

# THE EAST AFRICAN BRIBERY INDEX 2017



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# INTRODUCTION

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There have been significant changes recorded in the governance of East African countries since the last edition of the East Africa Bribery Index (EABI) 2014. Tanzania held its general election in 2015 that saw John Magufuli elected president while Uganda underwent the same process in 2016 where President Yoweri Museveni retained his seat. Kenya and Rwanda too held their general elections in August 2017.

These processes especially in Tanzania and Uganda have had an impact on the findings of the EABI 2017. The new administration in Tanzania heralded a new dawn in governance of the country. In his maiden speech to the 11<sup>th</sup> parliament, President John Magufuli promised that his administration would set up a raft of austerity measures in a bid to reduce unnecessary government spending and divert the money to improve service delivery.

Additionally, lax civil servants were put on notice to clean up their act<sup>1</sup>. The administration then went on a massive anti-corruption drive that saw top officials from the Tanzania Revenue Authority, Tanzania Ports Authority and the Ministry of Transport suspended over allegations of corruption. The director general and four other senior officials of the Prevention and Combating of Corruption Bureau (PCCB) were also sent home with claims of underperformance<sup>2</sup>. Further, the economic, corruption and organised crime court was established and started its operations in November 2016.<sup>3</sup>

In Kenya, there has been increasing media reports of corruption scandals in the recent past documented at the national level involving the national government, National Youth Service, Ministry of Health and the Treasury. Reports from the office of the Auditor general also recorded massive irregularities in funds being expended at the Counties.

Despite these reports, it is important to note that there has been some action taken. In the 2015 state of the nation address, Uhuru Kenyatta asked cabinet secretaries and other senior government officials implicated in various corruption scandals to step down to allow for investigations. Four cabinet secretaries, including the secretary to the cabinet, nine principal secretaries and other top civil servants heeded the call<sup>4</sup>. Soon after that the chairperson and vice chair of the Ethics and Anti-Corruption Commission were suspended on allegations of gross violations of laws and unethical conduct thus hampering their ability to execute its mandate. They later resigned and a chair was appointed in November the same year. In July of 2016, the then chair resigned amid allegations of conflict of interest<sup>5</sup> leaving the commission without a chair for about 6 months.

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<sup>1</sup><http://tz.one.un.org/media-centre/statements/186-the-speech-by-h-e-john-pombe-joseph-magufuli-officially-in-augurating-the-11th-parliament-of-the-united-republic-of-tanzania>

<sup>2</sup><http://uk.reuters.com/article/uk-tanzania-corruption-idUKKBN0TZ2H820151216?src=ilaw>

<sup>3</sup> [http://news.xinhuanet.com/english/2017-04/26/c\\_136235649.htm](http://news.xinhuanet.com/english/2017-04/26/c_136235649.htm)

<sup>4</sup><http://www.businessdailyafrica.com/news/Uhuru-suspends-cabinet-secretaries--orders-PSs-to-step-aside/539546-2668476-h3texe/index.html>

<sup>5</sup> <http://www.nation.co.ke/news/Ethics-Anti-Corruption-Commission/1056-3364272-xedwjez/index.html>

In December 2016, the Bribery Act was enacted thus expanding the mandate of the EACC to deal with commercial bribery as well as other bribery related offences within the private sector. Other notable events include the formation of a taskforce led by the Attorney General to review the legal, policy and institutional framework for fighting corruption. Further, in 2016, the Judiciary launched and operationalised a division in the high court that dealt purely with anti-corruption matters<sup>6</sup>.

In terms of service delivery, a major change took place when county governments were established and services such as health and business licencing were placed under the purview of the county governments. Another key change that occurred was the establishment of *Huduma* Centres in various counties. This is a 'one stop shop' approach in providing services in Kenya. It involves amalgamating related services within one building. Services offered include issuance of national identity cards, issuance of birth certificates, registration of business names, and applications of business licenses, drivers' licenses, Police abstracts among other services. Additionally, the government introduced an online registration and payment platforms for select services that allow citizens pay for government services using credit cards and mobile money thus reducing transaction time at service delivery points<sup>7</sup>.

In Uganda, the passage of the Anti-Corruption Act 2009 which was later amended in 2013 to provide for mandatory confiscation of properties attached to persons implicated of corruption was aimed at reducing corruption by mostly targeting illicit wealth. The move was lauded as a great stride towards promoting transparency and integrity within government. The efficacy of this and other anti-corruption laws in bringing meaningful change towards minimizing corruption in institutions such as the Judiciary, Tax Services, Land Services, registration and the Police however remains to be seen. Answering this question would perhaps call for a wholesome review of governance practices across the public service.

During the 2016 elections in Uganda, the incumbent pledged a zero-tolerance policy to corruption<sup>8</sup> with a proclamation '*Kisanja hakuna mchezo*' (loosely translated to mean no jokes will be tolerated in his new term) which was largely taken as a warning to civil servants to take their responsibilities seriously. Despite the efforts made to strengthen institutions such as the Inspectorate of Government (IGG), Police, Office of the Auditor General, Judiciary and Directorate of Public Prosecution, the country continues to grapple with both petty and grand corruption at all levels of government.

Rwanda has a National Anti-Corruption Policy stance of good governance and zero tolerance to corruption in both public and private sector. The Policy focuses on people, systems and organizations by building a culture where integrity is valued and corruption rejected. The Office of the Ombudsman is charged with the responsibility of investigating cases of injustice in public and private institutions as well as preventing and combating corruption and other related offences. While Rwanda has no special courts to deal with corruption, there are documented convictions of persons involved in corruption. For example, in the last quarter of 2016, the office of the Ombudsman reports that 16 persons

<sup>6</sup> <http://www.statelaw.go.ke/anti-corruption-courts-launched/>

<sup>7</sup> <https://www.ecitizen.go.ke/index.html>

<sup>8</sup> <https://www.nrm.ug/sites/default/files/manifestoes/NRM%20Manifesto%202016.pdf>

were separately charged and convicted of bribery charges.<sup>9</sup> Additionally, media reports indicate that about 200 Police officers were recently dismissed from their jobs because corruption.<sup>10</sup>

As part of anti-corruption measures aimed at strengthening public financial management by enhancing transparency and accountability and limiting physical personal contact, the Government of Rwanda introduced e-procurement in 2016. The system is geared towards building a single channel for all procurement contracts in the country. However, corruption is still a problem in Rwanda though relatively lower than the other East African Countries.

The 2017 East African Bribery Index reaffirms that bribery is still a key concern in the region. The survey provides information on sectors/agencies that are frequented by the public. It points to a situation of the citizenry having to pay bribes to access key services. This situation mirrors the 2014 survey despite the various efforts put in place to fight corruption. This Survey therefore calls for concerted efforts by all stakeholders to address the problem of bribery and corruption beyond legislation and establishing institutions.

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<sup>9</sup> [http://www.ombudsman.gov.rw/en/IMG/pdf/corruption\\_convicted\\_3rd\\_term\\_2016.pdf](http://www.ombudsman.gov.rw/en/IMG/pdf/corruption_convicted_3rd_term_2016.pdf)

<sup>10</sup> <http://en.igihe.com/news/fight-against-corruption-taking-shape-police.html>

# EXECUTIVE SUMMARY

## Likelihood of Encountering Bribery

The highest likelihood of encountering bribery was recorded at the Police Service across the region; 71% of respondents in Tanzania, 69% in Kenya, 67% in Uganda and 29% in Rwanda interacting with the Police were asked (implicitly or explicitly) or offered to pay a bribe to access the services they were seeking.

## Prevalence of Bribery

The highest prevalence of bribery was recorded at the Police Service in Kenya, Uganda and Tanzania where about 40% of respondents interacting with the Police paid a bribe to get the services they were seeking. In Rwanda, the highest prevalence was recorded at utilities (water and electricity) where 18% of respondents reported paying bribes to access the service.

## Average Size of Bribe

An average size of bribe exceeding USD 100 was recorded in Kenya with the Judiciary recording an average of USD 135 and Tax Services USD 119. Other services that attracted high amounts included Police services in Rwanda at USD 95, Land Services in Kenya at USD 86 and the Judiciary in Uganda at USD 81.

## Aggregate Index

The Police in Tanzania, Kenya and Uganda, Judiciary in Uganda, and the Police in Rwanda took the top five positions as the most bribery prone institutions in the region. The least bribery prone institutions were *Huduma* Centres (Kenya), Educational Institutions (Uganda), Tax Services (Kenya), Utilities (Water and Electricity) in Tanzania and Civil Registration (Uganda).

Rank	Sector	2017	Country	2014	Variance
1	Police	85.0	Tanzania	82.5	2.5
2	Police	83.3	Kenya	68.0	15.3
3	Police	75.0	Uganda	84.0	-9.0
4	Judiciary	70.0	Uganda	30.7	39.3
5	Police	62.5	Rwanda	46.6	15.9
6	Judiciary	46.7	Tanzania	41.7	5.0
7	Tax Services	45.8	Rwanda	9.7	36.1
8	Local authorities	44.6	Rwanda	32.2	12.4
9	Judiciary	44.0	Kenya	46.7	-2.7
10	Land Services	41.7	Kenya	55.0	-13.3

11	Utilities (Water and Electricity)	38.3	Rwanda	14.0	24.3
12	Land Services	35.0	Tanzania	35.7	-0.7
13	Judiciary	32.1	Rwanda	37.0	-4.9
14	Tax Services	31.2	Tanzania	14.4	16.8
15	Land Services	30.0	Uganda	60.0	-30.0
16	Civil Registration	24.9	Kenya	-	-
17	Educational Institutions	24.5	Kenya	14.4	10.1
18	Medical and Health Services	21.9	Uganda	19.8	2.1
19	Educational Institutions	21.7	Rwanda	10.0	11.7
20	Medical and Health Services	20.7	Tanzania	15.2	5.5
21	Business Licensing	20.5	Kenya	-	-
22	Tax Services	19.4	Uganda	14.5	4.9
23	Local authorities	17.1	Tanzania	12.0	5.1
24	Utilities (Water and Electricity)	16.9	Uganda	15.8	1.1
25	Local authorities	16.4	Uganda	19.4	-3.0
26	Medical and Health Services	16.0	Kenya	13.3	2.7
27	Business Licensing	15.7	Tanzania	-	-
28	Business Licensing	14.5	Uganda		-
29	Utilities (Water and Electricity)	14.4	Kenya	12.7	1.7
30	Medical and Health Services	14.3	Rwanda	7.9	6.4
31	Educational Institutions	14.2	Tanzania	12.2	2.0
32	Civil Registration	13.9	Tanzania	-	13.9-
33	Civil Registration	13.4	Uganda	-	-
34	Utilities (Water and Electricity)	13.1	Tanzania	15.6	-2.5
35	Tax Services	12.9	Kenya	23.1	-10.2
36	Educational Institutions	12.9	Uganda	13.7	-0.8
37	Huduma Centres	10.7	Kenya	0.0	10.7

**Table 1: Aggregate Index across East Africa**

### Reasons for Paying Bribes

Thirty five percent of respondents reported paying bribes to hasten up the services they were seeking followed by 34% who paid as it was the only way to access the service. It is worth noting that in Rwanda, the second most common reason for paying bribes was to access services they did not legally deserve.

## Reporting of Corruption

On average, only 10% of respondents reported the incidents of bribery they encountered to any authority or person while the remaining 90% did not report. It is worth noting that Rwanda had the highest proportion of respondents reporting at 15%.

When asked why they did not report any of the bribery incidents they encountered, a quarter of the respondents across the region felt no action would be taken to resolve their corruption complaints. Another 21% acknowledged being beneficiaries of the transaction as a reason for not reporting.

## Current Levels of Corruption

Majority of respondents from Kenya (83%) and Uganda (81%) described the level of corruption in their respective countries as high. Those from Rwanda (61%) described the level of corruption as low while the largest proportion of those from Tanzania (44%) described it as medium.

## Comparison with the Last 12 Months

There were significant differences on opinion recorded at country level with majority of respondents from Kenya (65%) and Uganda (59%) believing corruption had increased while majority of those from Rwanda (68%) and Tanzania (70%) believed it had decreased.

## Projected Change in Corruption Levels

Once again, the country differences emerged in regard to the future outlook of corruption. Seventy percent of respondents from Rwanda and Tanzania believed that corruption would decrease in the coming 12 months while majority of respondents from Uganda (59%) and a large proportion of respondents from Kenya (47%) believed it would increase.

## Government Commitment to the Fight against Corruption

Majority of respondents from Tanzania (74%) and Rwanda (88%) felt their governments were doing enough to fight corruption while 67% from Kenya and 61% from Uganda held a contrary opinion.

Additionally, respondents were asked to rate the performance of various government agencies in their anti-corruption efforts in the last 12 months.

Respondents from Tanzania rated their President's performance as<sup>11</sup> good, while those from Kenya rated the President's performance as average and those from Uganda as poor. Anti-corruption agencies across the region received an average score while the Judiciary, legislature in Kenya and Uganda as well as the Auditor General in Uganda were deemed to have performed poorly. On the other hand, respondents from Tanzania rated the Judiciary, legislature and Auditor General as average.

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<sup>11</sup>The performance rating is based on a score of 1 to 5 where 1= very poor and 5=very good

# METHODOLOGY

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The East Africa Bribery Index is an annual survey<sup>12</sup> that seeks to record bribery experiences of citizens as they seek various services offered by the government. Since 2010, the survey has been carried out in the five East African countries; Kenya Uganda, Tanzania, Rwanda and Burundi. The services covered by the index include security services (the Police), Judiciary, Medical and Health Services, local government services, utilities (water and electricity), registry and licensing services (Civil Registration and Business Licensing) education, Tax and Land Services.

In 2017, the survey was conducted in the four East Africa Countries; Kenya, Rwanda, Tanzania and Uganda and targeted citizens aged 18 years and above. Face to face interviews were conducted in households. Data collection was done between January and March 2017 in Kenya, Uganda and Tanzania while in Rwanda, the exercise was done in November 2016 as part of the Rwanda Bribery index

## Why Four Countries in 2017?

The index did not cover Burundi in 2017 due to security concerns occasioned by political turmoil that was experienced in the country while South Sudan, the newest member of the East African Community,<sup>13</sup> was also experiencing security challenges and as such could not make its maiden entry into the survey.

## Services Covered in 2017

The 2017 index separated previously merged services – registry and licensing services – into two distinct services - Business Licensing and Civil Registration. In Kenya, registration and licensing services offered at *Huduma* Centres were introduced.

## New Questions in 2017

The 2017 index introduced a perception question on performance of various state and non-state actors in the fight against corruption. This question was not asked in the RBI thus it is missing from the Rwanda findings.

## The Rwanda Bribery Index and what it means for the EABI

- **Services** - Data for the Rwanda section of the EABI 2017 was derived from the Rwanda Bribery Index 2016 conducted in November 2016. This then means for uniformity purposes, only seven services out of the 16 covered under the RBI were utilised for the EABI.
- **Perceived impact of bribe** -There was a question missing from the RBI that was crucial in calculating impact of bribery and as such impact of bribery was not calculated for Rwanda

## Change in Formula for Likelihood<sup>14</sup>

The 2017 formula for likelihood used a different denominator from the previous editions. This resulted in significant increase in values for likelihood in the survey. To this end, the findings for this indicator were not compared with those from 2014 since they are not perfectly comparable. However, this change did not affect the aggregate index.

<sup>12</sup>In 2015, the survey was a trends analysis of the annual surveys from 2010 to 2014. In 2015 the survey was not conducted.

<sup>13</sup>South Sudan became a member of the EAC in September of 2016

<sup>14</sup>See the formula in the next section.



# SURVEY OBJECTIVES

The objective of the survey was to map out bribery experiences of respondents across the four East African countries during interactions with key public service sectors in the preceding 12 months by establishing the following:

- i. Which institutions the respondent interacted with in the preceding 12 months to seek services.
- ii. Whether a bribe was explicitly asked (demanded), implicitly asked (expected) or offered by the respondent during the interaction.
- iii. Whether the respondent paid the bribe that was demanded/ expected or offered.
- iv. Perception on whether the services sought would have been rendered if a bribe was not paid.

From the information above, five indicators were derived as follows:

## **Indicator 1: Likelihood of encountering bribery<sup>15</sup>**

This is the proportion of individuals who interacted with institution X within the last 12 months and a bribe was demanded/ expected or offered.

$$\text{Likelihood} = \frac{\text{Total number of respondents in bribery situations for institution X}}{\text{Total number of respondents interacting with institution X}}$$

## **Indicator 2: Prevalence of bribery**

This is the proportion of those who interacted with institution X within the last 12 months and paid a bribe. That is, the total number of times bribes were paid compared to the actual number of interactions at institution X.

$$\text{Prevalence} = \frac{\text{Total number of times bribes were recorded for institution X}}{\text{Total number of interactions recorded for institution X}}$$

## **Indicator 3: Average size of bribe**

This is the average amount of bribe paid by individuals who interacted with institution X within the last 12 months.

$$\text{Average size} = \frac{\text{Total amount of bribes reportedly paid in institution X}}{\text{Individuals who reported having paid a bribe in institution X}}$$

## **Indicator 4: Share of 'national' bribe**

This is the share of the total amount of bribes paid in institution X out of the sum total amount paid in all sampled institutions within the last 12 months.

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<sup>15</sup> The previous editions of the index used *Total number of interactions with institution X as the denominator*

$$\text{Share} = \frac{\text{Total amount of bribes paid in institution X}}{\text{Total amount of bribes paid in all institutions}}$$

### Indicator 5: Perceived impact of bribery

This is the proportion of those who interacted with institution X within the last 12 months and thought that if they do not pay a bribe then they would not be served.

$$\text{Impact} = \frac{\text{Total number who thought they would not get a service without a bribe to institution X}}{\text{Total numbers of respondents interacting with institution X}}$$

### Sample Distribution

The survey achieved a sample of 9,533 broken down as follows:

Country	Sample size
Kenya	2,398
Tanzania	2,754
Uganda	2,008
Rwanda	2,373
<b>Total</b>	<b>9,533</b>

Table 2: Sample size distribution across the countries

### Sample Characteristics

There was almost equal representation of gender across the region with a minor difference in Uganda where women were slightly more than the men at 52%. With exception of Rwanda where the urban sample represented 75% of the sample, majority of the respondents were from rural areas. About half of the respondents were aged between 25 and 44 years with the remaining half split between those aged between 18 and 25 and those aged forty-five years and above.

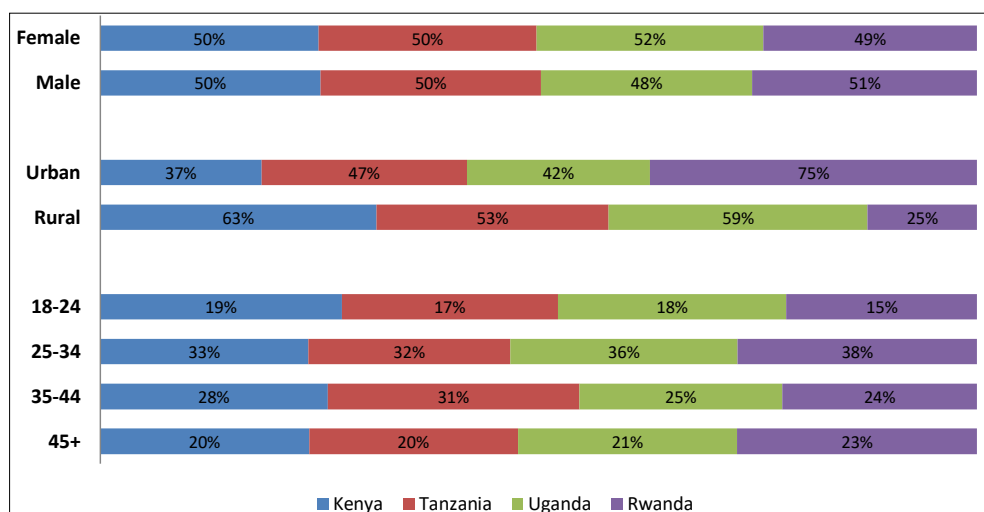


Figure 1: Sample distribution by gender, residence and age – Across East Africa

### Level of Education

The largest proportion of respondents from Kenya (38%) and Uganda (34%) reported having secondary school education while those from Rwanda and Tanzania had primary school education.

Level of education	Kenya (%)	Rwanda (%)	Tanzania (%)	Uganda (%)
Informal education/No formal Education	11	14	10	18
Primary School Only	24	41	39	22
Secondary School	38	27	32	34
Tertiary Training	27	7	19	26

**Figure 2: Sample distribution by highest level of education – Across East Africa**

### Employment Status

The sample comprised respondents who were mainly self-employed in a family business or farm (over 50%) followed by those who indicated that they were unemployed (over 16%) across all the countries.

Employment Status	Kenya (%)	Rwanda (%)	Tanzania (%)	Uganda (%)
Student	5.5	4.6	5.6	8.8
Unemployed	17.4	13.6	16.8	17.5
Self-employed/Employed in a family business or farm	55.0	60.8	55.1	50.4
Employed in private sector	12.8	9.8	12.7	12.9
Employed by Government /Local Authority/Parastatal	5.7	4.3	5.8	5.6
Employed in community sector e.g. Church, NGO	1.3	5.0	1.8	2.7
Retired	2.3	1.9	2.2	2.0

**Table 3: Sample distribution by employment status - Across East Africa**

### Household Income

Majority of respondents reported a monthly household income of below USD 600 per month depicting a citizenry dependent on government services for the most part. Those with monthly income over USD 1,200 constituted slightly over 5% in Kenya and Tanzania and 4.2% in Uganda.

USD <sup>1</sup>	Kenya (%)	Rwanda (%)	Tanzania (%)	Uganda (%)
Below USD 60	1.6	73.8	1.5	1.9
USD 61- USD 180	31.9	16.3	34.8	44
USD 181 - USD 600	35.2	10.0	36.6	33
USD 601- USD 1200	25.3		20.7	15
Over USD 1200	5.3		5.8	4.2
Not stated	0.8		0.6	1.8

**Table 4: Sample distribution by household income - Across East Africa**

# FINDINGS

## Regional Snapshot

### Most Sought after Public Services

The most sought after services in the region were Medical and Health Services. At the country level, the three most sought after services in Kenya were Medical and Health Services, Civil Registration and services offered at *Huduma* Centres. In Tanzania, the top three sought after services were Medical and Health Services, local authorities and utilities (water and electricity); in Uganda, Medical and Health Services, local authorities and Educational Institutions while in Rwanda, local authorities and Medical and Health Services.

### Citizens' Experiences with Bribery

Majority of the respondents across the region reported seeking services without encountering any bribery incident with Rwanda recording the largest majority at 82%. Tanzania on the other hand had the largest proportion (7%) reporting offering to pay a bribe to receive a service while Uganda had the largest proportion of respondents (41%) reporting that a bribe was demanded /expected from them in order to access a service.

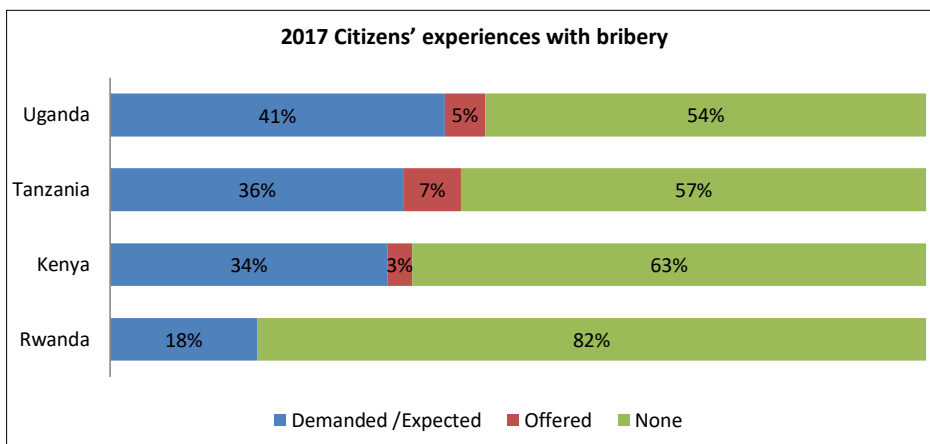


Figure 3: 2017 Citizens' experiences with bribery - EABI 2017

Compared to 2014 findings, there was a decrease (3 points in Kenya and Rwanda; Tanzania, 6 points) in proportion of respondents reporting that a bribe was demanded or expected from them when seeking services. In Uganda, however, there was a 3-point increase among those reporting they encountered a bribery incident.

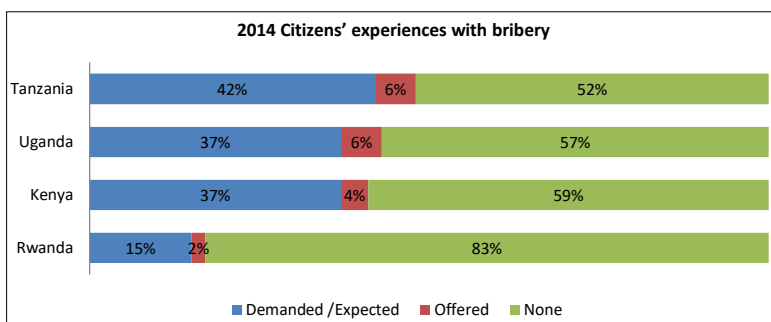


Figure 4: 2014 Citizens' experiences with bribery - EABI 2014

## Bribe Payment Patterns

Out of the respondents that encountered a bribery incident (demanded, expected or offered), 71% from Uganda and Kenya paid the bribe while 67% in Rwanda and 54% of Tanzanians in a similar situation acceded to the bribery demand.

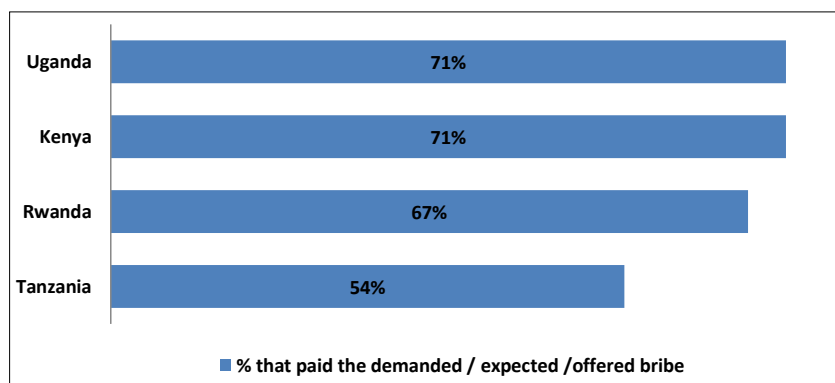


Figure 5: Bribe payment patterns in East Africa

## BRIBE PAYMENT BY GENDER, AGE, RESIDENCE AND INCOME LEVELS<sup>16</sup>

### Gender

The survey indicated that there was a larger proportion of male than female respondents that reported paying bribes at various service delivery points with the biggest difference recorded in Kenya where 65% of respondents that reported paying bribes were male.

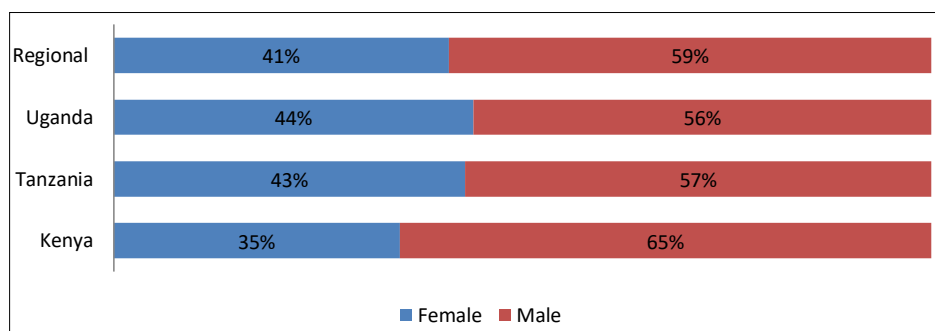


Figure 6: Bribe payment by gender

### Residence

The survey also indicated that there were more respondents from the rural areas that reported paying bribes than their urban counterparts.

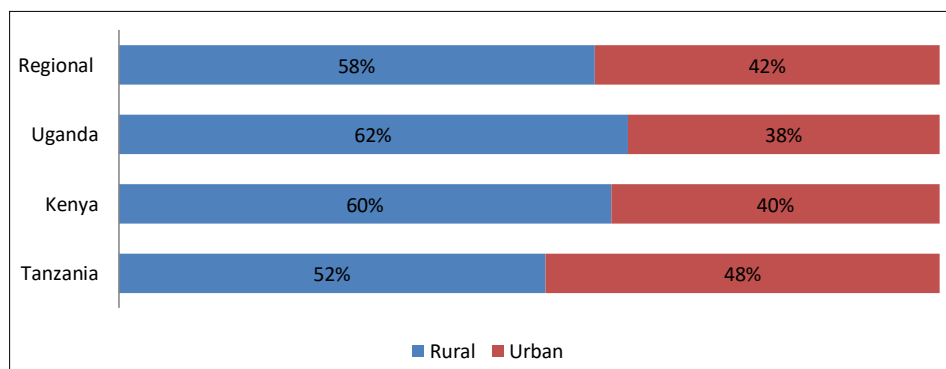


Figure 7: Bribe payment by residence

<sup>16</sup>Data from Rwanda was not available for this disaggregation.

## Income Levels

The two lowest income levels (less than 180 USD per month) represented the largest proportion of respondents that paid bribes to access services.

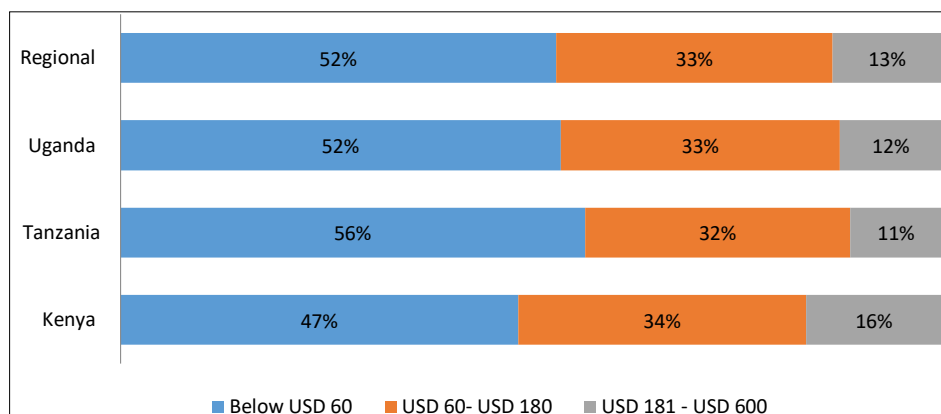


Figure 8: Bribe payment by income level

## Age

The 25-34 and 35-44 age bands represented the largest proportion of respondents that paid bribes followed by the 45+ age band.

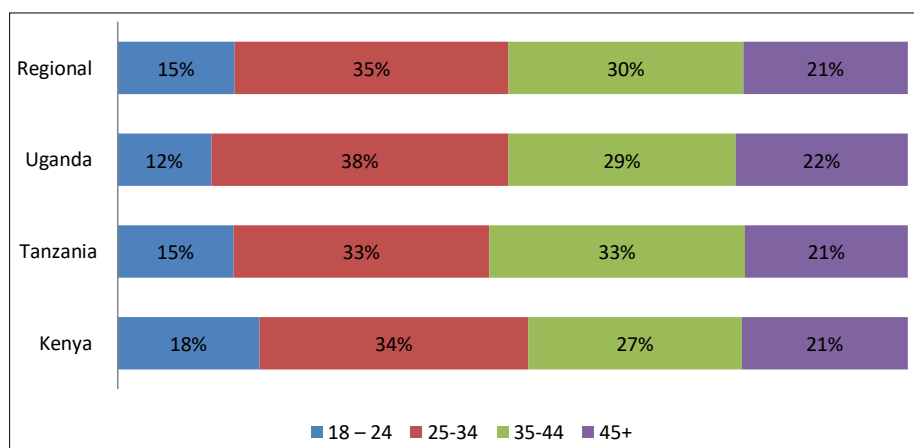
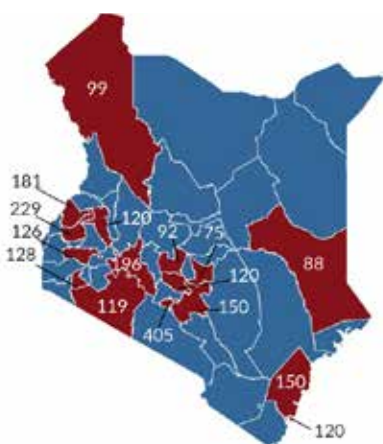


Figure 9: Bribe payment by age

## COUNTRY FINDINGS



# KENYA



### Sample Breakdown

A total of 2398 respondents, drawn from 16 counties were sampled to participate in the survey. These counties were identified to present a regional balance and comprised of at least two counties of the former eight provinces with one being a former provincial headquarter. In the former North Eastern province, only one county (Garissa) was sampled. The sample was distributed across the counties based on proportion to the population.

County	Number of Respondents	Percent
Nairobi	405	17
Kakamega	229	10
Nakuru	196	8
Bungoma	181	8
Machakos	150	6
Kilifi	150	6
Kisii	128	5
Kisumu	126	5
Mombasa	120	5
Murang'a	120	5
Uasin Gishu	120	5
Narok	119	5
Turkana	99	4
Nyeri	92	4
Garissa	88	4
Embu	75	3
<b>Total</b>	<b>2,398</b>	<b>100</b>

Table 5: Sample distribution by County - Kenya

## Aggregate Index

The aggregate index is a composite index resulting from the five different indicators of the survey. It ranges between 0 and 100, with a score of 100 being the worst score. It is a result of the different indicators of the survey, with the final score dependent on how the sector performed in the individual indicator. The aggregate index reflects the overall placement of the sector regarding manifestations of bribery.

The Kenya Police Service was ranked the most bribery prone institution in Kenya with a score of 83 followed by the Judiciary and Land Services at almost half the score; 44 and 41.7 respectively. The Police had an increase of 15.3 points while the Judiciary and Land Services shaved 2.7 and 13.3 points respectively. The least bribery prone institutions ranked were Tax Services (12.9) and *Huduma* Center (10.7)

Rank	Sector	2017	2014	Variance
1	Police	83.3	68.0	15.3
2	Judiciary	44.0	46.7	-2.7
3	Land Services	41.7	55.0	-13.3
4	Civil Registration	24.9	-	-
5	Educational Institutions	24.5	14.4	10.1
6	Business Licensing	20.5	-	-
7	Medical and Health Services	16.0	13.3	2.7
8	Utilities (Water and Electricity)	14.4	12.7	1.7
9	Tax Services	12.9	23.1	-10.2
10	<i>Huduma</i> Centres	10.7	-	-

**Table 6: Aggregate Index – Kenya**

### Indicator 1: Likelihood of Encountering Bribery

This indicator measures the likelihood of a respondent being asked or expected to pay a bribe when interacting with a particular sector. It also includes respondents who offered to pay a bribe. It is derived from the number of all bribery situations (demanded, expected, offered) registered in a sector as a proportion of interactions registered in that particular sector.

Majority of the respondents interacting with the Police (68.8%) and Land Services (55.1%) were asked (implicitly and explicitly) or offered to pay a bribe to access the services they were seeking followed by 48% and 45% interacting with the Judiciary and Civil Registration respectively. The least likelihood was recorded at Tax Services and *Huduma* Centers as 18.4% and 12.6% of respondents reported being asked (implicitly and explicitly) or offered to pay a bribe.



Rank	Sector	2017
1	Police	68.8
2	Land Services	55.1
3	Judiciary	48.0
4	Civil Registry	45.7
5	Business Licensing	34.6
6	Medical and Health Services	25.4
7	Utilities (Water and Electricity)	25.0
8	Educational Institutions	19.2
9	Tax Services	18.4
10	Huduma Centres	12.6

**Table 7: Likelihood of encountering bribery – Kenya**

### Indicator 2: Prevalence of Bribery

This indicator measures the probability that a respondent would pay a bribe upon interacting with a particular sector. It is calculated as the proportion of the number of bribes recorded in a sector to the total number of interactions registered in that sector. A higher value indicates the high prevalence of bribery in a sector.

Respondents had the highest probability of paying a bribe at the Police at 41.6% followed by a 23.6% chance at Civil Registration, and 19.6% chance at Land Services. The least probability was recorded at Huduma Centres (7.6%), Educational Institutions (7.9%) and utilities (5.9%). It is worth noting that there was a significant drop in prevalence at the Police and Tax Services by 30.1 percentage points and 22.6 percentage points respectively.

Rank	Sector	2017(%)	2014(%)	Variance
1	Police	41.6	71.7	-30.1
2	Civil Registration	23.6		
3	Land Services	19.6	19.4	0.2
4	Business Licensing	17.7		
5	Judiciary	17.7	15.7	2
6	Medical and Health Services	9.6	10.5	-0.9
7	Tax Services	8.8	31.4	-22.6
8	Huduma Centers	7.6	-	0
9	Educational Institutions	7.9	13.4	-5.5
10	Utilities (Water and Electricity)	5.9	5.7	0.2

**Table 8: Prevalence of Bribery - Kenya**

### Indicator 3: Average Size of Bribe

This indicator captures the average amount of bribes paid by respondents while seeking services in a particular sector. It is the arithmetic mean of all bribes paid to a sector, relative to all the respondents reporting having paid a bribe to that sector.

The highest size of bribe was recorded at the Judiciary at Ksh 14,083 (USD 135<sup>17</sup>) followed by 12,360 Kenya Shillings (USD 119) paid at Tax Services and 8,956 Kenya Shillings (USD 86) paid at Land Services. It is worth noting that there was an increase across the board in size of bribe recorded compared to the 2014 survey, except at the Police which recorded a 28% decrease. The largest increase (189%) was recorded at Medical and Health Services.

Rank	Sector	2017(Ksh)	2014(Ksh)	Variance(Ksh)
1	Judiciary	14,083	7,885	6,198
2	Tax Services	12,360	6,815	5,545
3	Land Services	8,956	7,219	1,737
4	Educational Institutions	4,059	2,095	1,964
5	Business Licensing	3,601	-	-
6	Police	3,485	4,821	-1,336
7	Utilities (Water and Electricity)	2,610	2,121	489
8	Medical and Health Services	2,542	881	1,661
9	Huduma Centres	1,269	-	-
10	Civil Registration	1,207	-	-

Table 9: Average size of Bribe in Kenya shillings - Kenya

### Indicator 4: Share of 'National' Bribe

This is the proportion of bribes an institution accounts for relative to the total amount of bribes recorded by the survey across all sectors in a particular country. It reflects the proportional culpability of a sector as measured by the amount of bribes received.

Bribes paid at the Police accounted for a third of all bribes while cumulatively Educational Institutions and the Judiciary accounted for another third. Bribes paid at Tax Services and Huduma Centres accounted for 2% and 0.6% respectively of all bribes paid. It is worth noting that there was a 14-point decrease in share of bribes paid to the Police. Bribes paid at the Huduma Centres accounted for less than one percent of all the bribes paid.

Rank	Sector	2017(%)	2014(%)	Variance
1	Police	29.5	43.5	-14.0
2	Educational Institutions	16.7	7.4	9.3
3	Judiciary	15.1	11.6	3.5
4	Land Services	10.5	11.9	-1.4

<sup>17</sup> 1 USD=104 Kenya shillings

5	Medical and Health Services	9.6	4.4	5.2
6	Utilities (Water and Electricity)	6.5	5.0	1.5
7	Civil Registration	5.0	7.7	-2.7
8	Business Licensing	4.4	0.0	4.4
9	Tax Services	2.0	2.7	-0.7
10	<i>Huduma Centres</i>	0.6	0.0	0.6

**Table 10: National Share of Bribe – Kenya**

### Indicator 5: Perceived Impact of Bribery

This indicator is derived from the respondent's perception on whether they would have received the services they were seeking if they had not paid the bribe. It highlights the value that the respondents have on the bribes paid as the only means to access a service.

Forty two percent of respondents interacting with the Police thought that they would not have received the service they were seeking if they hadn't paid a bribe followed by 25.1% and 23.3% at the Land Services and the Judiciary who held a similar opinion. The least perceived impact was recorded at *Huduma Centres*, Tax Services and Educational Institutions with less than 10% of respondents feeling that they wouldn't have received services if they had not paid the bribes.

Rank	Sector	2017(%)	2014(%)	Variance
1	Police	42.6	51.4	-8.8
2	Land Services	26.1	27.0	-0.9
3	Judiciary	23.3	26.2	-2.9
4	Civil Registration	20.4	-	-
5	Business Licensing	16.2	-	-
6	Utilities (Water and Electricity)	12.0	11.5	0.5
7	Medical and Health Services	10.5	17.7	-7.2
8	Educational Institutions	9.4	11.1	-1.7
9	Tax Services	8.1	6.2	1.9
10	<i>Huduma Centres</i>	3.4	-	-

**Table 11: Perceived impact of bribe – Kenya**

### Reasons for Paying Bribes

Forty two percent of respondents indicated that the most common reason they paid bribes was because it was the only way to access the service followed by 29% who indicated that they paid bribes to hasten service delivery and 16% who paid to avoid problems with the authorities. These were the same top three reasons given by respondents in 2014.

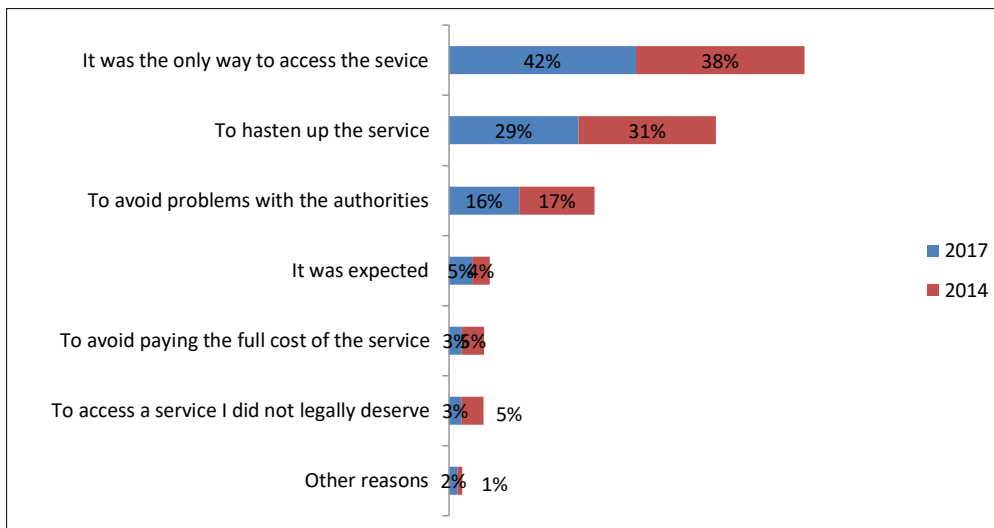


Figure 10: Reasons for paying bribes – Kenya

### Reporting of Bribery Incidents

An overwhelming majority (94%) of respondents that encountered bribery incidents did not report to any authority or person, the same situation witnessed in the 2014 survey.

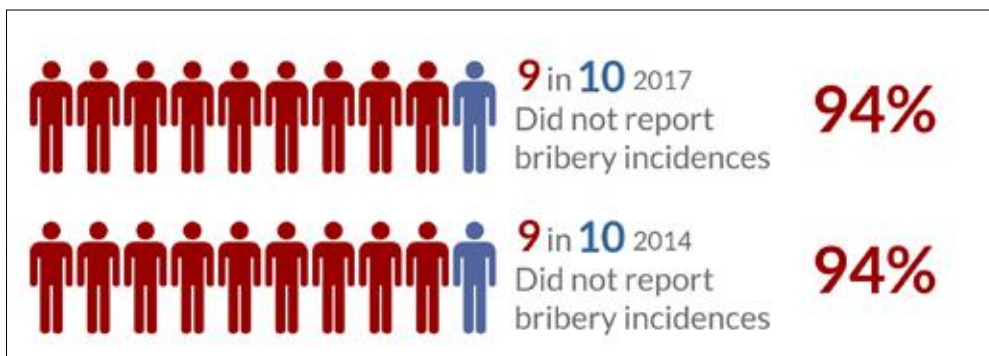


Figure 11: Reporting of bribery incidents – Kenya

### Reasons for not Reporting Bribery Incidents

Twenty four percent of the respondents indicated that they did not report the incidents of bribery they encountered as they knew no action would be taken if they reported. This was followed by 22% who did not know where to report. These were the same top two reasons given in 2014 except that those who did not know where to report constituted a larger proportion.

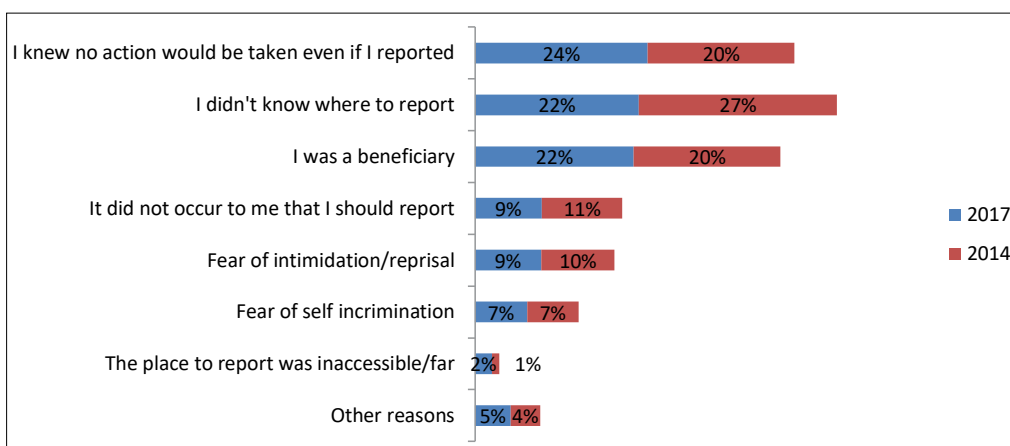


Figure 12: Reasons for not reporting bribery incidents – Kenya

## CORRUPTION PERCEPTION

### Perceived Level of Corruption

Eighty-three per cent of the respondents described the current level of corruption as high, compared to 81% who held a similar view in 2014. Only 10% described the level of corruption as medium with 4% describing it as low.

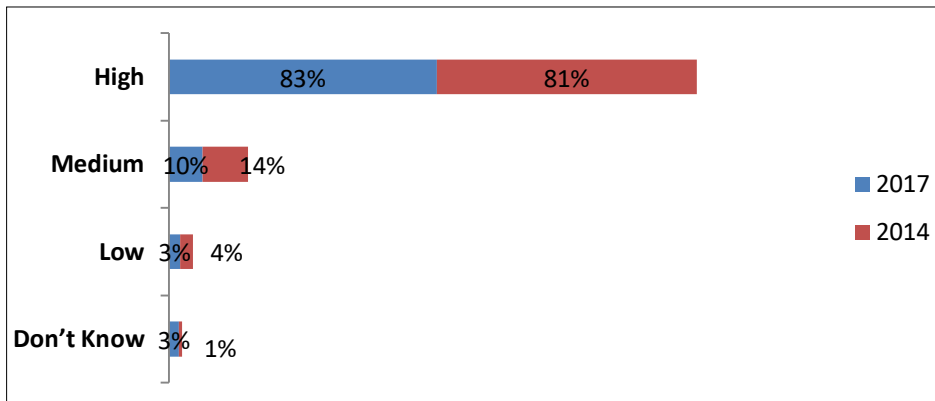


Figure 13: Perceived current level of corruption – Kenya

### Perceived Change in Level of Corruption

Sixty five percent of respondents were of the opinion that corruption had increased in the past one year compared to 54% who held a similar view in 2014. Those that held the view that corruption had remained the same or decreased reduced from 22% to 17% and 13% respectively.

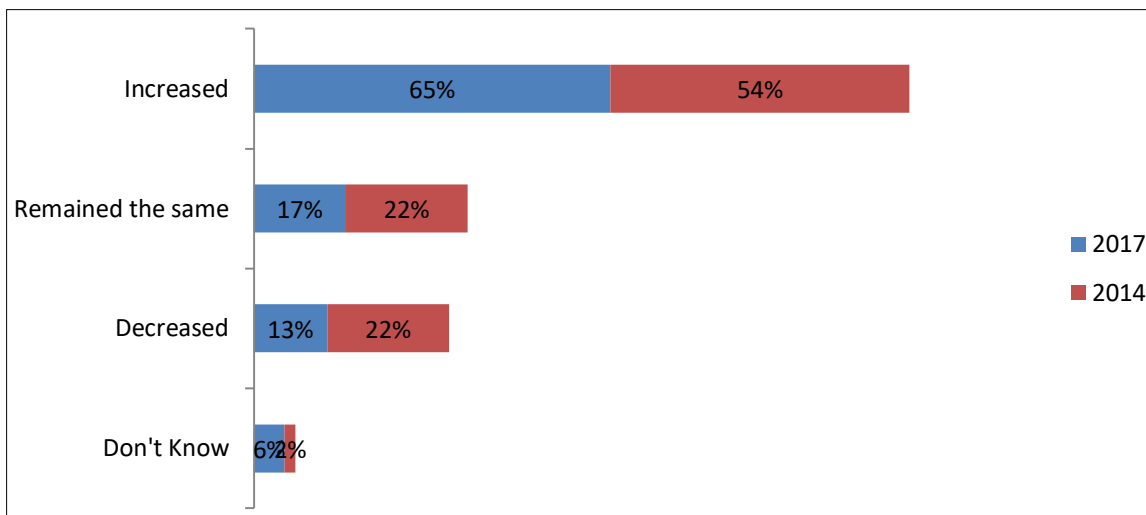
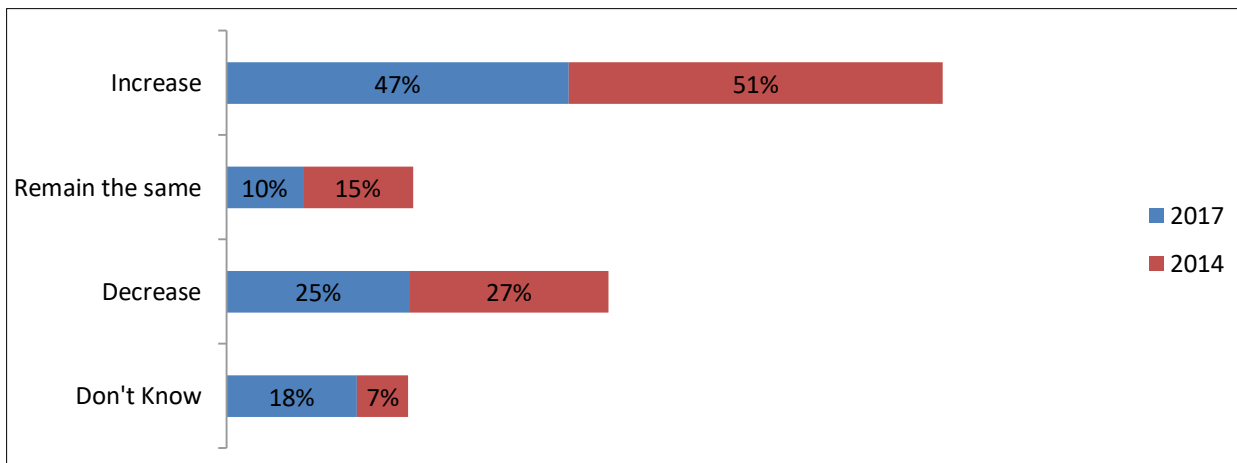


Figure 14: Perceived change in the level of corruption – Kenya

### Projected Change in Level of Corruption - Kenya

Forty seven percent of the respondents were of the opinion that corruption would increase in the coming 12 months, compared to 51% who held a similar view in 2014. A quarter of the respondents however had an optimistic outlook as they felt that corruption would decrease in the coming 12 months.



**Figure 15: Projected change in level of corruption - Kenya**

### Reasons for Projected Increase in Level of Corruption

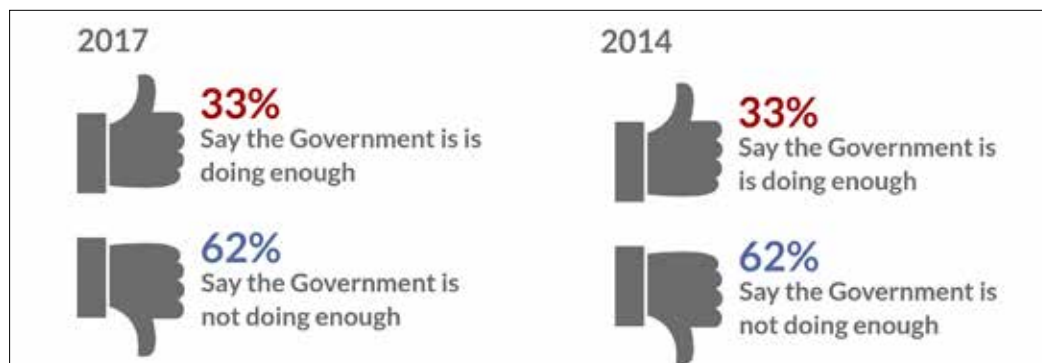
At least a third of the respondents were of the opinion that the upcoming elections would lead to an increase in corruption followed by 20% who felt that lack of punishment of persons involved in corruption would lead to an increase. Other reasons are outlined below.

Reasons for projected increase	%
Upcoming elections	31%
The corrupt persons are not punished	20%
Corruption is a norm	13%
The poor economy	8%
No change is seen	7%
Other reasons	21%

**Table 12: Reasons for projected increase- Kenya**

### Government's Commitment to Fight Corruption

Majority of the respondents were of the opinion that their government was not doing enough to fight corruption followed by 33% who had a contrary opinion.



**Figure 16: Government's commitment to fight corruption – Kenya**

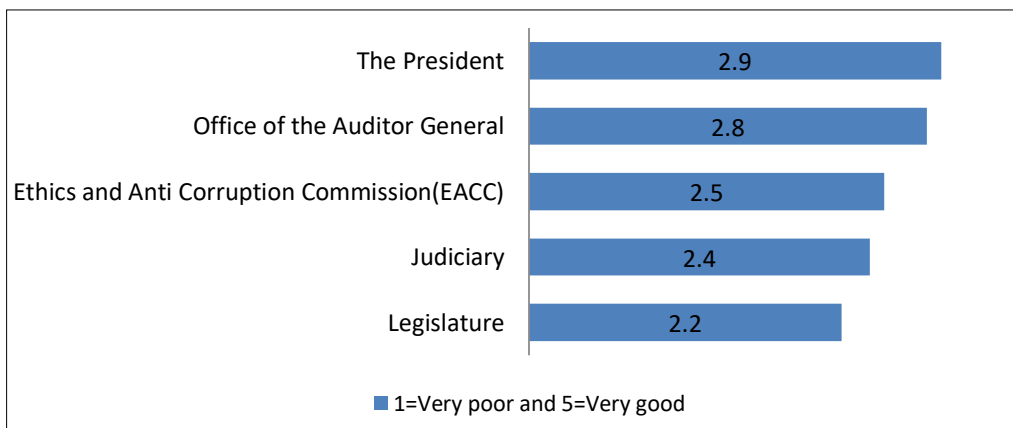
When asked to give reasons why they felt the government had not done anything to fight corruption, 40% of respondents felt that corruption cases were still rampant, followed by 30% who felt that no action was being taken against the corrupt. In 2014, majority of the respondents (64%) listed inaction against corrupt persons as the reason they felt that government was not committed to the fight against corruption. Other reasons are outlined below:

Reasons for perceived lack of Commitment	%
Corruption cases are rampant	40%
No actions being taken on the corrupt	31%
The government itself is corrupt	13%
Anti-corruption agencies not independent	5%
Other reasons	11%

**Table 13: Reasons for perceived lack of Commitment-Kenya**

### Anti-corruption Performance of Various Government Agencies

The survey also asked respondents to rate the performance of various agencies in the fight against corruption. The President, Office of the Auditor General and the Ethics and Anti-Corruption Commission were rated as average while two arms of government- the Judiciary and legislature - were rated as poor. These findings further reinforce the citizens' belief that the government was not doing enough to fight corruption.



**Figure 17: Performance of government agencies- Kenya**

### Anti-Corruption Performance of Various Non-State Actors

Respondents were also asked about the performance of key non-state actors in the fight against corruption. The media and religious institutions' performance was rated as good while civil society and citizens were rated as average.



**Figure 18: Performance of non-state actors-Kenya**

### Individual Role in the Fight Against Corruption

When asked about personal initiative in the fight against corruption in the past 12 months, 55% indicated they had not done anything, with the remaining 45% indicating various actions they had undertaken.

I did nothing	55%
I refused to give or receive bribes	26%
I have encouraged people not to give to bribes	10%
I have openly spoken out against corruption	3%
I reported corruption	3%
Others	2%

**Table 14: Individual role in the fight against corruption- Kenya**

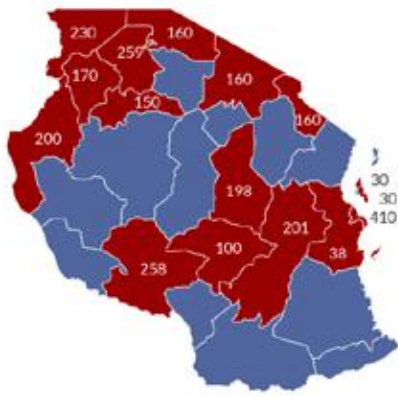
### What Can be Done to Fight Corruption?

Respondents were asked to give their views on what could be done in the fight against corruption. About a third of the respondents suggested prosecution of all persons suspected of engaging in corruption followed by 21% of respondents that felt civic education on corruption matters would be the best idea.

What can be done to fight corruption	%
Prosecute all persons suspected of engaging in corruption	29%
Educate the public on corruption matters	21%
Election of credible leaders	12%
Empower anti-corruption agencies	5%
Enhance transparency and accountability in government processes	2%

**Table 15: What can be done to fight corruption-Kenya**





# TANZANIA



## Sample Breakdown

A sample of 2,754 respondents drawn from sixteen (16) regions in Tanzania was reached. The regions are well spread geographically across the country. The sample per region was proportionate to its population as can be seen in the breakdown below.

	Province	Number of Respondents	%
1	Dar-es-salaam	410	15
2	Mwanza	259	9
3	Mbeya	258	9
4	Kagera	230	8
5	Morogoro	201	7
6	Kigoma	200	7
7	Dodoma	198	7
8	Geita	170	6
9	Arusha	160	6
10	Kilimanjaro	160	6
11	Mara	160	6
12	Shinyanga	150	5
13	Iringa	100	4
14	Pwani	38	1
15	Kusini Unguja	30	1
16	Mjini Magharibi	30	1
	Total	2754	100

**Table 16: Sample distribution by region - Tanzania**

## Aggregate Index

The aggregate index is a composite index resulting from the five different indicators of the survey. It ranges between 0 and 100, with a score of 100 being the worst score. It is a result of the different indicators of the survey, with the final score dependent on how the sector performed in the individual indicator.

The Police ranked as the most bribery prone institution in Tanzania at 85% followed by the Judiciary at 46.7% and Land Services at 35% while the Educational Institutions, Civil Registration and utilities (Water and electricity) ranked as the least bribery prone institutions.

Rank	Sector	2017	2014	Variance
1	Police	85.0	82.5	2.5
2	Judiciary	46.7	41.7	5.0
3	Land Services	35.0	35.7	-0.7
4	Tax Services	31.2	14.4	16.8
5	Medical and Health Services	20.7	15.2	5.5
6	Local authorities	17.1	12.0	5.1
7	Business Licensing	15.7	-	-
8	Educational Institutions	14.2	12.2	2.0
9	Civil Registration	13.9	-	-
10	Utilities (Water and Electricity)	13.1	15.6	-2.5

**Table 17: Aggregate index – Tanzania**

#### Indicator 1: Likelihood of Encountering Bribery

This indicator measures the likelihood of a respondent being asked or expected to pay a bribe when interacting with a particular sector. It also includes respondents who offered to pay a bribe. It is derived from the number of all bribery situations (demanded, expected, offered) registered in a sector as a proportion of persons' interactions registered in that particular sector.

Majority of the respondents interacting with the Police (71%) were asked (implicitly or explicitly) or offered to pay a bribe to access the service they were seeking followed by those interacting with the Judiciary (56%) and Land Services at 51%. The least proportion of respondents encountering a bribery incident was recorded at utilities and Educational Institutions at 30% and 20% respectively.

Rank	Sector	2017(%)
1	Police	71
2	Judiciary	56
3	Land Services	51
4	Medical and Health Services	47
5	Business Licensing	43
6	Local Authorities	41
7	Civil Registration	40
8	Tax Services	33
9	Utilities (Water and Electricity)	30
10	Educational Institutions	20

**Table 18: Likelihood of encountering bribery- Tanzania**

## Indicator 2: Prevalence of Bribery

This indicator measures the probability that a respondent would pay a bribe upon interacting with a particular sector. It is calculated as the proportion of the number of bribes recorded in a particular sector to the total number of interactions registered in that sector. A higher value indicates the high prevalence of bribery in a sector.

The largest probability of paying a bribe while seeking a service was recorded at the Police services at 37.6% followed by Land Services at 17.1% and Judiciary at 16.6%. The least prevalence was recorded at utilities and Educational Institutions at 6.5% and 5.3% respectively. Generally, there was a decrease in prevalence of bribery compared to the 2014 survey.

Rank	Sector	2017 (%)	2014 (%)	Variance
1	Police	37.6	42.9	-5.3
2	Land Services	17.1	16.4	0.7
3	Judiciary	16.6	25.1	-8.5
4	Civil Registration	13.3	-	-
5	Local Authorities	12.9	14.7	-1.8
6	Business Licensing	11.6	-	-
7	Tax Services	10.9	13.6	-2.7
8	Medical and Health Services	10.6	14.6	-4
9	Utilities (Water and Electricity)	6.5	5.6	0.9
10	Educational Institutions	5.3	13.0	-7.7

**Table 19: Prevalence of bribery - Tanzania**

## Indicator 3: Average Size of Bribe

The average bribe indicator is computed by dividing the total amount of bribes paid while seeking services by the number of bribe payers of a particular service.

The highest average size of bribe was recorded at Tax Services at 126,006 Tanzania shillings (57 USD<sup>18</sup>) followed by 116,049 Tanzania shillings (52 USD) and 90,733 Tanzania shillings (41 USD) paid at the Judiciary and Land Services respectively. The least average bribe was recorded at the civil registry at 20,348 Tanzania shillings (9 USD.) There were significant changes in the average size of bribe compared with the 2014 survey as an increase was recorded at Tax Services (59%) and the Judiciary (12%) while a decrease was recorded at local authorities (56%) and Utilities (49%).

<sup>18</sup>1 USD = 2230 Tanzania Shillings

Rank	Sector	2017 (Tshs)	2014 (Tshs)	Variance (Tshs)
1	Tax Services	126,006	79,196	46,810
2	Judiciary	116,049	103,550	12,499
3	Land Services	90,733	111,057	-20,324
4	Police	64,446	60,777	3,669
5	Educational Institutions	49,106	62,237	-13,131
6	Business Licensing	47,040	-	-
7	Utilities (Water and Electricity)	39,259	77,546	-38,287
8	Medical and Health Services	28,398	28,822	-424
9	Local authorities	23,921	54,014	-30,093
10	Civil Registration	20,348	-	-

**Table 20: Average size of bribe – Tanzania**

#### Indicator 4: Share of 'National' Bribe

This is the proportion of bribes a sector accounts for relative to the total amount of bribes recorded by the survey across all sectors in a particular country. It reflects the proportional culpability of a sector as measured by the amount of bribes received.

Police took the largest share of bribes paid at 32.8% compared to the 25.6% share from the 2014 survey. The Judiciary took the second largest share at 18.3% followed by Medical and Health Services at 11.3%. Business Licensing and Civil Registration took the least share of bribes at 2.8% and 1.6% respectively.

Rank	Sector	2017 (%)	2014 (%)	Variance
1	Police	32.8	25.6	7.2
2	Judiciary	18.3	18.4	-0.1
3	Medical and Health Services	11.3	9.3	2.0
4	Land Services	8.7	9.6	-0.9
5	Educational Institutions	8.4	9.1	-0.7
6	Utilities (Water and Electricity)	7.4	10.9	-3.5
7	Tax Services	4.7	3.2	1.5
8	Local Authorities	4.1	3.3	0.8
9	Business Licensing	2.8	-	-
10	Civil Registration	1.6	-	-

**Table 21: Share of 'national' bribe – Tanzania**

## Indicator 5: Perceived Impact of Bribery

This indicator is derived from the respondent's perception on whether they would have received the services they were seeking if they had not paid the bribe. It highlights the value that the respondents have on the bribes paid as the only means to access a service.

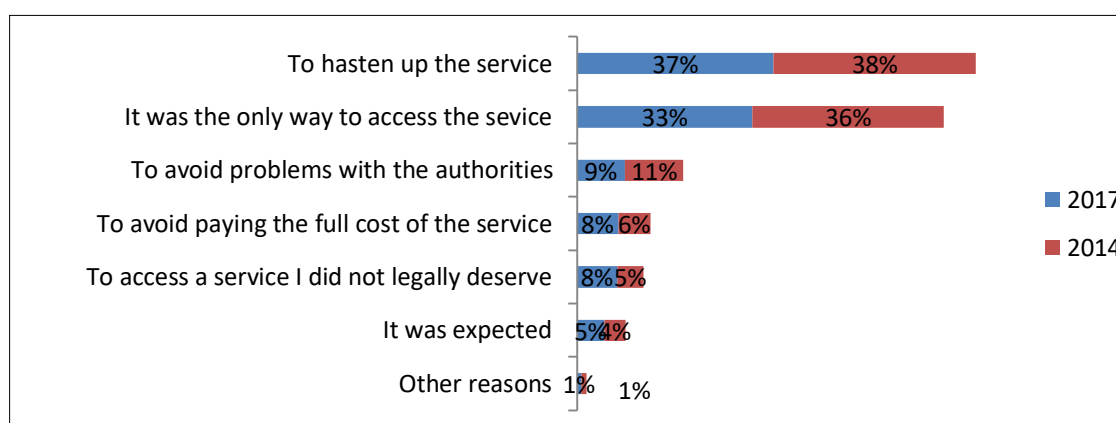
Overall, there was a decrease in the proportion of respondents who felt that they would be denied services if they failed to pay a bribe. The Police had the largest proportion of respondents who felt that they wouldn't have gotten the service they were seeking if they hadn't paid a bribe at 35.8% followed by the Judiciary at 19.7% and Land Services at 15.7%. Educational Institutions and Civil Registration recorded the least proportion of respondents who felt they had to pay a bribe to access a service.

Rank	Sector	2017 (%)	2014 (%)	Variance
1	Police	35.8	48.1	-12.3
2	Judiciary	19.7	36.4	-16.7
3	Land Services	15.7	20.6	-4.9
4	Local Authorities	13.6	13.6	0.0
5	Medical and Health Services	12.0	21.2	-9.2
6	Tax Services	8.2	16.5	-8.3
7	Business Licensing	8.0	-	-
8	Utilities (Water and Electricity)	7.4	10.7	-3.3
9	Educational Institutions	6.6	10.6	-4.0
10	Civil Registration	6.0	-	-

**Table 22: Perceived impact of bribery – Tanzania**

## Reasons for Paying Bribes

Thirty seven percent of respondents reported paying bribes to hasten up the service followed by 33% who paid bribes because that was the only way to obtain the service. These were the most common reasons identified in 2014 as well.



**Figure 19: Reasons for paying bribes - Tanzania**

## Reporting of Bribery Incidents

An overwhelming majority of the respondents (88%) that encountered bribery incidents did not report them to any authority or person. Only 12% reported, which was a slight increase from the 9% that reported in 2014.

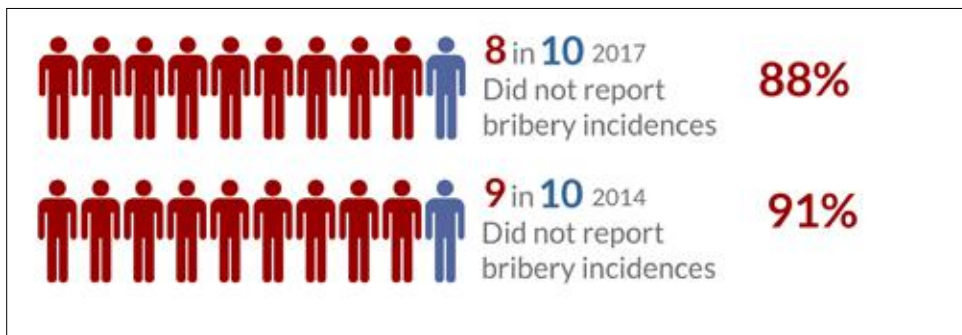


Figure 20: Reporting of bribery cases - Tanzania

## Reasons for not Reporting Bribery Incidents

A quarter of the respondents who did not report the bribery incident indicated that they did not do so because they knew no action would be taken on their reports followed by 18% who indicated that they were beneficiaries of the transaction. This pattern closely mirrors the 2014 findings.

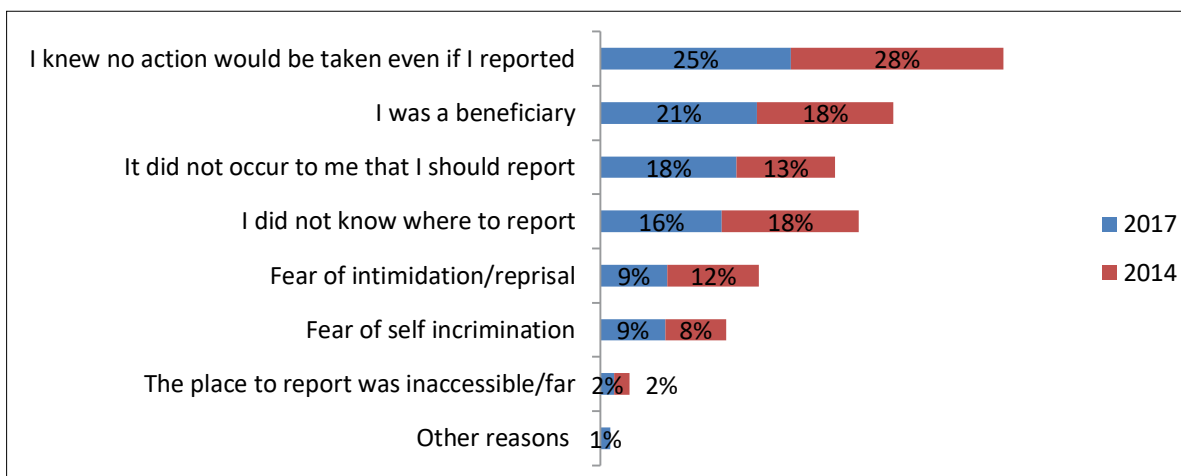


Figure 21: Reasons for not reporting bribery cases - Tanzania

## CORRUPTION PERCEPTION

### Perceived Level of Corruption

There was a significant change in the opinion of respondents regarding levels of corruption in their country compared to the 2014 survey. Twenty two percent of respondents described the current level of corruption in Tanzania as high compared to 68% who held a similar view in 2014. Those that described the level of corruption as medium stood at 44% compared to 18% in 2014. Those describing it as low, tripled to 28% from 9% in 2014.

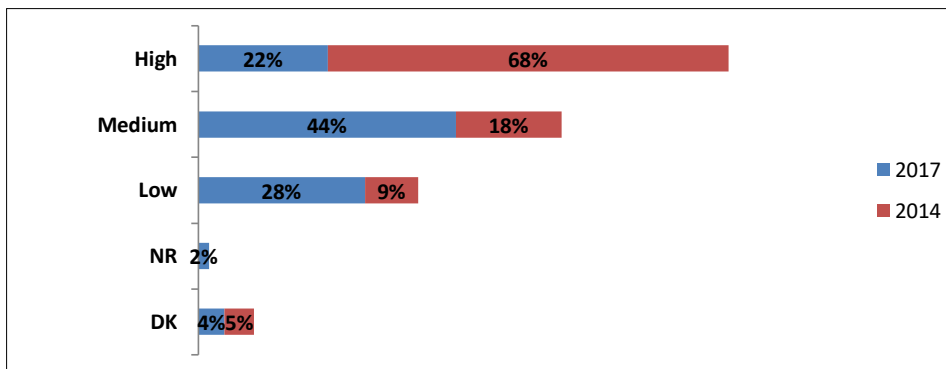


Figure 22: Perceived current level of corruption - Tanzania

### Perceived Change of the Level of Corruption in Tanzania

Seventy percent of the respondents were of the opinion that the level of corruption in Tanzania had decreased in the past one year compared to 15% who held a similar view in 2014. Only 7% felt that the level of corruption had increased compared to 51 % who held this view in 2014.

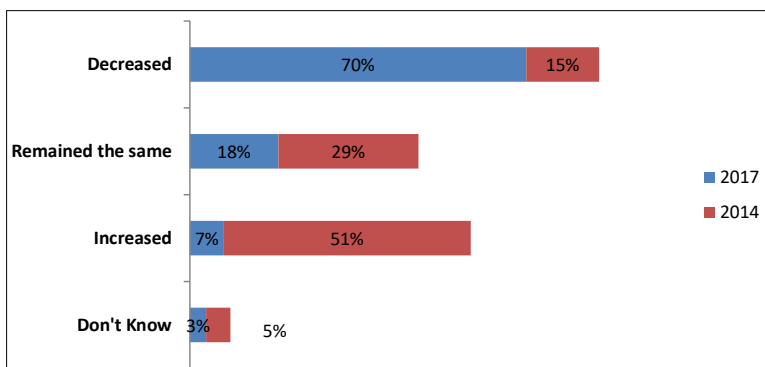


Figure 23: Perceived change in the level of corruption - Tanzania

### Projected Change in the Level of Corruption

Seventy percent of respondents held the opinion that corruption in Tanzania would decrease compared to 21% who held a similar view in 2014. Those that felt corruption would increase reduced from 52% in 2014 to 8% in 2017.

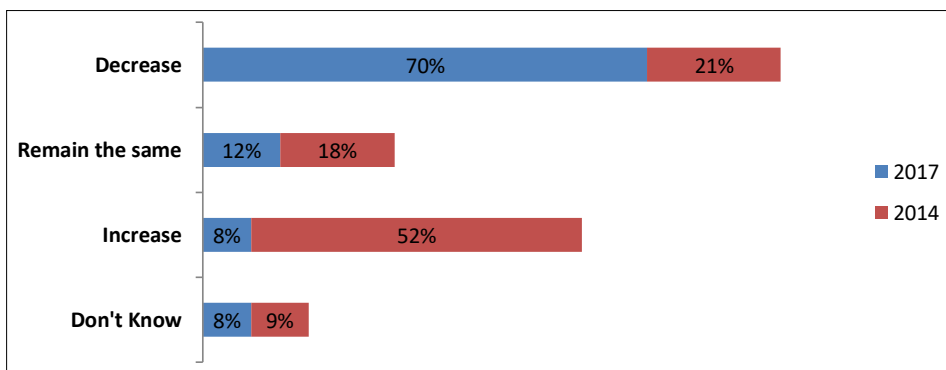


Figure 24: Projected change in the level of corruption – Tanzania

### Reasons for a Projected Decrease in the Level of Corruption

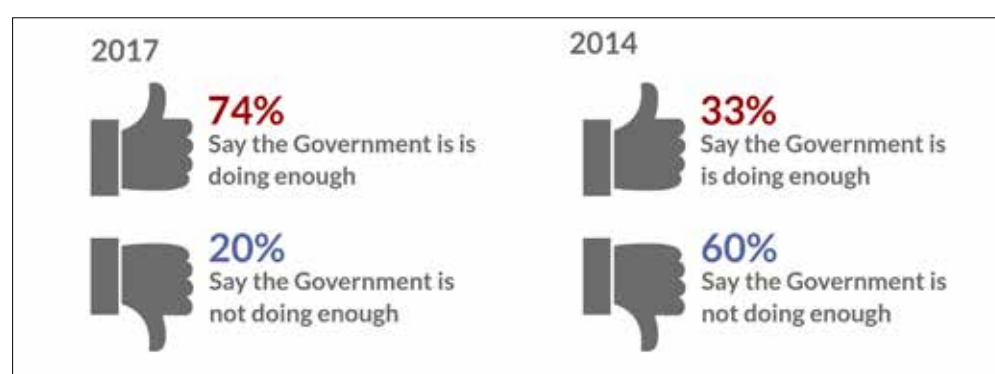
Forty four percent of respondents who felt that corruption would decrease opined that the President's commitment to fight corruption would lead to a decrease in the levels of corruption followed by 26% who felt that the efforts the government had made would lead to the decrease. Other reasons are outlined below.

Reasons for Projected Decrease	%
The President is committed to fight corruption	44%
The Government has made efforts	26%
Improved livelihood	9%
Improvement in service delivery	4%
Corruption has reduced	3%

**Table 23: Reasons for projected decrease - Tanzania**

### Government's Commitment to Fight Corruption

Majority of the respondents (74%) were of the opinion that the government had done enough to fight corruption with 20% having a contrary opinion. In 2014, majority of the respondents (60%) felt that the government was not doing enough while 33% felt the efforts were sufficient.



**Figure 25: Government's commitment to fight corruption - Tanzania**

Among those that believed that the government was committed in the fight against corruption, 23% noted that suspects have been prosecuted or corrupt officers have been dismissed. A further 18% noted that levels of corruption had decreased while 16% noted that the government had put in some efforts in eradicating the vice among other reasons.

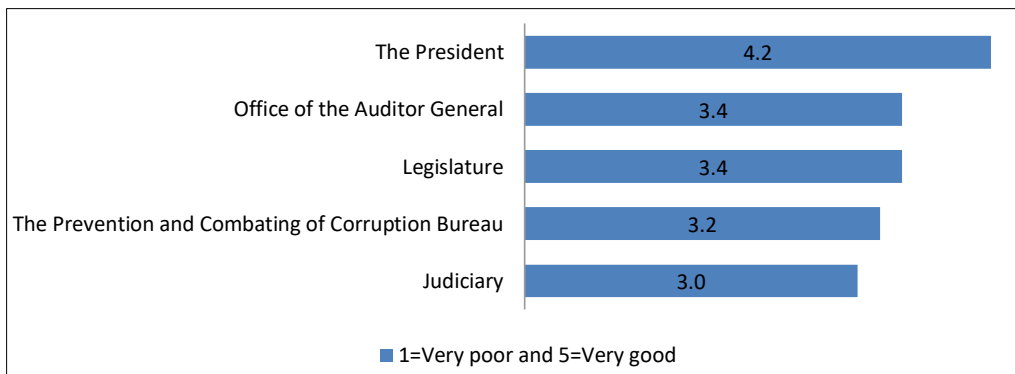
Reasons for Perceived Commitment	%
Dismissal of corrupt officers/prosecution of suspects	23%
Levels of corruption have reduced	18%
The government is tackling corruption	16%
Establishment of anti-corruption courts	13%
The President has shown commitment to fight corruption	9%
Other reasons	19%

**Table 24: Reasons for commitment - Tanzania**

### Anti-corruption Performance of Various Government Agencies

The survey also asked the respondents to rate the performance of various agencies in the fight against corruption. The President's performance was rated as good while the Judiciary, legislature, The Prevention and Combating of Corruption Bureau (PCCB) and Office of the Auditor General were rated as average.

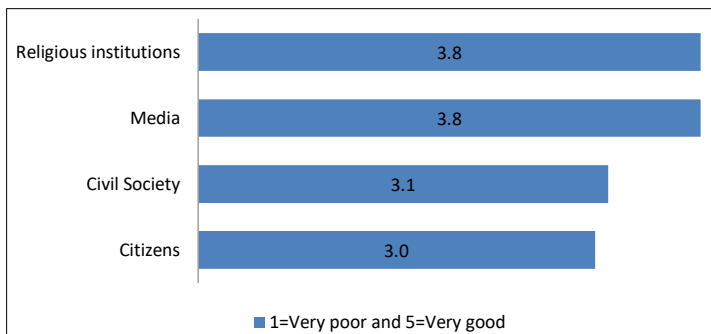




**Figure 26: Anti-corruption performance of various government agencies - Tanzania**

### Anti-corruption Performance of Various Non-State Actors

Respondents were also asked about the performance of key non-state actors in the fight against corruption. The performance of the media and religious institutions was rated as good while that of the civil society and citizens was rated as average.



**Figure 27: Anti-corruption Performance of various non-state actors - Tanzania**

### Individual Role in the Fight against Corruption

When asked about what they have personally done in the fight against corruption in the past 12 months, 63% of the respondents indicated they had not done anything while others mentioned sensitizing others (13%), refusing to pay bribes (10%), reporting incidents of corruption (1%) and abiding by the law (1%) among others.

### What can be done to Fight Corruption?

When asked the most important action to be taken against corruption, 39% suggested civic education to create awareness followed by 13% who recommended punishment of persons found engaging in the vice and 9% who called for stakeholder engagement to help fight the vice.

What can be done to fight corruption	%
Civic education	39%
Punishment for persons suspected of engaging in the vice	13%
Stakeholder engagement	9%
Continued implementation of reforms	6%
Empowering anti-corruption agencies	6%
Enactment of stringent laws	4%
Other actions	23%

**Table 25: What can be done to fight corruption -Tanzania**



# UGANDA



## Sample Breakdown

A sample of 2,008 respondents covering all the four regions in Uganda was achieved. The sample was further distributed across 28 districts<sup>19</sup> based on proportion to population.

Region	Sample	%
Central	604	30%
Eastern	573	29%
Northern	483	24%
Western	348	17%
Total	2008	100%

**Table 26: Sample Distribution by region - Uganda**

## Aggregate Index

The aggregate index is a composite index resulting from the five different indicators of the survey. It ranges between 0 and 100, with a score of 100 being the worst score. It is a result of the different indicators of the survey, with the final score dependent on how the sector performed in the individual indicator.

The Police in Uganda was ranked as the most bribery prone institution at with a score of 75 followed by the Judiciary with a score of 70 while Civil Registration and Educational Institutions were the least bribery prone with a score of 13.4 and 12.9 respectively. The Judiciary and Land Services recorded significant change in score with the Judiciary score increasing with 39.3 points and Land Services shaving off 30 points.

Rank	Uganda	2017	2014	Variance
1	Police	75.0	84.0	-9.0
2	Judiciary	70.0	30.7	39.3
3	Land Services	30.0	60.0	-30.0
4	Medical and Health Services	21.9	19.8	2.1
5	Tax Services	19.4	14.5	4.9
6	Utilities (Water and Electricity)	16.9	15.8	1.1
7	Local authorities	16.4	19.4	-3.0

<sup>19</sup>See Annex 6 for the list of districts covered

8	Business Licensing	14.5	-	-
9	Civil Registration	13.4	-	-
10	Educational Institutions	12.9	13.7	-0.8

**Table 27: Aggregate index – Uganda**

### Indicator 1: Likelihood of Encountering Bribery

This indicator measures the likelihood of a respondent being asked or expected to pay a bribe when interacting with a particular sector. It also includes respondents who offered to pay a bribe. It is derived from the number of all bribery situations (demanded, expected, offered) registered in a sector as a proportion of interactions registered in that particular sector.

Over sixty percent of respondents who interacted with the Police, Judiciary and Land Services were asked (implicitly or explicitly) or offered to pay a bribe to access the services they were seeking. The least likelihood of encountering a bribery incident was recorded at Tax Services (32%), Civil Registration (30%) and educational institution (22%).

Rank	Sector	2017 (%)
1	Police	67
2	Judiciary	66
3	Land Services	60
4	Local Authorities	47
5	Medical and Health Services	47
6	Business Licensing	40
7	Utilities (Water and Electricity)	39
8	Tax Services	32
9	Civil Registration	30
10	Educational Institutions	22

**Table 28: Likelihood of bribery – Uganda**

### Indicator 2: Prevalence of Bribery

This indicator measures the probability that a respondent would pay a bribe upon interacting with a particular sector. It is calculated as the proportion of the number of bribes recorded in a particular sector to the total number of interactions registered in that sector. A higher value indicates the high prevalence of bribery in a sector.

The probability that respondents would pay bribes while seeking services was highest at the Police at 39.5% followed by Judiciary at 37.1%. The least probability was recorded at Tax Services and Educational Institutions at 9.3% and 5.7% respectively.

Rank	Sector	2017 (%)	2014 (%)	Variance
1	Police	39.5	47.9	-8.4
2	Judiciary	37.1	39.8	-2.7
3	Land Services	19.2	46.5	-27.3
4	Medical and Health Services	18.9	22.1	-3.2
5	Local Authorities	18.6	36.4	-17.8
6	Business Licensing	18.1	-	-
7	Utilities (Water and Electricity)	16.8	14.0	2.8
8	Civil Registration	16.7	-	-
9	Tax Services	9.3	10.7	-1.4
10	Educational Institutions	5.7	7.9	-2.2

**Table 29: Prevalence of bribery – Uganda**

### Indicator 3: Average Size of Bribe

This indicator captures the average amount of bribes paid by respondents while seeking services in a particular sector. It is the arithmetic mean of all bribes paid to a sector, relative to all the respondents reporting having paid a bribe to that sector.

The highest average size of bribe was recorded at the Judiciary at 294,082 Uganda Shillings (approximately 81USD<sup>20</sup>) followed by 139,063 Uganda Shillings (USD 38) recorded at Tax Services and 130,589(USD 36) at Land Services. It is worth noting that in general there was a decrease in average size of bribe across all sectors with Land Services recording the largest decrease (76%).

Rank	Sector	2017 (UGX)	4 201(UGX)	Variance (UGX)
1	Judiciary	294,082	404,448.39	-110,366
2	Tax Services	139,063	242,344.44	-103,281
3	Land Services	130,589	550,112.90	-419,524
4	Police	56,779	108,746.67	-51,968
5	Civil Registration	45,185	-	-
6	Utilities (Water and Electricity)	40,990	95,170.67	-54,181
7	Education	38,537	78,290.27	-39,753
8	Business Licensing	36,058	-	-
9	Medical and Health Services	29,350	60,634.26	-31,284
10	Local authorities	16,413	23,632.70	-7,220

**Table 30: Average size of bribe – Uganda**

<sup>20</sup> 1 USD=3620 Uganda shillings

#### Indicator 4: Share of 'National' Bribe

This is the proportion of bribes a sector accounts for relative to the total amount of bribes recorded by the survey across all sectors in a particular country. It reflects the proportional culpability of a sector as measured by the amount of bribes received.

Cumulatively, the Judiciary, the Police, Medical and Health Services accounted for about 70% of the total bribes paid across the sectors while the remaining seven sectors accounted for the remaining 30%.

Rank	Sector	2017(%)	2014(%)	Variance
1	Judiciary	34.6	17.9	16.7
2	Police	22.9	23.7	-0.8
3	Medical and Health Services	14.4	11.7	2.7
4	Utilities (Water and Electricity)	7.6	8.9	-1.3
5	Educational Institutions	6.7	7.3	-0.6
6	Land Services	6.2	19.4	-13.2
7	Local Authorities	4.1	4.0	0.1
8	Tax Services	1.4	3.1	-1.7
9	Civil Registration	1.2	-	-
10	Business Licensing	0.9	-	-

Table 31: Share of 'national' bribe - Uganda

#### Indicator 5: Perceived Impact of Bribery

This indicator is derived from the respondent's perception on whether they would have received the services they were seeking if they had not paid the bribe. It highlights the value that the respondents have on the bribes paid as the only means to access a service.

The highest impact of bribe was recorded at the Police and the Judiciary with 45.4% and 42.6% of respondents respectively reporting they would not have received the service if they had not paid a bribe. The least impact was recorded at Educational Institutions.

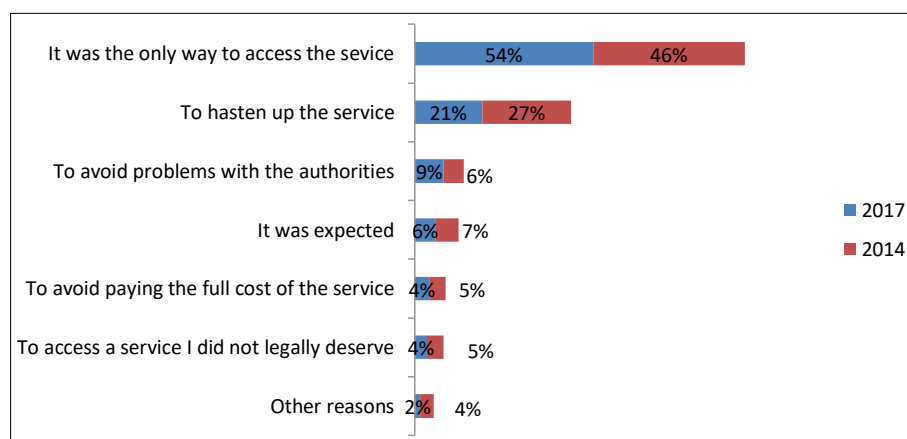
Rank	Sector	2017 (%)	2014(%)	Variance
1	Police	45.4	55.6	-10.2
2	Judiciary	42.6	37.5	5.1
3	Land Services	33.5	41.0	-7.5
4	Local Authorities	28.0	37.3	-9.3
5	Medical and Health Services	27.0	31.0	-4.0
6	Business Licensing	19.6	-	-
7	Utilities (Water and Electricity)	18.7	25.2	-6.5

8	Civil Registration	16.2	-	-
9	Tax Services	15.6	20.2	-4.6
10	Educational Institutions	11.3	12.2	-0.9

**Table 32: Perceived impact of bribery – Uganda**

### Reasons for Paying Bribes

About half the respondents reported paying bribes because it was the only way to access the service followed by 21% who paid so as to hasten service delivery. These were the same top two reasons for paying bribes recorded in 2014.



**Figure 28: Reasons for paying bribes – Uganda**

### Reporting of Bribery Incidents

Ninety four percent of respondents who encountered bribery incidents while seeking services did not report the incidents to any authority or person. This was the same situation captured by the 2014 survey.



**Figure 29: Reporting of bribery incidents – Uganda**

### Reasons for not Reporting Bribery Incidents

About a third of the respondents failed to report the bribery incidents they encountered as they believed no action would be taken to resolve their complaints followed by about a quarter who admitted to being beneficiaries of the transaction thus choosing not to report.

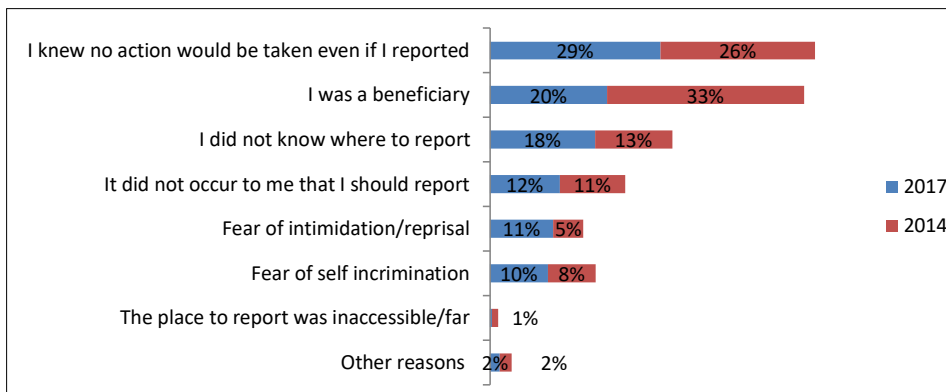


Figure 30: Reasons for not reporting bribery incidents – Uganda

## CORRUPTION PERCEPTION

### Perceived Level of Corruption

Similar to the views offered in 2014, an overwhelming majority of respondents (81%) described the current level of corruption in Uganda as high. Cumulatively, 15% of the respondents described the current level of corruption as medium or low.

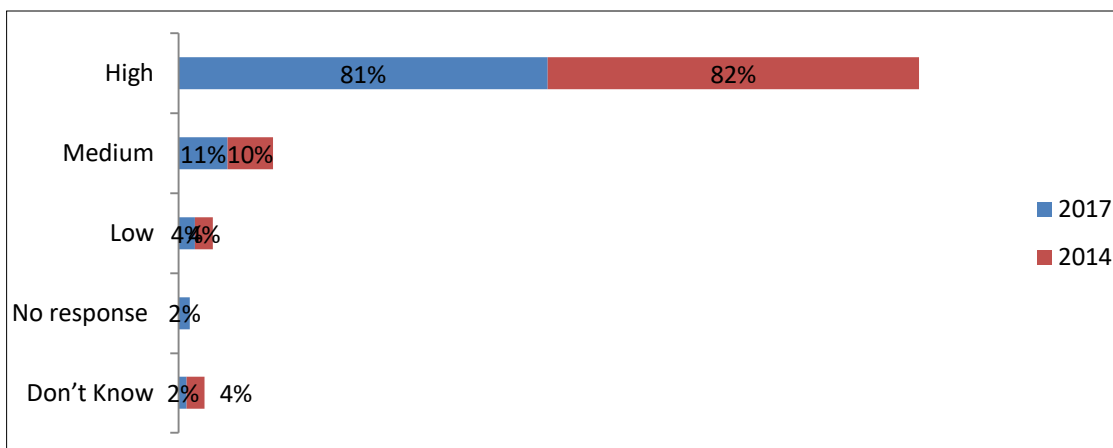


Figure 31: Perceived current level of corruption – Uganda

### Perceived Change in Level of Corruption

Majority of the respondents (59%) held the view that corruption had increased compared to the past one year while 27% believed it had remained the same, views that were not significantly different than those held in 2014.

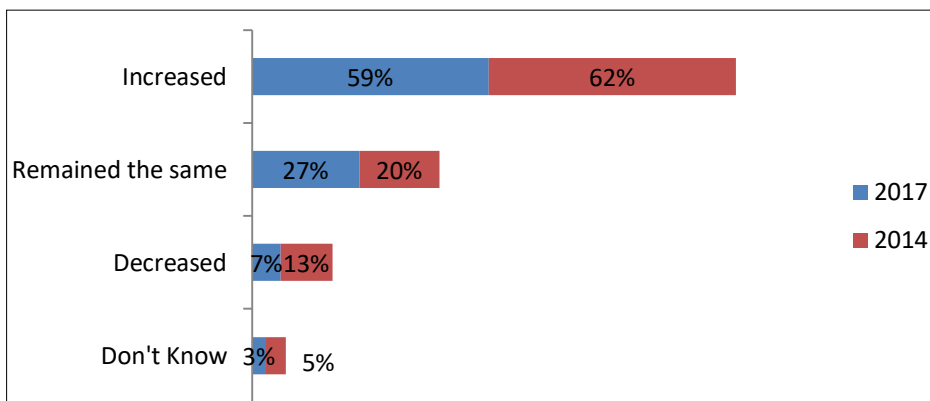


Figure 32: Perceived change in the level of corruption - Uganda

### Projected Change in Level of Corruption – Uganda

Fifty nine percent of respondents from Uganda projected an increase in levels of corruption in the coming year compared to 61% who held a similar view in 2014. Those that projected that the level would decrease or would remain the same constituted 13% and 16% respectively.

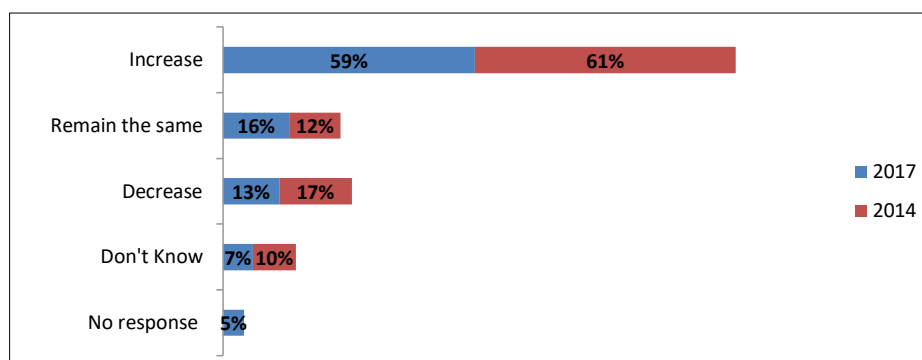


Figure 33: Projected change in the level of corruption – Uganda

### Reasons for Projected Decrease

The reasons cited by those who indicated that corruption levels would increase observed that everyone was corrupt (26%), no positive change has occurred (16%), among other reasons as seen below.

Reasons for projected increase	%
Everyone is corrupt (leaders and citizens)	26%
No positive change has occurred	16%
There is no action taken against people found guilty of corruption	12%
There is poor implementation of corruption laws	6%

### Government's Commitment to Fight Corruption

Sixty three percent of respondents in Uganda felt that their government was not doing enough to fight corruption compared to 59% who had a similar opinion in 2014.

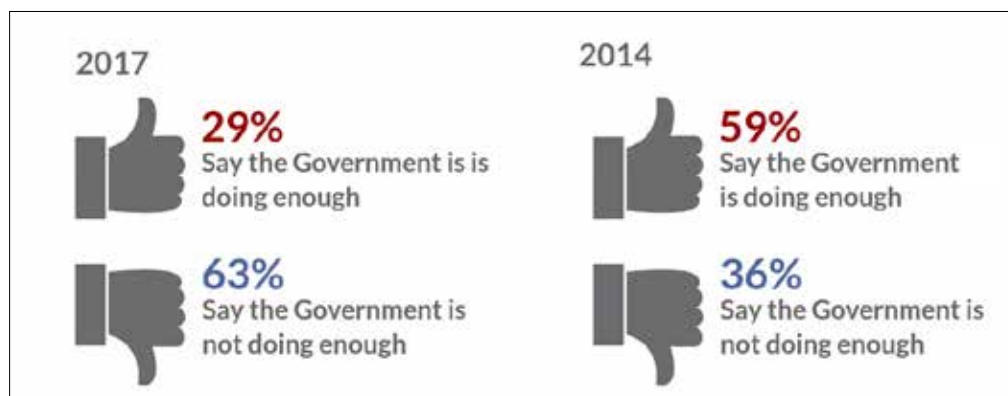


Figure 34: Government anti-corruption efforts - Uganda

### Reasons for Perceived Lack of Commitment

Majority of the respondents (56%) who felt that government anti-corruption efforts were ineffective observed that corrupt officials still worked in government while 17% noted there was still a lot of inefficiency in service delivery.



Reasons for perceived lack of commitment	%
Corrupt officers are still in government	56%
There is inefficient service delivery	17%
Increased cases of corruption	16%
Other reasons	11%

### Anti-corruption Performance of Various Government Agencies

Separately, respondents were asked to rate the performance of various agencies in the fight against corruption in the last 12 months. The performance of the Inspectorate of Government (IGG) was rated as average while that of the President, Auditor General, Legislature and Judiciary was rated as poor.



Figure 35: Anti-corruption performance of various government agencies - Uganda

### Anti-Corruption Performance of Various Non-State Actors

Respondents were also asked about the performance of key non-state actors in the fight against corruption. The media and religious institutions were the best rated among the listed institutions as respondents rated their performance as good while that of civil society, and citizens was rated as average.

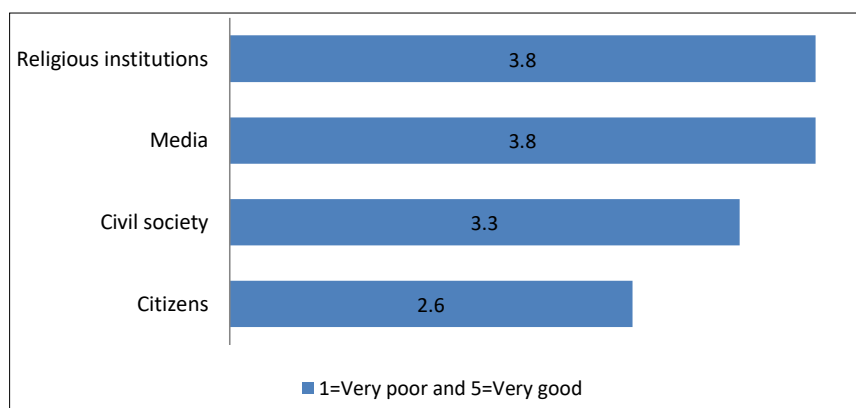


Figure 36: Anti-corruption performance of various non-state actors - Uganda

### Individual Role in the Fight Against Corruption

When asked about personal initiative in the fight against corruption in the past 12 months, 62% of the respondents indicated they had done nothing while others said they had refused to pay bribes (13%). Other actions can be seen below:

Individual role in the fight against corruption	%
I have done nothing	62%
I refused to pay bribes	13%
I sensitised others against corruption	14%
I reported incidents of corruption	3%
Other actions	7%

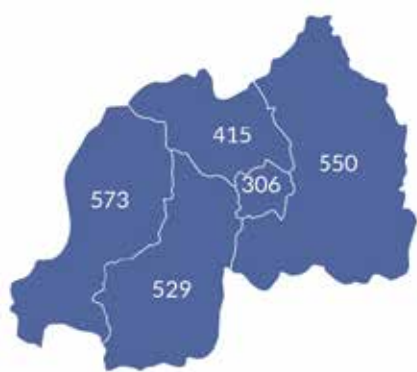
**Table 33: Individual role against corruption- Uganda**

### What can be Done to Fight Corruption?

Respondents proposed the prosecution of officials implicated in corruption (35%) followed by 13% who wished to see their leaders spearheading the anti-corruption agenda. Other recommendations given included a change in leadership of the country (11%), stepping up the existing anti-corruption efforts (11%) among others.

Prosecute all corrupt officials	35%
Political leaders should lead the fight against corruption	13%
Change leadership of the country	11%
Step up the existing anti-corruption efforts	11%
Citizens should avoid paying bribes	9%
Awareness creation on the ills of corruption	8%
Increase salaries for civil servants	7%
Other recommendations	6%

**Table 34: What can be done in the fight against corruption - Uganda**



# RWANDA



## Sample Breakdown

A sample of 2,373 was drawn from five provinces in Rwanda as displayed below.

Province	Sample	%
West	573	24
East	550	23
South	529	22
North	415	17
Kigali City	306	13
<b>Total</b>	<b>2373</b>	<b>100</b>

Table 35: Sample distribution by province - Rwanda

## Aggregate Index

The aggregate index is a composite index resulting from the five different indicators of the survey. It ranges between 0 and 100, with a score of 100 being the worst score. It is a result of the different indicators of the survey, with the final score dependent on how the sector performed in the individual indicator.

The Police was ranked the most bribery prone institution with a score of 62.5 followed by Tax Services at 45.8 and local authorities at 44.6. Medical and Health Services were ranked the least bribery prone with a score of 14.3. Compared to the 2014 survey, the 2017 aggregate scores recorded an increase across the board except at the Judiciary where a decrease of 4.9 points was recorded.

Rank	Sector	2017	2014	Variance
1	Police	62.5	46.6	15.9
2	Tax Services	45.8	9.7	36.1
3	Local authorities	44.6	32.2	12.4
4	Utilities (Water and Electricity)	38.3	14	24.3
5	Judiciary	32.1	37	-4.9
6	Educational Institutions	21.7	10	11.7
7	Medical and Health Services	14.3	7.9	6.4

Table 36: Aggregate index – Rwanda

### Indicator 1: Likelihood of Encountering Bribery

This indicator measures the likelihood of a respondent being asked or expected to pay a bribe when interacting with a particular sector. It also includes respondents who offered to pay a bribe. It is derived from the number of all bribery situations (demanded, expected, offered) registered in a sector as a proportion of all the interactions registered in that particular sector.

About a third of the respondents that sought services from the Police were asked (implicitly or explicitly) or offered to pay a bribe followed by 23% at the Judiciary and 23% at Tax Services. Only 3% interacting with the Medical and Health Services encountered a similar experience.

Rank	Sector	2017 (%)
1	Police	29
2	Judiciary	23
3	Tax Services	23
4	Local Authorities	19
5	Utilities (Water and Electricity)	11
6	Educational Institutions	9
7	Medical and Health Services	3

Table 37: Likelihood of encountering bribery - Rwanda

### Indicator 2: Prevalence of Bribery

This indicator measures the probability that a respondent would pay a bribe upon interacting with a particular sector. It is calculated as the proportion of the number of bribes recorded in a particular sector to the total number of interactions registered in that sector. A higher value indicates the high prevalence of bribery in a sector.

The highest probability of paying a bribe recorded was 18.1% at utilities (water and electricity) followed by 15.5% recorded at the Police. The least probability was recorded at Medical and Health Services at 0.5%. This was also the lowest probability of paying a bribe recorded at any institution across the region. Compared to the 2014 survey, the only significant change recorded in prevalence was an increase at utilities (water and electricity) with 15.6 points.

Rank	Sector	2016 (%)	2014 (%)	Variance
1	Utilities (Water and Electricity)	18.1	2.5	15.6
2	Police	15.5	15.7	-0.2
3	Local Authorities	5.4	6.0	-0.6
4	Judiciary	5.1	4.4	0.7
5	Educational Institutions	3.5	0.7	2.8
6	Tax Services	3.0	0.9	2.1
7	Medical and Health Services	0.5	0.2	0.3

Table 38: Prevalence of bribery – Rwanda

### Indicator 3: Average size of Bribe

Tax Services recorded the highest average size of bribe at 81,218 Rwanda Francs (USD 100), followed by 77,500 Francs (USD 95) recorded at the Police and 46,500 Francs (USD 57) at the Judiciary. The least average size of bribe was recorded at Medical and Health Services at 11,140 (USD 14) Rwanda Francs. It is worth noting that compared to the 2014 survey, the average size of bribe significantly increased in all sectors except at the Judiciary and utilities which posted a 47% and 18% decrease respectively. Further, the increase in average size of bribe was the largest recorded across region.

Rank	Sector	2017(Rwf)	2014 (Rwf)	Variance (Rwf)
1	Tax Services	81,218	9,429	71,789
2	Police	77,500	48,962	28,538
3	Judiciary	46,500	88,286	-41,786
4	Educational Institutions	45,000	18,625	26,375
5	Local authorities	32,372	19,568	12,804
6	Utilities (Water and Electricity)	27,400	33,333	-5,933
7	Medical and Health Services	11,140	1,480	9,660

Table 39: Average size of bribe – Rwanda

### Indicator 4: Share of 'National' Bribe

This is the proportion of bribes a sector accounts for relative to the total amount of bribes recorded by the survey across all sectors in a particular country. It reflects the proportional culpability of a sector as measured by the amount of bribes received.

Local authorities, the Police and Tax Services accounted for 85% of the share of bribes recorded among the listed institutions with the remaining 15% shared among the remaining four institutions. It is worth noting that local authorities, Tax Services and Educational Institutions recorded an increase in share of bribe while a decrease was recorded at the Judiciary. Other services more or less, maintained their share.

Rank	Sector	2016 (%)	2014 (%)	Variance
1	Local Authorities	44.8	22.3	22.5
2	Police	27.8	28.8	-1.0
3	Tax Services	11.8	0.5	11.3
4	Educational Institutions	9.6	2.2	7.4
5	Judiciary	4.0	14.0	-10.0
6	Utilities (Water and Electricity)	1.2	3.0	-1.8
7	Medical and Health Services	1.0	1.1	-0.1

Table 40: Share of 'national' bribe - Rwanda

### Reasons for Paying Bribes

About half of the respondents that paid a bribe in Rwanda reported doing so in order to accelerate the delivery of services they were seeking followed by those who paid to access services they did not legally deserve. Only 7% reported paying bribes since it was the only way to access the service compared to 27% who had similar reasons in 2014.

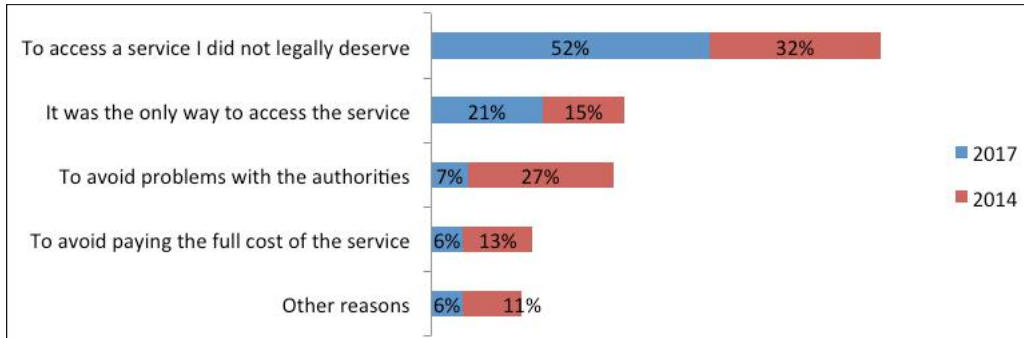


Figure 37: Reasons for paying bribes - Rwanda

### Reporting of Bribery Incidents

As was the case in 2014, an overwhelming majority of respondents (85%) who encountered bribery incidents in Rwanda did not report to any authority or person. It is however worth noting that Rwanda, at 15%, recorded the largest percentage of respondents that reported bribery across the region.

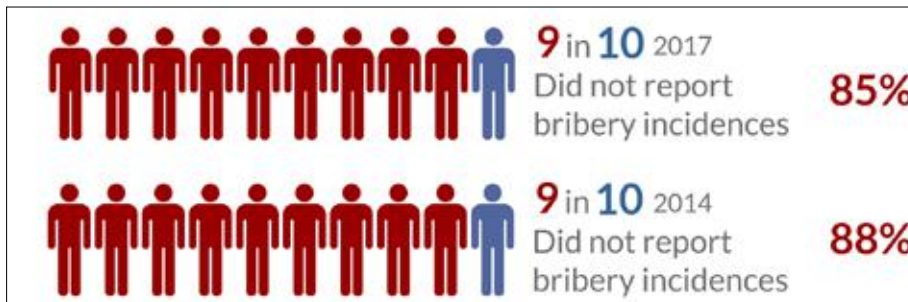


Figure 38: Reporting of bribery incidents - Rwanda

### Reasons for not Reporting Bribery Incidents

Thirty six percent of the respondents indicated that they did not report the bribery incidents they encountered as it did not occur to them to report followed by 25% who reported that they knew no action would be taken if they reported. A further 25% indicated they feared self-incrimination. These were the three top reasons for not reporting bribery incidents given in 2014 although the topmost reason given then was fear of self-incrimination.

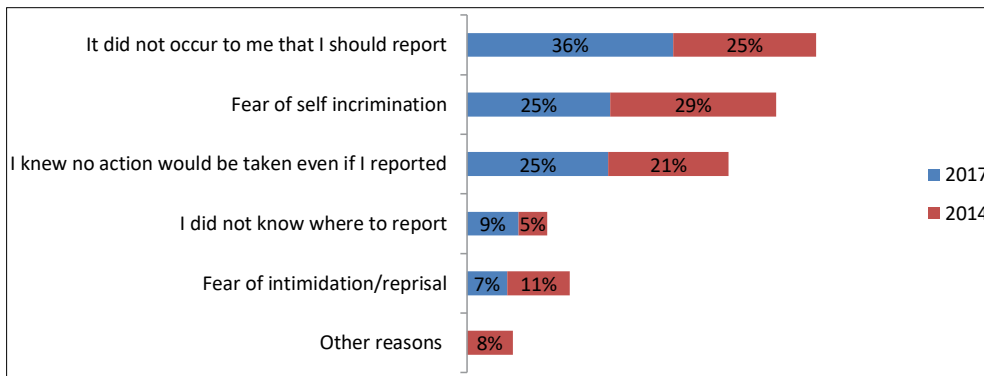


Figure 39: Reasons for not reporting bribery incidents - Rwanda

## CORRUPTION PERCEPTION

### Perceived Level of Corruption

Majority of the respondents (61%) perceived the level of corruption in Rwanda to be low compared to 52% who held a similar view in 2014. The remaining respondents perceived the level of corruption in Rwanda to be medium and high at 20% and 19% respectively.

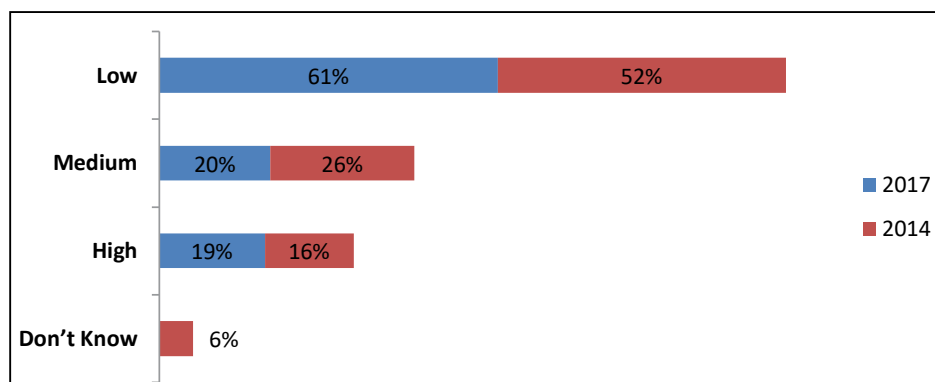


Figure 40: Perceived current level of corruption – Rwanda

### Perceived Change in the Level of Corruption

Sixty eight percent of the respondents were of the opinion that corruption had decreased in the past 12 months compared to 74% who held a similar view in 2014. Those that felt it had remained the same and decreased constituted 11% and 10% respectively.

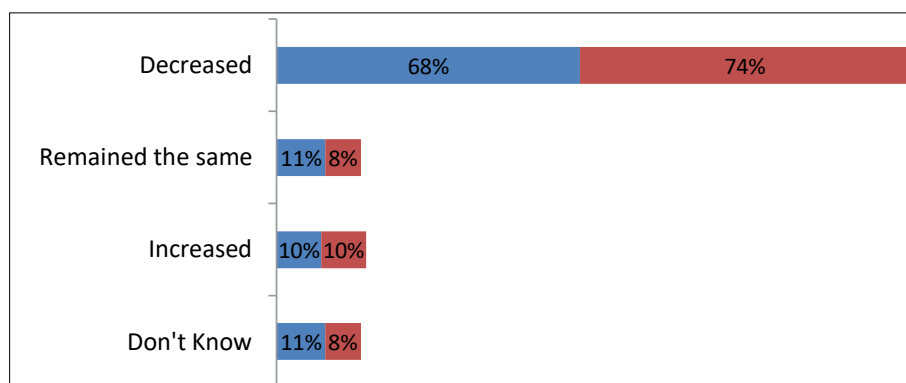


Figure 41: Perceived change in the level of corruption - Rwanda

### Projected Change in the Level of Corruption

Seventy percent of the respondents projected a decrease in the level of corruption in the coming year with only 9% projecting an increase and 5% projecting a status quo. In 2014, respondents held more or less similar views.

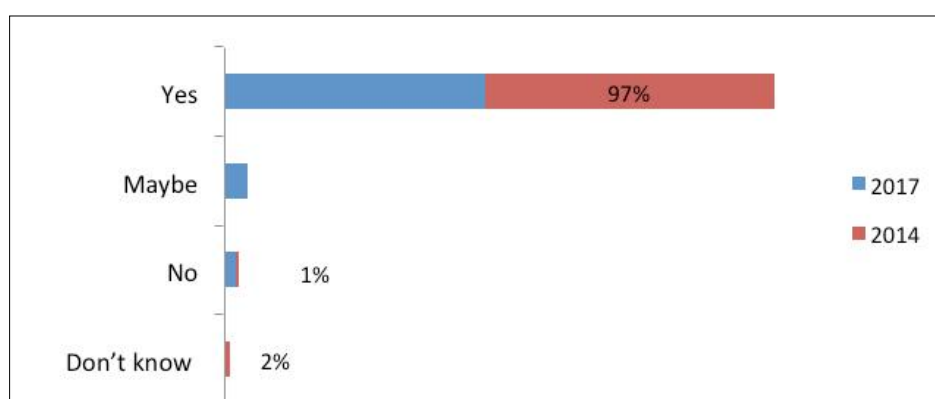


Figure 42: Projected change in the level of corruption – Rwanda

### Government's Commitment to Fight Corruption

Respondents were asked to rate their satisfaction with the government's efforts to fight corruption. A majority of respondents (88%) reported being happy with the government's anti-corruption efforts while 3% registered their dissatisfaction. In 2014, 97% of respondents were of the opinion that their government was doing enough to fight corruption.

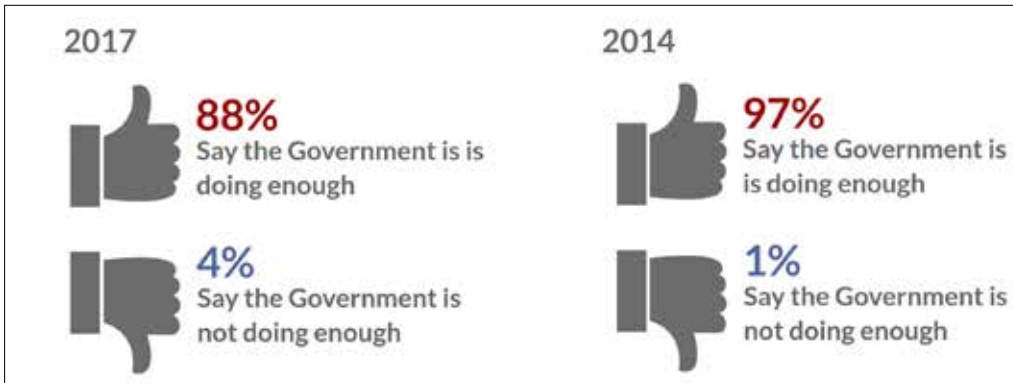


Figure 43: Government's Commitment to Fight Corruption - Rwanda



# CONCLUSION

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In terms of service delivery, the survey noted that the Judiciary, Land and the Police Services were the institutions most affected by bribery across the region. These institutions recorded the highest proportion of respondents that were asked (implicitly or explicitly) to pay a bribe, the highest proportion that felt that they would not have received the service if they had not paid a bribe and had the largest proportion of respondents with the biggest likelihood of paying a bribe.

The survey also noted that respondents from households with an income of less than 180 USD per month represented the majority of respondents that paid bribe with at least three out of ten institutions in each country recording an average size of bribes of over 50 USD. The survey has recorded a significant change in citizen's perception on corruption in Tanzania. In 2014 majority of respondents (68%) believed that the level of corruption was very high and would rise in the following year compared to 22% with a similar view in 2017. A cumulative 72% described the level of corruption as medium or low with 70% believing it would decrease in the coming year.

Respondents seemed to credit this state to the government's commitment to combat the vice as 74% felt that the government was doing enough to fight corruption. Additionally, they rated as good the performance of the president in the fight against corruption. This implies a high rate of confidence in the president to lead and sustain the anti-corruption agenda in Tanzania. It is worth noting that there was a decrease in the proportion of respondents encountering bribery at service delivery points as 36% reported being asked (implicitly or explicitly) to pay a bribe compared to 42% that reported the same in 2014.

In previous surveys, respondents in Rwanda have consistently maintained a high level of confidence in their government's ability to fight corruption. They described the level of corruption as low and will decrease, the survey noted there were no significant changes in the proportion of respondents encountering bribery incidents while seeking services.

In Uganda and Kenya, the survey noted some slight changes in the proportion of respondents encountering bribery incidents while seeking services; three points increase in Uganda and three points decrease in Kenya. The perceptions of corruption however did not change as eight out of ten describe the level of corruption as high while the anti-corruption agencies got an average rating, an overwhelming majority of respondents did not report any of the corruption incidents they encountered as they felt no action would be taken to resolve their complaints.

Respondents had more favourable reviews of the non-state actors such as media and religious institutions who they deemed to be doing well in the fight against corruption. These two institutions play a vital role in exposing and speaking out against corruption.

On the other hand, they rated as average the performance of citizens in the fight against corruption. This is despite most respondents acknowledging that they had not done anything to fight the vice in the last 12 months and majority of those that encountered bribery incidents not reporting.

# RECOMMENDATIONS

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## **Political Will**

There is need for political leaders to demonstrate commitment to prevent and combat corruption in public service. This in turn will encourage other public officers and citizens from engaging in the vice. This can be seen in Rwanda which has consistently recorded low levels of bribery and in Tanzania where the perception on the level of corruption has drastically reduced since the change of administration that is viewed to be more committed in the fight against corruption.

## **Public Education and Sensitization**

There is a significant proportion of respondents stating that they were beneficiaries of the bribery transactions and as such could not report the encounter. To this end, there is need for civic education, training and sensitization on the ills of corruption. This can be a collaborative effort bringing together various actors such as the media, civil society and government agencies. This should be prioritized to enlist public support that will eventually result in a culture change geared towards enhancing good governance practices in East Africa. This can be leveraged against the significant number of respondents that reported not paying bribes and those that encouraged others to refrain from paying bribes or engaging in other acts of corruption.

Additionally, there is also a need to create awareness on avenues and procedures of reporting corruption as there was a significant proportion of respondents stating they did not know where to report.

## **Strengthen Enforcement**

Government should put measures, structures and systems in the public service to enhance corruption detection and prevention. This can be achieved by enhancing the capacity of enforcement agencies through adequate funding, training, equipment and human capital to attend to complaints in a timely manner whenever they arise. The survey noted that there was low confidence in anti-corruption institutions as a significant number of respondents opted not to report corruption because they felt that no action would be taken to resolve the complaint.

## **Targeted Anti-Corruption Interventions**

This survey has over time rated the Police, Judiciary and Land Services as institutions and services most prone to bribery. The Government should conduct an audit of the processes, procedures and practices in their operations to identify loopholes that encourage bribery. Once identified, appropriate measures should be taken to execute a plan of action to prevent these occurrences.

### **Strong Institutions of Governance**

There is a need to strengthen the capacity of various institutions of governance to deal with the pervasive problem of corruption. It is imperative that they have a clean bill of health to enhance public confidence in their ability to play their part in combating the vice. The survey noted that crucial institutions in this regard such as the Police and the Judiciary were dealing with the vice within their ranks as a significant proportion of respondents within the region reported being asked to pay bribes to access their services. Additionally, respondents described their performance and that of other institutions such as the legislature and the office of the auditor general as poor or average in the fight against corruption.

### **Strong and Consistent Action Against Persons Implicated in Corruption**

There is a strong sentiment from citizens recommending prosecution of individuals implicated in corruption as the most important thing to be done in the fight against corruption. That there now exist courts dedicated to deal with corruption matters (in Kenya, Uganda and Tanzania) is already a response to the issue. The next step therefore needs to involve an expeditious adjudication of corruption related cases to showcase that there is action against persons implicated in corruption.

### **Integrity Management Mechanisms at Institutional Level**

As a first line of dealing with corruption, institutions should be encouraged to set up internal integrity management initiatives. This could include setting up complaint resolution mechanisms for their clients to report any bribery incidents they encounter or service delivery charters outlining the services offered, amount of time taken and fees charged to access the services among other initiatives.

### **Digitisation of Services**

A large proportion of respondents reported paying bribes to get services faster while others paid as it was the only way to access the service. Institutions should consider digitisation of various services as a means to reduce service transaction times as well as the opportunity for bribery transactions to take place at service delivery points.

# ANNEXES

## Annex 1 – Likelihood of Encountering Bribery - Regional

Rank	Sector / Institution	2017 score (%)	Country
1	Police	71	Tanzania
2	Police	69	Kenya
3	Police	67	Uganda
4	Judiciary	66	Uganda
5	Land Services	60	Uganda
6	Judiciary	56	Tanzania
7	Land Services	55	Kenya
8	Land Services	51	Tanzania
9	Judiciary	48	Kenya
10	Local Authorities	47	Uganda
11	Medical and Health Services	47	Tanzania
12	Medical and Health Services	47	Uganda
13	Civil Registration	46	Kenya
14	Business Licensing	43	Tanzania
15	Local Authorities	41	Tanzania
16	Civil Registration	40	Tanzania
17	Business Licensing	40	Uganda
18	Utilities (Water and Electricity)	39	Uganda
19	Business Licensing	35	Kenya
20	Tax Services	33	Tanzania
21	Tax Services	32	Uganda
22	Utilities (Water and Electricity)	30	Tanzania
23	Civil Registration	30	Uganda
24	Police	29	Rwanda
25	Medical and Health Services	25	Kenya
26	Utilities (Water and Electricity)	25	Kenya
27	Judiciary	23	Rwanda
28	Tax Services	23	Rwanda

29	Educational Institutions	22	Uganda
30	Educational Institutions	20	Tanzania
31	Educational Institutions	19	Kenya
32	Local Authorities	19	Rwanda
33	Tax Services	18	Kenya
34	<i>Huduma</i> Centres	13	Kenya
35	Utilities (Water and Electricity)	11	Rwanda
36	Educational Institutions	9	Rwanda
37	Medical and Health Services	3	Rwanda

## Annex 2 – Prevalence of Bribery- Regional

Rank	Sector / Institution	2017 score (%)	Country
1	Police	41.6	Kenya
2	Police	39.5	Uganda
3	Police	37.6	Tanzania
4	Judiciary	37.1	Uganda
5	Civil Registration	23.6	Kenya
6	Land Services	19.6	Kenya
7	Land Services	19.2	Uganda
8	Medical and Health Services	18.9	Uganda
9	Local Authorities	18.6	Uganda
10	Utilities (Water and Electricity)	18.1	Rwanda
11	Business Licensing	18.1	Uganda
12	Business Licensing	17.7	Kenya
13	Judiciary	17.7	Kenya
14	Land Services	17.1	Tanzania
15	Utilities (Water and Electricity)	16.8	Uganda
16	Civil Registration	16.7	Uganda
17	Judiciary	16.6	Tanzania
18	Police	15.5	Rwanda
19	Civil Registration	13.3	Tanzania
20	Local Authorities	12.9	Tanzania
21	Business Licensing	11.6	Tanzania
22	Tax Services	10.9	Tanzania

23	Medical and Health Services	10.6	Tanzania
24	Medical and Health Services	9.6	Kenya
25	Tax Services	9.3	Uganda
26	Educational Institutions	7.9	Kenya
27	<i>Huduma</i> Centres	7.6	Kenya
28	Tax Services	7.5	Kenya
29	Utilities (Water and Electricity)	6.5	Tanzania
30	Utilities (Water and Electricity)	5.9	Kenya
31	Educational Institutions	5.7	Uganda
32	Local Authorities	5.4	Rwanda
33	Educational Institutions	5.3	Tanzania
34	Judiciary	5.1	Rwanda
35	Educational Institutions	3.5	Rwanda
36	Tax Services	3.0	Rwanda
37	Medical and Health Services	0.5	Rwanda

### Annex 3– Average Size of Bribe – Regional

Rank	Sector / Institution	2017 score(USD)	Country
1	Judiciary	135	Kenya
2	Tax Services	119	Kenya
3	Tax Services	100	Rwanda
4	Police	95	Rwanda
5	Land Services	86	Kenya
6	Judiciary	81	Uganda
7	Judiciary	57	Rwanda
8	Tax Services	57	Tanzania
9	Educational Institutions	55	Rwanda
10	Judiciary	52	Tanzania
11	Land Services	41	Tanzania
12	Local authorities	40	Rwanda
13	Educational Institutions	39	Kenya
14	Tax Services	38	Uganda
15	Land Services	36	Uganda
16	Business Licensing	35	Kenya

17	Utilities (Water and Electricity)	34	Rwanda
18	Police	34	Kenya
19	Police	29	Tanzania
20	Utilities (Water and Electricity)	25	Kenya
21	Medical and Health Services	24	Kenya
22	Educational Institutions	22	Tanzania
23	Business Licensing	21	Tanzania
24	Utilities (Water and Electricity)	18	Tanzania
25	Police	16	Uganda
26	Medical and Health Services	14	Rwanda
27	Medical and Health Services	13	Tanzania
28	Civil Registration	12	Uganda
29	<i>Huduma</i> Centres	12	Kenya
30	Civil Registration	12	Kenya
31	Utilities (Water and Electricity)	11	Uganda
32	Local authorities	11	Tanzania
33	Educational Institutions	11	Uganda
34	Business Licensing	10	Uganda
35	Civil Registration	9	Tanzania
36	Medical and Health Services	8	Uganda
37	Local authorities	5	Uganda

#### Annex 4 – Share of ‘National’ Bribe – Regional

Rank	Sector / Institution	2017 score (%)	Country
1	Local Authorities	44.8	Rwanda
2	Judiciary	34.6	Uganda
3	Police	32.8	Tanzania
4	Police	29.5	Kenya
5	Police	27.8	Rwanda
6	Police	22.9	Uganda
7	Judiciary	18.3	Tanzania
8	Educational Institutions	16.7	Kenya
9	Judiciary	15.1	Kenya
10	Medical and Health Services	14.4	Uganda



11	Tax Services	11.8	Rwanda
12	Medical and Health Services	11.3	Tanzania
13	Land Services	10.5	Kenya
14	Medical and Health Services	9.6	Kenya
15	Educational Institutions	9.6	Rwanda
16	Land Services	8.7	Tanzania
17	Educational Institutions	8.4	Tanzania
18	Utilities (Water and Electricity)	7.6	Uganda
19	Utilities (Water and Electricity)	7.4	Tanzania
20	Educational Institutions	6.7	Uganda
21	Utilities (Water and Electricity)	6.5	Kenya
22	Land Services	6.2	Uganda
23	Civil Registration	5.0	Kenya
24	Tax Services	4.7	Tanzania
25	Business Licensing	4.4	Kenya
26	Local Authorities	4.1	Tanzania
27	Local Authorities	4.1	Uganda
28	Judiciary	4.0	Rwanda
29	Business Licensing	2.8	Tanzania
30	Tax Services	2.0	Kenya
31	Civil Registration	1.6	Tanzania
32	Tax Services	1.4	Uganda
33	Utilities (Water and Electricity)	1.2	Rwanda
34	Civil Registration	1.2	Uganda
35	Medical and Health Services	1.0	Rwanda
36	Business Licensing	0.9	Uganda
37	<i>Huduma</i> Centres	0.6	Kenya

### Annex 5 – Perceived Impact of Bribe – Regional

Rank	Sector /Institution	2017 score (%)	Country
1	Police	45.4	Uganda
2	Police	42.6	Kenya
3	Judiciary	42.6	Uganda
4	Police	35.8	Tanzania

5	Land Services	33.5	Uganda
6	Local Authorities	28.0	Uganda
7	Medical and Health Services	27.0	Uganda
8	Land Services	26.1	Kenya
9	Judiciary	23.3	Kenya
10	Civil Registration	20.4	Kenya
11	Judiciary	19.7	Tanzania
12	Business Licensing	19.6	Uganda
13	Utilities (Water and Electricity)	18.7	Uganda
14	Business Licensing	16.2	Kenya
15	Civil Registration	16.2	Uganda
16	Land Services	15.7	Tanzania
17	Tax Services	15.6	Uganda
18	Local Authorities	13.6	Tanzania
19	Utilities (Water and Electricity)	12.0	Kenya
20	Medical and Health Services	12.0	Tanzania
21	Educational Institutions	11.3	Uganda
22	Medical and Health Services	10.5	Kenya
23	Educational Institutions	9.4	Kenya
24	Tax Services	8.2	Tanzania
25	Tax Services	8.1	Kenya
26	Business Licensing	8.0	Tanzania
27	Utilities (Water and Electricity)	7.4	Tanzania
28	Educational Institutions	6.6	Tanzania
29	Civil Registration	6.0	Tanzania
30	<i>Huduma</i> Centres	3.4	Kenya

#### Annex 6 – Sample Distribution by District -Uganda

District	Sample
Kampala	240
Pallisa	128
Lira	120
Mbale	120
Mukono	119

Mbarara	89
Apac	82
Dokolo	74
Kabarole	64
Soroti	62
Amolatar	61
Kumi	61
Wakiso	60
Jinja	59
Mpigi	56
Namutumba	56
Alebtong	52
Busia	50
Kabale	50
Kiryamdongo	50
Masaka	50
Rubirizi	50
Kitgum	47
Nwoya	46
Mitooma	45
Nakasongola	44
Katakwi	37
Mubende	35

## Annex 7 – The East Africa Bribery Index Questionnaire

**Q 1.0** Please tell me which of the following public institutions you have **visited/ interacted with personally** in the last 12 months, looking for services.

**Q 1.2** How many times did you interact with these institutions in the last 12 months?  
**(record numerically)**

- i. Educational Institutions
  - a. ECDE
  - b. Technical /vocational training
  - c. Primary
  - d. Secondary
  - e. University
- ii. Judiciary
- iii. Medical and Health Services
- iv. Police
  - a. Kenya Police (Regular)
  - b. AP- Administration Police
  - c. CID
  - d. Traffic Police
- v. Registry and licensing services(birth ,marriage ,death, ID and passport issuance)
- vi. Business Licensing
- vii. Utilities (Electricity , water,)
- viii. Tax Services (VAT, Customs , Motor Vehicle licenses etc)
- ix. Land Services (Buying, Selling , Inheriting ,Leasing)
- x. *Huduma* Center
- xi. Local Authorities
- xii. Other (Please specify )

**Q.2.0** When visiting these organizations/institutions/offices,did you encounter any bribery incidences? ***Demanded (Explicitly asked) , Expected (Implicitly asked), Offered, None (Not demanded / expected or offered)***

**Q2.1** Did you pay the bribe? **(Yes, No)**

**Q2.2** Please tell me the number of times you paid a bribe in the last 12 months in each institution

**Q2.3** Please tell me the total amount you paid in the last 12 months in each institution

**Q2.4 (For those who did not pay)** Did you get the service after failing to pay the bribe?

**Q2.4.1 (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***

**Q 2.5 (For those who paid)** What was the reason why you paid bribe ?

**Q 2.6 (For those who paid) Do you think you would have received service if you had not paid the bribe?**

**Q 2.7 (For those who paid a bribe) what would you say was the most common reason why you paid the bribes?**

- a. To avoid problems with authorities
- b. To avoid paying full cost of service
- c. It was the only way to access service
- d. To hasten up the service
- e. To access a service I did not legally deserve
- f. It was expected
- g. Other (specify)

**Q 3.0 (For those who encountered bribery) Did you complain/ report any of the bribery incidences you experienced to any authority/ person?**

**Q3.1** If yes, to whom did you report /complain about the bribery incidence?

- a. Management of institution
- b. Police
- c. Media
- d. Religious leader
- e. Ethics and Anti corruption Commission (EACC)
- f. Commision on Administrative Justice (CAJ)
- g. NGOs / CSOs
- h. Other (specify)

**Q3.2** Why didn't you report/complain about the bribery incidences you experienced?

- a. Fear of intimidation / Reprisal
- b. I Din't know where to report
- c. I knew no action would be taken even if I reported
- d. Fear of self incrimination
- e. It did not occur to me that I should report
- f. I was a beneficiary
- g. The place to report was inaccessible / far
- h. Other (specify)

**I am now going to ask you about corruption and your perceptions about corruption in Kenya**

**Q 4.0** How would you describe the current state of corruption in Kenya today?  
(Low, Medium, High)

**Q 4.1** Comparing the current state of corruption in Kenya with one year ago, would you say corruption in Kenya has:

- a. Increased
- b. Decreased
- c. Remained the same

**Q 4.2** Thinking about the next one year, do you think the incidences of corruption in

Kenya will:

- a. Increased
- b. Decreased
- c. Remained the same

**Q4.3** Why do you say so?

**Q 4.4** In your view, do you think the government of Kenya is doing enough to fight corruption in the country? **(Yes , No)**

**Q 4.5** Why do you say so?

**Q 5** In your opinion , how have the following performed in the fight against corruption in the last 12 months ? Please rate on a scale of 1 to 5 where 1 means Poor and 5 means Good ; Don't know enough to rate

- a. Civil society
- b. Citizens
- c. Anti corruption agencies
- d. The president
- e. Judiciary
- f. Legislature
- g. Media
- h. Religious institutions
- i. Office of the Auditor General

**Q6.** What have you personally done to fight corruption in the past 12 months ?

**Q7.** What do you think is the most important thing to be done in the fight against corruption?

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