will help to change things as everyone will do his best too" a data which is somehow in accordance to the results of the previous question.

Conclusions

The results of the survey conducted in March 2014 provided valuable information on trust and experiences with local institutions, as well as serious problems in the community, the quality of services provided by institutions and access to these services, and social norms and values in Hungarian municipality of Budapest.

The first section of the survey was aimed at investigating how the respondent relate to local institutions on the basis of their relationship with them, on trust and on the satisfaction (or lack of) with the services provided at multiple levels. The Local Government, Health Centres and Police have proved to be the institutions which are considered to be the most important when it comes to providing the well-being of a community, on the other hand Religious Institutions, International Funding Associations and Opposition Parties were considered to be the least effective in doing so.

When asked about their trust in institutions, surveyed people indicated Media, EU and the Government as the bodies to be less trustworthy, while State Schools, State Doctors and Eu Info Centers were those to have collected the highest scores.

Experiences with institutions are also conforming to the results obtained with the first two questions. In general, it can be maintained that the City Council and Health Centres are once again considered to be the ones which provide better services. Nevertheless, Health Centres seemed to also have provided the highest number of "bad experiences", mostly due to the long waiting lists.

The second section of the survey was intended to investigate how the respondents relate to the role that institutions might - or might not - have in the improvement of local issues, but also to look at the strategies which might be put into act in order to obtain a certain service.

First, it was asked what were the most serious problem in the own community. Major problems were altogether encountered in the Security field, Unemployment and lack of chances for younger people which are forced to emigrate abroad. Also Inflation and the Economic Crises appeared to highly perceived problems in Budapest.

Secondly, the respondents were asked to state with which local institution they thought they could not obtain services relying on own means. Magistrature, City Council, Police and Tax Offices were individuated as he most problematic.

Moreover, as a consequence of the previous question, surveyed people were asked to indicate a possible solution to obtain the desired service from the above mentioned institutions. The great majority chose "try several times until I get a good result" and "denounce the disservice to the competent authorities", pointing out that people are supposedly ready to stand for their rights and try pursuing a legal conduct when dealing with institutions.

Surveyed people have also been prompted at indicating which institutions shall have more means in the improvement of the well-being of their community. Results interestingly showed that Government and Citizens are considered to be the most important.

A list of hypothetical practices against good society was then proposed to the respondents, asking them to point out those which were incompatible with the good development of a society. Although all the possibilities were potentially harmful, results show that not all of them were actually perceived as such in the same way. It shall be noted that though "giving gifts" was considered to the least favourite solution technique, in this case it was considered to be the least detrimental practice to the development of a society. It can be maintained that, though the respondents wouldn't pick it as a "good solution", they also don't consider such practices to be negatively affecting the fair development of their community.

Respondents have also been asked to state how do they relate to the statement "*public sector officials who provide services to my community do not act the way they should*". Altogether 85% of the respondents considered the statement to be either "occasionally true" or "often true", demonstrating that they highly distrust the actions of public officials and making it clear that their expectations on how a public service should work are not always met, or at least that they have the perception that in public offices things don't run the way they should.

The last question of this section asked the respondent to state whether they thought they had the means to eventually express their dissatisfaction about the services provided. 43 interviewees out of the total 103 answered "no", while a small number of people claimed that means do actually exist, but they're useless.

The third section of the survey was dedicated to social norms and local customs.

First, the respondents have been asked to evaluate the importance of the latter from a given list, on a scale from "not important" to "very important". In Budapest "Protect a person if I am in the position to do it", "Spending time with friends outside the home" and " Provide hospitality to guests" seemed to be the most important customs, "Keep a secret not to harm another person even if this is not legal" was the first among the fairly important ones and " Reciprocate received gifts in same value" was the least important.

The next two questions were asked in order to get a better understanding of how people perceive different modes of personal relations to public officials, including gift-giving. The majority of surveyed people fairly agreed with the statement "gift-giving is related to a better treatment/service", and also 72% of them fairly agreed with the fact that the quality of services provided can be influenced by the personal relation to the employees of an institution.

Participants to the survey have been given some hypothetic scenarios in order to understand behavioral patterns and social values. There have been five scenarios in the survey. Respondents have generally reported to disagree with hypotetical corruption practices and find themselves in accordance with virtuos attitudes.

The last section of the survey was dedicated to values. We have tried to understand how the participants relate themselves some values through gauging their association with a list of statements portraying different characters under the explanatory sentence "*How similar to yourself is the person described by the following statements"*.

Results showed that respondents indentify themselves positively with trying to be as autonomous as possible, not breaking the rules, respecting traditions and think that younger people should learn from their elderly. On the other hand, they didn't seem to believe that religion plays an important role in the society and also that strangers should be not accepted in a society, if the majority doesn't want them. Surveyed people showed ambivalent feelings about leading an intense social life and thought not having to show their true (negative) feelings is not that important. Two statements proved to be particularly problematic, namely the one about avoiding to show the real economic standards to keep away from envy and jealousy and being loyal to one's superior. In these cases there was a majority of people stating to feel either quite similar or quite dissimilar to the statements.

One of the last items in the survey has made the participants choose the one that mostly apply to them, from two groups of statements. It emerged that the great majority of them believes that living conditions can be changed mainly through their actions, though also

a high number of surveyed people though that to believe no matter what their actions are, their conditions will not improve, which were somehow in contrast with each other. In accordance to the first result, they also claimed to do what they can to improve their living standards, this will help to change things as everyone will do his best too.