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INTERNATIONAL
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Rwanda bribery Index 2014



Norwegian People's Aid
Rwanda

ACKNOWLEDGEMENTS

Rwanda Bribery Index is an annual survey through which Transparency International Rwanda (TI-RW) aims at establishing experiences and perceptions of this specific form of corruption in Rwanda. It constitutes a backbone of TI-RW's advocacy initiatives in the fight against petty corruption which continues to creep in service delivery within public, private and civil society institutions in Rwanda.

Since 2010 this survey was launched, it's encouraging to find that there is an improvement in the fight against corruption among the public institutions, mainly the police and the Judiciary. According to the findings, Rwandans have hope that corruption is decreasing and will keep decreasing next year. It shows that the efforts made in the fight against corruption are fruitful and that we are on the right way towards our zero tolerance to corruption policy.

On behalf of TI-RW, I would like to warmly thank those who continuously made this study possible. Let me start with Norwegian People's Aid (NPA), a longstanding partner of our organisation, which funds the research through PPIMA project.

Furthermore, I would like to thank the consultants, Mr. Binenwa Jean Bosco and Mr. Mukwende Placide and all other dedicated research assistants (enumerators and data entry clercks) who continously provide their expertizes in carrying out this survey. Similary, I would like to thank TI-RW's research team led by Albert Rwego Kavatiri, TI-RW's programme manager who coordinated the field work, data analysis and report writing. My special thanks also go to TI-RW's Executive Director, Mr. Apollinaire Mupiganyi, for his encouragement, guidance and quality control throughout the process of this research.

Last but now least, I do want to explicitly thank the citizens of Rwanda and the representatives of interviewed institutions including the Rwanda National Police, KCB bank, BPR Bank, RALGA, RURA as well as the private sector representative who took their valuable time to grant interviews and provided the opinions and information to supplement quantitative data in a bid to improve the quality of this report.

Marie Immaculée Ingabire

Chairperson of Transparency Rwanda

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EXECUTIVE SUMMARY

Rwanda Bribery Index is an annual publication conducted by Transparency International Rwanda, with the support of the Norwegian People's Aid under the Public Policy Information, Monitoring and Advocacy (PPIMA) Project. It aims at establishing experiences and perceptions of this specific form of corruption in Rwanda. This is the fifth edition and follows RBI 2013.

Starting with perceptions, the index shows that 16.3% of Rwandans perceive corruption to be high, while 51.8% find it low. This finding corroborate the 2013 RBI one whereby 59% of respondents had the same view. Similarly, the proportion of respondents who perceived a decreased level of corruption compared to the previous year went down from 72.4 in 2013 to 74.3 in 2014, marking an increase of 1.9% compared to last year. This positive perception of the trend goes with a hope that in the next year corruption will decrease, as 77.6% believe that corruption will decrease in the next year. Yet, a vast majority of the respondents (97.3%) recognized the effort of the Government of Rwanda to fight against corruption.

From the personal experience perspective, the findings indicate that 17.8% of Rwandans have encountered corrupt practices while seeking for a service. Notably, the bribe demand was higher (12.4%) than the bribe proposed (5.4%) which leads to highlight a need for further strategies to reduce bribe demand in those institutions vulnerable to corruption.

With regard to the Bribery Indices, the Likelihood of encountering bribe demands is 1.60, the Prevalence of bribery is 1.27 while the Average size of bribery is 21,355 Rwf. In all cases, the figures show an improvement compared to last year indices. A comparative analysis on incidences of corruption in public services shows that incidences of bribe in 2014 decreased mostly with Police and Judiciary as compared to 2013. Police, both traffic and administration was reported to take the lead with the highest demand occurrences even though it is the one that improved the most compared to last year's results from 10.22 in 2013 to 6.4 in 2014.

Concerning the average size of bribe, it emerged from the survey that the highest average size of bribe was paid in Banks with an amount equivalent to RFW 83.000, followed by the Judiciary. While assessing the impact of bribe, less than 1% of the respondents felt that they would not have gotten the services they sought from all mentioned sectors if they had not paid the bribe. The percent is too insignificant, indicating that in Rwanda getting services is not hard and that one doesn't have to bribe.

A majority of the respondents who confirmed having paid a bribe (51.1%) believed that the bribe was paid to hasten up the service, followed by 44.7% who reported having paid bribe because it was the only way to access a service, 21.1% of those who paid bribe to avoid problems with the authorities, 18.0 to avoid paying full cost of the service and 1.1 who paid a bribe to get a service they did not deserve.

While assessing whether the respondents who encountered corruption reported it or not, a large majority (74.4%) of them did not report it. Compared to the previous survey, the proportion of respondents who did not report corruption has decreased from 82.6% to 74.4%. Based on these findings, the survey came up with operational recommendations as detailed in the last section of the report.

1. INTRODUCTION

The existing literature shows that corruption continues to be one of the main governance and economic development challenges in the world and that corrupt institutions and systems cannot ensure an inclusive, fair, effective and efficient service delivery to people. Since 2007, Rwanda is progressively praised by the donor community and other development partners, both continental, regional and international, to be one of the rarest African countries doing relatively well in terms of fighting against corruption in Africa as it appears from the various assessments such as Corruption Perception Index by Transparency International.

The optimistic view that Rwanda is relatively doing well in terms of fighting corruption is also shared by the Rwandan citizens, in majority service seekers, perceiving their country as slightly corrupt. Despite the fact that a lot has been done to tackle the malpractice of corruption and in spite of this optimism, a small proportion of Rwandans believe that Rwanda is not yet a free space from corruption, and the finger is often pointed out to National Police and Local Governments as the institutions whereby the likelihood and prevalence of corruption are perceived higher.

Since 2010, Transparency International Rwanda has constantly conducted Rwanda Bribery Index with the aim to monitor the state of corruption and the progress made in fighting it in the country. However, quantitative assessments proved to show the trend of the level of bribe indices in a number of institutions and less about documenting on existing mechanisms that these institutions have put in place to reduce the pace of corruption.

It is in this framework that this year, quantitative information has been supplemented by a qualitative analysis through interviews in a bid to capture some efforts being done by Rwandans institutions to curb corruption.

2. OBJECTIVES OF THE SURVEY

The overall objective of the study was to establish the experiences and perceptions of Rwandans with regard to bribery in the country.

The specific objectives of the survey were as to:

- i. Determine the prevalence (evidence and perception) of corruption on Rwanda as reported by Rwandan households;
- ii. Identify Rwandan Institutions and organizations particularly vulnerable to corruption;
- iii. Assess the impact of corruption on service delivery in Rwanda;
- iv. Gather concrete information on the size of bribes paid by Rwandan citizens while seeking to access a specific service.

The survey results were analysed along five indicators. The five bribery indicators were calculated as follows:

1. **Likelihood** =
$$\frac{\text{\# of bribe demand situation for organization x}}{\text{\# of interactions for organization x}}$$
2. **Prevalence** =
$$\frac{\text{\# of bribe payers for organization x}}{\text{\# of interactions for organization x}}$$
3. **Impact** =
$$\frac{\text{\# of service deliveries as a result of bribe paying for organization x}}{\text{\# of interactions for organization x}}$$
4. **Share** =
$$\frac{\text{Total amount of bribes paid in organization x}}{\text{Total amount of bribes paid in all organizations}}$$
5. **Average size** =
$$\frac{\text{Total amount of bribes paid in organization x}}{\text{Individuals who paid a bribe in organization x.}}$$

3. METHODOLOGY

3.1. Approach

This section of the report presents the methodology used for the survey that led to the findings. This study used a quantitative approach and sought to establish the extent of bribery in Rwanda by seeking information from Rwandans on where bribery was demanded from them when seeking services, on whether they paid the demanded bribes and the nature and amount of such bribes. Moreover, qualitative information was collected to supplement to the quantitative data. Six interviews were conducted in institutions where bribe incidences were most reported. These include the Rwanda National Police, Local Government, Private sector, Business Licencing agency and Bank.

The quantitative phase was important as it allowed for the comprehensive accumulation and aggregation of statistical data of corruption in the country. Such data was analyzed and interpreted to provide the situation of corruption in Rwanda. The statistical representation also allowed for segmentation and sub cluster analysis of the data collected. The study used face-to-face interviews to solicit for information.

The survey methodology substantially changed from the last four years as bribery experiences were recorded on the basis of public service sectors instead of individual institutions. The change was necessitated by the need for the partners to direct their policy advocacy interventions on a sectoral perspective. This change spared the police given their highest ranking in the past, the judiciary as well as the education sector.

3.2. Sampling frame and sample size

The Rwanda Bribery Index 2014 survey is a countrywide endeavour. The sample size is computed on the basis of various parameters such as the desired degree of precision, target population size, timing and budget. The targeted population for the survey consisted of all citizens aged 18 years and above among others.

Data from the Fourth Population and Housing Census, Rwanda 2012 places the Rwandan population aged 18 and above at 5,500,845 (study population). The sample was calculated using the formula below.

$$n = (N(zs/e)^2)/(N-1+(zs/e)^2)$$

Where:

$z = 1.96$ for 95% level of confidence

$s = p(1-p)$ p = estimated proportion

e = desired margin of error

N = population size

In this estimation the significance level is taken as 95% with a margin of error of 2 %. Such a sample size provides a base for meaningful comparison to undertake statistically valid sub stratifications that fall within acceptable confidence level. Based on the above formula the sample size for the RBI 2014 survey was 2400 respondents as far as the category of ordinary people were concerned. However, due to the fact that this figure is taken as the minimum sample size, a total of 2510 respondents were surveyed. The table below presents the sample allocation by Province and District.

Table 1: District sample allocation

Province	District	Frequency	Percent
Kigali City	GASABO	136	5.4%
	KICUKIRO	73	2.9%
	NYARUGENGE	78	3.1%
		287	11.4%
West	NGORORERO	259	10.3%
	RUBAVU	322	12.8%
		581	23.1%
East	KIREHE	257	10.2%
	NYAGATARE	293	11.7%
		550	21.9%

North	GICUMBI	274	10.9%
	RULINDO	218	8.7%
		492	19.6%
South	HUYE	294	11.7%
	KAMONYI	306	12.2%
		600	23.9%
TOTAL		2510	100.0%

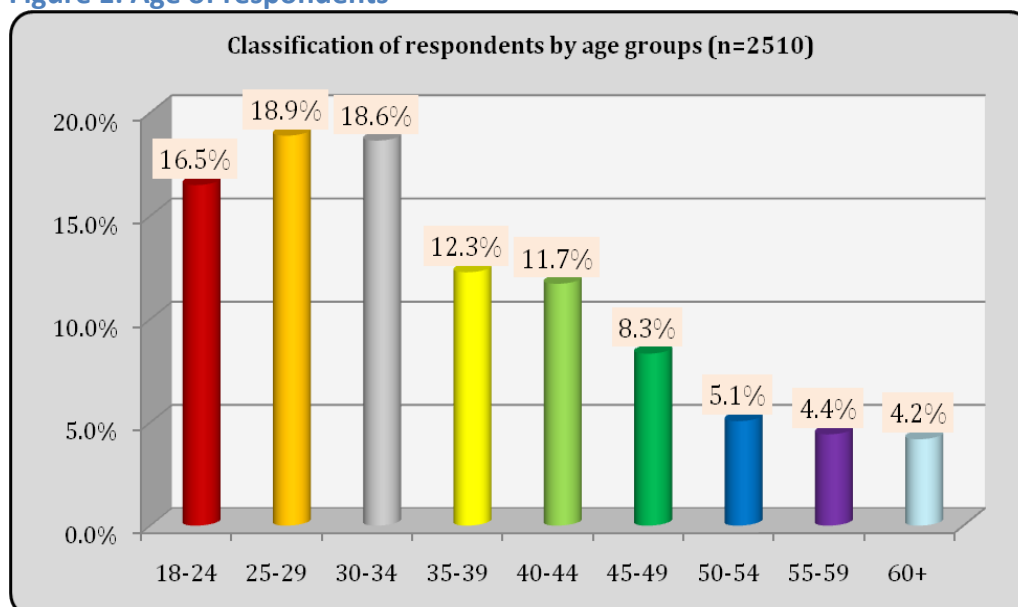
The Rwanda Bribery Index 2014 survey was conducted in the five Provinces of the country at the household level. As mentioned above, the respondents were interviewed face to face based on population sizes across the various Districts included in this study as shown in the above table and recorded bribery experiences from 2510 respondents.

4. SAMPLE CHARACTERISTICS

This section describes key socio-demographic characteristics of the respondents that were targeted in the survey such as: age, gender, type of residence, level of education, employment status and income.

4.1. Age of respondents

Figure 1: Age of respondents

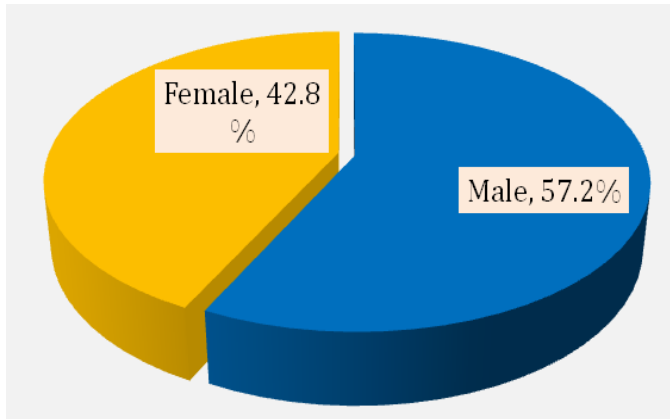


Majority of the respondents who were interviewed in Rwanda between May and June 2013, was aged between 25-29 years old, followed by those aged between 30 – 34 years old. This implies that the majority of active citizens who frequently interact with service

providers were given an opportunity to express their experience and perception with regard to the state of corruption in Rwanda.

4.2. Gender of respondents

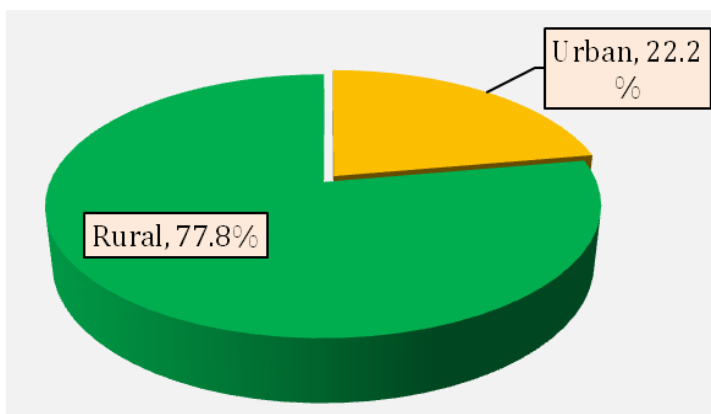
Figure 2: Gender of respondents



Slightly more than half of the respondents (57.2%) who were interviewed were male compared to 42,8% of their female counterparts. This can be explained by the fact that in most instances, males are more likely than females to represent households in seeking services at government institutions. A similar gender imbalance was also observed in the previous RBI.

4.3. Residence of respondents

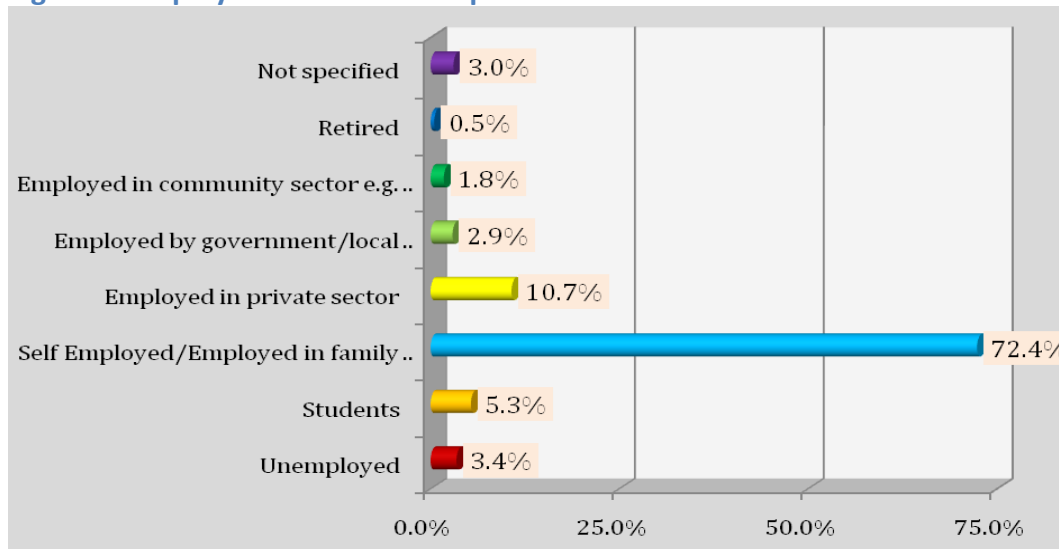
Figure 3: Residence of respondents



A vast majority of respondents (77.8%), live in rural areas with only 22.2% of them living from urban areas. This spatial distribution of respondents is not far from the one published by the 2012 census. The definition of rural/urban area was based on the socio-economic characteristics of its inhabitants.

4.4 Employment status of respondents

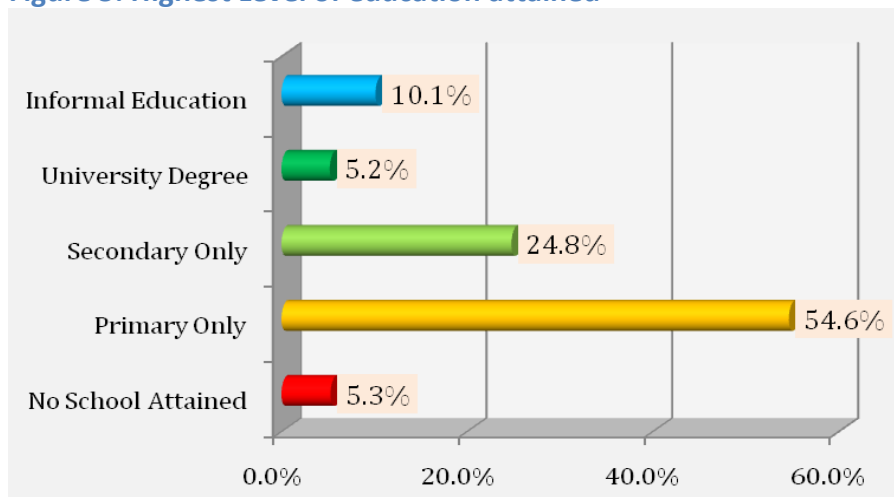
Figure 4: Employment status of respondents



The majority of respondents (72.4%) who were interviewed were employed in family business followed by 10.7% of those who were employed in private sector. Only 2.9% were working with the government.

4.5 Highest Level of education attained

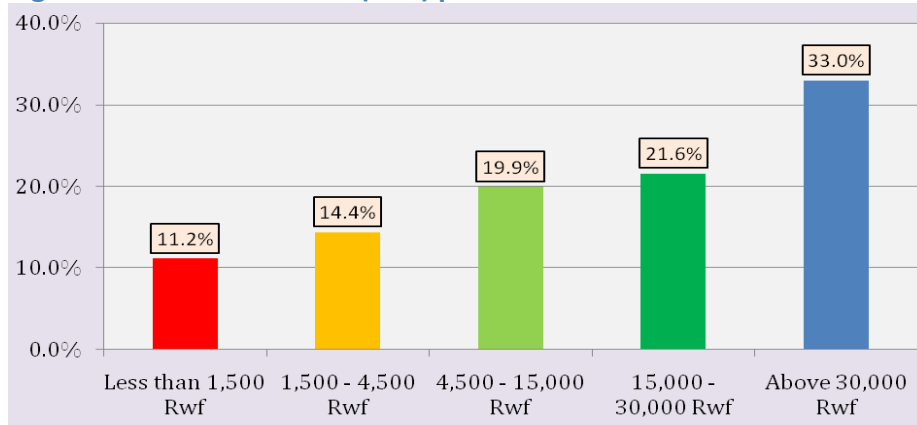
Figure 5: Highest Level of education attained



Majority of the respondents (54.6%) interviewed had primary school education followed by those who had a secondary school education (24.8%) and those with informal education (10.1%) while respondents with no school attained were representing 5.3%.

4.6 Personal Income (Rfw) per Month

Figure 6: Personal Income (Rfw) per Month



Slightly more than half of the respondents (53.6%) reported that their monthly personal income was beyond 15,000 Rwanda Francs followed by 19.9% of those whose monthly personal income was between 4,500 and 15,000 Rwanda Francs. Notably, an significant proportion of respondents (25.6%) said that their monthly personal income was less than RFW 5000Frw.

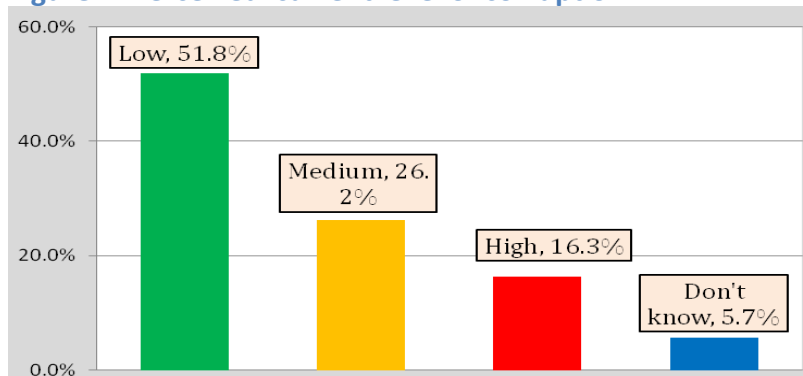
5. PRESENTATION OF THE FINDINGS

5.1. Corruption perception

5.1.1. Perceived current level of corruption

The figure below shows the perceived current level of corruption as reported by citizens in 2014.

Figure 7: Perceived current level of corruption

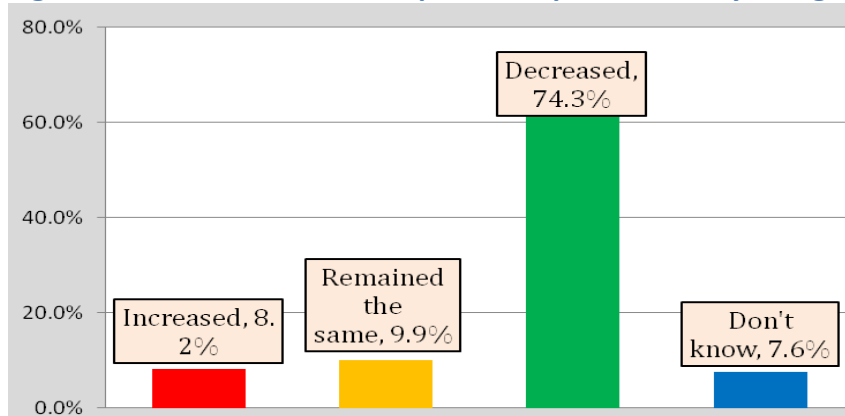


The above figure shows that majority of the respondents in Rwanda described the level of corruption in their country as low while only sixteen percent felt it was high. This finding corroborate the 2013 RBI one whereby 59% of respondents had the same view.

5.1.2. Current state of corruption compared to one year ago

The survey sought to compare the current state of corruption and that of one year ago. The figure below provides the outcome.

Figure 8: Current state of corruption compared to one year ago

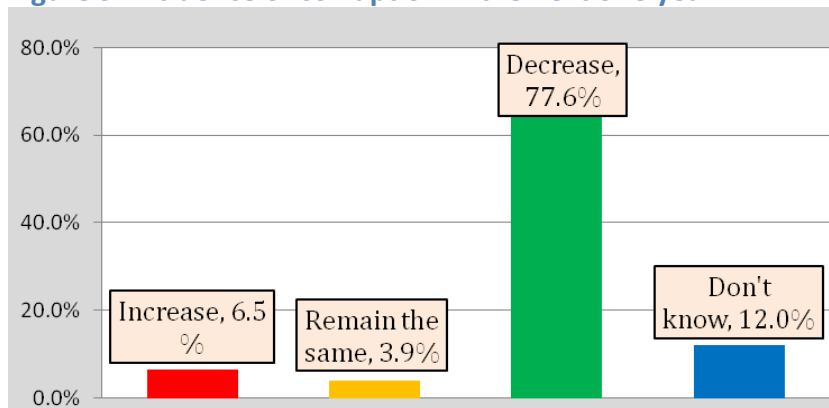


A vast majority of respondents (74.3%) felt that compared to one year ago, the current level of corruption in Rwanda has decreased. This also reflects a similar opinion of respondents in the previous year as (72.4%) of them said the same. However, a very small proportion (8.7%) of the respondents felt that it has increased.

5.1.3. Incidence of corruption in the next one year.

The perceived future on incidence of corruption compared to the current one was also showed in this survey as presented in the figure below.

Figure 9: Incidence of corruption in the next one year.

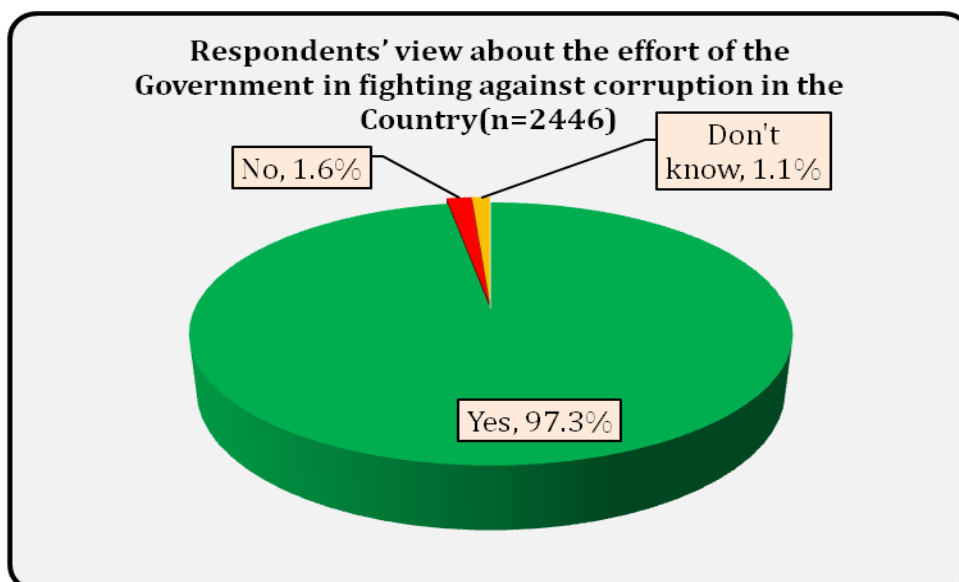


Majority of respondents (77.6%) in Rwanda felt that the state of corruption in their country in the next one year will decrease while 9.4% felt that it will increase. Again, the same feeling on the fact that the incidence of corruption in the next one year will decrease was shared by (71.8%) of respondents in the 2013 RBI survey.

5.1.4. Government's commitment to fight corruption

Respondents' perception on the effort of the government of Rwanda to fight against corruption is shown in the figure below.

Figure 10: Government's commitment to fight corruption



Almost all respondents (97.3%) recognized the effort of their government in fighting corruption with only 1.6% of those who contest this view. Compared to the 2013 RBI findings, one can maintain that the confidence of respondents in that their government is doing enough to fight corruption has increased since in 2013 this confidence was placed at 88%. The table below presents respondents' views about the reasons behind this confidence.

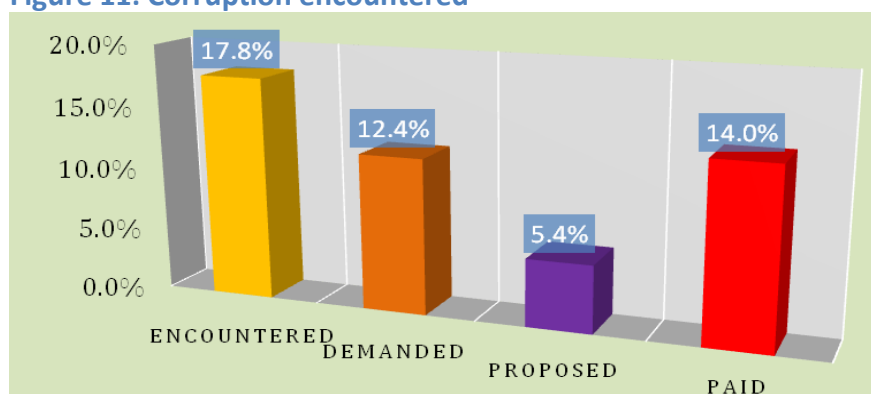
5.2. Personal Experience with Bribery

As mentioned above, the Bribery Index is drawn from the five different indicators of the survey. It serves to capture an overall reflection of the bribery patterns in an institution. It is worth noting that bribery indices are computed on the basis of bribes encountered, be it demanded or offered. The section below demonstrates percentages of citizens who have encountered corruption in Rwanda in 2013.

5.2.1. Bribes encountered

The level of corruption is reflected by the proportion of respondents from whom a bribe is demanded or expected and paid during the service interaction. The figure 12 below shows the proportion of respondents who were asked bribe, proposed and who paid it during their interactions with service providers.

Figure 11: Corruption encountered



The finding indicates that 17.8 % of Rwandans have encountered corrupt practices while seeking for a service. Notably, the bribe demand was higher than the bribe proposed which leads to highlight a need for further strategies to reduce bribe demand in those institutions vulnerable to corruption. It is also important to note that from 17.8% of respondents who encountered corruption , only 3.8% of them have refrained to pay bribe, implying that citizens should be sensitized enough to resist to pay bribe when they are asked to do so.

This finding was disaggregated by gender, age and residence of respondents to determine any variation in bribe occurrences among the different demographics. The following table presents the result.

Table 2: Bribery encountered disaggregated by demographic characteristics of the population

Demographic characteristics		<i>Number of respondents</i>	<i>Respondents who experienced bribe</i>	<i>Percent</i>
Residence	Urban	478	80	16.7%
	Rural	1586	366	23.1%
Sex	Male	1160	276	23.8%
	Female	904	170	18.8%
Age Group	18-24	351	63	17.9%
	25-29	385	89	23.1%
	30-34	382	86	22.5%
	35-39	238	70	29.4%
	40-44	248	46	18.5%
	45-49	170	39	22.9%
	50-54	110	17	15.5%
	55-59	95	16	16.8%
	60+	85	20	23.5%

Based on horizontal comparisons, the findings reveal that there are more male than female who encounter corruption, people living in rural areas are more likely to encounter

corruption than those who live in town. The findings indicate that there is no significant difference between people with young and old age with regard to the risk of corruption.

5.2.2. Bribery Indices

Bribery indices were calculated from the result of institutions with bribe demand occurrences, bribe paying and amounts of bribe paid. All these were compared to the number of interactions with the institutions. There were Five main indices derived i.e. likelihood of encountering bribe occurrence, prevalence of bribery, average size of bribe, share of bribe and impact of bribery.

5.2.2.1. Likelihood of encountering bribe occurrence

This indicator is derived from the number of all bribery situations (demanded or expected) encountered by respondents while seeking for service. The table below presents the bribe likelihood among the following institutions.

Table 3: Likelihood of bribery

SN#	Institution type	Number of people who were seeking for services	Number of Interactions with Institutions	Number of Bribe Occurrences	Bribe Likelihood (%) 2014	Likelihood 2013
1	Police	594	1,507	97	6.44	10.22
	Traffic police	170	608	57	9.38	
	Administration Police	424	899	40	4.45	
2	Local government	1,347	4,174	184	4.41	5.94
3	Private Sector	123	588	24	4.08	3.61
4	National Land Center	43	102	3	2.94	
5	Judiciary	429	1,158	25	2.16	5.08
6	Utilities	387	986	20	2.03	
	Water	172	412	8	1.94	
	Electricity	206	557	12	2.15	
7	Provincial Administration	36	78	1	1.28	
8	Land bureau at district	248	627	6	0.96	
9	Registry and licensing services	614	1,310	11	0.84	
	Civil registration	541	1,159	6	0.52	
	Business licensing	73	151	5	3.31	NA
10	Tax services	263	1190	8	0.67	

The above findings show that the Traffic Police has the highest probability (9.38%) of asking citizen to pay bribe while interacting with him or her in the preceding 12 months

followed by local government(4.41%) , the private sector (4.08%) and business licensing agency (3.31%). In most cases, the probability of bribe being expected or demanded has decreased as compared to the 2013 RBI survey. It is worth noting that in the 2013 RBI, Judiciary had a third position among the top most institutions vulnerable to corruption for this indicator while in 2014 RBI it was ranked seventh.

As indicated by this study, although the police took the lead in asking for bribe, it is worth noting that this year, the likelihood of bribe decreased from 10.22% to 6.44%. The interview conducted with the National Police representatives revealed that strong measures have been put in place to curb corruption among police forces including firing those who are found guilty in as far as corruption is concerned. As a matter of fact, from July 2013, among 185 who were arrested, 114 were sacked, 19 were sent to courts and 42 were given disciplinary measures.

It is emerged from these findings that this year, Business Licensing Agencies appear in the list of institutions that are on top of those which have the highest likelihood of bribe. An interview conducted with an official from RURA indicated that the risk of corruption in this institution is very potential especially in the transport and the Inspection departments.

5.2.2.2. Prevalence of bribery

This indicator captures the probability that a bribe is paid to a service provider upon interaction with the service seeker. The table below shows the ranking of institutions in this regard.

Table 4: Prevalence of bribery

SN#	Institution type	Number of interactions with institution	Number People who paid bribe	Prevalence (%) 2014	Prevalence 2013
1	Police	1,507	78	5.18	8.25
	Traffic police	608	46	7.57	
	Administration Police	899	32	3.56	
2	Local government	4,174	152	3.64	3.62
3	Private Sector	588	17	2.89	2.00
4	National Land Center	102	2	1.96	1.74
5	Judiciary	1,158	21	1.81	2.38
6	Utilities	986	13	1.32	
	Water	412	5	1.21	
	Electricity	557	8	1.44	

7	Provincial Administration	78	1	1.28	
8	Land bureau at district	627	6	0.96	
9	Tax services	1,190	7	0.59	
10	Civil society	194	1	0.52	

The survey findings reveal that on the probability of paying the bribe indicator, again the Traffic Police was ranked first with 7.57%% followed by Local Government with 3.64 %, Business licensing (3.31%) and Private sector(2.89%). Reading from the above two tables, it is noted that the top four institutions with the highest prevalence of bribery are the same as those with the highest likelihood of encountering bribes, meaning that there are most prone to corruption be it in demand and in receiving situations.

5.2.2.3. Average size of Bribe

The table below presents the average bribe paid during the last 12 months by service seekers who were caught in a corrupt interaction.

Table 5: Average size of Bribe

SN#	Institution type	Total Amount Paid (RWF)	Total Number of Payment	Average size of bribe (RWF) 2014	Average size of bribe 2013
1	Civil society	150,000	1	150,000¹	
2	Banks	1,744,000	21	83,048	61,227
3	Provincial Administration	50,000	1	50,000²	
4	Judiciary	1,654,200	37	44,708	40.763
5	Land bureau at district	196,000	6	32,667	39,591
6	Private Sector	927,500	30	30,917	4,727
7	National Land Center	85,000	3	28,333	
8	Police	4,152,000	202	20,554	47.605
	Traffic police	2,302,000	157	14,662	
	Administration Police	1,850,000	45	41,111	
9	Utilities	415000	22	18,864	
	Water	75,000	10	7,500	
	Electricity	340,000	12	28,333	

¹ RFW150.000 was paid to one person which implies that it is not taken as an average.

² The same as for (1) above

10	Registry and licensing services	131500	7	18,786	
	Civil registration	6,500	2	3,250	
	Business licensing	125,000	5	25,000	

It emerged from the survey that the highest average size of bribe was found in Banks with an amount equivalent to RFW 83.000, followed by the Judiciary. It is worth noting that, although the CSOs took a lead on this indicator (RFW 150.000), it should be known that this was paid to one person.

The average size of bribe paid by respondents amounted to RFW 21,355 while the Total amount paid by respondents was RFW 12,941,400(*see in annex 2*). Notably, the average size of bribe and the total amount of bribe paid in 2014 stand lower than RFW 30,697 and RFW 23,023,100 respectively the average size of bribe and the total amount of bribe paid recorded in 2013 RBI.

Notably, compared to 2013 RBI, the average size of bribe increased for some services including the Banks and the private sector. During the interview with the private sector representative, it was said that the probability for the business community to pay bribe while bidding for public tenders is very high. In the same vein, during the interview held with representative from Banks, it was argued that in Banks most bribes are paid by those people who request for small loans.-

5.2.2.4. Share of Bribe

The table below shows the proportion of bribes an institution accounts relative to the total amount of bribes recorded by the survey in the last twelve months.

Table 6: Share of Bribery

SN#	Institution type	Total Amount Paid (RWF)	Total Number of Payment	Share of Bribe (%)
1	Police	4,152,000	202	32.08
	Traffic police	2,302,000	157	17.79
	Administration Police	1,850,000	45	14.3
2	Local government	3,050,900	228	23.57
3	Banks	1,744,000	21	13.48
4	Judiciary	1,654,200	37	12.78
5	Private Sector	927,500	30	7.17
6	Utilities	415000	22	3.21
	Water	75,000	10	0.58
	Electricity	340,000	12	2.63
7	Land bureau at district	196,000	6	1.51
8	Civil society	150,000	1	1.16

9	Educational institutions- schools, colleges, universities	153,000	13	1.18
10	Registry and licensing services	131500	7	1.02
	Civil registration	6,500	2	0.05
	Business licensing	125,000	5	0.97

The survey revealed that in the last twelve months, the police took the lead in terms of share of national bribe (**32.08 %**) followed by Local Government at **23.57 %** and Banking sector(**13.48 %**) in third position. It can be noted from these findings that Business licensing was much more evoked among the leading sector in as far as the likelihood of bribe is concerned than in other indicators.

5.2.2.5. Perceived Impact of Bribe

This table presents findings on whether respondents would have received the services they sought from particular institution if they failed to pay a bribe.

Table 7: Impact of Bribe

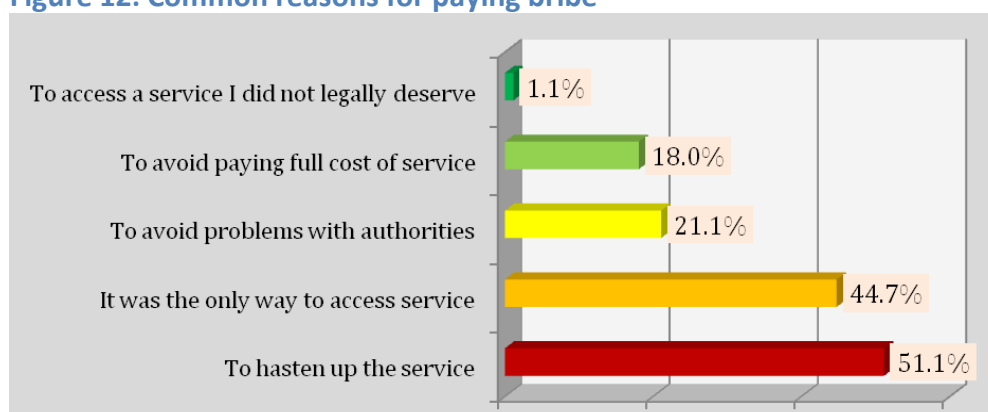
SN#	Institution type	Number of Interactions with the Institution	Number of people who were not given services as result of refusing to pay bribe	Impact of Bribe (%)
1	Police	1507	14	0.93
	Traffic police	608	10	1.64
	Administration Police	899	4	0.44
2	Private Sector	588	3	0.51
3	Local government	4,174	19	0.46
4	Utilities	986	4	0.41
	Water	412	1	0.24
	Electricity	557	3	0.54
5	Judiciary	1,158	3	0.26
6	Educational institutions- schools, colleges, universities	2550	4	0.16
7	Registry and licensing services	1310	2	0.15
	Civil registration	1159	2	0.17
	Business licensing	151	0	0
8	Banks	6,838	6	0.09
9	Medical services	6,414	1	0.02

The findings shows that overall less than 1% of the respondents felt that they would not have gotten the services they sought from all mentioned sectors if they had not paid the bribe. The percent is too insignificant, indicating that in Rwanda getting services is not hard and that one doesn't have to bribe.

5.3. Common reasons for paying bribe

The survey went further to identify reasons for paying bribe. The figure below presents the outcome.

Figure 12: Common reasons for paying bribe

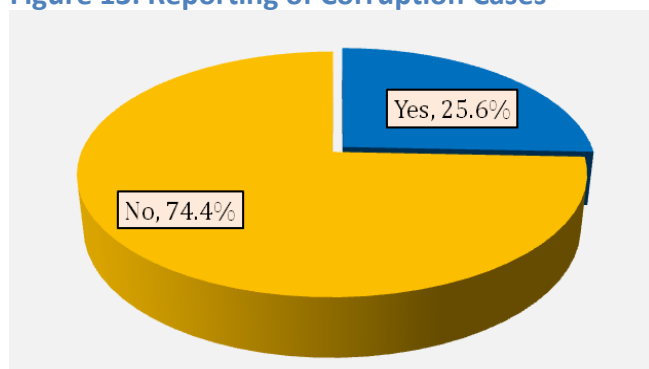


As shown by the above figure, a majority of the respondents who paid a bribe (51.1%) believed that the bribe was paid to hasten up the service, followed by 44.7% of respondents who said that it was the only way to access service, 21.1% of those who paid bribe due to avoid problems with authorities and 18% who did so in order to avoid paying full cost of service.

5.4. Reporting of Corruption Cases

The survey shows whether the respondents who encountered corruption reported it or not as presented in the figure 14 below.

Figure 13: Reporting of Corruption Cases

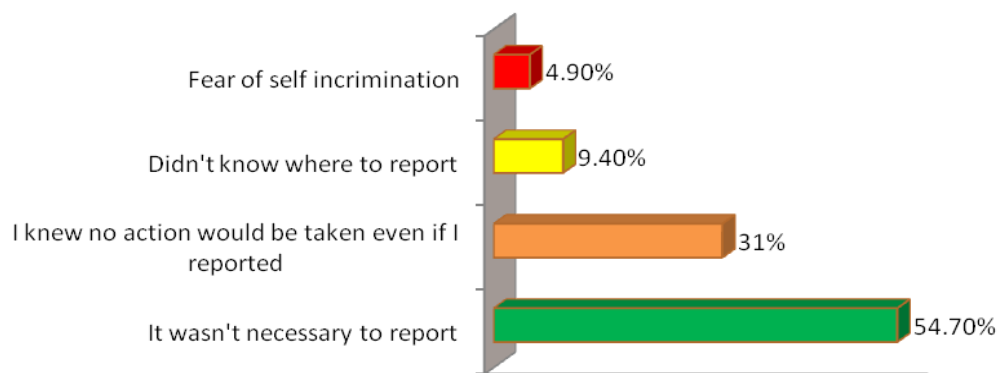


The above figure indicates that a large majority (74.4%) of those who encountered corruption did not report it. Compared to the previous surveys, the proportion of

respondents who did not report corruption has decreased this year. In fact, from 2011 to 2013, 81% , 82.6% and 85.7% of respondents respectively did not report the incidence of corruption they encountered. The section below explores the reasons why corruption cases are not properly reported.

5.5. Reasons for not reporting corruption cases

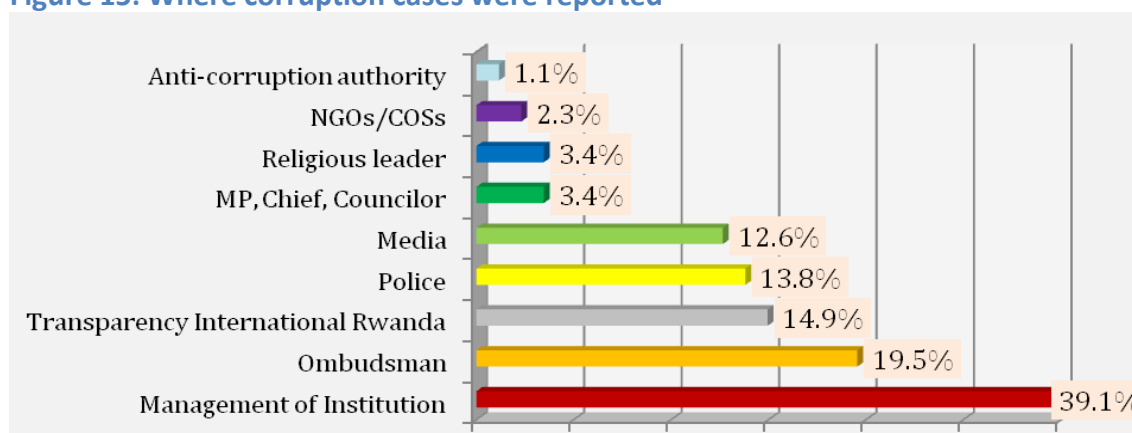
Figure 14: Reasons for not reporting corruption cases



Most respondents (54.7%) said that they failed to report bribery incidences because it was not necessary that they should report followed by those who felt that no action would be taken even if they reported(31%), This finding reveals a lack of some respondents' confidence toward the authorities as a significant proportion of respondents felt that no action would be taken even if they reported corrupt practices. Another very big concern that is emerged from the findings is that the majority of respondents do not give much importance the necessity of reporting corruption which implies a lack of willingness of citizens to engage in the fight against corruption.

5.6. Where corruption cases were reported

Figure 15: Where corruption cases were reported



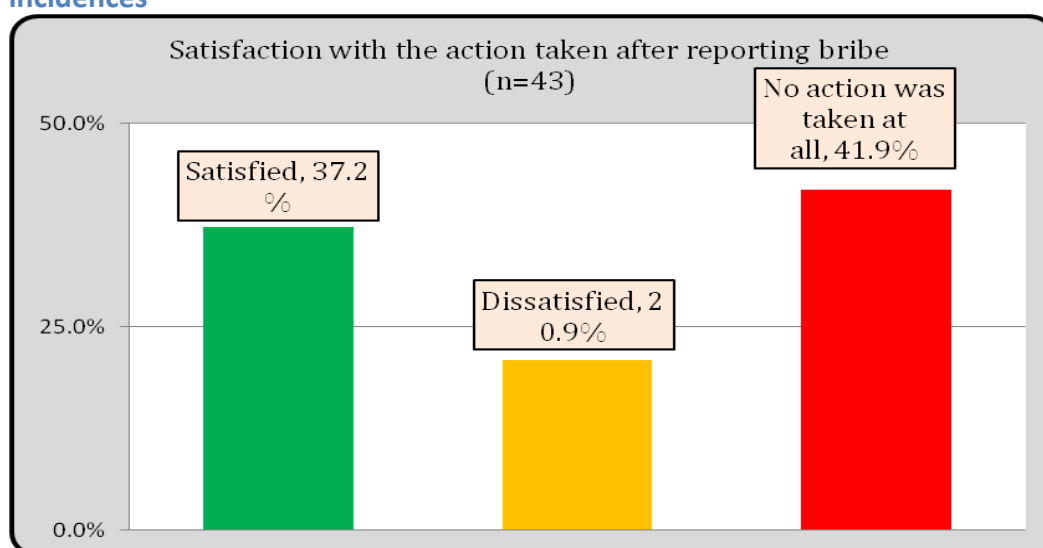
The survey revealed that most respondents reported the bribery incidences they encountered to the management of the concerned institutions (39.1%), 19.5% said that

they reported to the Ombudsman while 14.9% reported to Transparency International Rwanda. This finding implies that most of the respondents who encountered corruption and reported it believe in the management of their various institutions rather than the relevant anti-corruption authorities such as the police and the justice sector which confirms the results on the reasons of not reporting corruption cases including the fact that no action will be taken even if they report it.

5.7: Extent of satisfaction with the action taken after reporting the bribery incidences

The figure 16 below displays the level of satisfaction with the action taken after reporting a case of corruption.

Figure 16: Extent of satisfaction with the action taken after reporting the bribery incidences



Out of 25.6% of the respondents who said that they had reported the bribery incidences they had encountered, majority of them (41.9%) said that no action was taken after reporting the incidence and only 37.2% of them were satisfied with the action taken while 20.9% said that they were dissatisfied with the action taken. This again confirms the fact that citizens are reluctant to report bribe incidences.

6. CONCLUSION AND RECOMMENDATIONS

The following main conclusions are drawn from the RBI2014:

- About 52 % of respondent described the state of corruption in their country as low which not far to that of last year where 59 % of respondents had the same view. Similarly, majority of respondents (74.3%) felt that compared to one year ago, the current level of corruption in Rwanda has decreased. However, a very small proportion (8.7%) of the respondents felt that it has increased.
- Almost all respondents (97.3%) recognized the effort of their government in fighting corruption with only 1.6% of those who contest this view, implying that the confidence of respondents in that their government is doing enough to fight corruption has increased since in 2013 which was placed at 88%.
- The analysis of the Five bribe related indicators reveals that in most instances, the level of bribe incidences decreased compared to last year. This was mainly observed with the National Police and the Judiciary.
- Most of the respondents who encountered corruption and reported it believe in the management of their various institutions rather than the relevant anti-corruption authorities such as the police and the justice sector.

Based on the above findings, the following actions are recommended:

- Based on the fact that citizens are reluctant to report corruption because they think no action will be taken at all, the anti-corruption institutions, especially the police and the Ombudsman should strive to raise citizens' awareness on the bad effect of corruption on the country's economy and more importantly build trust and confidence toward victims of corruption in a bid to encourage them to report the malpractice.
- It emerged from the findings that the likelihood and the prevalence of bribe within the National Police have decreased from last year due to strong measures taken to curb corruption. Other institutions such as Local government, Private sector, Business Licensing agencies should also make enough effort to establish strong mechanisms to reduce corruption in their respective institutions including sacking and other disciplinary measures, strong leadership, transparency and accountability systems as well as effective reporting channels.
- CSOs in partnership with anti-corruption bodies should also increase the level of reporting corruption practices by using social accountability tools through which citizens can easily report corrupt cases without intimidation.
- The office of the Ombudsman in collaboration with CSOs should promote integrity among institutions most vulnerable to corruption.
- The government of Rwanda should maintain the existing government political will in the fight against corruption in order to sustain the momentum in terms of reducing corruption in the country;

ANNEX 1: QUESTIONNAIRE

IBIBAZO BY'UBUSHAKASHATSI KURI RUSWA MU EAC/RWANDA

MU MWAKA WA 2014 «EABI/RBI 2014»

Interviewer Name (CAPITALS)/Izina ry'ubaza (Inyuguti nkuru)									
Interviewer Number /Numero y'ubaza					Serial number/ Ikirango				
Interview Date/ Itariki y'ibazwa (ddmmyy)					Start time/Isaha y'ibazwa(24 Hour)				

Province/Intara	Code/ikirango	Province /Intara	Code /Ikirango
Kigali city/Umujyi wa Kigali	01	Western/ Iburengerazuba	02
Eastern/Iburasirazuba	03	Northern/ Amajyaruguru	04
Southern/ Amajyepfo	05		

D.1 Residency/ Aho atuye	Urban/ Umujyi	01	Rural/ Icyaro	
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Hello, My name is.....and I am conducting a survey on behalf of Transparency International Rwanda. The survey is on bribery and we are interested in your experiences. The interview will not take more than 30 minutes and your responses will be kept completely confidential/ Muraho?, nitwa.....turimo gukora ubushakashatsi, twoherejwe na *“Transparency International Rwanda”* kugira ngo hakusanywe ibitekerezo by'abanyarwanda b'ingeri zose ku kibazo cya ruswa mu Rwanda. Ibizava muri ubu bushakashatsi bizafasha TI-RW ndetse n'abandi bafatanyabikorwa gukora ubuvugizi kugira ngo hanzwe imirongo ngenderwaho mu kurwanya ruswa mu gihugu. None mboneyeho kubasaba kumbwira ibitekerezo byanyu ku kibazo cya ruswa. Ibisubizo byanyu bizafasha kumva neza uko ruswa iteye mu Rwanda kandi bizagirwa ibanga cyane cyane ko n'amazina yanyu atandikwa ku mpapuro z'ubushakashatsi.

D.2 Gender/igitsina	Male/gabo	01	Female/gore	02
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D.3 Which of the following age groups do you belong to?/icyiciro cy' Imyaka y'Ubazwa

18-24	1	25-29	2	30-34	3
35-39	4	40-44	5	45-49	6
50-54	7	55-59	8	60+	9

D4. Student /Umunyeshuri/	1	D.5 Highest Level of education attained/Amashuri yize	1
Unemployed /ntakaZI	2	Primary Only/Amashuri abanza	2
Self-Employed/ employed in family business or farm/Arikorera/ Akora akazi ko mu muryango/umuhinzi mworzi	3	Secondary Only/Ayisumbuye	3
Employed in private sector/Akorera abandi	4	University Degree/Kaminuza	4
Employed by government/local authority/ parastatal/Umukozi wa Leta, inzego z'ubuyobozi /ibigo bya Leta	5	Informal education /Amashuri adafite ibyiciro	5
Employed in community sector e.g. Church, N.G.O,Co-operative/Umukozi w'idini,koperative,imiryango itegamiye kuri Leta	6		
Retired/Mu zabukuru	7		

D.6 Personal Income (Rwf) per Month /Umutungo yinjiza Frw mu kwezi		D.7 Household Income (Rwf) per month /Umutungo umuryango winjiza Frw mu kwezi	
Less than 1.500 Rwf	01	Less than 1.500 Rwf	01
1.500- 4500 Rwf	02	1.500- 4500 Rwf	02
4500 -15.000 Rwf	03	4500 -15.000 Rwf	03
15.000 -30.000 Rwf	04	15.000 -30.000 Rwf	04
Above 30. 000Rwf	05	Above 30. 000Rwf	05

Q1.0 Please tell me which of the following public institutions you have visited/ interacted with personally in the last 12 months, looking for services. 1.2 How many times did you interact with these institutions in the last 12 months? (record numerically)/ Watubwira muri ibibigo bikurikira ibyo wagezemo mu mezi 12 ashize, ukeneye serivisi? Wabigezemo inshuro zingaha muri ayo mezi 12?/Uzurisha umubare

1.0 Institution category/Ubwoko bw'Ibigo	Institution type/Ibyiciro	1.2 Number of interactions/ Inshuro babonanye
	1. Educational institutions- schools, colleges, universities/ Inzego z'uburezi	Primary/Amashuri abanza
Secondary/Amashuri yi sumbuye		
Technical / vocational training/Amashuri y'imyuga		
University/Kaminuza		
2. Judiciary /Ubutabera		
3. Medical services/Ubuvuzi		
4. Police/Polisi	Regular/Isanzwe	
	Traffic/ Mu muhanda	
5. Registry and licensing services (civil registry for birth, marriage death and business licensing; ID & passport issuance) /Iyangombwa bitandukanye(amavuko, gushyingirwa,ubucuruzi,indangamuntu na pasiporo)	Civil Registration/Ibyango mbwa by'imimerere	
	Business licensing/Iyangombwa by'ubucuruzi	
6. Provincial administration/ Imiyoborere mu Ntara		
7. Utilities (electricity, water, postal etc.)/Serivisi z'ubuzima	Water /Amazi	
	Electricity/Umuriro	
	Postal services/Iposita	
8. Tax services- (VAT, Customs, Motor vehicle licenses etc) Imisoro n'amahoro		
9. National Land Center		
10. Land bureau at district		
11. Local government/ inzego z'ibanze	Specify / havuge:----- -----	
12. Bank		
13. Civil Society/Imiryango itegamiye kuri leta		
14. Private Sector/Abikorera		
15. Other, please specify/Ibindi ubisobanure:		
	1	
	2	
	3	
	4	

Q2.0 When visiting these organizations/institutions/offices, did you encounter any bribery incidences? (interviewer explain to respondent the demanded / expected / offered variables) /Mugihe wasuraga ibi bigo, wigeze uhura n'ikibazo cya Ruswa? (Ubaza asobanurire neza ubazwa Gusaba kumugaragararo, Gusaba utabigaragaza no Gutanga Ruswa

1. Yes 2. No

If yes to Q2 , was bribe/niba ari yego :

If No, →Q4

Demanded / expected /Gusaba Ruswa	01	Go to /Jya Q 2.1
Offered/Gutanga Ruswa	02	Go to /Jya Q 2.1

1.0 Institution category/Ubwoko bw'Ibigo	Institution type/Ibyiciro	Bribe demand / /Ruswa Yasabwe/offered/yatanzwe	
		Demanded / expected/ Yasabwe/Itegerejwe (01)	Offered/Y atanzwe (02)
1. Educational institutions- schools, colleges, universities/ Inzego z'uburezi	Primary/Amashuri abanza	1	2
	Secondary/Amashuri yi sumbuye	1	2
	Technical / vocational training/Amashuri y'imyuga	1	2
	University/Kaminuz a	1	2
2. Judiciary /Ubutabera		1	2
3. Medical services/Ubuvuzi		1	2
4. Police/Polisi	Regular/Isanzwe	1	2
	Traffic/ Mu muhanda	1	2
5. Registry and licensing services (civil registry for birth, marriage death and business licensing; ID & passport issuance) /Ibyangombwa	Civil Registration/Ibyangombwa by'imimerere	1	2
		1	2
		1	2
	Business licensing/Ibyangom	1	2

bitandukanye(amavuko, gushyingirwa,ubucuruzi,i ndangamuntu na pasiporo)	bwa by'ubucuruzi		
6. Provincial administration/ Imiyoborere mu Ntara		1	2
7. Utilities (electricity, water, postal etc.)/Serivisi z'ubuzima	Water /Amazi	1	2
	Electricity/Umuriro	1	2
	Postal services/Iposita	1	2
8. Tax services- (VAT, Customs, Motor vehicle licenses etc) Imisoro n'amahoro		1	2
9. National Land Center		1	2
10. Land bureau at district		1	2
11. Local government/ inzego z'ibanze	Specify / havuge:---- -----	1	2
12. Bank		1	2
13. Civil Society/Imiryango itegamiye kuri leta		1	2
14. Private Sector/Abikorera		1	2
15. Other, please specify/Ibindi ubisobanure:		1	2
		1	2
		1	2

Q2.1 Did you pay the bribe? /Watanze Ruswa

Q2.2. Please tell me the number of times you paid the bribe in the last 12 months in each institution/Wambwira inshuro watanze ruswa mu mezi 12 ashize muri buri kigo?

Q2.3 Please tell me the total amount you paid in the last 12 months in each institution /Wambwira umubare w'amafaranga watanze mu mezi 12 ashize muri buri kigo?

1.0 Institution category/Ubwoko bw'Ibigo	Institution type/Ibyiciro	2.1 Bribe payment / Ruswa yatanzwe		2.2. Number of times bribe was paid/Inshuro Ruswa yatanzwe	2.3. Total amount of bribe paid in last 12 mths/Amafaranga yishyuwe mu mezi 12
		Yes (01)	No(2)		
1. Educational institutions- schools, colleges, universities/ Inzego z'uburezi	Primary/Amashuri abanza	1	2		
	Secondary/Amashuri yisumbuye	1	2		
	Technical / vocational training/Amashuri y'imyuga	1	2		
	University/Kaminuza	1	2		
2. Judiciary /Ubutabera		1	2		
3. Medical services/Ubuvuzi		1	2		
4. Police/Polisi	Regular/Isanzwe	1	2		
	Traffic/ Mu muhanda	1	2		
5. Registry and licensing services (civil registry for birth, marriage death and business licensing; ID & passport issuance) /Ibyangombwa bitandukanye(amavuko, gushyingirwa,ubucuruzi,indangamuntu na pasiporo)	Civil Registration/Ibyangombwa by'imimerere	1	2		
		1	2		
		1	2		
	Business licensing/Ibyangombwa by'ubucuruzi	1	2		
6. Provincial administration/ Imiyoborere mu Ntara		1	2		

7. Utilities (electricity, water, postal etc.)/Serivisi z'ubuzima	Water /Amazi	1	2		
	Electricity/Umuriro	1	2		
	Postal services/Iposita	1	2		
8. Tax services- (VAT, Customs, Motor vehicle licenses etc) Imisoro n'amahoro		1	2		
9. National Land Center		1	2		
10. Land bureau at district		1	2		
11. Local government/ inzego z'ibanze	Specify / havuge:----- -----	1	2		
12. Bank		1	2		
13. Civil Society/Imiryango itegamiye kuri leta		1	2		
14. Private Sector/Abikorera		1	2		
15. Other, please specify/Ibindi ubisobanure:		1	2		
		1	2		
		1	2		

Q2.4 (For those who did not pay) Did you get the service after failing to pay the bribe?/Kutarishyuye Ruswa) Waba warabonye serivisi kandi wananiwe gutanga ruswa?

1.0 Institution category/Ubwoko bw'Ibigo	Institution type/Ibyiciro	Service access/Kubona serivisi	
		Yes/Yego (01)	No/Oya (02)
1. Educational institutions- schools, colleges, universities/ Inzego z'uburezi	Primary/Amashuri abanza	1	2
	Secondary/Amashuri yi sumbuye	1	2
	Technical / vocational training/Amashuri y'imyuga	1	2
	University/Kaminuza	1	2

2. Judiciary /Ubutabera		1	2
3. Medical services/Ubuvuzi		1	2
4. Police/Polisi	Regular/Isanzwe	1	2
	Traffic/ Mu muhanda	1	2
5. Registry and licensing services (civil registry for birth, marriage death and business licensing; ID & passport issuance) /Ibyangombwa bitandukanye(amavuko, gushyingirwa,ubucuruzi,inda ngamuntu na pasiporo)	Civil Registration/Ibyangombwa by'imimerere	1	2
		1	2
		1	2
	Business licensing/Ibyangombwa by'ubucuruzi		2
6. Provincial administration/ Imiyoborere mu Ntara		1	2
7. Utilities (electricity, water, postal etc.)/Serivisi z'ubuzima	Water /Amazi	1	2
	Electricity/Umuriro	1	2
	Postal services/Iposita	1	2
8. Tax services- (VAT, Customs, Motor vehicle licenses etc) Imisoro n'amahoro		1	2
9. National Land Center		1	2
10. Land bureau at district		1	2
11. Local government/ inzego z'ibanze	Specify / havuge:--- -----	1	2
12. Bank		1	2
13. Civil Society/Imiryango itegamiye kuri leta		1	2
14. Private Sector/Abikorera		1	2
15. Other, please specify/Ibindi ubisobanure:		1	2
		1	2
		1	2

2.4.1.(For those who did not pay), how satisfied were you with the service after failing to pay the bribe

Satisfied	Neither satisfied Nor dissatisfied	Dissatisfied
01	02	03

Q 2.5 (For those who paid) Do you think you would have received service if you did not pay the bribe? Ku bishyuye, Utekereza ko wari kubona serivisi yo uramuka adatanze ruswa?

1.0 Institution category/Ubwoko bw'Ibigo	Institution type/Ibyiciro	Service after bribe payment/Serivisi nyuma yo gutanga Ruswa		Reasons for bribe payment/impamvu yatanzwe
		Yes /Yego(01)	No/Oya (02)	
1. Educational institutions- schools, colleges, universities/ Inzego z'uburezi	Primary/Amashuri abanza	1	2	
	Secondary/Amashuri y'ibanza	1	2	
	Technical / vocational training/Amashuri y'imyuga	1	2	
	University/Kaminuza	1	2	
2. Judiciary /Ubutabera		1	2	
3. Medical services/Ubuvuzi		1	2	
4. Police/Polisi	Regular/Isanzwe	1	2	
	Traffic/ Mu muhanda	1	2	
5. Registry and licensing services (civil registry for birth, marriage death and business licensing; ID & passport issuance) /Ibyangombwa bitandukanye(amavuko, gushyingirwa,ubucuruzi,indangamuntu na pasiporo)	Civil Registration/Ibyangombwa by'imimerere	1	2	
		1	2	
		1	2	
	Business licensing/Ibyangombwa by'ubucuruzi	1	2	
6. Provincial administration/ Imiyoborere mu Ntara		1	2	
7. Utilities (electricity, water, postal etc.)/Serivisi z'ubuzima	Water /Amazi	1	2	
	Electricity/Umuriro	1	2	
	Postal services/Iposita	1	2	

8. Tax services- (VAT, Customs, Motor vehicle licenses etc) Imisoro n'amahoro		1	2	
9. National Land Center		1	2	
10. Land bureau at district		1	2	
11. Local government/ inzego z'ibanze	Specify / havuge:----- -----	1	2	
12. Bank		1	2	
13. Civil Society/Imiryango itegamiye kuri leta		1	2	
14. Private Sector/Abikorera		1	2	
15. Other, please specify/Ibindi ubisobanure:		1	2	

Q 2.6 (For those who paid a bribe) What would you say was the single most common reason why you paid the bribes?/Kubatanze Ruswa, Niki wabonye kiri rusange gituma hatangwa ruswa?

Reason for paying a bribe/Impamvu zo gutanga Ruswa	
To avoid problems with authorities/Kutagirana ikibazo n'ubuyobozi/Kwigura	1
To avoid paying full cost of service/Kwanga kwishyura serivisi uko bikwiye	2
It was the only way to access service/Nibwo buryo bwonyine butuma ubona serivisi	3
To hasten up the service/kwihutisha serivisi	4
To access a service I did not legally deserve/Kubona serivisi utemerewe	5
Other (specify)/izindi mpamvu uzisobanure	6

Q 3.0 Did you complain/ report any of the bribery incidences you experienced to any authority/ person?/ Waba warigeze uregera cyangwa winubira ikibazo cya ruswa wahuye nacyo haba ku buyobozi cyangwa se undi muntu?

Yes /yego	01	Go to/ Jya Q 3.1 then /no kuri Q 3.3
No /oya	02	Go to/ Jya Q 3.2

Q 3.1 If yes, to whom did you report /complain about the bribery incidence?/Niba ari Yego , ninde waba wararegeye/winubiye ikibazo cya Ruswa?

Q 3.2 If no, why didn't you report/complain about the bribery incidences you experienced?/Niba ari Oya, kuki utigeze urega/ winubire ikibazo cya Ruswa wahuye nacyo?

Q 3.1-to whom incidence was reported /Uwo baregeye		Q 3.2-Reason for not reporting /Impamvu batanzeze	
Management of institution /inzego z,ubuyobozi	1	Fear of intimidation /Guterwa ubwoba	1
Police /Polisi	2	Didn't know where to report/Sinzi aho kurega	2
Ombudsman /Umuvunyi	3	I knew no action would be taken even if I reported/narinzi neza ko ntacyakorwa niyo narega	3
Transparency International Rwanda	4		
Media/itangaza makuru	5		
MP,Chief ,councillor /	6	Fear of self incrimination/Nari kuba nitaye nanjye mu kagozi/nirega	4
Religious leader /Inzego z'amadini	7	Did not occur to me that I should report/ Ntampamvu nabonaga yo kurega	5
Anti corruption authority /Inzego zirwanya Ruswa	8	Other (specify)/Ibindi bisobanure	6
NGOs / CSOs /Ibigo bitegamiye kuri Leta	9		
Other (specify)/ibindi bisobanure	10		

Q 3.3 How satisfied were you with the action taken after you reported the incidence?/Nyuma yo kurega , wishyimiye bingana iki icyavuyemo?

Satisfied/ Bishimishije	Dissatisfied/ Bidashimishije	No action was taken at all /Nta cyakozwe
1	2	3

Q 4.0 How would you describe the current state of corruption in Rwanda today?/Ruswa uyibona ute mu Rwanda?

Low/ nkeya	Medium/iringaniye	High/nyinshi	Don't Know/simbizi
01	02	03	05

Q 4.1 Comparing the current state of corruption in Rwanda with one year ago, would you say corruption in Rwanda has:ugereranyije n'umwaka ushize wavugako Ruswa mu Rwanda:

Increased /Yiyongereye	Remained the same/ntacyahindutse	Decreased/yagabanutse	Don't Know/simbizi
01	02	03	04

Q 4.2 Thinking about the next one year, do you think the incidences of corruption in Rwanda will:Utekereza ko umumwaka utaha Ruswa mu Rwanda iza:

Increase /lyongera	Remain the same/ntakizahinduka	Decrease/lzagabanuka	Don't Know/simbizi
01	02	03	04

Q4.3 (For those who think it will increase) What makes you believe corruption will increase in future?Ku babonako iziyongera;Niki gituma utekereza ko Ruswa iziyongera mu Rwanda?

Q 4.4 In your view, do you think the government of (insert your country)is doing enough to fight corruption in the country?Ku bwawe, ubona leta y'u Rwanda ikora ibishoboka mu kurwanya Ruswa?

Yes /yego	No /Oya	Don't Know/Simbizi
01	03	04

Q4.5 Why do you say so?Kubera iki ?

	Reasons/impamvu
1.	
2	
3.	

Please identify efforts that have been made by the government to fight corruption ?

Garagaza ibikorwa Leta y'Urwanda ikora mu kurwanya ruswa

What have you done to fight corruption in the past 12 months ?

Wowe ubwawe wakoziye murwego rwo kurwanya ruswa

What do you think is the most important thing to be done in the fight against corruption ?

Urabona ari ibihe bikorwa byingenzi byakorwa mu kurwanya ruswa

Respondent details

Thank you very much for your time. You have given us a lot of useful information. Occassionally my supervisor contacts people to see how the survey went. For this purpose ,would you please fill in the following details?Urakoze cyane kubw'uyu mwanya, uduhaye amakuru y'ingira kamaro.Hari ighe udukuriye yifuza kumenya uko ubushakashatsi bwa genze,ku bwiyo mpamvu watwuzuriza aha amakuru asabwa?

Name /Izina	
Telephone Number /tel:	

Email	
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Interviewer Declaration: I certify that this interview has been personally carried out by me with the correct respondent. I further declare that all the information is truthful and as told to me by the respondent. I understand that any discrepancy discovered during back-checking of this questionnaire will result in the cancellation of this interview.

Indahiro y’Umukarani w’ibarura:ndemeza ko ubushakashatsi bwakozwe nanjye hamwe nabasubizaga.Nkaba rero nemezako amakuru yose ari ukuri nkuko nayahawe nabansubije.Nkaba nzi neza ko uburiganya bwose bwagaragazwa ni genzura kuri ubu bushakashatsi yatuma riseswa.

.....(Signed/ isinya)

Stop time (24 Hour)/Birangiye				
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FOR SUPERVISOR’S USE :UMUGENZUZI

Quality Control...(Do not ask this question	
ACCOMPANIED/AHEREKEJWE	1
SPOT CHECKED/Urupapuro rw’ibazwa	2
PHYSICAL BACK-CHECK/Gusubira ahakorewe ubushakashatsi	3
TELEPHONE BACK-CHECK/Gukoresha telefoni	4

Name/izina.....

Signature/isinya.....Date/Itariki.....

ANNEX 2: BRIBERY INDICES

1. Likelihood of bribe in institution providing services

SN#	Institution type	Number of people who were seeking for services	Number of Interactions with Institutions	Number of Bribe Occurrences	Bribe Likelihood (%)
1	Educational institutions- schools, colleges, universities	1,151	2,550	17	0.67
	Primary	694	1,562	10	0.64
	Secondary	414	894	7	0.78
	Technical / vocational training	12	22	0	0.00
	University	31	72	0	0.00
2	Judiciary	429	1,158	25	2.16
3	Medical services	1,771	6,414	13	0.20
4	Police	594	1,507	97	6.44
	Traffic police	170	608	57	9.38
	Administration Police	424	899	40	4.45
5	Registry and licensing services	614	1,310	11	0.84
	Civil registration	541	1,159	6	0.52
	Business licensing	73	151	5	3.31
6	Provincial Administration	36	78	1	1.28
7	Utilities	387	986	20	2.03
	Water	172	412	8	1.94
	Electricity	206	557	12	2.15
	Postal services	9	17	0	0.00
8	Tax services	263	1190	8	0.67
9	National Land Center	43	102	3	2.94
10	Land bureau at district	248	627	6	0.96
11	Local government	1,347	4,174	184	4.41
12	Banks	971	6,838	28	0.41
13	Civil society	53	194	1	0.52
14	Private Sector	123	588	24	4.08
15	Others	21	50	7	14.00
	OVERALL		27,766	445	1.60

1. Prevalence of bribe per institution

SN#	Institution type	Number of interactions with institution	Number People who paid bribe	Prevalence (%)
1	Educational institutions- schools, colleges, universities	2,550	12	0.47
	Primary	1,562	6	0.38
	Secondary	894	6	0.67
	Technical / vocational training	22	-	0
	University	72	-	0
2	Judiciary	1,158	21	1.81
3	Medical services	6,414	9	0.14
4	Police	1,507	78	5.18
	Traffic police	608	46	7.57
	Administration Police	899	32	3.56
5	Registry and licensing services	1,310	7	0.53
	Civil registration	1,159	2	0.17
	Business licensing	151	5	3.31
6	Provincial Administration	78	1	1.28
7	Utilities	986	13	1.32
	Water	412	5	1.21
	Electricity	557	8	1.44
	Postal services	17	-	0
8	Tax services	1,190	7	0.59
9	National Land Center	102	2	1.96
10	Land bureau at district	627	6	0.96
11	Local government	4,174	152	3.64
12	Banks	6,838	19	0.28
13	Civil society	194	1	0.52
14	Private Sector	588	17	2.89
15	Others	50	7	14.00
	OVERALL	27,766	352	1.27

2. Average share of bribe per institution

SN#	Institution type	Total Amount Paid (RWF)	Total Number of Payment	Share of Bribe (%)
1	Educational institutions- schools, colleges, universities	153,000	13	1.18
	Primary	53,000	7	0.41
	Secondary	100,000	6	0.77
	Technical / vocational training	-	0	
	University	-	0	
2	Judiciary	1,654,200	37	12.78
3	Medical services	48,800	12	0.38
4	Police	4,152,000	202	32.08
	Traffic police	2,302,000	157	17.79
	Administration Police	1,850,000	45	14.30
5	Registry and licensing services	131500	7	1.02
	Civil registration	6,500	2	0.05
	Business licensing	125,000	5	0.97
6	Provincial Administration	50,000	1	0.39
7	Utilities	415000	22	3.21
	Water	75,000	10	0.58
	Electricity	340,000	12	2.63
	Postal services	-	0	
8	Tax services	66,000	9	0.51
9	National Land Center	85,000	3	0.66
10	Land bureau at district	196,000	6	1.51
11	Local government	3,050,900	228	23.57
12	Banks	1,744,000	21	13.48
13	Civil society	150,000	1	1.16
14	Private Sector	927,500	30	7.17
15	Others	117,500	14	0.91
	OVERALL	12,941,400	606	100.00

3. Average size of bribe per institution

SN#	Institution type	Total Amount Paid (RWF)	Total Number of Payment	Average size of bribe (RWF)
1	Educational institutions- schools, colleges, universities	153,000	13	11,769
	Primary	53,000	7	7,571
	Secondary	100,000	6	16,667
	Technical / vocational training	-	0	
	University	-	0	
2	Judiciary	1,654,200	37	44,708
3	Medical services	48,800	12	4,067
4	Police	4,152,000	202	20,554
	Traffic police	2,302,000	157	14,662
	Administration Police	1,850,000	45	41,111
5	Registry and licensing services	131500	7	18,786
	Civil registration	6,500	2	3,250
	Business licensing	125,000	5	25,000
6	Provincial Administration	50,000	1	50,000
7	Utilities	415000	22	18,864
	Water	75,000	10	7,500
	Electricity	340,000	12	28,333
	Postal services	-	0	
8	Tax services	66,000	9	7,333
9	National Land Center	85,000	3	28,333
10	Land bureau at district	196,000	6	32,667
11	Local government	3,050,900	228	13,381
12	Banks	1,744,000	21	83,048
13	Civil society	150,000	1	150,000
14	Private Sector	927,500	30	30,917
15	Others	117,500	14	8,393
	OVERALL	12,941,400	606	21,355

4. Impact of bribe per institution

SN#	Institution type	Number of Interactions with the Institution	Number of people who were not given services as result of refusing to pay bribe	Impact of Bribe (%)
1	Educational institutions- schools, colleges, universities	2550	4	0.16
	Primary	1,562	3	0.19
	Secondary	894	1	0.11
	Technical / vocational training	22	0	0.00
	University	72	0	0.00
2	Judiciary	1,158	3	0.26
3	Medical services	6,414	1	0.02
4	Police	1507	14	0.93
	Traffic police	608	10	1.64
	Administration Police	899	4	0.44
5	Registry and licensing services	1310	2	0.15
	Civil registration	1159	2	0.17
	Business licensing	151	0	0.00
6	Provincial Administration	78	0	0.00
7	Utilities	986	4	0.41
	Water	412	1	0.24
	Electricity	557	3	0.54
	Postal services	17	0	0.00
8	Tax services	1190	0	0.00
9	National Land Center	102	0	0.00
10	Land bureau at district	627	0	0.00
11	Local government	4,174	19	0.46
12	Banks	6,838	6	0.09
13	Civil society	194	0	0.00
14	Private Sector	588	3	0.51
15	Others	50	0	0.00
	OVERALL	27,766	56	0.20

