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Title	National Opinion Survey on Public Administration, 2007 : Citizens

1. In the past one year, have you ever visited any public offices either in person, or on the Internet?

- 1) Visit in person
- 2) Visit on the Internet
- 3) Visit both in person and on the Internet
- 4) Never ⇒ Go to question 5

1-1. Then, which of the following offices were they? Please tell us all that you have visited in the past year.

- 1) *Eup* (Township)/*Myeon* (Village)/*Dong* (Community) Office
- 2) City Hall/*Gun* (County) Office/*Gu* (District) Office
- 3) City Hall of the Special City or Metropolitan City/Provincial Government Office
- 4) Office of Education
- 5) Police Agency (Police Department/Police Office)
- 6) (Regional) National Tax Service (Tax office)
- 7) (Regional) Military Manpower Administration
- 8) Other (Please specify: _____)

1-2. Then, what was the reason for your visit to the public office? Please tell us all that apply among the following.

- 1) Applying for license/permit
- 2) Health-related (vaccination, etc.)
- 3) Applying for public assistance such as Aid for Basic Living Payment, etc.
- 4) Applying for public work program/unemployment benefits
- 5) Tax-related
- 6) Crime report/Request for police protection
- 7) Daily-life related complaints (about transportation, food, environment, etc.)
- 8) Applying for assistance for education/childcare cost
- 9) Taking classes/watching performances at cultural centers
- 10) Military duty-related
- 11) To report moving-in or moving-out
- 12) Obtaining a certified copy of personal seal/Resident Registration/Excerpt of Resident Registration
- 13) Other (Please specify : _____)

2. (Please answer this question only if you marked either "1" or "3" in Q1) When you made an in-person visit to the public office, how true do you think each of the following descriptions was about your experience there?

	Very true	Somewhat true	Not very true	Not true at all
2-1. Handling process was simple and easy to understand	1	2	3	4
2-2. The issue was processed quickly	1	2	3	4
2-3. The facility and office environment were nice and clean	1	2	3	4
2-4. The public servant who took care of my issue was friendly	1	2	3	4
2-5. The public servant who took care of my issue was well aware of the relevant information	1	2	3	4
2-6. Business hours were convenient	1	2	3	4
2-7. Signs and office layout were convenient to use	1	2	3	4

3. (Please answer this question only if you marked either "2" or "3" in Q1) When you visited the online homepage of the public office, how true do you think each of the following descriptions was about what you experienced?

	Very true	Somewhat true	Not very true	Not true at all
3-1. Provided information was accurate	1	2	3	4
3-2. Provided information was useful and helpful	1	2	3	4
3-3. Design of the website was convenient to use	1	2	3	4
3-4. Processing steps through the website were simple and easy	1	2	3	4
3-5. The issue was processed quickly through the website	1	2	3	4

4. Compared to what you expected, how was the service you experienced when you visited the public office?

- 1) Much better than what I expected
- 2) Somewhat better than what I expected
- 3) Just like what I expected
- 4) Somewhat worse than what I expected
- 5) Much worse than what I expected:

5. In the past three years, have you ever contacted the following people in order to solve personal or collective complaints? “Contact” here includes any type of contacts, such as face-to-face, phone call, letter, online, etc.

	Never	Once	Twice or more
5-1. Public administrative officials	1	2	3
5-2. Head of local governments/Local legislators/Members of the National Assembly	1	2	3
5-3. Members or delegates of political parties	1	2	3
5-4. Activists of civic associations/advocacy groups (such as farmers’ groups, labor unions, religious groups, human rights groups, and interest groups)	1	2	3

6. The following are things that some people might do sometimes as citizens. In the past three years, how many times did you do each of the following?

	Never	Once	Twice or more
6-1. Boycotted paying taxes or utility bills	1	2	3
6-2. Signed on a petition or filed a collective grievance with other people	1	2	3
6-3. Participated in a collective protest or sit-in	1	2	3

7. How much do you think you have benefited from the current economic policies (income, consumer prices, employment policy, etc.) of the government?

- 1) Greatly benefited
- 2) Somewhat benefited
- 3) Not very benefited
- 4) Not benefited at all

8. Then, how would you compare the benefit you are currently receiving from the government’s economic policies with the benefit you had received at the beginning of this administration?

- 1) Very much increased
- 2) Slightly increased
- 3) About the same
- 4) Slightly decreased
- 5) Very much decreased

9. How much do you think you have benefited from the current social welfare policies (pension, medical insurance, unemployment insurance, etc.) of the government?

- 1) Greatly benefited
- 2) Somewhat benefited
- 3) Not very benefited
- 4) Not benefited at all

10. Then, how would you compare the benefit you are currently receiving from the government's social welfare policies with the benefit you had received at the beginning of this administration?

- 1) Very much increased
- 2) Slightly increased
- 3) About the same
- 4) Slightly decreased
- 5) Very much decreased

11. How true do you think each of the following statements is about the current government's policy decision-making?

	Very true	Somewhat true	Not very true	Not true at all
11-1. Before making the decision, the government considers opinions of all people	1	2	3	4
11-2. In order to make careful decisions, the government spends enough time	1	2	3	4
11-3. In order to make good decisions, the government collects a sufficient amount of information	1	2	3	4
11-4. The government is unbiased and impartial	1	2	3	4

12. Compared to the following people, how fairly do you think you are treated by the government?

	Very fairly	Somewhat fairly	Somewhat unfairly	Very unfairly
12-1. People living in other areas	1	2	3	4
12-2. People who are in a higher class than you are	1	2	3	4
12-3. People who are in a lower social class than you are	1	2	3	4

13. How satisfied are you with the current government?

- 1) Very satisfied
- 2) Somewhat satisfied
- 3) Somewhat dissatisfied
- 4) Very dissatisfied

14. How much do you believe that the government is doing the right things?

- 1) I generally believe so
- 2) I sometimes believe so
- 3) I hardly believe so

15. Whose interest do you think the government acts for?
 - 1) Interest of the majority of citizens
 - 2) Interest of the privileged few

16. How much do you think that the government wastes taxpayers' money?
 - 1) Wastes a lot
 - 2) Wastes to some degree
 - 3) Almost no waste

17. About how many government officials do you think are honest?
 - 1) Many of them
 - 2) Some of them
 - 3) Few of them

18. How do you feel about government officials?
 - 1) Most of them know a lot about the job they are doing
 - 2) Many of them do not know much about the job they are doing

19. How often do you think that the government officials hide important information from the public?
 - 1) Almost always
 - 2) Most of the time
 - 3) Sometimes
 - 4) Almost never

20. How often do you think that the government officials obey the law?
 - 1) Almost always
 - 2) Most of the time
 - 3) Sometimes
 - 4) Almost never

21. How corrupt do you think the government officials are?
 - 1) Almost none of them are corrupt
 - 2) Only some of them are corrupt
 - 3) Many of them are corrupt
 - 4) Most of them are corrupt

22. How satisfied are you with the way democracy is practiced in our country?
 - 1) Very satisfied
 - 2) Somewhat satisfied
 - 3) Somewhat dissatisfied
 - 4) Very dissatisfied

23. How do you feel about the following statements on government agencies?

	Very true	Somewhat true	Not very true	Not true at all
23-1. The court guarantees fair trials for everyone	1	2	3	4
23-2. The National Assembly fairly represents the interest of the people	1	2	3	4
23-3. Public administration agencies provide fair administrative services	1	2	3	4
23-4. The police enforce the law with fairness	1	2	3	4

24. How responsible do you think the government is for each of the following?

	Obviously it should be of government responsibility	Probably it might be of government responsibility	It is not of government responsibility	Obviously it should not be of government responsibility
24-1. Providing employment to every person who wants to work	1	2	3	4
24-2. Price management	1	2	3	4
24-3. Providing medical services to sick people	1	2	3	4
24-4. Ensuring an adequate level of living for the elderly	1	2	3	4
24-5. Providing supports to industries with social need for growth	1	2	3	4
24-6. Ensuring an adequate level of living for the unemployed	1	2	3	4
24-7. Alleviating income gap between rich and poor	1	2	3	4
24-8. Providing financial aid to college students from low income families	1	2	3	4
24-9. Providing an adequate level of housing to those who do not own homes	1	2	3	4
24-10. Strict legal restrictions on industries in order to reduce environmental damages	1	2	3	4

25. Please indicate how much you approve or disapprove each of the following actions that the government can take in order to improve the national economy.

	Strongly approve	Somewhat approve	Neither approve nor disapprove	Somewhat disapprove	Strongly disapprove
25-1. Regulating wages by law	1	2	3	4	5
25-2. Controlling prices by law	1	2	3	4	5
25-3. Cutting government spending	1	2	3	4	5
25-4. Providing financial supports for businesses with job creation potential	1	2	3	4	5
25-5. Deregulating businesses and firms	1	2	3	4	5
25-6. Providing supports for companies' new products and technology development	1	2	3	4	5
25-7. Providing supports for declining industries to protect employment	1	2	3	4	5
25-8. Reducing work hours to create jobs	1	2	3	4	5
25-9. Regulating import of foreign agricultural/manufacturing products to protect domestic industries	1	2	3	4	5
25-10. Tax incentives for exporting enterprises	1	2	3	4	5

26. There has been heated debate over opening the domestic market. How much do you think the following should be allowed?

	Should be fully allowed	Should be partially allowed	Should be allowed only for some exceptional cases	Should be fully disallowed
26-1. Establishing foreign-owned hospitals which provide services to domestic patients as well	1	2	3	4
26-2. Foreign capital's investment on domestic real estate properties	1	2	3	4
26-3. Foreign workers' employment in Korea	1	2	3	4

27. Do you think the government is better to own the following enterprises? Or is the private business better to own those?

	Government ownership is much better	Government ownership is slightly better	Private ownership is slightly better	Private ownership is much better
27-1. Electric power	1	2	3	4
27-2. Railroads	1	2	3	4
27-3. Postal service	1	2	3	4
27-4. Subway	1	2	3	4

28. Do you think it is better if the government directly operates the following facilities or if the government contracts them out to private companies?

	Direct operation by the government is much better	Direct operation by the government is slightly better	Contracting out to private companies is slightly better	Contracting out to private companies is much better
28-1. Prisons	1	2	3	4
28-2. National hospitals (Provincial/Municipal)	1	2	3	4
28-3. Social welfare facilities	1	2	3	4
28-4. Street cleaning/Garbage collection	1	2	3	4
28-5. Parking and securities of public office buildings	1	2	3	4

29. The following are various areas of government spending. How much do you think the government should increase or decrease the spending on each area? When you answer this question, please consider that increasing government spending might require raising taxes.

	Should increase a lot more	Should increase a little more	At the current spending level	Should decrease a little more	Should decrease a lot more
29-1. Environment	1	2	3	4	5
29-2. Health and medical care	1	2	3	4	5
29-3. Public security	1	2	3	4	5
29-4. Education	1	2	3	4	5
29-5. National defense	1	2	3	4	5
29-6. Pension for the elderly	1	2	3	4	5
29-7. Unemployment compensation	1	2	3	4	5
29-8. Arts and culture	1	2	3	4	5

30. The following are important national goals that our country should achieve over the next 10 years. Which of the following do you think is the most important goal? Which is the second most important?

Order of importance -----	Maintaining social orders	Expanding freedom of the press	Economic stabilization	Increasing civic participation in government's important decision making process
30-1. Most important goal	1	2	3	4
30-2. Second most important goal	1	2	3	4

31. How good or bad do you think the current economic situation of our country is?

- 1) Very good
- 2) Good
- 3) Neither good nor bad
- 4) Bad
- 5) Very bad

32. Then, compared to the situation three years ago, how better or worse do you think the current economic situation of our country has gotten?

- 1) Gotten much better
- 2) Gotten slightly better
- 3) About the same
- 4) Gotten slightly worse
- 5) Gotten much worse

33. How good or bad do you think the current economic situation of your household is?

- 1) Very good
- 2) Good
- 3) Neither good nor bad
- 4) Bad
- 5) Very bad

34. Then, compared to the situation three years ago, how better or worse do you think your household economic situation has gotten?

- 1) Gotten much better
- 2) Gotten slightly better
- 3) About the same
- 4) Gotten slightly worse
- 5) Gotten much worse

35. At this moment, how satisfied are you with your life in general? Please indicate between 0 and 10, 0 being “fully dissatisfied” and 10 being “fully satisfied.”

0	1	2	3	4	5	6	7	8	9	10
Fully dissatisfied					Neither dissatisfied nor satisfied					Fully satisfied

36. If political ideology can be roughly divided into the conservative and the progressive, which of the following do you think your ideological disposition belongs to?

- 1) Extremely conservative
- 2) Conservative
- 3) Moderately conservative
- 4) Politically neutral
- 5) Moderately progressive
- 6) Progressive
- 7) Extremely progressive

37. Do you think “most people are trustworthy”? Or do you think “we need to be very cautious when dealing with people”?

- 1) Most people are trustworthy
- 2) We need to be very cautious when dealing with people

38. How much do you trust each of the following people?

	Not trust them at all	Not trust them very much	Trust them somewhat	Trust them a lot
38-1. Relatives	1	2	3	4
38-2. Neighbors	1	2	3	4
38-3. Strangers	1	2	3	4

39. How much do you trust each of the following organizations or entities?

	Not trust them at all	Not trust them very much	Trust them somewhat	Trust them a lot
39-1. National government	1	2	3	4
39-2. Local government entities	1	2	3	4
39-3. The National Assembly	1	2	3	4
39-4. Courts	1	2	3	4
39-5. Political parties (It does not refer to any particular party)	1	2	3	4
39-6. The press	1	2	3	4

39-7. Labor unions	1	2	3	4
39-8. Public servants	1	2	3	4
39-9. The military	1	2	3	4
39-10. The police	1	2	3	4
39-11. Big corporations	1	2	3	4
39-12. Religious organizations	1	2	3	4
39-13. Civic associations	1	2	3	4

40. How do you feel about each of the following statements? Please choose from “Very true,” “True,” “Not true,” and “Not true at all.”

	Very true	Somewhat true	Not very true	Not true at all
	-----	-----	-----	-----
40-1. The reason why our society is so chaotic is because authorities are often ignored	1	2	3	4
40-2. People should be treated differently based on their social status	1	2	3	4
40-3. Important decisions for our society should be made by experts, not by the general public	1	2	3	4
40-4. If we reached equality in our society, many problems would be solved	1	2	3	4
40-5. Each individual is solely responsible for his/her success and failure	1	2	3	4
40-6. Society thrives on free competitions	1	2	3	4
40-7. After all, being well-to-do or not depends on one’s fate	1	2	3	4
40-8. After helping others, all you get in return is betrayal	1	2	3	4

41. Please tell us whether you are a member of the following associations and organizations and whether you are actively participating.

	Not a member	Member, but inactive	Member and actively participating
	-----	-----	-----
41-1. Sports/outdoor leisure club	0	1	2
41-2. Cultural/hobby club	0	1	2
41-3. Labor union	0	1	2
41-4. Association of business people/merchants/farmers/professionals	0	1	2

41-5. Consumer group	0	1	2
41-6. International relief association/Human rights advocacy	0	1	2
41-7. Environment association/Animal rights advocacy	0	1	2
41-8. Religious organization	0	1	2
41-9. Political party	0	1	2
41-10. Education/teachers'/parents' organization	0	1	2
41-11. Volunteer organization for youth/retirees/elderly/women	0	1	2
41-12. Residents' organization such as of home owners' association	0	1	2
41-13. Veterans' organization such as Veterans Association	0	1	2
41-14. Charity/Volunteer organization	0	1	2
41-15. Alumni association	0	1	2
41-16. Hometown society	0	1	2
41-17. Hereditary society	0	1	2
41-18. Fraternal society	0	1	2
41-19. Cyber community (blog, cyber café, CyWorld)	0	1	2
41-20. Other (Specify: _____)	0	1	2

42. If your child wanted to become a public servant, what would you do?

- 1) Strongly support
- 2) Support
- 3) Neutral
- 4) Oppose
- 5) Strongly oppose

43. Which of the following do you think are the most important criteria (qualities) for public servants? (Multiple responses: up to two)

- 1) Expertise
- 2) Work motivation
- 3) Creativity
- 4) Service-mindedness
- 5) Responsibility
- 6) Sincerity
- 7) Being ethical and non-corruptive
- 8) Political neutrality
- 9) Patriotism
- 10) Commitment to the organization
- 11) Communication skills
- 12) Negotiation power
- 13) Sound judgment
- 14) Other (Please specify : _____)

44. For each of the following aspects, how would you rate the qualities of our public servants?

	Very low	Somewhat low	About the middle	Somewhat high	Very high
44-1. Expertise	1	2	3	4	5
44-2. Work motivation	1	2	3	4	5
44-3. Creativity	1	2	3	4	5
44-4. Service-mindedness	1	2	3	4	5
44-5. Responsibility	1	2	3	4	5
44-6. Sincerity	1	2	3	4	5
44-7. Being ethical and non-corruptive	1	2	3	4	5
44-8. Political neutrality	1	2	3	4	5
44-9. Patriotism	1	2	3	4	5
44-10. Commitment to the organization	1	2	3	4	5
44-11. Communication skills	1	2	3	4	5
44-12. Negotiation power	1	2	3	4	5
44-13. Sound judgment	1	2	3	4	5

45. Do you think that public servants are complacent?

- 1) Very much so ⇒ Go to question 46
- 2) Somewhat moderately so ⇒ Go to question 46
- 3) Not so much so ⇒ Go to question 47
- 4) Not at all ⇒ Go to question 47

46. Which of the following do you think would be the reason why public servants are complacent? (Multiple responses: up to two)

- 1) No improvement on working conditions and treatment
- 2) There is no adequate compensation even for hard work
- 3) Conservativeness that does not like anything new
- 4) Autonomy is not granted
- 5) Lack of commitment as a public official
- 6) If the work I initiated goes wrong, I would have to take all the responsibility
- 7) Legality-focused audit procedure
- 8) Shortage of manpower and budget constraints
- 9) Lack of strict sanctions
- 10) Other (Please specify: _____)

47. Which of the following do you think should be importantly considered when determining wage and compensation for public servants? (Multiple responses: up to two)

- 1) Career history (tenure)
- 2) Educational attainment
- 3) Position rank (grade)
- 4) Importance and level of difficulty of the tasks
- 5) Job performance and achievement
- 6) Age, number of dependents, etc.
- 7) Competencies and qualifications
- 8) Other (Please specify: _____)

48. For each of the following aspects in the job world, whom do you think are more advantaged? Public servants or private-sector employees?

	Public servants are much more advantaged	Public servants are somewhat advantaged	Both are equally advantaged	Private-sector employees are somewhat advantaged	Private-sector employees are much more advantaged
48-1. Job security	1	2	3	4	5
48-2. Wage	1	2	3	4	5
48-3. Work environment	1	2	3	4	5
48-4. Internal promotion or advancement	1	2	3	4	5
48-5. Workers compensation and welfare	1	2	3	4	5
48-6. Security of living after retirement	1	2	3	4	5
48-7. Social status	1	2	3	4	5
48-8. Performance evaluation	1	2	3	4	5

49. What is your sex?

- 1) Male
- 2) Female

50. What is your age?

Age (in years) _____

51. What is the highest degree or level of school you have completed?
- 1) No schooling
 - 2) Elementary school graduate
 - 3) Middle school graduate
 - 4) High school graduate
 - 5) Two-year college/Junior college graduate
 - 6) Four-year college/University graduate
 - 7) Graduate school—Master's degree
 - 8) Graduate school—Completed a doctorate program or above
52. What is the amount of average monthly income of your household?
- 1) Below 500,000 won
 - 2) 500,000-990,000 won
 - 3) 1,000,000-1,490,000 won
 - 4) 1,500,000-1,990,000 won
 - 5) 2,000,000-2,490,000 won
 - 6) 2,500,000-2,990,000 won
 - 7) 3,000,000-3,490,000 won
 - 8) 3,500,000-3,990,000 won
 - 9) 4,000,000-4,490,000 won
 - 10) 4,500,000-4,990,000 won
 - 11) 5,000,000-5,490,000 won
 - 12) 5,500,000-5,990,000 won
 - 13) 6,000,000 won or more
53. Is there any public servant (working at either national or local government) among members of your family and relatives (up to first cousins)?
- 1) Yes
 - 2) No
54. What is your religious affiliation?
- 1) Catholic
 - 2) Protestant
 - 3) Buddhist
 - 4) Do not have a religion
 - 5) Other (Please specify: _____)
55. How often do you usually participate in religious rituals and practices such as worship at church, mass, worship in Buddhist temples, prayer, and meditation?
- 1) More than twice a day, every day
 - 2) Once a day, every day
 - 3) 3~4 times a week
 - 4) 1~2 times a week
 - 5) Once a month
 - 6) Once a year
 - 7) Only for a special occasion
 - 8) Not religious at all

56. What is your occupation?

- 1) Professional/Technical occupations (including military personnel and police officers)
- 2) Managerial occupations
- 3) Office and clerical support occupations
- 4) Sales occupations
- 5) Service occupations
- 6) Production workers
- 7) Farmers/fishermen
- 8) Self-employed
- 9) Rental business
- 10) Unpaid family workers
- 11) Homemakers
- 12) Students
- 13) Retirees
- 14) Unable to work due to disability
- 15) Unemployed
- 16) Other (Please specify: _____)