

ID. Survey number

A. INFORMATION ABOUT THE INTERVIEWER AND CONSULATE
filled in by coordinator

A1. Interviewer's name and surname

A2. Name of a non-governmental organisation

A3. Name and surname of the interviewers team coordinator

A4. Country where a consulate is located

- Belarus.....1
- Moldova.....2
- Russia.....3
- Ukraine.....4

A5. Town where a consulate is located

- Minsk.....1
- Kishinev.....2
- Moscow.....3
- Kiev.....4

A6. Consulate is the agency of

- | | |
|---------------|-------------------|
| Belgium.....1 | France.....5 |
| Czech.....2 | Poland.....6 |
| Finland.....3 | Great Britain...7 |
| Germany.....4 | Lithuania.....8 |

A7. Consulate's working hours: accepting applications and/or arranging meetings

A8. Consulate's working hours: issuing visas

A12. Date of sending the survey to Collegium Civitas

filled in by interviewer

A9. Interview date

A10. Interview start
hour.....minute.....

A11. Interview end
hour.....minute.....

DECLARATION OF CONSENT TO PARTICIPATE IN THE SURVEY

Interviewer's initials:

Good morning. My name is, I work in a non-governmental organisation that analyses observance of rights of persons applying for visas to the EU states. The survey is completely anonymous and due to participation of persons like You, issuance of visas can become more efficient and fair, and queues shorter.
Can I take up some of Your time and tell You more about this survey?

[IF NOT, thank, detach this and the preceding page, give them to the coordinator. Attach new information sheet and a declaration and start another interview].

The visa system survey is conducted by the Polish non-governmental organisations: Stefan Batory Fund and Collegium Civitas (hand in brochures of these organisations, give a surveyed person some time to acknowledge them) in cooperation with (name of your organisation). Our purpose is to obtain the systematic data about the visa system and through publishing these data to persuade the EU authorities to improve the system and to observe rights of persons applying for visas.

We select respondents at random and survey reliability depends on whether the selected persons elect to participate in the survey.
Do You agree to participate in the survey?

did a respondent agree on an interview?

A13. YES.....1 If yes, pass on to block B

If no, detach this and the preceding page, give them to the coordinator, attach new information sheet and a declaration and start another interview.
A14. NO.....2

B. QUALIFICATION AND INITIAL QUESTIONS

B1. Were You applying for a visa as an individual person?

YES.....1 NO.....2 H.T.T.....3 A.R.....4

<p><i>☞ pass on to B4</i></p>	<p>B2. For how many persons did You apply for a visa?</p> <div style="border: 1px solid black; width: 100px; height: 20px; margin: 5px auto;"></div> <p>B3. You are a representative of:</p> <p>Enterprise.....1</p> <p>Religious institution.....2</p> <p>Non-governmental institution.....3 governmental, cooperative, municipal, commercial organisation.....4</p> <p>Tourist company.....5</p> <p>Other.....6 Which? _____</p> <p><i>☞ if "5" (tourist company), record number of refusals in field B3(5), thank and end an interview</i></p> <p align="right">B3 (5)</p> <p>Number of refusals: _____</p> <p><i>☞ in other cases (1,2,3,4,6) pass on to B5</i></p>		
<p><i>☞ pass on to B5</i></p>		<p><i>☞ pass on to B5</i></p>	

B4. Did You apply for a visa

<p>Only for Yourself.....1</p> <p>For Yourself and a family.....2</p> <p>Only for a family member....3</p> <p>As a proxy of a person not being a member of my family.....4</p> <p>H.T.T.....5</p> <p>A.R.....6</p>	<p align="right">B4A</p> <div style="border: 1px solid black; width: 50px; height: 20px; margin: 5px auto;"></div> <p><i>☞ if 2, 3 or 4, For how many persons ?</i></p> <p><i>☞ if number in B4A exceeds one, AND if NO "2" (for Yourself and a family) record number of refusals, thank and stop an interview</i></p> <p align="right">B4A (2)</p> <p>Number of refusals: _____</p>
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☞ if a respondent applied for more than one visa, inform that the questions below concern only respondent's visa / visa application

B5. Did You obtain a visa?

YES.....1 NO.....2 H.T.T.....3 A.R.....4

<p><i>☞ pass on to B7</i></p>	<p>B6. Were reasons for refusal revealed?</p> <p>YES.....1 NO.....2 A.R.....3</p> <p>B6A. Can You guess any reasons for refusal?</p> <p>YES.....1 NO.....2 A.R.....3</p> <p><i>☞ pass on to C1</i></p>		
<p>B7. What are these reasons?</p> <p>Incomplete documents.....1</p> <p>Insufficient funds.....2</p> <p>In the opinion of a consulate's employee, purpose of my trip is other than the declared one.....3</p> <p>No one full year since last refusal4</p> <p>Inclusion in the unwelcome persons list.....5</p> <p>Non-fulfilment of conditions required in case of visa I applied for.....6</p> <p>Too short validity period of travel document.....7</p> <p>Other reason.....8 Which? _____</p> <p>H.T.T.....9</p> <p>A.R.....10</p>			

C. INCONVENIENCE OF VISA APPLICATION PROCESS STAGES

C1. Did at any stage of applying for a visa You have to queue?

YES.....1	NO.....2	D.K.....3	A.R.....4
	↓ C3	↓ C3	

C2. Did You stand in any of the following lines?

☞ it means time spent queuing; calculate into hours, e.g.:
 10 min=0,2 hour
 20 min=0,3 hour
 40 min=0,7 hour
 50 min=0,8 hour;
 if 'one day', ask about precise time of waiting and record time in hours.
 Check whether a respondent spent time queuing or signed a list

C2A. For coupon

YES.....1 →	CA.1	CA.1. How long?	
NO.....2			
H.T.T.....3			
A.R.....4			

C2B. For survey form.

YES.....1 →	CB.1	CB.1. How long?	
NO.....2			
H.T.T.....3			
A.R.....4			

C2C. To file documents.

YES.....1 →	CC.1	CC.1. How long?	
NO.....2			
H.T.T.....3			
A.R.....4			

C2D. To a cash desk.

YES.....1 →	CD.1	CD.1. How long?	
NO.....2			
H.T.T.....3			
A.R.....4			

C2E. To collect a visa

YES.....1 →	CE.1	C2E.1. How long?	
NO.....2			
H.T.T.....3			
A.R.....4			

C2F. In other queue.

YES.....1 →	CF.1	C2F.1. How long?	
NO.....2		C2F.2. Which?	
H.T.T.....3			
A.R.....4			

C3. Where did You obtain a visa application?
 in Consulate.....1 from the Internet.....2 In another source....3 A.R.....4

C3A. Where would You like to obtain a visa application?

C4. In what language did You communicate with a person accepting documents and visa applications?

In Russian.....1 In English.....6
 In Belarusian.....2 In French.....7
 In Ukrainian.....3 In German.....8
 In Polish.....4 In other language.....9 ☞ Which?
 In Romanian.....5 H.T.T.....10

C5. What language would You preferably use?

Russian.....1 English.....6
 Belarusian.....2 French.....7
 Ukrainian.....3 German.....8
 Polish.....4 Other9 ☞ Which?
 Romanian.....5 H.T.T.....10

C6. Did when applying for a visa a consul or other consular clerk ask You any questions?

YES.....1 ☞ Pass on to C7
 NO.....2
 H.T.T.....3 ☞ Pass on to C10
 A.R.....4

C7. What questions a clerk asked?

C8. How do You assess soundness of asked questions?

- 1= Completely unreasonable and offending my self-respect
 2= Unreasonable
 3= Neutral
 4= Reasonable
 5= Completely reasonable

About visit's purpose.....1	1	2	3	4	5
About relatives in Poland.....2	1	2	3	4	5
About financial standing3	1	2	3	4	5
About funds for covering costs of travel and stay.....4	1	2	3	4	5
Whether I would work in Poland.....5	1	2	3	4	5
About address of stay in Poland.....6	1	2	3	4	5
About my family situation.....7	1	2	3	4	5
About amount of remuneration or income on conducted business activity.....8	1	2	3	4	5
About owned property (e.g. real estate, car)....9	1	2	3	4	5
About earnings or property of family members.....10	1	2	3	4	5
Other.....11	1	2	3	4	5
A.R.12					

C9. Apart from a conversation at the counter, were You called for a conversation with a consul or other consular clerk?

YES.....1
 NO.....2
 H.T.T.....3
 A.R.....4

C10. Now I will ask You about assessment of all consulate's employees whom You contacted during the entire visa application process.

Please, assess according to the following scale:

- 1=Very bad
- 2=Bad
- 3=Neither good, or bad
- 4=Good
- 5=Very good
- D.K.=I did not contact

	Behaviour	Using the language You use on daily basis	Informing
Person enrolling for the queue.....1	1 2 3 4 5 D.K.	1 2 3 4 5 D.K.	1 2 3 4 5 D.K.
Security employees2	1 2 3 4 5 D.K.	1 2 3 4 5 D.K.	1 2 3 4 5 D.K.
Persons interviewing at the counter, other consular clerks.....3+C34	1 2 3 4 5 D.K.	1 2 3 4 5 D.K.	1 2 3 4 5 D.K.
Other persons.....	1 2 3 4 5 D.K.	1 2 3 4 5 D.K.	1 2 3 4 5 D.K.

C11. What documents did You have to submit?

Visa application.....1		A.R.....10
Photograph.....2		☞ C12
Travel document.....3	Which?	
Identity document (Other than passport).....4	Which?	
Invitation.....5		
Confirmation of possessing funds for covering costs of travel and stay.....6	Which?	
Document confirming registration.....7		
Certificate of employment issued by an employer in country You travel to.....8	Which?	
Other documents.....9		

C12. Did You pay a visa fee?

YES.....1 NO.....2 H.T.T.....3 A.R.....4

C12A. In what amount (in EUR)?

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C13. Were You requested to pay a deposit guaranteeing You return to the country?

YES.....1 NO.....2 H.T.T.....3 A.R.....4

C13A. In what amount (in EUR)?

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C13B. Who requested the deposit?

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C14. Did You file a visa application today?

YES.....1

NO.....2

H.T.T.....3 A.R.....4

C14A. How many hours did You wait for a consulate's decision?

C15A

C15B

C16

C16

The questions below concern time elapsed from the first visit in a consulate, with the purpose of applying for a visa, till: time of obtaining a visa or refusal. This does not have to be a time spent queuing.

C15A. How much time there elapsed from the first visit in a consulate till obtaining a document with a visa?

C15B. How much time there elapsed from the first visit in a consulate till obtaining a document with a visa?

state the time in hours (see instructions for C2)

state number of days, rounding up to half of day, e.g. 2 days, 3.5 days

C16. Please assess inconvenience of specific elements of the visa application process, using the following scale:

- 1=Very burdensome
- 2=Quite burdensome
- 3=Little burdensome
- 4=Quite easy
- 5=Very easy
- D.K.=Don't know/Not applicable

A. Obtaining a visa application	1	2	3	4	5	D.K.
B. Obtaining a coupon ("number")	1	2	3	4	5	D.K.
C. Filing documents	1	2	3	4	5	D.K.
D. Conversation with a clerk	1	2	3	4	5	D.K.
E. Waiting for a visa	1	2	3	4	5	D.K.
F. Collecting a visa	1	2	3	4	5	D.K.
G. Entire visa application process	1	2	3	4	5	D.K.

C17. How were You personally treated during each of these stages?

- Please, assess according to the following scale:
- 1=Very badly
 - 2= Badly
 - 3=Normally
 - 4=Good
 - 5=Very good

C18. How, in Your opinion, were others treated during each of these stages?

A. Obtaining a visa application	1	2	3	4	5	D.K.	A. Obtaining a visa application	1	2	3	4	5	D.K.
B. Obtaining a coupon	1	2	3	4	5	D.K.	B. Obtaining a coupon	1	2	3	4	5	D.K.
C. Filing documents	1	2	3	4	5	D.K.	C. Filing documents	1	2	3	4	5	D.K.
D. Conversation with a clerk	1	2	3	4	5	D.K.	D. Conversation with a clerk	1	2	3	4	5	D.K.
E. Collecting a visa	1	2	3	4	5	D.K.	E. Collecting a visa	1	2	3	4	5	D.K.
F. Other	1	2	3	4	5	D.K.	F. Other	1	2	3	4	5	D.K.

C19. How many visits did You have to pay in a consulate (including confirmation of queue position) during the entire visa application process?

this is about sum of all single visits in a consulate, including returns after temporary leaving the queue

D. CONSULATE'S OPERATION

D1. Now I will ask You about various sources of information in a consulate.

		Language	Please assess quality of this information using the scale*:
A. Was there a bulletin board outside a consulate?	YES.....1 NO.....2 A.R.....3 D.K.....4	▶ R B U R M P E F N Other	▶ 1 2 3 4 5 D.K.
B. Were there information leaflets available?	YES.....1 NO.....2 A.R.....3 D.K.....4	▶ R B U R M P E F N Other	▶ 1 2 3 4 5 D.K.
C. Was there a telephone information available?	YES.....1 NO.....2 A.R.....3 D.K.....4	▶ R B U R M P E F N Other	▶ 1 2 3 4 5 D.K.
D. Was there an information via the Internet or an e-mail available?	YES.....1 NO.....2 A.R.....3 D.K.....4	▶ R B U R M P E F N Other	▶ 1 2 3 4 5 D.K.
E. Was an information provided directly by a consulate's employee?	YES.....1 NO.....2 A.R.....3 D.K.....4	▶ R B U R M P E F N Other	▶ 1 2 3 4 5 D.K.
F. Answer refused			

*Scale: 1=Very bad 2=Bad 3= Neither good or bad 4=Good 5=Very good

E. INFORMATION ABOUT VISA AND DEMOGRAPHIC DATA

E1. What is/was a purpose of Your trip to Poland.

☞ read out loud all possible replies before a respondent answers

- Business..... 1
- Tourist..... 2
- Visiting a family.....2 3
- Visiting acquaintances..... 4
- Participation in sport events..... 5
- Shopping..... 6
- I live on frontier trade..... 7
- Education/course..... 8
-
- I work in Poland..... 9
- I look for a job in Poland..... 10
- Students and cultural exchange..... 11
- Other..... 12
- Which? _____
- A.R..... 13

E2. Which type of visa did You apply for?

visa symbol

D.K. A.R.

E2A. What type of visa did You obtain?

visa symbol

D.K. A.R.

E3. How long a visa validity period did You apply for?

less than a month1

a month and more...2

A.R.....3

D.K.....4

☞ if '2' (a month and more), **E3A. How many months a visa validity period did You apply for?**

D.K. A.R.

E4. What validity period visa did You obtain?

less than a month1

a month and more ...2

A.R.....3

D.K.....4

☞ if '2' (a month and more), **E4A. For how many months did You obtain a visa?**

D.K. A.R.

E4B. How many months at maximum can You spend in a destination country?

D.K. A.R.

E5. Is this a multiple-trip visa?
 YES.....1 NO.....2 H.T.T.....3 A.R.....4

E6. How many times did You visit (country whose visa was applied for) during the last two years (0=none)? D.K. A.R.

E7. If E6>0, How long on average was a trip? (in months) D.K. A.R.

E8. Respondent's sex: ◀
 ☞ *don't ask, just note.*
 Female.....1
 Male.....2

E9. What is Your birth year?
 A.R.....4

E10. What is Your citizenship?
 Russian.....1
 Belarusian2
 Ukrainian.....3
 Moldavian.....4
 Polish.....5
 Other.....6 → *Which?*.....
 A.R.....7

E11. What is Your nationality?
 Russian.....1
 Belarusian.....2
 Ukrainian
 Moldavian.....4
 Polish.....5
 Other.....6 → *Which?*.....
 A.R.....7

E12. Country of residence
 Russia.....1
 Belarus.....2
 Ukraine.....3 → *Which?*.....
 Moldova.....5
 Poland.....6
 Other.....7
 A.R.....8

E13. Learned profession
 A.R..

E14. Education
 Primary.....1
 High school.....2 → *Which?*.....
 Higher.....3
 Other.....4

E15. What is Your current occupation?
 I work professionally1
 I am unemployed.....2
 I study.....3
 I am a pensioner4
 A.R.....5

E16. How far from (name of town) do You live (in kilometres, "0" if a respondent is local)?

Thank You for Your answers. They will help to improve the consulate's operation.


A.11. Interview end.
 Hour.....minute.....

QUALIFICATION QUESTIONS/DECLARATION OF CONSENT TO PARTICIPATE IN THE SURVEY

Interviewer's initials:

Introduction should be adopted to the situation. The following one is only a suggestion.

I am looking for persons whom refused a visa. Were you refused Visa? I conduct the survey on behalf of a NGO in order to reduce number of arbitrary visa refusals for citizens of (country).

 Was a respondent refused a visa?

X1.

YES.....1



If yes, pass on to the block B

NO.....2



If no, take another interview attempt