

VALUES, INSTITUTIONAL QUALITY, AND
DEVELOPMENT IN PORTUGAL

Principal Investigators:

Alejandro Portes
Princeton University, Department of Sociology
University of Miami, Law School and Department of Sociology

Margarida Marques
New University of Lisbon, Department of Sociology

With Assistance of
Jean C. Nava
Princeton University, Department of Sociology

Data Collection Description

Summary: The purpose of this study has been to arrive at an authoritative and nuanced assessment of the functioning and quality of Portuguese institutions through an intensive analysis of organizations and agencies deemed emblematic of the nation's Institutional framework. The organizations included in this study are: the Energy Corporation (Energias de Portugal – EDP), the Food and Economic Security Authority (Autoridade de Segurança Alimentar e Económica – ASAE), the Postal System (Correios de Portugal – CTT), the Public Health System (Serviço Nacional de Saúde – SNS; Hospital de Santa Maria), and the Stock Exchange (New York Stock Exchange – Euronext Lisbon - LSE), and the Tax Authority (Autoridade Tributária – AT).

Surveys were conducted with personnel of the selected organizations to gauge their general value orientations as well as their attitudes toward the organization itself. Questionnaires were answered anonymously and with full guarantees of confidentiality. Surveys were completed with personnel of five of the six institutions selected for the project; the Tax Authority did not participate.

Once authorization was obtained, project staff proceeded to mail or e-mail questionnaires to personnel at all levels of the institution – from senior management to line workers. The introductory statement made clear that replies to the questionnaire would be entirely anonymous since neither names nor any other identifying information was requested. Anonymity was absolutely necessary in order to obtain valid answers to questions asking respondents to evaluate the organization in which they are currently employed over a range of dimensions, as well as provide self-evaluations on a number of personal value orientations.

Response rates varied from an almost perfect 96 percent for EDP and a high 87 percent for ASAE to approximately half of the contacted personnel in the Stock Exchange and the Postal System to just 3.4 percent in the Santa Maria Hospital. These differences must be taken into account in any analysis. With the exception of the first two institutions, surveys in the remaining three cannot be considered statistically representative since participation was not determined by project personnel but by the respondents themselves. Despite this serious limitation, the absolute size of samples – including those obtained in CTT-Correios and the Santa Maria Hospital – represents valuable information since returned questionnaires give us a glimpse into the attitudes and value orientations of a sizable component of their respective personnel.

EXTENT OF COLLECTION: Five data files

DATA FORMAT: STATA .dta files.

This study was conducted with support of the Francisco Manuel dos Santos Foundation of Lisbon.

CODEBOOK FOR VALUES, INSTITUTIONAL QUALITY,
AND DEVELOPMENT IN PORTUGAL

Variable Name: age
Question: What is your age?

Variable Type: Numeric

Values: 0-99
. Missing

Labels: Missing

Variable Name: age_level
Question: Not Applicable

Variable Type: Ordered Factor

Values: 1 2 3 4 .
Labels: 18-32 31-40 41-50 > 50 Missing

Variable Name: V2
Question: Where were you born? (City and Country)

Variable Type: String
Question type: Open Ended

Values: .
Labels: Missing

Variable Name: Question:
V2_1 Where were you born? (City)

Variable Type: String
Question type: Open Ended

Values: Labels:
. *Missing*

Variable Name: Question:
V2_2 Where were you born? (Country)

Variable Type: String
Question type: Open Ended

Values: Labels:
. *Missing*

Variable Name: Question:
V3 What is your sex?

Variable Type: Factor
Question type:

Values: Labels:
1 Female
2 Male
. *Missing*

Variable Name:
V4

Question:
What is the highest level of education you have completed?

Variable Type:
Question type:

Factor
Choice

Values:

1
2
3
4
5
6
7
8
.

Labels:

Second Cycle of Primary Education
Third Cycle of Primary Education
Some Secondary Education
Completed Secondary
Some College
Undergraduate Degree (Bachelors)
Undergraduate Degree (Licentiate)
Graduate Studies/Degree
Missing

Variable Name:
V5

Question:
If you have graduate education, please specify.

Variable Type:
Question type:

String
Open ended

Values:

.

Labels:

Missing

Variable Name:
V6

Question:
How long have you worked in this institution?

Variable Type: Factor
Question type: Choice

Values:	Labels:	Note:
1	Less than one year	ASAE
2	Between one and three years	ASAE
3	Between four and six years	ASAE
4	Since January of 2006	ASAE
1	Less than one year	CTT; LSE
2	Between one and three years	CTT; LSE
3	Between four and seven years	CTT; LSE
4	Between seven and twelve years	CTT; LSE
5	Thirteen or more years	CTT; LSE
1	Less than one year	EDP
2	Between one and three years	EDP
3	Between four and seven years	EDP
4	Between eight and twelve years	EDP
5	Thirteen or more years	EDP
1	Less than one year	HSM
2	Between one and three years	HSM
3	Between four and six years	HSM
4	Between seven and twelve years	HSM
5	Thirteen or more years	HSM
.	<i>Missing</i>	All

Variable Name: Question:
V7 How many times have you been promoted since you joined this institution?

Variable Type: Factor
Question type: Choice

Values:	Labels:
1	Never
2	Once
3	Two or three times
4	Four or five times
5	Six or more times
.	<i>Missing</i>

Variable Name: Question:
V8 Which of the following job titles best corresponds to the position you currently hold?

Variable Type: Factor
Question type: Choice

Values:	Labels:	Note:
1	Assistant Technician	ASAE
2	Senior Technician	ASAE
3	Operation Assistant	ASAE
4	Assistant Operator	ASAE
5	Senior Inspector	ASAE
6	Multidisciplinary Team Manager	ASAE
7	Mid-Level Director	ASAE
1	Letter Carrier/Distributor/Operator	CTT
2	Attendant/Salesperson	CTT
3	Administrative and Technical Support	CTT
4	Supervisor/Store Manager/Crew Chief	CTT
5	Upper-Level Technician	CTT
6	Departmental Manager/Director	CTT
7	Administrator	CTT

1	Operations Technician	EDP
2	Administrative Technician	EDP
3	Operations	EDP
4	Clerical	EDP
5	General Management	EDP
6	Mid-Level Manager/Director	EDP
7	Administrator	EDP
1	Operations Technician	HSM
2	Administrative Technician	HSM
3	Operations	HSM
4	Clerical	HSM
5	Manager without Specific Duty	HSM
6	Manager with Specific Duty	HSM
7	Instructor	HSM
8	Mid-Level Manager	HSM
9	Director	HSM
10	Administrator	HSM
11	Senior Manager	HSM
1	Clerical	LSE
2	Technician	LSE
3	Senior Technician	LSE
4	Management Executive	LSE
.	<i>Missing</i>	ALL

Variable Name:

V8_1

Type of Employment

Variable Type:

Factor

Question type:

Choice

Values:

1

2

Labels:

Contractor

Employee

Variable Name:

V9

Question:

And which of the following titles best corresponds to the first position you had in this institution?

Variable Type:

Question type:

Factor

Choice

Values:

1

Labels:

Assistant Technician

Note:

ASAE

2

Senior Technician

ASAE

3

Operation Assistant

ASAE

4

Assistant Operator

ASAE

5

Senior Inspector

ASAE

6

Multidisciplinary Team Manager

ASAE

7

Mid-Level Director

ASAE

1

Letter Carrier/Distributor/Operator

CTT

2

Attendant/Salesperson

CTT

3

Administrative and Technical Support

CTT

4

Supervisor/Store Manager/Crew Chief

CTT

5

Upper-Level Technician

CTT

6

Departmental Manager/Director

CTT

7

Administrator

CTT

1

Operations Technician

EDP

2

Administrative Technician

EDP

3

Operations

EDP

4

Clerical

EDP

5

General Management

EDP

6

Mid-Level Manager/Director

EDP

7

Administrator

EDP

1

Operations Technician

HSM

2

Administrative Technician

HSM

3

Operations

HSM

4

Clerical

HSM

5

Manager without Specific Duty

HSM

6

Manager with Specific Duty

HSM

7

Instructor

HSM

8

Mid-Level Manager

HSM

9

Director

HSM

10

Administrator

HSM

11

Senior Manager

HSM

1	Clerical	LSE
2	Technician	LSE
3	Senior Technician	LSE
4	Management Executive	LSE
.	<i>Missing</i>	ALL

Variable Name: Question:
V10 Generally speaking, how satisfied are you with your current position?

Variable Type: Factor
Question type: Choice

Values:	Labels:
1	Very Unsatisfied
2	Unsatisfied
3	More or Less Satisfied
4	Satisfied
5	Very Satisfied
.	<i>Missing</i>

Variable Name: Question:
V11 Please indicate whether you agree or disagree with the following statement:
“Fulfilling the functions exercised by this institution has enriched and enhanced my career.”

Variable Type: Factor
Question type: Choice

Values:	Labels:
1	Absolutely Disagree
2	Disagree
3	Neither Agree Nor Disagree
4	Agree
5	Absolutely Agree
6	Don't Know
.	<i>Missing</i>

Variable Name: Question:
V12 Please indicate whether you agree or disagree with the following statement:
"Generally speaking, this institution fulfills the purpose for which it was created."

Variable Type: Factor
Question type: Choice

Values:	Labels:
1	Absolutely Disagree
2	Disagree
3	Neither Agree Nor Disagree
4	Agree
5	Absolutely Agree
6	Don't Know
.	<i>Missing</i>

Variable Name: Question:
V13 Please indicate whether you agree or disagree with the following statement:
"The proper operation of this institution is essential for the progress of Portugal."

Variable Type: Factor
Question type: Choice

Values:	Labels:
1	Absolutely Disagree
2	Disagree
3	Neither Agree Nor Disagree
4	Agree
5	Absolutely Agree
6	Don't Know
.	<i>Missing</i>

Variable Name:

V14

Question:

Please indicate whether you agree or disagree with the following statement:
"The majority of employees in this institution competently do their jobs."

Variable Type:

Question type:

Factor

Choice

Values:

1

2

3

4

5

6

.

Labels:

Absolutely Disagree

Disagree

Neither Agree Nor Disagree

Agree

Absolutely Agree

Don't Know

Missing

Variable Name:

V15

Question:

Please indicate whether you agree or disagree with the following statement:
"Promotions in this institution depend primarily on personal relationships."

Variable Type:

Question type:

Factor

Choice

Values:

1

2

3

4

5

6

.

Labels:

Absolutely Disagree

Disagree

Neither Agree Nor Disagree

Agree

Absolutely Agree

Don't Know

Missing

Variable Name:

V16

Question:

Please indicate whether you agree or disagree with the following statement:
"Most of the managers/administrators of this institution are honest and competent people."

Variable Type:

Question type:

Factor

Choice

Values:

1

2

3

4

5

6

.

Labels:

Absolutely Disagree

Disagree

Neither Agree Nor Disagree

Agree

Absolutely Agree

Don't Know

Missing

Variable Name:

V17

Question:

Please indicate whether you agree or disagree with the following statement:
"Generally speaking, this institution is up-to-date in its use of new technologies and modern procedures."

Variable Type:

Question type:

Factor

Choice

Values:

1

2

3

4

5

6

.

Labels:

Absolutely Disagree

Disagree

Neither Agree Nor Disagree

Agree

Absolutely Agree

Don't Know

Missing

Variable Name:

V18

Question:

Please indicate whether you agree or disagree with the following statement:
"This institution makes every effort to insure that it's users/clients are satisfied with its performance."

Variable Type:

Question type:

Factor

Choice

Values:

1

2

3

4

5

6

.

Labels:

Absolutely Disagree

Disagree

Neither Agree Nor Disagree

Agree

Absolutely Agree

Don't Know

Missing

Variable Name:

V19

Question:

Please indicate whether you agree or disagree with the following statement:
"This institution has the support of top officials in the Portuguese government."

Variable Type:

Question type:

Factor

Choice

Values:

1

2

3

4

5

6

.

Labels:

Absolutely Disagree

Disagree

Neither Agree Nor Disagree

Agree

Absolutely Agree

Don't Know

Missing

Variable Name: Question:
V20 According to your experience, please indicate if the statement below is true or false: "There are groups in this institution who pursue their own interests, even if they negatively affect the broader goals of this organization."

Variable Type: Factor
Question type: Choice

Values:	Labels:
1	False
2	Neither True nor False
3	True
4	I don't know
.	<i>Missing</i>

Variable Name: Question:
V21 According to your experience, please indicate if the statement below is true or false: "Most of the employees in this institution are immune to bribery and corruption."

Variable Type: Factor
Question type: Choice

Values:	Labels:
1	False
2	Neither True nor False
3	True
4	I don't know
.	<i>Missing</i>

Variable Name: Question:
V22 According to your experience, please indicate if the statement below is true or false: "If they follow the rules and do their jobs competently, people will be promoted in this institution."

Variable Type: Factor
Question type: Choice

Values:	Labels:
1	False
2	Neither True nor False
3	True
4	I don't know
.	<i>Missing</i>

Variable Name: Question:
V23 According to your experience, please indicate if the statement below is true or false: "The majority of leaders in this institution seek the feedback from the people that interact with it or use its service."

Variable Type: Factor
Question type: Choice

Values:	Labels:
1	False
2	Neither True nor False
3	True
4	I don't know
.	<i>Missing</i>

Variable Name: Question:
V24 According to your experience, please indicate if the statement below is true or false: "Generally speaking, the employees at this institution seek to improve the quality of the functions it performs."

Variable Type: Factor
Question type: Choice

Values:	Labels:
1	False
2	Neither True nor False
3	True
4	I don't know
.	<i>Missing</i>

Variable Name: Question:
V25 Luis and Fernando are long-time employees of this institution. Luis says, "This organization is set in its ways. There are few chances of changing things from the way they have always been done." Fernando says, "Whenever possible, this organization incorporates new technology and tries to change things for the better." Who is right?

Variable Type: Factor
Question type: Choice

Values:	Labels:
1	Fernando
2	Luis
3	Neither of them
.	<i>Missing</i>

Variable Name:

Question:

Ana and Margarida also work for this institution. Ana says, "Women have difficulty in getting ahead in this organization; they are often bypassed in favor of men." Margarida says, "Women are treated the same as men in this organization, whether they get ahead or not depends on their merits." Who is right?

V26

Variable Type:

Factor

Question type:

Choice

Values:

1

2

3

.

Labels:

Ana

Margarida

Neither of them

Missing

Variable Name:

Question:

Aline and Milton also work for this institution. Aline says, "It is difficult to perform duties for this organization that are compatible with my educational training." Milton says, "People, regardless of skin color, are treated the same way in this organization." Who is right?

V27

Variable Type:

Factor

Question type:

Choice

Values:

1

2

3

.

Labels:

Aline

Milton

Neither of them

Missing

Variable Name: Question:
V28 Please indicate whether you agree or disagree with the following statement:
"Most public officials are not really interested in the problems of the average man."

Variable Type: Factor
Question type: Choice

Values:	Labels:
1	Absolutely Disagree
2	Disagree
3	Neither Agree Nor Disagree
4	Agree
5	Absolutely Agree
6	Don't Know
.	<i>Missing</i>

Variable Name: Question:
V29 Please indicate whether you agree or disagree with the following statement:
"These days, a person does not really know who he can count on."

Variable Type: Factor
Question type: Choice

Values:	Labels:
1	Absolutely Disagree
2	Disagree
3	Neither Agree Nor Disagree
4	Agree
5	Absolutely Agree
6	Don't Know
.	<i>Missing</i>

Variable Name:

V30

Question:

Please indicate whether you agree or disagree with the following statement:
"Most people don't really care what happens to the next fellow."

Variable Type:

Factor

Question type:

Choice

Values:

1

2

3

4

5

6

.

Labels:

Absolutely Disagree

Disagree

Neither Agree Nor Disagree

Agree

Absolutely Agree

Don't Know

Missing

Variable Name:

V31

Question:

To what extent is the person in this scenario like you?: A person who gives importance to having new ideas and being creative. They like to do things their own way.

Variable Type:

Factor

Question type:

Choice

Values:

1

2

3

4

5

6

.

Labels:

Not like me at all

Note like me

A little like me

Like me

Very much like me

Exactly Like me

Missing

Variable Name:

V32

Question:

To what extent is the person in this scenario like you?: A person for whom it is important to be rich. They want to have lots of money and expensive things.

Variable Type:

Question type:

Factor

Choice

Values:

1

2

3

4

5

6

.

Labels:

Not like me at all

Note like me

A little like me

Like me

Very much like me

Exactly Like me

Missing

Variable Name:

V33

Question:

To what extent is the person in this scenario like you?: A person who believes that people should be treated equally and have equal opportunities.

Variable Type:

Question type:

Factor

Choice

Values:

1

2

3

4

5

6

.

Labels:

Not like me at all

Note like me

A little like me

Like me

Very much like me

Exactly Like me

Missing

Variable Name:

V34

Question:

To what extent is the person in this scenario like you?: A person who assigns much importance to showing his/her abilities. This person wants others to admire what s/he does.

Variable Type:

Question type:

Factor

Choice

Values:

1

2

3

4

5

6

.

Labels:

Not like me at all

Note like me

A little like me

Like me

Very much like me

Exactly Like me

Missing

Variable Name:

V35

Question:

To what extent is the person in this scenario like you?: A person for whom it is important to live in a place whe s/he feels secure. This person avoids anything that would his/her security at risk.

Variable Type:

Question type:

Factor

Choice

Values:

1

2

3

4

5

6

.

Labels:

Not like me at all

Note like me

A little like me

Like me

Very much like me

Exactly Like me

Missing

Variable Name:

V36

Question:

To what extent is the person in this scenario like you?: A person who likes surprises and always looks for new things to do. This person thinks that it's important to do many things in life.

Variable Type:

Question type:

Factor

Choice

Values:

1

2

3

4

5

6

.

Labels:

Not like me at all

Note like me

A little like me

Like me

Very much like me

Exactly Like me

Missing

Variable Name:

V37

Question:

To what extent is the person in this scenario like you?: A person who believes that people should do what they are told. This person thinks that people should always follow the rules even when there is nobody around.

Variable Type:

Question type:

Factor

Choice

Values:

1

2

3

4

5

6

.

Labels:

Not like me at all

Note like me

A little like me

Like me

Very much like me

Exactly Like me

Missing

Variable Name:

V38

Question:

To what extent is the person in this scenario like you?: A person for whom it is important to listen to others different from him/herself. Even when disagreeing with someone, this person believes that it is important to understand that person.

Variable Type:

Question type:

Factor

Choice

Values:

1

2

3

4

5

6

.

Labels:

Not like me at all

Note like me

A little like me

Like me

Very much like me

Exactly Like me

Missing

Variable Name:

V39

Question:

To what extent is the person in this scenario like you?: A person for whom it is important to be humble and modest. This person seeks not to draw attention to him/herself.

Variable Type:

Question type:

Factor

Choice

Values:

1

2

3

4

5

6

.

Labels:

Not like me at all

Note like me

A little like me

Like me

Very much like me

Exactly Like me

Missing

Variable Name:

V40

Question:

To what extent is the person in this scenario like you?: A person for whom it is important to have a good time. This person likes to treat him/herself well.

Variable Type:

Question type:

Factor

Choice

Values:

1

2

3

4

5

6

.

Labels:

Not like me at all

Note like me

A little like me

Like me

Very much like me

Exactly Like me

Missing

Variable Name:

V41

Question:

To what extent is the person in this scenario like you?: A person for whom it is important to his/her own decisions about what to do. This person likes to be free and not depend on others.

Variable Type:

Question type:

Factor

Choice

Values:

1

2

3

4

5

6

.

Labels:

Not like me at all

Note like me

A little like me

Like me

Very much like me

Exactly Like me

Missing

Variable Name:

V42

Question:

To what extent is the person in this scenario like you?: A person for whom it is important to help others around him/her. This person is concerned with the well-being of others.

Variable Type:

Question type:

Factor

Choice

Values:

1

2

3

4

5

6

.

Labels:

Not like me at all

Note like me

A little like me

Like me

Very much like me

Exactly Like me

Missing

Variable Name:

V43

Question:

To what extent is the person in this scenario like you?: A person for whom it is important to be successful and that people recognize his/her achievements.

Variable Type:

Question type:

Factor

Choice

Values:

1

2

3

4

5

6

.

Labels:

Not like me at all

Note like me

A little like me

Like me

Very much like me

Exactly Like me

Missing

Variable Name:

V44

Question:

To what extent is the person in this scenario like you?: A person for whom it is important that the government is strong and ensures his/her safety.

Variable Type:

Question type:

Factor

Choice

Values:

1

2

3

4

5

6

.

Labels:

Not like me at all

Note like me

A little like me

Like me

Very much like me

Exactly Like me

Missing

Variable Name:

V45

Question:

To what extent is the person in this scenario like you?: A person who looks for adventure and likes to take risks. This person likes to have an exciting life.

Variable Type:

Question type:

Factor

Choice

Values:

1

2

3

4

5

6

Labels:

Not like me at all

Note like me

A little like me

Like me

Very much like me

Exactly Like me

. *Missing*

Variable Name:

Question:

V46

To what extent is the person in this scenario like you?: A person for whom it is important to behave properly. This person avoids doing things that others may find wrong.

Variable Type:

Factor

Question type:

Choice

Values:

Labels:

1

Not like me at all

2

Note like me

3

A little like me

4

Like me

5

Very much like me

6

Exactly Like me

.

Missing

Variable Name:

Question:

V47

To what extent is the person in this scenario like you?: A person for whom it is important that other people respect him/her. S/he wants others to do what s/he says.

Variable Type:

Factor

Question type:

Choice

Values:

Labels:

1

Not like me at all

2

Note like me

3

A little like me

4

Like me

5

Very much like me

6

Exactly Like me

.

Missing

Variable Name:

V48

Question:

To what extent is the person in this scenario like you?: A person for whom it is important to be loyal to his/her friends. S/he is dedicated to persons who are close to him/her.

Variable Type:

Question type:

Factor

Choice

Values:

1

2

3

4

5

6

.

Labels:

Not like me at all

Note like me

A little like me

Like me

Very much like me

Exactly Like me

Missing

Variable Name:

V49

Question:

To what extent is the person in this scenario like you?: A person who seriously believes that people should protect nature. Protecting the environment is important to him/her.

Variable Type:

Question type:

Factor

Choice

Values:

1

2

3

4

5

6

.

Labels:

Not like me at all

Note like me

A little like me

Like me

Very much like me

Exactly Like me

Missing

Variable Name:

V50

Question:

To what extent is the person in this scenario like you?: A person who gives importance to tradition. S/he does everything in his/her power to act according to his/her religion and family.

Variable Type:

Question type:

Factor

Choice

Values:

1

2

3

4

5

6

.

Labels:

Not like me at all

Note like me

A little like me

Like me

Very much like me

Exactly Like me

Missing

Variable Name:

V51

Question:

To what extent is the person in this scenario like you?: A person who seeks to take advantage of all opportunities to amuse him/herself. It is important for him/her to do things that give pleasure.

Variable Type:

Question type:

Factor

Choice

Values:

1

2

3

4

5

6

.

Labels:

Not like me at all

Note like me

A little like me

Like me

Very much like me

Exactly Like me

Missing

