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SURVEY TITLE:

“Comparative Opinion Poll in RA and NK  
on Socio-Political Issues and  
Foreign Relations”

DOCUMENT:

Methodological Report  
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## **Comparative Opinion Poll in RA and NK on Socio-Political Issues and Foreign Relations**

### **Sociological Survey**

#### **Methodological report**

Approved

Seal

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## 1. RA SURVEY SAMPLE DESCRIPTION

Taking into consideration the coverage of the project (Armenia and NK) and the main purpose, the sample was designed with stratified-random sampling method.

The sample was designed according to the following steps:

1. Sample size calculation
2. Distribution of sample size among RA Marzes and Yerevan
3. Selection of the cities, villages and streets
4. Design of random walking method principals.

### STEP 1

#### **Sample size calculation:**

When  $N=2,305,927$ ,  $\gamma=95\%$  confidence and  $\Delta=\pm 2.83$  marginal error, the sample size for RA  $n=1,200$ , and plus 1.7% for possible invalid questionnaires and missing values the final sample size for RA is  $n=1,220$ . Below the distribution of sample size among Yerevan and regions is represented.

Location	18+ population (de facto)	%	n-sample size	n-sample size after correction
Yerevan	863,760	37.5	457	460
Marzes	1,442,167	62.5	763	760
<b>Total</b>	<b>2,305,927</b>	<b>100.0</b>	<b>1,220</b>	<b>1,220</b>

Table 1. Sample distribution among Yerevan and marzes

### STEP 2

#### **Distribution of sample size among regions, Yerevan and NK:**

The survey was conducted in all 10 marzes of RA and in all Yerevan communities. Firstly, the sample was proportionally distributed in all RA marzes and Yerevan communities. After making corrections, based on decision of minimal sample size for each community and marz, the final design of sampling was done.

The sample distribution in Yerevan communities is shown below in the Table 2. It should be noted that Norq Marash and Nubarashen communities due to their very small population size are included in the survey attached accordingly to Kentron and Erebuni communities.

Yerevan Community	18+ population (de facto)	%	Sample size – n, (after corrections)	Number of questionnaires received
Ajapnyak	83,127	9.62	45	45
Avan	39,649	4.59	33	34
Arabkir	106,902	12.38	53	53
Davitashen	30,716	3.56	30	30
Erebuni+Nubarashen	98,261	11.38	48	48
Kentron+Norq Marash	114,965	13.31	53	53
Malatia - Sebastia	110,038	12.74	53	53
Nor Norq	110,080	12.74	53	53
Shengavit	108,855	12.60	53	64
Qanaqer- Zeytun	61,167	7.08	39	39
<b>Total</b>	<b>863,760</b>	<b>100.0</b>	<b>460</b>	<b>472</b>

Table 2. Sample distribution in Yerevan communities

The sample is distributed among all 10 marzes of RA and the final regional sample is represented in Table 3.

Marzes	18+ population (de facto)	%	Sample size, (after corrections)	Urban % (de facto)	Rural % (de facto)	Urban sample size (after corrections)	Rural sample size (after corrections)	Urban/ number of questionnaires received	Rural/ number of questionnaires received
Aragatsotn	93,804	6.5	59	24.2	75.8	14	45	14	45
Ararat	188,426	13.1	91	29.5	70.5	30	61	30	61
Armavir	191,230	13.3	92	36.4	63.6	33	59	33	59
Gegharquniq	158,980	11.0	81	34.3	65.7	30	51	30	51
Lori	193,770	13.4	93	59.3	40.7	55	38	55	38
Kotayq	192,761	13.4	92	56.7	43.3	52	40	53	40
Shirak	189,038	13.1	91	61.1	38.9	56	35	56	35
Syuniq	105,134	7.3	63	69.5	30.5	44	19	44	19
Vayoc Dzor	37,888	2.6	40	35.4	64.6	14	26	14	26
Tavush	91,136	6.3	58	39.9	60.1	23	35	23	35
<b>Total</b>	<b>1,442,167</b>	<b>100.0</b>	<b>760</b>			<b>351</b>	<b>409</b>	<b>352</b>	<b>409</b>
								<b>761</b>	

Table 3. Sample distribution in RA Marzes.

### **STEP 3**

#### **Selection of the cities, villages and streets:**

Streets are divided into 3 types – short, middle-size, and long .Totally were selected 38 streets. In each community from 3 to 4 streets are selected based on the following criteria:

- population size of the community
- geographical distribution of the streets.

The number of interviews conducted in the street was decided based on the following criteria:

- the sample size of the community,
- number of the streets from each type that are selected in that community.

From 2 to 5 rural communities (villages) and from 1 to 2 urban communities (towns, cities, including marz-centers) were selected from each region. Villages and cities were also selected based on geographical distribution. Number of villages and cities from each region were selected according to the sample size of that region. Totally 17 cities and 40 villages have been selected.

### **STEP 4**

#### **Design of random walking method principals:**

While using random walking method the following principles were kept:

##### **1. Selection of the building/house in the street and the apartment (in case of building)**

The step of selecting the building/house was based on the following method:

- First, the interviewer counts the number of buildings/houses in the given street and then divides this number into the number of interviews that should be conducted in that street. The received figure will be the step of selecting the building/house.
- The step of the apartment in the building is a standard step, i.e. each 5<sup>th</sup> apartment.

## 2. Selection of the respondent in the family

The selection of the respondent in the family was done by Kish method, according to which the interview is conducted with the member over 18 whose birthday is the nearest to the day when the interviewing takes place.

1 to 3 call backs were done (1 in regions, 3 in Yerevan) in cases:

- when the respondent asked to come later, as it was not appropriate time for him/her;
- when the respondent was not at home;
- when there was nobody at home, but as it was found out from neighbors the apartment is inhabited.

There was no need of call-backs in the situations when:

1. the respondent was absent (is abroad, is in the army, etc.) during the fieldwork days;
2. the respondent refused to participate in the interview;
3. the neighbors told that nobody lived in that apartment or house;
4. the respondent was ill and was not able to participate in the survey during the whole fieldwork period;
5. there were language barriers.

When the call-back was not succeeded and also in cases of 1,4,5 substitution of respondent with the same demographical characteristics was done in the same building or street (in case of houses). This was to avoid deviations such as having some demographic groups in sample more than others; for example housewives, pensioners, unemployed and so on. The substitution was done with the following intervals:

<b>Gender</b>	male
	female
<b>Age</b>	18-30
	31-45
	46-60
	61-
<b>Education</b>	secondary
	college degree
	higher

## **2. RA FIELDWORK DESCRIPTION**

### **1. Fieldwork duration**

**Yerevan** - 15.10.2010 – 18.10.2010

**Regions** - 15.10.2010 – 17.10.2010

### **2. Days of fieldwork**

I day – Yerevan and Marzes of Shirak, Gegharquiq, Armavir, Kotayq, Aragatsotn

II day – Yerevan and Marzes of Ararat, Lori, Shirak, Tavush, Kotayq

III day – Yerevan and Marzes of Lori, Vayots Dzor, Syuniq, Kotayq, Armavir, Ararat

IV day – Yerevan

### **3. Interviews**

Yerevan – 16 interviewers, but 10 more interviewers from regional interviewers list were involved in Yerevan fieldwork during the 4<sup>th</sup> day.

Regions – 24 interviewers.

### **4. Number of received questionnaires – 1233 (1222 + 11 re-conducted)**

### **5. The process of fieldwork organization**

Each day the fieldwork started from 9.45-11.00 am in Yerevan and finished at 20.00-21.00pm, and in regions from 8.00-9.30 am till 21.00-22.00pm (return to Yerevan 22.00pm-2.00am). Questionnaires of each day were accepted the next morning and were being checked by Data Manager in order to report to the interviewer about his/her mistakes before going to field. Routes list was also being checked in order to control interviewer's keeping the steps of random sample.

### **6. Problems occurred during the fieldwork**

#	Problem	Solution
1	5 interviewers working in Yerevan got ill after the 1 <sup>st</sup> fieldwork day.	The number of interviews that they had to do was redistributed among other interviewers during the 4 <sup>th</sup> additional fieldwork day.
2	Some interviewers working in Yerevan couldn't manage their plan of interviews during planned 3 days of fieldwork.	They worked also on 4 <sup>th</sup> day.
3	The maximum number of questionnaires planned for each day was too much.	Some interviewers had to work till 23.30 pm to finish the number of questionnaires.
4	It was very difficult to keep random walking steps in villages, since houses didn't have numbers or the interviewers were working in blocks due to absence of any street.	Interviewers just counted number of houses in the blocks and entered each n <sup>th</sup> house.
5	In some multistoried buildings in Yerevan and other towns the apartment numbers were mixed (for example: next to apartment #2 there was apartment #28).	In these cases interviewers entered each 5th apartment not being guided by apartment numbers.
6	Some interviewers were trying to avoid call backs, especially when arrangement for the call back was for late hour.	Additional quality control.
7	Number of call backs was smaller than it was expected in regions as there was no enough time for that and sometimes the groups of interviewers stayed only for 2-5 hours in each village.	They were instructed to do call backs during the hours when they are in the exact village or city.

### 3. NK SURVEY SAMPLE DESCRIPTION

The sample was designed according to the following steps:

1. Sample size calculation
2. Distribution of sample size among NK regions and Stepanakert
3. Selection of the cities, villages and streets
4. Design of random walking method principals.

#### STEP 1

##### **Sample size calculation:**

The survey was conducted in Stepanakert and in 5 regions (out of 7), as it is not allowed to run surveys in conflict zones. Thus, regions Qashatagh and Shahumyan were not included in the survey.

The sample calculation corresponds to the following: when  $N=122,912^1$  (population size 5 regions and Stepanakert)  $\gamma=95\%$  confidence and  $\Delta=+-3.45$  marginal error, the sample size for NK  $n=800$ , and plus 2.5% for possible invalid questionnaires and missing values the final sample size for NK is  $n=820$ .

#### STEP 2

##### **Distribution of sample size among regions and Stepanakert:**

The survey was conducted in 5 regions of NK and in Stepanakert. Firstly, the sample was proportionally distributed in all NK regions and Stepanakert. After making corrections, based on decision of minimal sample size for each region, the final design of sampling was done. The sample distribution in regions and Stepanakert is shown below in the Table 4.

Regions	Population size (de facto)	%	Sample size, (after corrections)	Urban % (de facto)	Rural % (de facto)	Urban sample size (after corrections)	Rural sample size (after corrections)	Urban/ number of questionnaires received	Rural/ number of questionnaires received
Stepanakert	49,300	40.1	290						
Askeran	16,399	13.3	115	11.9	88.1	20	95	20	95
Hadrut	11,850	9.6	91	23.1	76.9	21	70	21	70
Martakert	18,519	15.1	126	22.8	77.2	30	96	30	96
Martuni	22,619	18.4	148	21.1	78.9	31	117	31	117
Shushi	4,225	3.4	50	73.5	26.5	37	13	37	13
<b>Total</b>	<b>122,912</b>	<b>100.0</b>	<b>820</b>			<b>139</b>	<b>391</b>	<b>139</b>	<b>391</b>

Table 4. Sample distribution in NK

<sup>1</sup> For NK sample calculation and distribution was used total population size due to absence of exact data on 18+ population. Thus, for calculation proportions this doesn't have much influence.

### **STEP 3**

#### **Selection of the cities, villages and streets:**

Unlike Yerevan streets, Stepanakert streets were divided into 2 types – short and long size, as there were no too many streets and all of them were either too short, or too long. 29 streets were selected totally.

### **STEP 4**

#### **Design of random walking method principals:**

The same principles as in RA were used in NK while using random walking method.

##### **1. Selection of the building/house in the street and the apartment (in case of building)**

The step of selecting the building/house was based on the following method:

- First, the interviewer counted the number of buildings/houses in the given street and then divided this number into the number of interviews that should be conducted in that street. The received figure would be the step of selecting the building/house.
- The step of the apartment in the building was a standard step, i.e. each 5<sup>th</sup> apartment.

##### **2. Selection of respondent in the family**

The selection of the respondent in the family was done by Kish method, according to which the interview is conducted with the member over 18 whose birthday is the nearest to the day when the interviewing takes place.

1 call back (as visit per each village and city was for 1 day) was done in cases.

- when the respondent asked to come later, as it was not appropriate time for him/her;
- when the respondent was not at home;
- when there was nobody at home, but as it was found out from neighbor a family lives there.

There was no need of call-backs in the situations when.

1. the respondent was absent (is abroad, is in the army, etc.) during the fieldwork days;
2. the respondent refused to participate in the interview;
3. the neighbors told that nobody lived in that apartment or house;
4. the respondent was ill and was not able to participate in the survey during the whole period;
5. there were language barriers.

When the call-back was not succeeded and also in cases of 1, 4, 5 a substitution of respondent with the same demographical characteristics was done in the same building or street (when houses). This was to avoid deviations such as having some demographic groups in sample more than others for example housewives, pensioners, unemployed and so on. The substitution was done with the following intervals:

<b>Gender</b>	male
	female
<b>Age</b>	18-30
	31-45
	46-60
	61-
	secondary
<b>Education</b>	college degree
	higher

#### **4. NK FIELDWORK DESCRIPTION**

##### **1. Fieldwork duration**

NK - 22.10.2010 – 26.10.2010

##### **2. Days of fieldwork**

I day – Regions of Askeran, Martuni, Hadrut

II day – Regions of Martakert, Hadrut, Martuni

III day – Regions of Shushi, Askeran, Hadrut, Martuni

IV day – Stepanakert, Region of Askeran

V day – Stepanakert

##### **3. Interviewers**

16 interviewers were involved in NK survey fieldwork.

##### **4. Number of received questionnaires – 820**

##### **5. The process of fieldwork organization**

The fieldwork started from 9.00 am and finished at 20.00-21.00pm each day. The questionnaires were being accepted each evening and being checked in order to avoid further possible mistakes in interviewers' work. Routes list was checked in order to control interviewer's keeping the steps of random sample.

##### **6. Problems during the fieldwork**

#	Problem	Solution
1	It was planned to work for half day in Stepanakert after arrival from Yerevan on the 1 <sup>st</sup> fieldwork day. But the plans were changed due to external delays and security reasons.	The fieldwork implementation plan was changed at once and interviewers worked in regions of NK.
2	Due to first reason the interviewers went to field too late since the field was being re-planned and managed.	In order to manage the new plan they were instructed not to have call backs and to work till 23.00 pm.
3	It was very difficult and sometimes even impossible to keep random walking steps in villages, since houses often didn't have numbers or the interviewers were working in blocks due to streets absence.	Interviewers just counted the number of houses in the blocks and entered each n <sup>th</sup> house
4	In some multistoried buildings the apartment numbers were mixed (for example: next to apartment #2 there was apartment #28).	In these cases interviewers just entered each 5th without taking into account the number of the apartment.
5	Many multistoried buildings were not inhabited, thus, it was very difficult and often impossible to keep random walking steps.	N/A
6	The roads in regions were mainly impenetrable and long and took much longer time to reach the villages.	N/A
7	Sometimes it was difficult for interviewers to understand the dialect of NK residents.	Russian words were often being used to explain what they mean.
8	The weather was too cloudy and there was fog, which made it difficult for drivers to drive.	N/A

## **5. QUALITY CONTROL AND MONITORING**

During this survey the quality control (QC) and monitoring was conducted in the following four stages:

- 5.1.** Interviewers control during accompanied visits by coordinators
- 5.2.** Questionnaires monitoring
  - a. Questionnaire quality monitoring (QQM)
  - b. Content and logical analyses (LA)
- 5.3.** Phone-call checking
- 5.4.** Return visits

### **5.1 Interviewers' control during accompanied visits**

Each interviewer has been controlled by a coordinator during the fieldwork. Coordinator accompanied the interviewer during interview and noted his/her faults. In case of problems' occurrence coordinator gave trainings to interviewers both concerning interview conduction and random walking. The coordinator signed with blue ink every questionnaire he/she has been present at. At the end of each day coordinators gave reports on each interviewer they accompanied. Each coordinator has been present on 7-10 interviews per day. As a result **16.1%** of interviews in RA and **15.4%** in NK have been controlled during the fieldwork. In total, **15.8%** of the whole fieldwork has been controlled by coordinators during accompanied visits.

### **5.2 Questionnaires monitoring**

#### **a. Questionnaires quality monitoring**

All (**100%**) the questionnaires have been monitored by Fieldwork Manager with focus on the following criteria:

- ✓ Comparability of interview duration and minutes marked on the questionnaire,
- ✓ Detection of new, nonrecurring information and its repetition,
- ✓ Detection of systematic errors,
- ✓ Detection and counting of missing responses,
- ✓ Clear and right infill of demographic questions and their logical correspondence to the questionnaire in total,
- ✓ In fill of respondent's name, telephone number and address,
- ✓ Distribution of addresses according to sampling rules,
- ✓ Sameness of handwriting and ink,
- ✓ In fill of interviewer's data (code, name, surname),
- ✓ In fill of technical data (area code, etc.),
- ✓ Presence of interview minutes and contact information in not less than 85% of questionnaires of each interviewer,
- ✓ Keeping the passages within the questionnaire.

## b. Content and logical analyses of the questionnaires

All (100%) the questionnaires have been monitored by Data Analyst with focus on the following criteria:

- ✓ Keeping the passages within the questionnaire,
- ✓ Non-adequate and wrong answers,
- ✓ Logics of cross questions answers,
- ✓ General logics of the questionnaire,
- ✓ Inconsistency within the answers,
- ✓ Technical problems (blots),
- ✓ Number of D./K. answers supposing passages,

Both specialists mark describe all the detected problems in the corresponding report form and handover it to Quality Control Manager. As a result of the questionnaire monitoring **3** questionnaires were considered to be fault ones (one for missing answers and respondent's telephone number, two for detection of fake information: the questionnaire was filled in with two different inks in a mixed order of questions<sup>2</sup>).

### 5.3 Phone call checking

In total **25.8%** of the questionnaires have been checked by phone call with the following distribution: **29.1%** of RA fieldwork questionnaires and **20.9%** of NK questionnaires. The checking variables during the phone call were the following:

- ✓ respondent's name
- ✓ respondent's age
- ✓ respondent's education status
- ✓ number of household members
- ✓ theme of the interview
- ✓ respondent's address
- ✓ method of choosing the respondent
- ✓ number of persons participating in the interview
- ✓ duration of the interview
- ✓ interviewer's gender
- ✓ interviewer's being alone
- ✓ one fake question.

As a result of the phone call checking **6** questionnaires were considered as fault ones (one in NK due to respondent's not being a citizen of RA, five in RA due to detection of the fact that not all the questions were asked during the interview<sup>3</sup>).

### 5.4 Return visits

In total **2.2%** of the questionnaires have been checked by return visits with the following distribution: **3.6%** of RA fieldwork questionnaires and **0%** of NK questionnaires. The checking variables during return visits were the following:

- ✓ respondent's name
- ✓ respondent's age
- ✓ respondent's education status

<sup>2</sup> The questionnaires have been double checked during return visits by coordinator.

<sup>3</sup> The questionnaires have been double checked during return visits by coordinator.

- ✓ number of household members
- ✓ theme of the interview
- ✓ respondent's address
- ✓ method of choosing the respondent
- ✓ number of persons participating in the interview
- ✓ duration of the interview
- ✓ interviewer's gender
- ✓ interviewer's being alone
- ✓ one fake question.

As a result of the return visits 6 questionnaires were considered as fault ones (all 6 in RA due to detection of the fact that not all the questions were asked during the interview).

Thus, in total 15 questionnaires were considered fault and du to this, 11 additional interviews were re-conducted. Taking into consideration the fact, that 13 of the fault questionnaires were from Yerevan fieldwork, the re-conducted 11 interviews were done in the same area as the fault ones.

Thus, the figures on quality control are the following:

#### In RA

Quality control RA	accompanied visits		return visits		phone call checking		total		
	number of interviews	quantity	%	quantity	%	quantity	%	quantity	%
	1222	197	16.1%	44	3.6%	356	29.1%	597	48.9%
Evidence	coordinator's signature on the questionnaire with black ink		coordinator's signature on the questionnaire with red ink		calling list with written down tel. numbers, caller's signature on the questionnaire with red ink				

Table 5. Quality control figures in RA

With the following results on fault questionnaires

Fault questionnaires RA	questionnaire monitoring		return visits		phone call checking		total		reconducted	FINAL DATABASE	
	number of interviews	quantity	%	quantity	%	quantity	%	quantity			quantity
	1222	2	0.2%	6	0.5%	5	0.4%	13	1.1%	11	1220

Table 6. Fault questionnaires in RA

and in NK

Quality control NK	accompanied visits		return visits		phone call checking		total	
	quantity	%	quantity	%	quantity	%	quantity	%
820	126	15.4%	0	0.0%	171	20.9%	<b>297</b>	<b>36.2%</b>
<b>Evidence</b>	coordinator's signature on the questionnaire with black ink		coordinator's signature on the questionnaire with red ink		calling list with written down tel. numbers, caller's signature on the questionnaire with red ink			

Table 7. Quality control figures in NK

With the following results on fault questionnaires:

Fault questionnaires NK	questionnaire monitoring		return visits		phone call checking		total		reconducted	FINAL DATABASE
	quantity	%	quantity	%	quantity	%	quantity	%	quantity	quantity
820	1	0.1%	0	0.0%	1	0.1%	2	0.2%	0	<b>818</b>

Table 8. Fault questionnaires in NK

The total and final results of the quality control of both RA and NK fields are represented below:

Quality control RA&NK	accompanied visits		return visits		phone call checking		total	
	quantity	%	quantity	%	quantity	%	quantity	%
2042	323	15.8%	44	2.2%	527	25.8%	<b>894</b>	<b>43.8%</b>
<b>Evidence</b>	coordinator's signature on the questionnaire with		coordinator's signature on the questionnaire with		calling list with written down tel. numbers, caller's signature on the			

Table 9. Quality control figures in RA and NK

with the following results on fault questionnaires:

Fault questionnaires RA&NK	questionnaire monitoring		return visits		phone call checking		total		reconducted	FINAL DATABASE
	quantity	%	quantity	%	quantity	%	quantity	%	quantity	quantity
2042	3	0.1%	6	0.3%	6	0.3%	15	0.7%	11	<b>2038</b>

Table 10. Fault questionnaires in RA and NK

As a result of quality control and monitoring the survey has been verified with all **2,038 questionnaires approved**.

## **6. DATA PROCESSING**

Data processing has been implemented through the following steps:

1. Questionnaire designing
2. English-Armenian translation of the questionnaire
3. First training of interviewers, pilot testing and preparation of final field version of the questionnaire, questionnaire cards and guide
4. Second training of interviewers and role play based on final questionnaire
5. Problems detection of the questionnaires that have occurred during fieldwork
6. Office editing and coding
7. Preparation of SPSS database
8. Data entry
9. Final checking and cleaning.

### **6.1-2. Questionnaire design, translation and preparation for pilot testing**

The questionnaire have been designed and edited in cooperation with the Client (EuFoA) and Partner company (Populus) during the period of 01.10.2010-13.10.2010. All important comments and recommendations of partners have been included in the questionnaire. The questionnaire has been translated as accurate as possible in order to minimize content mistakes and make the questionnaire easy understandable for all the respondents of different socio-educational groups. It covered 6 thematic blocks of questions, which included 38 questions and referred to all research objectives. The final questionnaire consisted of 8 A4 pages and is attached to this report in Appendix 1.

### **6.3-4. Training, pilot testing and preparation of the field version questionnaire**

The training stage was obligatory for all the interviewers. It was conducted in two steps. First training was conducted on 12.10.2010. The interviewers have been instructed on topic of questionnaires and sample peculiarities. After first training each interviewer conducted pilot interviews and reported to Data Manager about mistakes and questions which had caused difficulties in understanding for the respondents. Based on the results of pilot testing and final comments from the Client the questionnaire was corrected and prepared for fieldwork. The second training and role play were conducted on 14.10.2010 based on final version of the questionnaire. The Questionnaire Completion Guide was designed, which included technical and substantive information on the questionnaire.

### **6.5 Problems with questionnaires that have occurred during fieldwork**

The duration of one questionnaire was 35-50 minutes in average. The duration was longer on first two days (up to 1 hour). Hereinafter problems that have occurred in questionnaires during the fieldwork are specified:

1. It was hard to answer to Q8, Q10 and Q31 questions for the most of respondents, and there were the following reasons for that:
  - 1.1. In most cases the respondents could not identify the meaning of statements, so the interviewers had to explain question trying to avoid tips. In some cases the interviewers had to paraphrase the questions in order to receive adequate answers to them.
  - 1.2. The respondents were not enough informed about statements concerning current stage of NK conflict negotiations and components of those negotiations.

2. There was a problem with the statement: Q12.1 “I feel disappointed that the process is not concluded”. It’s hard to assess disappointment by “agreement” scale.
3. In Q25 “system of value” was unclear and interviewers paraphrased it in different manner in order to explain the question. The other difficulty of this question was related with introduction sentence (country’s foreign relations): it was hard for the respondents to see the link “country’s foreign relation” and “system of value”.

## **6.6 Office editing and coding**

By the end of the fieldwork corresponding specialists – coders wrote out responses of the open questions and “other” versions of the semi-closed questions. The respondent’s answers were reviewed and coding categories designed to represent the answers. Every questionnaire was then processed through the coding instrument and all “open” and “other” responses were then coded. Each coder was responsible for a part of a questionnaire (for particular open ended questions and “others”). Simultaneously, all the coded questionnaires passed the data entry process.

## **6.7 Preparation of SPSS database**

Based on the final version of the questionnaire SPSS database was created, which included 192 variables. During the preparation of the database the specificity of each question was taken into consideration and all variable related necessary information as well as open-ended question codes was included. The final database structure was approved by Populus.

## **6. 8-9. Data entry process, final checking and cleaning**

Data entry was conducted by 4 operators, using a total of 5 computers (4 data entry computers plus one supervisors’ computer). SPSS 13 was used for data entry. The operators have been instructed on the data entry logics before the data entry process. The input operators were also provided with Data Entry Guide with detailed description of each variable to be entered. The whole process of data entry was monitored by Data Manager and Fieldwork Manager. The duration of input for each 50 questionnaires was 1.30-2 hours. 25% (each 4-th questionnaire) of all entered questionnaires were checked by operators after the data entry process have been completed. In case of every detected mistake the operator checked one additional questionnaire. As a result 25% of the questionnaires have been verified in 100% accuracy. The main difficulties that have been found while input referred to the questions with multiple responses: the operators had to input 1 (Yes) and 2 (No) instead of the codes they had in those questionnaires. The same problem occurred during the checking of the inputted questionnaires.

Data cleaning was done in several stages. First, the key variables were examined and corrected. The process was done in two steps:

- Detection and then correction of errors in a data sets. Data cleaning was realized via frequencies, which were useful in detecting unequal distribution in categories such as age, gender, or location or the building type.
- After cleaning of location, interviewers, sampling point and other independent variables like this the datasets were cleaned by each variable (question) and every mistake that have been detected was corrected by questionnaires.

After data entry process was completed all 2038 questionnaires have been archived. The archiving includes numbering of questionnaires, packing them in special boxes in keeping them in an archive for 1 year period after the completion of the fieldwork in a way to maintain private data confidentiality and security.

# APPENDIX 1 – SURVEY QUESTIONNAIRE

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Interviewer's code  Number of the entered questionnaire

Code of sampling point  RA NK Date and time of the interview \_\_\_\_\_/\_\_\_\_\_/\_\_\_\_\_

## Questionnaire № \_\_\_\_\_ EFA-1/10

### “Opinion poll in Armenia (RA) and Nagorno-Karabakh (NK)”

Good morning/day/evening, my name is \_\_\_\_\_, I represent IPSC, Institute for Political and Sociological Consulting and Populus. Our company conducts surveys on various subjects. Today we are mostly interested in your opinion, on different topics, like pace of development of the country, politics, foreign relations and NK issues. Your participation in this survey and your answers are very important for us, this is why we kindly ask you to share some minutes and to be sincere. The interview is confidential. Your name will not be mentioned anywhere. The results of the survey will be generalized, i.e. no names are going to be noted in the report. Thank you in advance for devoting your time and for your sincerity.

#### Section-A. General Information on RA/ NK

**Q1. Could you please tell us how interested you are in socio-political and economic life in RA and NK? (In RA first ask about Armenia then Karabakh, in NK first ask about Karabakh and then Armenia)**

N	Country	Not at all interested	Hardly interested	Quite interested	Very interested	D/K (do not read)
1	In RA	1	2	3	4	99
2	In NK	1	2	3	4	99

**Q2. Please, specify what you think are the most remarkable socio-political events that took place in RA and NK during the last three months. (In RA first ask about Armenia then Karabakh, in NK first ask about Karabakh and then Armenia) 99. D/K (do not read)**

N	Q2.1 In RA	Q2.2 In NK
1		
2		
3		

**Q3. How you are usually informed on socio-political news/events on RA/NK? Please specify and rank up to 3 mostly used sources of information. (In RA first ask about Armenia then Karabakh, in NK first ask about Karabakh and then Armenia). 99. D/K (do not read)**

N	News/Events about	Printed media	TV	Internet	Radio	Friends/ conversations	Other [rank]	None (do not read)	D/K (do not read)
1	RA						_____ [ ]	77	99
2	NK						_____ [ ]	77	99

**Q4. Please, specify the most pressing problem which your family (4.1.), then RA (4.2), then NK (4.3) faces nowadays? (In RA first ask about Armenia then Karabakh, in NK first ask about Karabakh and then Armenia) 99. D/K (do not read)**


N	Q4.1 Problems faced by family	Q4.2 Problems faced by RA	Q4.3 Problems faced by NK
1			
2			
3			

**Q5. In your opinion, how well developed the following aspects in the country (RA/NK) are comparing to the situation that was 5 years ago? Please evaluate by 10 degree scale, where 1. not developed at all and 10. very developed.** (In RA first ask about Armenia then Karabakh, in NK first ask about Karabakh and then Armenia 99. D/K (do not read) [Show CARD 1]

N	Aspects	Q5.1 RA	D/K	Q5.2 NK	D/K
1	Overall quality of life	1 2 3 4 5 6 7 8 9 10	99	1 2 3 4 5 6 7 8 9 10	99
2	Economy	1 2 3 4 5 6 7 8 9 10	99	1 2 3 4 5 6 7 8 9 10	99
3	Security	1 2 3 4 5 6 7 8 9 10	99	1 2 3 4 5 6 7 8 9 10	99
4	Infrastructure	1 2 3 4 5 6 7 8 9 10	99	1 2 3 4 5 6 7 8 9 10	99
5	Democracy	1 2 3 4 5 6 7 8 9 10	99	1 2 3 4 5 6 7 8 9 10	99
6	Education	1 2 3 4 5 6 7 8 9 10	99	1 2 3 4 5 6 7 8 9 10	99
7	Health care	1 2 3 4 5 6 7 8 9 10	99	1 2 3 4 5 6 7 8 9 10	99
8	Fight against corruption	1 2 3 4 5 6 7 8 9 10	99	1 2 3 4 5 6 7 8 9 10	99

### Section-B. NK Issue

**Q6. Could you please tell us how well you are informed about the current stage of NK conflict resolution?**

- Are not informed at all *[pass to 8]* 
- Mostly not informed
- Mostly informed
- Completely informed
99. D/K (do not read)

**Q7. Do you know some components of a potential peace deal, which are currently being negotiated?**

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_

99. D/K (do not read)

**Q8. According to the latest peace plan and negotiations, international mediators are debating the following measures for the final settlement of the NK conflict. What is your attitude towards those measures? Please, evaluate by 10 degree scale, where 1. very negative, 10. very positive.** 99. D/K (do not read) [Show CARD 2]

N	Q8. Measures	Attitude	D/K
1	The implementation of confidence building measures to create a better basis for further progress in the peace negotiations	1 2 3 4 5 6 7 8 9 10	99
2	A ceasefire consolidation through the removal of snipers and installation of international observers along the Line of Contact	1 2 3 4 5 6 7 8 9 10	99
3	International security guarantees including a peacekeeping operation (as part of a comprehensive peace deal)	1 2 3 4 5 6 7 8 9 10	99
4	An interim status for Nagorno-Karabakh providing guarantees for security and self-governance (as part of a comprehensive peace deal)	1 2 3 4 5 6 7 8 9 10	99
5	Return of the territories surrounding Nagorno-Karabakh to Azerbaijani control (as part of a comprehensive peace deal)	1 2 3 4 5 6 7 8 9 10	99
6	Return of the territories surrounding Nagorno-Karabakh to Azerbaijani control, while banning Azerbaijani military from those territories (as part of a comprehensive peace deal)	1 2 3 4 5 6 7 8 9 10	99
7	Presence of a corridor linking RA to Nagorno-Karabakh (as part of a comprehensive peace deal)	1 2 3 4 5 6 7 8 9 10	99
8	The right of all internally displaced persons and refugees to return to their former places of residence, mostly in the territories surrounding Nagorno-Karabakh, restoration of the USSR census of 1989 (as part of a comprehensive peace deal)	1 2 3 4 5 6 7 8 9 10	99
9	Future determination of the final legal status of Nagorno-Karabakh through a legally binding expression of will (as a <u>final step</u> of a comprehensive peace deal)	1 2 3 4 5 6 7 8 9 10	99

**Q9. Please, specify the countries and international organization which, in your opinion, play a relevant role as mediators in the conflict settlement process at present. [Show CARD 3 with rotation for both countries and international organizations] (Several responses).**

N	Q9 Countries/International Organizations	Q9
11	Russia	11
12	France	12
13	USA	13
14	EU member states other than France	14
15	<i>Other country (specify)</i> _____	15
21	United Nations (UN)	21
22	North Atlantic Treaty Organization (NATO)	22
23	Commonwealth of Independent Societies (CIS)	23
24	OSCE Minsk Group	24
25	European Union (EU)	25
26	Collective Security Treaty Organization (CSTO)	26
27	<i>Other IO (specify)</i> _____	27
77	<i>None (do not read)</i>	77
99	<i>D/K (do not read)</i>	99

**Q10. In order to avoid military escalation in NK, how much would you support the following EU actions? Please evaluate by 10 degree scale, where 1. not support at all, 10. fully support. 99. D/K (do not read) [Show CARD 4]**

N	Q10. EU Policy options	Scale	D/K
1	Sending a mainly military peace enforcing EU mission to the area ( <i>in the framework of the European Security and Defence Policy, ESDP</i> ).		99
2	Stopping the EU's support to the ongoing OSCE Minsk Group led negotiations and replacing it with a new EU format.		99
3	Brokering a cease fire consolidation agreement between RA and Azerbaijan (e.g., for the removal of snipers from the contact line, installation of international observers).		99
4	Upgrading EU commitment for the peaceful settlement of the conflict by promoting democracy in the conflict hit area ( <i>e.g. trainings and technical aid to the local administration and police</i> ).		99
5	Sending a permanent non-military EU observer mission to the region in order to avoid the break out of war "by accident".		99

### Section-C. Armenian-Turkish Relations

**Q11. Could you please tell us if you are interested in the latest developments of Armenian-Turkish relations?**

1. Not at all interested
2. Hardly interested
3. Quite interested
4. Very interested

99. D/K (do not read)

**Q12. To what extent do you agree with the following statements concerning the latest developments of the Armenian-Turkish rapprochement? Please evaluate by 10 degree scale, where 1. totally disagree, 10. totally agree. 99. D/K (do not read) [Show CARD 4]**

N	Q12. Statement	Scale	D/K
1	I feel disappointed that the process is not concluded.		99
2	Despite the current situation, I think the decision of RA to start this foreign policy initiative was beneficial for our country (RA or NK).		99
3	Turkey has evolved over the last five years to become more democratic and reduce the influence of the military. With that Turkey has become a more reliable neighbor.		99
4	The International community was very active in trying to conclude this process.		99
5	Turkish foreign policy towards Armenia is friendlier today than five years ago.		99
6	The International community did not have enough leverage on Turkey to get the rapprochement concluded.		99
7	I think that Turkey's difficulties to ratify the protocols were just a pretext to derail the rapprochement process.		99
8	I personally always had the feeling, that Turkey would never conclude this process.		99

**Q13. How do you assess the RA President's decision to suspend the ratification of Armenian-Turkish protocols?**

1. Very negative
2. Negative rather than positive
3. Positive rather than negative
4. Very positive

99. D/K (do not read)

**Q14. Why do you think so?** 1. \_\_\_\_\_  
 2. \_\_\_\_\_  
 3. \_\_\_\_\_

99. D/K (do not read)

**Q15. If the rapprochement process still was to be concluded, how likely do you expect the following outcomes to happen: Please, evaluate by 5 degree scale, where 1. totally unlikely 2. rather unlikely 3. rather likely 4. totally likely, 5. the opposite will happen.** 99. D/K (do not read)

N	Q15. Outcomes	Expectations	D/K
1	Turkey would become a better partner for Armenia in the framework of regional cooperation.	1 2 3 4 5	99
2	It would make progress in the recognition of Armenian Genocide by Turkey more likely.	1 2 3 4 5	99
3	The open border with Turkey would bring Armenia closer to Europe.	1 2 3 4 5	99
4	It would strongly change the Armenia's relations with Russia.	1 2 3 4 5	99
5	The Armenian economy would profit from more international trade.	1 2 3 4 5	99
6	The security environment of Armenia would improve.	1 2 3 4 5	99
7	It would contribute to improvement of the regional stability.	1 2 3 4 5	99
8	There would be a problem with Armenian property moving into Turkish ownership.	1 2 3 4 5	99
9	There would be an increase in emigration.	1 2 3 4 5	99
10	There would be an increase in trafficking.	1 2 3 4 5	99
11	It would give more options to Armenian foreign policy.	1 2 3 4 5	99
12	It would make the settlement of Nagorno-Karabakh conflict easier.	1 2 3 4 5	99

#### Section-D. Elections in RA/ NK

**Q16. What do you think, is the political life of the country going generally to right or to wrong direction?** (In RA ask about Armenia, in NK ask about Karabakh)

1. Mostly right direction
  2. Mostly wrong direction
99. D/K (do not read)

**Q17.1 Please name up to 5 politicians, whose current activities you are informed about the best.** (In RA ask about Armenia, in NK ask about Karabakh) 99. D/K (do not read)

**Q17.2 Please name up to 5 parties, which current activities you are informed about the best.** (In RA ask about Armenia, in NK ask about Karabakh) 99. D/K (do not read)

N	Q17.1 Politician	N	Q17.2 Party
1		1	
2		2	
3		3	
4		4	
5		5	

**Q18. If Presidential Elections were conducted next Sunday which politician would you personally vote for?** (Single answer)

Q18 Politician	None (do not read)	R/A (do not read)	D/K (do not read)
	77 [pass to Q20]	88	99 [pass to Q20]

**Q19. And who you would vote for, in case if your preferred politician does not participate in the elections?** (Single answer)

Q19 Politician	None (do not read)	R/A (do not read)	D/K (do not read)
	77	88	99

**Q20. Which politicians would you never vote for in the elections?** (Up to 5 answers)

N	Q20 Politician	There is no politician I would never vote for (do not read)	None (do not read)	R/A (do not read)	D/K (do not read)
1		44	77	88	99
2					
3					
4					
5					

**Q21. If Parliamentary Elections were conducted next Sunday which party would you personally vote for?** (Single answer)

Q21 Party	None (do not read)	R/A (do not read)	D/K (do not read)
	77 [pass to Q23]	88	99 [pass to Q23]

**Q22. If we imagine that the party that you have named does not take part in elections, who would you vote for then?** (Single answer)

Q22 Party	None (do not read)	R/A (do not read)	D/K (do not read)
	77	88	99

**Q23. Which parties would you never vote for?** (Up to 5 answers)

N	Q23 Party	There is no party I would never vote for (do not read)	None (do not read)	R/A (do not read)	D/K (do not read)
1		44	77	88	99
2					
3					
4					
5					

**Q24. In your opinion, how well does your country's Government represent the interests of its population?**

(In RA ask about Armenia, in NK ask about Karabakh)

1. Does not represent at all
2. Somehow represents
3. Represents fair enough
4. Represents very good

99. D/K (do not read)

### Section-E. Armenian relations with Europe

**Q25. Now let us talk about our country's foreign relations. Firstly, which system of values would you wish our country to be closest to?** (Single answer) [Show CARD 5 with rotation]

N	Value system	Q25
1	Russian	1
2	Middle East/ Asian	2
3	European	3
4	Armenian	4
5	Other (please specify) _____	
77	None (do not read)	77
99	D/K (do not read)	99

**Q26. Which countries/international organizations do you trust the most?** (choose 2 countries and 2 international organizations maximum) [Show **CARD 3** with rotation]

**Q27. Which countries/international organizations are the most supportive for RA and NK?** (choose 2 countries and 2 international organizations maximum) [Show **CARD 3** with rotation]

**Q28. Which countries/international organizations are most interested in peace deal and conflict settlement?** (choose 2 countries and 2 international organizations maximum) [Show **CARD 3** with rotation]

N	Countries/International Organizations	Q26	Q27	Q28
11	Russia	11	11	11
12	France	12	12	12
13	USA	13	13	13
14	EU member states other than France	14	14	14
15	Other country (please specify) _____	15	15	15
21	United Nations (UN)	21	21	21
22	North Atlantic Treaty Organization (NATO)	22	22	22
23	Commonwealth of Independent Societies (CIS)	23	23	23
24	OSCE Minsk Group	24	24	24
25	European Union (EU)	25	25	25
26	Collective Security Treaty Organization (CSTO)	26	26	26
27	Other IO (please specify) _____	27	27	27
77	None	77	77	77
99	D/K (do not read)	99	99	99

**Q29. How helpful you think can NGOs be in increasing confidence among the conflicting parties?**

N	NGOs	Not helpful at all	Mostly not helpful	Rather helpful	Completely helpful	D/K (do not read)
29.1	Domestic	1	2	3	4	99
29.2	International	1	2	3	4	99

**Q30. You have probably heard about the OSCE Minsk Group co-chaired by Russia, France and the USA. How well do you feel informed about the goals and activities of OSCE Minsk Group?**

1. Totally uninformed
2. Rather uninformed
3. Rather informed
4. Totally informed

99. D/K (do not read)

**Q31. Do you think that a possible ceasefire consolidation, removing the snipers from the line of contact and installing international observers there, would... Please, evaluate by 4 degree scale, where 1. totally disagree 2. rather disagree 3. rather agree 4. totally agree.** 99. D/K (do not read)

N	Q31. Outcomes	Scale	D/K
1	Reduce the risk of an outbreak of war.	1 2 3 4	99
2	Reduce the number of Armenian and Azerbaijani casualties along the line of contact.	1 2 3 4	99
3	Make it easier to have trust building measures between the conflicting parties.	1 2 3 4	99
4	Make it easier for the OSCE Minsk Group to advance the negotiations for a comprehensive peace deal.	1 2 3 4	99

**Q32. There are currently negotiations between the EU and Armenia about new and comprehensive Association Agreement. Which of the following goals of these negotiations do you consider the most important?** (Rank from 1 to 7, where 1 is the most important and 7 is the least important and. In case D/K please choose four most preferred options and rank). 99. D/K (do not read) [Show **CARD 6** with rotation]

N	Q32. Goals	Rank
1	EU visa facilitation	
2	A free trade area without customs (import/export tax) and quota	
3	Common standards for the quality of traded goods	
4	Improved standards of democracy, human rights and rule of law	
5	Closer political cooperation with the European Union	
6	More exchange opportunities in the sphere of science and education	
7	Progress in environmental standards in Armenia	
99	D/K (do not read)	99

**Section-F. Socio-Demographic questions**

**D1. Gender** 1. Male 2. Female

**D2. Age** /\_\_\_\_\_/ (Write the exact age)

**D3. Education**

- 1. Incomplete and full secondary education
- 2. College degree, incomplete higher education
- 3. Complete higher education and higher

**D4. How many members are in your household?** /\_\_\_\_\_/

**D5. Please describe your occupation status.**

- |                              |                           |
|------------------------------|---------------------------|
| 1. State employee/employer   | 7. Pensioner              |
| 2. Private employee/employer | 8. House-woman, house-man |
| 3. NGO/IO employee/employer  | 9. Unemployed             |
| 4. Self-employed             | 10. Not looking for work  |
| 5. Farmer                    | 11. Other (specify)_____  |
| 6. Student                   | 99. D/K (do not read)     |

**D1. Which of the following best describes the financial status of your family?** [*Show CARD 7 and read out the options*]

- We do not have enough money even for food.
- We have enough money for food, but we cannot afford clothes.
- We have enough for food and clothes, but we cannot afford things which are more expensive.
- We can buy some expensive equipment like a TV or a refrigerator.
- We can buy almost everything we desire.
- 88. R/A (do not read)
- 99. D/K (do not read)

**Respondent's name** \_\_\_\_\_

**Phone** \_\_\_\_\_ **Address:** \_\_\_\_\_

*THANK YOU FOR YOUR TIME AND PARTICIPATION!*

Sincerity 1\_\_2\_\_3\_\_4\_\_5\_\_0