**Questionnaire for Social Security Institutions**

Dear Sir or Madam,

We kindly ask you to complete the questionnaire below. The data we request will be used exclusively for comparative research on social security institutions. Your responses will allow us to better understand the diversity of institutional arrangements, financing sources, and practices of cooperation with society and stakeholders.

Please provide as much detail as possible.

**I. General Information**

1. Name of institution:

2. Country:

3. Email address of the person completing the questionnaire (for contact in case of questions):

**II. Legal and Organizational Form**

1. What is the legal form of your institution (e.g., government agency, bank, insurance company, institute, public institution, special-purpose fund, other – please describe)?

2. Who oversees the institution's activities (e.g., ministry, parliament, independent council)?

**III. Sources of Financing**

1. What are the main sources of financing for the institution (e.g., insurance contributions, employer contributions, taxes, other)?

**IV. Expenditure Structure**

1. What are the annual operating costs of the institution?

2. What is the annual share of administrative and operational expenses in the total budget?

**V. Public Trust**

1. Are public opinion surveys conducted in your country regarding trust in your institution?

2. If so, what are their results from recent years (please provide indicators or reference sources)?

**VI. Stakeholder Collaboration**

1. How does your institution collaborate with social organizations (NGOs, trade unions, employers' organizations)?

2. Are there formal mechanisms for consultation, cooperation, and co-decision-making?

3. What partnership initiatives have been implemented in recent years?

**VII. Service Quality and Customer Satisfaction**

1. Does the institution conduct service quality and customer satisfaction surveys?

2. What are the results of these surveys from recent years?

3. What actions are being taken to improve the quality of customer service?

**VIII. Additional Comments**

1. Would you like to share any additional information or recommendations regarding the functioning of social security institutions in your country?

Thank you for your time and response.