Appendix F.  
ICBS China Questionnaire,  
2004–05: Hong Kong version

Good morning/afternoon/evening. I am an Interviewer of the University of Hong Kong. We are conducting a survey about the problem of crime. Your company has been selected at random from the telephone directory to participate in the survey.

The survey is part of an international project, which is being done in four Chinese cities. The aim of the research is to get information about the patterns of crime against businesses, in order to assess how businesses can best avoid being victims of crime. Your answers will, of course, be treated confidentially and anonymously.

I need to address a few questions to the manager responsible for these premises. Can you please ask him/her whether he/she is willing to come to the phone?

INT.: IF MANAGER AVAILABLE: Go to question 15 and continue with 15A

INT.: IF MANAGER NOT AVAILABLE: Can you tell me at what time I have the best chance of getting him/her on the phone? < NOTE TIME FOR CALLBACK >

INT.: IF MANAGER NOT AVAILABLE ANY TIME: Could you please put me in contact with the best person/a colleague to answer these sorts of questions? < Go to question 15 and continue with 15A >

NOTE: 1) MANAGER

2) COLLEAGUE

15. CONTACT WITH RESPONDENT < INT.: If person other than first contact, repeat introduction >

16. SEX OF RESPONDENT < INT.: Note sex of respondent without asking >

1) Male

2) Female

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1 We present the Hong Kong version because it contains extra questions to Hong Kong businesses about their experiences (for those with premises in the mainland) and their perceptions of doing business in the mainland.
SECTION 1A: BACKGROUND

I’d like to start by asking you some questions about your company. I must emphasise that all the questions in the survey refer to your company’s activities at and from these business premises.

101. In which business sector is your company now operating at your present premise?

102. What is the MAIN activity of your company at these premises? (multiple options)
   1) Manufacturing
   2) Retail/non-food
   3) Retail/food
   4) Wholesaling/distribution
   5) Head office/headquarters
   6) Sub-branch/chain shop
   7) Financial service (eg., banking)
   8) Professional service (eg., medical profession)
   9) Other, namely (SPECIFY)________
   10) Refusal

103. How many paid employees—both full-time and part-time—work at or from these premises at present, including yourself?

<INT.: IF RESPONDENT DOES NOT KNOW EXACT NUMBER, ASK FOR AN ESTIMATE>

   1) 1 employee  11) 11–19 employees
   2) 2 employees  12) 20–49 employees
   3) 3 employees  13) 50–99 employees
   4) 4 employees  14) 100–250 employees
   5) 5 employees  15) 251–500 employees
   6) 6 employees  16) 500–750 employees
7) 7 employees 17) 751–1000 employees
8) 8 employees 18) more than 1000 employees
9) 9 employees 19) don’t know
10) 10 employees 20) refused

104. What is your position in the company?
1) Managing director, chief executive, owner
2) Main manager of these premises
3) Security director/manager/advisor
4) Finance director
5) Production manager
6) Company secretary
7) Other, namely…(SPECIFY) __________________________

105. What is the approximate annual turnover of your establishment?
_______________________________

106. Are these premises located…<INT.: READ OUT>
1) In a town or city centre
2) In a built-up area outside a city centre
3) Countryside
4) Or somewhere else?
5) Don’t know
6) Refusal

107. Are these premises located in: <INT.: MORE THAN ONE RESPONSE POSSIBLE>
1) An industrial estate or business park
2) An indoor shopping precinct
3) An outdoor shopping precinct
4) A main shopping street
5) An out-of-town commercial area
6) A serviced building for small businesses
7) Or at another location (SPECIFY) ________________
8) Don’t know
9) Refusal

108. Does your company only do business at these premises, or does it have other premises? (Multiple options allowed)

1) Only at these premises
2) Other premises in Hong Kong
3) Other premises in mainland
4) Refusal

109. Are these premises part of a chain of shops?

1) Yes
2) No
3) Don’t know
4) Refusal
### SECTION 1B: OBSTACLES TO DOING BUSINESS

110. In your opinion to what extent are the below listed representing obstacles to doing good business within Hong Kong?

<table>
<thead>
<tr>
<th>Obstacle</th>
<th>1) No obstacle</th>
<th>2) Moderate</th>
<th>3) Very strong</th>
<th>4) DNK</th>
<th>5) Refusal</th>
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<tbody>
<tr>
<td>Export/import regulations</td>
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<td>Labour regulations</td>
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<td>Corruption</td>
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</table>

111. In your opinion to what extent are the below listed representing obstacles to doing good business within China?

<table>
<thead>
<tr>
<th>Obstacle</th>
<th>1) No obstacle</th>
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SECTION 2: VICTIMISATION

201. The following questions concern crimes which have occurred at your premises, including crimes against employees or crimes against visitors.

   In general, have crime problems for your company increased, decreased or remained the same over the last two to three years?

   1) Increased
   2) Decreased
   3) Remained the same
   4) Don’t know
   5) Refusal

202. I’d now like to ask you about specific types of offences. I am interested only in offences which happened in the last calendar year; that is between 1st January and 31st December 2004.

   In 2004, did any crime occur at your premises?

   1) Yes
   2) No
   3) Don’t know
   4) Refusal

   <IF ANSWER IS EQUAL TO CODES 2 OR 3, THEN CONTINUE WITH QUESTION 301. OR ELSE CONTINUE WITH QUESTION 203>
203. Which from the following list? <MULTIPLE ANSWER POSSIBLE—EXCLUDE REFERENCES TO REQUESTS FOR BRIBE/CORRUPTION, FRAUD AND INTIMIDATION/EXTORTION>

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<thead>
<tr>
<th></th>
<th>1) Yes</th>
<th>2) No</th>
<th>3) DNK</th>
<th>4) Refusal</th>
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<tbody>
<tr>
<td>1) Burglary</td>
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<td>2) Vandalism</td>
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<td>3) Theft of vehicles</td>
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<tr>
<td>4) Theft from vehicles</td>
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<tr>
<td>5) Theft by customers</td>
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<td>6) Theft by employees</td>
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<td>7) Theft by outsiders</td>
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<td>8) Robbery</td>
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<td>9) Assault</td>
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<td>10) Intellectual property infringement*</td>
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<td>11) Other (specify_________ )</td>
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* illegal copying and counterfeiting, patents/trademarks/copyrights/designs owned by your company have been used by others without your permission

204. (The last time) did you or anyone else from the company report the incident(s) to the police?

<table>
<thead>
<tr>
<th></th>
<th>1) Yes</th>
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205. Taking everything into account, which was the most serious for you and your business? <INT.: NOTE ONLY ONE INCIDENT>

1) Burglary
2) Vandalism
3) Theft of vehicles
4) Theft from vehicles
5) Theft by customers
6) Theft by employees
7) Theft by outsiders
8) Robbery
9) Assault
10) Intellectual property infringement
11) Other (specify ___________)
12) Don’t know
13) Refusal

<CHECK AT QUESTION 204 WHETHER <<MOST SERIOUS CRIME>> WAS REPORTED TO THE POLICE. IF REPORTED, CONTINUE WITH QUESTION 206—IF NOT REPORTED GO TO QUESTION 209>

206. (If reported) Why did your company report it? <MULTIPLE RESPONSE>

1) To recover property
2) For insurance reasons
3) Crimes should be reported/serious event
4) Wanted offender to be caught/punished
5) To stop it happening again
6) To get compensation from the offender
7) Other reason
8) Don’t know
9) Refusal
Continue with question 207

207. On the whole, were you satisfied with the way the police dealt with your report?

1) Yes (satisfied)
2) No (dissatisfied)
3) Don’t know
4) Refusal

If answer is equal to code 1 or to code 4, then continue with question 210

If answer equal to code 2 then continue with question 208

208. For what reasons were you dissatisfied? You can give more than one reason.

< INT.: MULTIPLE ANSWERS ALLOWED >

1) Didn’t do enough
2) Were not interested
3) Didn’t find or apprehend the offender
4) Didn’t recover property (goods)
5) Didn’t keep us properly informed
6) Didn’t treat us correctly/were impolite
7) Were slow to arrive
8) Other reasons
9) Don’t know
10) Refusal

Continue with question 210
209. (If not reported) What were the main reasons for not reporting such incident to the police? < INT.: MULTICODING ALLOWED >

1) Not worth reporting, not serious enough
2) Police wouldn’t have done anything/wouldn’t have been interested
3) Police wouldn’t have been able to do anything/slight chance of success
4) Involving the police was not appropriate/it was an internal matter
5) Fear of reprisals
6) Fear of negative publicity
7) Didn’t bother because no insurance claim was involved
8) Lack of time/too much trouble
9) Not company policy
10) Lack of proof/evidence/witnesses
11) Other reason, namely…(SPECIFY__________)
12) Don’t know
13) Refused to answer

Continue with question 210

210. What was the total value of any damage caused by these incidents, at these premises in 2004? For instance, were there any costs due to thefts, broken windows or other damages?

Please exclude money recovered from the insurance company.

If you don’t know exactly, please estimate as exactly as possible.

< INT.: WRITE DOWN AMOUNT IN LOCAL CURRENCY, WITHOUT ANY POINTS OR COMMAS >

MAXIMUM = …

DON’T WANT TO SAY = 8888888 (7x8)

DON’T KNOW = 9999999 (7x9)
Continue with question 211

211. Are you insured against loss or damage to the contents (including goods, equipment, etc.) of the premises caused by crime?

1) Yes
2) No
3) Don’t know
4) Refusal

SECTION 3: FRAUD BY EMPLOYEES

301. In 2004 was your company a victim of fraud committed by any EMPLOYEE based at these premises? That is, did anyone, while working for your company cheat the company in terms of diverting funds, goods or services to their own purposes?

1) Yes
2) No
3) Don’t know
4) Refusal

302. How many incidents of fraud by EMPLOYEES based at these premises occurred in 1992?

< INT.: A SERIES OF SIMILAR INCIDENTS OF FRAUD COMMITTED BY THE SAME PERSON OR GROUP OF PEOPLE COUNTS AS ONE INCIDENT. > If you don’t know exactly, please estimate as exactly as possible.

1) Less than 5 times
2) Between 5 and 10 times
3) Between 10 and 20
4) More than 20
5) Don’t want to say
6) Don’t know = 9999
303. What was the total value of the incidents of fraud by employees which occurred in 1998? If you don’t know exactly, please estimate as exactly as possible.

< INT.: WRITE DOWN AMOUNT IN LOCAL CURRENCY, WITHOUT ANY POINTS OR COMMAS >

DON’T WANT TO SAY = 8888888 (7x8)
DON’T KNOW = 9999999 (7x9)

304. Do you know whether all incidents were reported (this incident was reported to the police), most incidents, just some incidents or none were reported to the police?

1) All (yes, the incident was reported)
2) Most
3) Some
4) None (no, the incident was not reported)
5) Don’t know
6) Refusal

305. (If reported) Why did your company report it? < MULTIPLE RESPONSE >

1) To recover property
2) For insurance reasons
3) Crimes should be reported/serious event
4) Wanted offender to be caught/punished
5) To stop it happening again
6) To get compensation from the offender
7) Other reason
8) Don’t know
9) Refusal
306. On the whole, were you satisfied with the way the police dealt with your report?
   1) Yes (satisfied)
   2) No (dissatisfied)
   3) Don’t know
   4) Refusal

307. For what reasons were you dissatisfied? You can give more than one reason.
   < INT.: MULTIPLE ANSWERS ALLOWED >
   1) Didn’t do enough
   2) Were not interested
   3) Didn’t find or apprehend the offender
   4) Didn’t recover property (goods)
   5) Didn’t keep us properly informed
   6) Didn’t treat us correctly/were impolite
   7) Were slow to arrive
   8) Other reasons
   9) Don’t know
   10) Refusal

308. What were the main reasons for not reporting such incident to the police?
   < INT.: MULTICODING ALLOWED >
   1) Not worth reporting, not serious enough
   2) Police wouldn’t have done anything/wouldn’t have been interested
   3) Police wouldn’t have been able to do anything/slight chance of success
   4) Involving the police was not appropriate/it was an internal matter
5) Fear of reprisals
6) Fear of negative publicity
7) Didn’t bother because no insurance claim was involved
8) Lack of time/too much trouble
9) Not company policy
10) Lack of proof/evidence/witnesses
11) Other reason, namely…(SPECIFY)
12) Don’t know
13) Refused to answer

309. Apart from the incidents already covered, we want to ask about any fraud by employees using corporate payment/credit card.

In 2004, was your company a victim of corporate payment/credit-card fraud committed by any employee?

1) Yes
2) No
3) Don’t know
4) Refused

310. How many incidents of your employees using corporate payment card/credit card for things for their personal purpose without proper approval occurred in 2004? A series of similar incidents of fraud committed by the same person or group of people counts as one incident. If you don’t know exactly, please estimate.

1) Less than 5 times
2) Between 5 and 10 times
3) Between 10 and 20
4) More than 20
5) Don’t want to say
6) Don’t know = 9999
FRAUD BY OUTSIDERS

401. In 2004 was your company at these premises the victim of fraud committed by any OUTSIDER, such as a customer, distributor or supplier?

1) Yes
2) No
3) Don’t know
4) Refusal

402. How many incidents of fraud by OUTSIDERS, including customers, suppliers and distributors, occurred at these premises in 2004? If you don’t know exactly, please estimate as exactly as possible.

1) Less than 5 times
2) Between 5 and 10 times
3) Between 10 and 20
4) More than 20
5) Don’t want to say
6) Don’t know = 9999

403. What was the total value of the incidents of fraud by OUTSIDERS in 2004? If you don’t know exactly, please estimate as exactly as possible.

< INT.: WRITE DOWN AMOUNT IN LOCAL CURRENCY, WITHOUT ANY POINTS OR COMMAS >

MAXIMUM = …

DON’T WANT TO SAY = 8888888 (7x8)

DON’T KNOW = 9999999 (7x9)

404. Do you know whether all incidents were reported (this incident was reported to the police), most incidents, just some incidents or none were reported to the police?

1) All (yes, the incident was reported)
2) Most
3) Some
405. (If reported) Why did your company report it? < MULTIPLE RESPONSE >
1) To recover property
2) For insurance reasons
3) Crimes should be reported/serious event
4) Wanted offender to be caught/punished
5) To stop it happening again
6) To get compensation from the offender
7) Other reason
8) Don’t know
9) Refusal

406. On the whole, were you satisfied with the way the police dealt with your report?
1) Yes (satisfied)
2) No (dissatisfied)
3) Don’t know
4) Refusal

407. For what reasons were you dissatisfied? You can give more than one reason.
< INT.: MULTIPLE ANSWERS ALLOWED >
1) Didn’t do enough
2) Were not interested
3) Didn’t find or apprehend the offender
4) Didn’t recover property (goods)
5) Didn’t keep us properly informed
6) Didn’t treat us correctly/were impolite
7) Were slow to arrive
8) Other reasons
9) Don’t know
10) Refusal

408. What were the main reasons for not reporting such incident to the police?

< INT.: MULTICODING ALLOWED >

1) Not worth reporting, not serious enough
2) Police wouldn’t have done anything/wouldn’t have been interested
3) Police wouldn’t have been able to do anything/slight chance of success
4) Involving the police was not appropriate/it was an internal matter
5) Fear of reprisals
6) Fear of negative publicity
7) Didn’t bother because no insurance claim was involved
8) Lack of time/too much trouble
9) Not company policy
10) Lack of proof/evidence/witnesses
11) Other reason, namely...(SPECIFY)
12) Don’t know
13) Refused to answer
BRIBERY

501. I would now like to ask you about bribery. By bribery I mean
• bribing managers or employees from your company
• being asked or expected to pay a bribe to government officials or politicians
• being asked or expected to pay a bribe to managers or employees of other companies.

Do you believe such practices are common in your line of business? Are they…

1) Extremely common
2) Fairly common
3) Not very common
4) Not common at all
5) Don’t know
6) Refusal

502. Did anyone try to bribe you, other managers, your employees, or obtain bribes from the company in relation to its activities?

1) Yes
2) No
3) Don’t know
4) Refused to answer

503. (IF YES): Was it < INT.: READ OUT, MORE ANSWERS ALLOWED >

1) Legislative Council Members
2) Government Officials
3) District Board Members
4) Customs officials
5) Police officers
6) Tax/revenues officials
7) Officials in courts
8) Managers or employees from other companies
9) Don't know
10) Refusal

504. How many incidents occurred in 2004? If you don't know exactly, please estimate as exactly as possible.

1) Less than 5 times
2) Between 5 and 10 times
3) Between 10 and 20
4) More than 20
5) Don’t want to say
6) Don’t know = 9999

(INT.: ONCE A MONTH = code 3)

(INT.: ONCE A WEEK = code 4)

505. Do you know whether all incidents were reported (this incident was reported), most incidents, just some incidents or none were reported to the Public Security Bureau or Anti-Corruption Agency?

1) All (yes, the incident was reported)
2) Most
3) Some
4) None (no, the incident was not reported)
5) Don’t know
6) Refusal

506. (If reported) Why did your company report it? < MULTIPLE RESPONSE >

1) To recover property
2) For insurance reasons
3) Crimes should be reported/serious event
4) Wanted offender to be caught/punished
5) To stop it happening again
6) To get compensation from the offender
7) Other reason
8) Don’t know
9) Refusal

507. On the whole, were you satisfied with the way the Public Security Bureau or Anti-Corruption Agency dealt with your report?
1) Yes (satisfied)
2) No (dissatisfied)
3) Don’t know
4) Refusal

508. For what reasons were you dissatisfied? You can give more than one reason.

< INT.: MULTIPLE ANSWERS ALLOWED >
1) Didn’t do enough
2) Were not interested
3) Didn’t find or apprehend the offender
4) Didn’t recover property (goods)
5) Didn’t keep us properly informed
6) Didn’t treat us correctly/were impolite
7) Were slow to arrive
8) Other reasons
9) Don’t know
10) Refusal

509. What were the main reasons for not reporting such incident to the Public Security Bureau or Anti-Corruption Agency? < INT.: MULTICODING ALLOWED >
1) Not worth reporting, not serious enough
2) Police wouldn’t have done anything/wouldn’t have been interested
3) Police wouldn’t have been able to do anything/slight chance of success
4) Involving the police was not appropriate/it was an internal matter
5) Fear of reprisals
6) Fear of negative publicity
7) Didn’t bother because no insurance claim was involved
8) Lack of time/too much trouble
9) Not company policy
10) Lack of proof/evidence/witnesses
11) Other reason, namely…(SPECIFY)
12) Don’t know
13) Refused to answer

INTIMIDATION/EXTORTION/PROTECTION MONEY

601. I would now like to ask you about intimidation/extortion. By this I mean

- extorting money from your company
- threatening and intimidating managers and/or employees
- threatening product contamination.

Do you believe such practices are common in your line of business? Are they…

1) Very common
2) Fairly common
3) Not very common
4) Not common at all
5) < DO NOT READ: Don’t know >
6) Refusal
602. Did anyone try to intimidate you, other managers, your employees, or extort money from the company in relation to its activities?

1) Yes
2) No
3) Don’t know
4) Refused to answer

603. IF YES: Did that include…

< INT.: READ OUT, MORE ANSWERS ALLOWED >

1) Extorting money from your company
2) Threatening and intimidating managers and/or employees
3) Threatening product contamination
4) Other (SPECIFY)
5) Refused to answer

What methods were used in committing the offences? < MULTIPLE ANSWERS ALLOWED >

1) Walk-in into the premises
2) Face-to-face contact in some other location
3) Telephone calls
4) Written communications
5) Other (SPECIFY)
6) Don’t know
7) Refused to answer

Were any weapons used at any time? < MULTIPLE ANSWERS ALLOWED >

1) Yes, firearms
2) Yes, explosives
3) Yes, knives
4) Yes, other weapons
5) No weapons used
6) Don’t know
7) Refused to answer

606. How many incidents occurred in 2004? If you don’t know exactly, please estimate as exactly as possible.

1) Less than 5 times
2) Between 5 and 10 times
3) Between 10 and 20
4) More than 20
5) Don’t want to say
6) Don’t know = 9999

< INT.: ONCE A MONTH = code 3) ONCE A WEEK = code 4) >

607. (In your opinion) Who was involved in committing such offences? < MULTIPLE RESPONSE POSSIBLE >

1) Local organised crime groups
2) International organised crime groups
3) Rival business
4) Others
5) Don’t know
6) Refusal

608. Do you know whether all incidents were reported (this incident was reported to the police), most incidents, just some incidents or none were reported to the police?

1) All (yes, the incident was reported)
2) Most
3) Some
4) None (no, the incident was not reported)
5) Don’t know
6) Refusal

609. (If reported) Why did your company report it? < MULTIPLE RESPONSE >
1) To recover property
2) For insurance reasons
3) Crimes should be reported/serious event
4) Wanted offender to be caught/punished
5) To stop it happening again
6) To get compensation from the offender
7) Other reason
8) Don’t know
9) Refusal

610. On the whole, were you satisfied with the way the police dealt with your report?
1) Yes (satisfied)
2) No (dissatisfied)
3) Don’t know
4) Refusal

611. For what reasons were you dissatisfied? You can give more than one reason. < INT.: MULTIPLE ANSWERS ALLOWED >
1) Didn’t do enough
2) Were not interested
3) Didn’t find or apprehend the offender
4) Didn’t recover property (goods)
5) Didn’t keep us properly informed
6) Didn’t treat us correctly/were impolite
7) Were slow to arrive
8) Other reasons
9) Don’t know
10) Refusal

612. What were the main reasons for not reporting such incident to the police? < INT.: MULTICODING ALLOWED >

1) Not worth reporting, not serious enough
2) Police wouldn’t have done anything/wouldn’t have been interested
3) Police wouldn’t have been able to do anything/slight chance of success
4) Involving the police was not appropriate/it was an internal matter
5) Fear of reprisals
6) Fear of negative publicity
7) Didn’t bother because no insurance claim was involved
8) Lack of time/too much trouble
9) Not company policy
10) Lack of proof/evidence/witnesses
11) Other reason, namely…(SPECIFY)
12) Don’t know
13) Refused to answer

CYBER CRIME

Now, about YOUR use of a computer. Please include all computers, laptop, or access to WebTV at home, work, or school for BUSINESS USE or for operating a home business.

701. During the last 12 months, have YOU used a computer, laptop or WebTV for the following purposes? < INT.: MULTICODING ALLOWED >

1) Business use at home
2) Business use at work
3) Business use at school, libraries, cyber café, etc.
4) None
5) Refusal

How many computers? ____________________________

702. Do(es) the computer(s) you use have software such as a firewall and anti-virus program?
1) Yes, firewall
2) Yes, anti-virus program
3) Both
4) None
5) Don’t know
6) Refusal

703. Is the computer you use connected to the Internet?
1) Yes
2) No
3) Don’t know
4) Refusal

704. Have you experienced any of the following COMPUTER-RELATED incidents in the last 12 months?

Fraud in purchasing something over the Internet?
1) Yes
2) No
3) Don’t know
4) Refusal
705. Any attack on your computer from a source such as a virus, spyware, hacker, malware, etc.

< INT.: MULTICODING ALLOWED >

1) Virus  
2) Spyware  
3) Hacker  
4) Malware  
5) Others ___________  
6) No  
7) Refusal

706. Threats of harm or physical attack made while online or through email?

1) Yes  
2) No  
3) Don’t know  
4) Refusal

707. Unrequested lewd or obscene messages, communications, or image while online or through email?

1) Yes  
2) No  
3) Don’t know  
4) Refusal

708. Software copyright violation in connection with a home business?

1) Yes  
2) No  
3) Don’t know  
4) Refusal
709. Something else that you consider a computer-related crime?  
Please specify _________________________________

710. Did you suffer any monetary loss as a result of the incident(s) you just mentioned?  
1) Yes  
2) No  
3) Don’t know  
4) Refusal

711. How much money did you lose as a result of the incident?  
Enter amount _________________________________

712. Did you report the incident you just mentioned? < INT.: MULTICODING ALLOWED >  
1) A law enforcement agency  
2) An Internet service provider  
3) A web site administrator  
4) Someone else _____________  
5) Not reported  
6) Refusal

713. Do you know whether all incidents were reported (this incident was reported), most incidents, just some incidents or none were reported to the police or other agency?  
1) All (yes, the incident was reported)  
2) Most  
3) Some  
4) None (no, the incident was not reported)  
5) Don’t know  
6) Refusal
714. (If reported) Why did your company report it? < MULTIPLE RESPONSE >

1) To recover property
2) For insurance reasons
3) Crimes should be reported/serious event
4) Wanted offender to be caught/punished
5) To stop it happening again
6) To get compensation from the offender
7) Other reason
8) Don’t know
9) Refusal

715. On the whole, were you satisfied with the way the police or other agency dealt with your report?

1) Yes (satisfied)
2) No (dissatisfied)
3) Don’t know
4) Refusal

716. For what reasons were you dissatisfied? You can give more than one reason. < INT.: MULTIPLE ANSWERS ALLOWED >

1) Didn’t do enough
2) Were not interested
3) Didn’t find or apprehend the offender
4) Didn’t recover property (goods)
5) Didn’t keep us properly informed
6) Didn’t treat us correctly/were impolite
7) Were slow to arrive
8) Other reasons
9) Don’t know
10) Refusal
717. What were the main reasons for not reporting such incident to the police? < INT.: MULTICODING ALLOWED >

1) Not worth reporting, not serious enough
2) Police wouldn’t have done anything/wouldn’t have been interested
3) Police wouldn’t have been able to do anything/slight chance of success
4) Involving the police was not appropriate/it was an internal matter
5) Fear of reprisals
6) Fear of negative publicity
7) Didn’t bother because no insurance claim was involved
8) Lack of time/too much trouble
9) Not company policy
10) Lack of proof/evidence/witnesses
11) Other reason, namely…(SPECIFY)
12) Don’t know
13) Refusal

MISCELLANEOUS

801. To your knowledge, have businesses in this area taken any kind of cooperative action against crime and corruption or extortion, such as sharing security patrols, setting up a business watch or ring, phone alarm system, etc.?

1) Yes
2) No
3) Don’t know
4) Refusal
802. Would you be interested in participating in cooperative action against crime, corruption and extortion in your area such as sharing security patrols, or setting up a business watch or ring, phone alarm system, etc.?
   1) Yes, interested
   2) No, not interested
   3) Don’t know
   4) Refusal

803. Did your business have any contact with the local council about crime or corruption problems or crime prevention in 2004?
   1) Yes
   2) No
   3) Don’t know
   4) Refusal

804. Apart from any crimes you may have reported to the police in 2004, did your business have any contact with the police about crime or corruption problems or crime prevention in 2004?
   1) Yes
   2) No
   3) Don’t know
   4) Refusal

805. In general, how satisfied or dissatisfied are you with the way the police deal with the crime problems facing business in this area? Are you…
   1) Very satisfied
   2) Fairly satisfied
   3) Neither satisfied nor dissatisfied
   4) Fairly dissatisfied
   5) Very dissatisfied
   6) Don’t know
   7) Refusal
Why are you dissatisfied with the way the police deal with the crime problems facing business in this area? < INT.: DO NOT READ, MORE ANSWERS ALLOWED >

1) Police not seen in this area
2) Police involved in corruption
3) Take too long to react to incidents
4) Do not react to alarms going off
5) Do not catch or prosecute offenders
6) Give little or no information back on reported crimes
7) No day-to-day contact with police
8) Not interested in reported crimes
9) Too much hassle to report
10) Other reasons…(SPECIFY)
11) Don’t know
12) Refusal